

**ISS FACILITY SERVICES SOUTH AUSTRALIA
PUBLIC HOSPITALS ENTERPRISE AGREEMENT
2024**

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Part 1—Application and Operation

1. Title

This Agreement is the *ISS Facility Services South Australia Public Hospitals Enterprise Agreement 2024*.

2. Commencement and duration

- 2.1 This Agreement commences seven days after approval by FWC and will expire four years after the day on which the FWC approves the Agreement.
- 2.2 This Agreement will continue to apply after its nominal expiry date until the Agreement is replaced or terminated in accordance with the Act.
- 2.3 This Agreement may be varied or terminated prior its nominal expiry date in accordance with the Act.

3. Definitions and interpretation

- 3.1 In this Agreement, unless the contrary intention appears:

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

Agreement means the *ISS Facility Services South Australia Public Hospitals Enterprise Agreement 2024*.

Change of Contract means the termination of a particular contract for services with the Employer and the commencement of a new contract for services with a different employer to perform substantially the same work at the same location.

Day Worker means an Employee whose ordinary hours of work commence at or after 6am and before 12 noon.

Employee means an Employee of the Employer who performs work within the scope of this Agreement and who is covered by a classification under this Agreement.

Employer means ISS Health Services Pty Ltd (ABN 98 109 689 223).

FWC means the Fair Work Commission or its successor.

Immediate Family means a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the Employee, or a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the Employee.

NES means the National Employment Standards as contained in sections 59 to 131 of the Act.

Ordinary time rate of pay means the hourly rate in Schedule B.

Parties means the Employees, the Employer and the Union.

SA Health means the managing Government body of State health facilities in South Australia.

Union means the United Workers Union.

4. Coverage

4.1 This Agreement covers:

- (a) the Employer;
- (b) the Employees; and
- (c) the Union.

4.2 This Agreement applies at all SA Health Public Hospitals where the Employer employs Employees in the classifications covered by this Agreement.

4.3 This Agreement operates to the exclusion of all other awards, agreements or other industrial instruments, unless expressly stated otherwise in this Agreement.

5. Access to the Agreement and the National Employment Standards

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

6. The National Employment Standards and this Agreement

The NES and this Agreement contain the minimum conditions of employment for Employees covered by this Agreement. If a term of this Agreement is detrimental in any respect to an Employee when compared to a provision of the NES, the NES prevails over the detrimental extent of the term of this Agreement.

7. Individual flexibility arrangements

7.1 Despite anything else in this award, an Employer and an individual Employee may agree to vary the application of the terms of this award relating to any of the following in order to meet the genuine needs of both the Employee and the Employer:

- (a) arrangements for when work is performed; or
- (b) overtime rates; or

- (c) penalty rates; or
- (d) allowances; or
- (e) annual leave loading.

7.2 An agreement must be one that is genuinely made by the Employer and the individual Employee without coercion or duress. The Employer acknowledges that an agreement under clause 7 should be made on the principle that an Employee initiates the request in the first instance.

7.3 An agreement may only be made after the individual Employee has commenced employment with the Employer.

7.4 An Employer who wishes to initiate the making of an agreement must:

- (a) give the Employee a written proposal; and
- (b) if the Employer is aware that the Employee has, or reasonably should be aware that the Employee may have, limited understanding of written English, take reasonable steps (including providing a translation in an appropriate language) to ensure that the Employee understands the proposal.

7.5 An agreement must result in the Employee being better off overall at the time the agreement is made than if the agreement had not been made.

7.6 An agreement must do all of the following:

- (a) state the names of the Employer and the Employee; and
- (b) identify the award term, or award terms, the application of which is to be varied; and
- (c) set out how the application of the award term, or each award term, is varied; and
- (d) set out how the agreement results in the Employee being better off overall at the time the agreement is made than if the agreement had not been made; and
- (e) state the date the agreement is to start.

7.7 An agreement must be:

- (a) in writing; and
- (b) signed by the Employer and the Employee and, if the Employee is under 18 years of age, by the Employee's parent or guardian.

7.8 Except as provided in clause 7.7(b), an agreement must not require the approval or consent of a person other than the Employer and the Employee.

7.9 The Employer must keep the agreement as a time and wages record and give a copy to the Employee.

7.10 The Employer and the Employee must genuinely agree, without duress or coercion to any variation of an award provided for by an agreement.

7.11 An agreement may be terminated:

- (a) at any time, by written agreement between the Employer and the Employee; or
- (b) by the Employer or Employee giving 13 weeks' written notice to the other party (reduced to 4 weeks if the agreement was entered into before the first full pay period starting on or after 4 December 2013).

NOTE: If an Employer and Employee agree to an arrangement that purports to be an individual flexibility arrangement under this award term and the arrangement does not meet a requirement set out in section 144 then the Employee or the Employer may terminate the arrangement by giving written notice of not more than 28 days (see section 145 of the Act).

7.12 An agreement terminated as mentioned in clause 7.11(b) ceases to have effect at the end of the period of notice required under clause 7.11(b).

7.13 The right to make an agreement under clause 7 is additional to, and does not affect, any other term of this award that provides for an agreement between an employer and an individual employee.

8. 8. Requests for flexible working arrangements

8.1 An Employee may request change in working arrangements.

Clause 8 applies where an Employee has made a request for a change in working arrangements under section 65 of the Act.

NOTE 1: Section 65 of the Act provides for certain employees to request a change in their working arrangements because of their circumstances, as set out in section 65(1A). Clause 8 supplements or deals with matters incidental to the NES provisions.

NOTE 2: An employer may only refuse a section 65 request for a change in working arrangements on 'reasonable business grounds' (see section 65(5) and (5A)).

NOTE 3: Clause 8 is an addition to section 65.

8.2 Responding to the request.

Before responding to a request made under section 65, the Employer must discuss the request with the Employee and genuinely try to reach agreement on a change in working arrangements that will reasonably accommodate the Employee's circumstances having regard to:

- (a) the needs of the Employee arising from their circumstances;

- (b) the consequences for the Employee if changes in working arrangements are not made; and
- (c) any reasonable business grounds for refusing the request.

NOTE 1: The Employer must give the Employee a written response to an employee's section 65 request within 21 days, stating whether the Employer grants or refuses the request (section 65(4)).

NOTE 2: If the Employer refuses the request, then the written response must include details of the reasons for the refusal (section 65(6)).

8.3 What the written response must include if the Employer refuses the request.

- (d) Clause 8.3 applies if the Employer refuses the request and has not reached an agreement with the Employee under clause 8.
- (e) The written response under section 65(4) must include details of the reasons for the refusal, including the business ground or grounds for the refusal and how the ground or grounds apply.
- (f) If the Employer and Employee could not agree on a change in working arrangements under clause 8.2, then the written response under section 65(4) must:
 - (i) state whether or not there are any changes in working arrangements that the Employer can offer the Employee so as to better accommodate the Employee's circumstances; and
 - (ii) if the Employer can offer the Employee such changes in working arrangements, set out those changes in working arrangements.

8.4 What the written response must include if a different change in working arrangements is agreed.

If the Employer and the Employee reached an agreement under clause 8 a change in working arrangements that differs from that initially requested by the Employee, then the employer must provide the Employee with a written response to their request setting out the agreed change(s) in working arrangements.

8.5 Dispute resolution

Disputes about whether the Employer has discussed the request with the Employee and responded to the request in the way required by clause 8, can be dealt with under clause 11 Dispute resolution.

Part 2—Consultation and Dispute Resolution

9. Consultation

9.1 If the Employer is seriously considering major workplace changes that are likely to have a significant effect on the Employees covered by this Agreement, the Employer must consult with any Employees who will be affected by the decision ('the relevant Employees') and their representatives, if any, and the Union.

9.2 A relevant Employee may appoint a representative, which may include the Union, for the purposes of the procedures in this clause. If a relevant Employee appoints a representative, the Employer must recognise the representative.

9.3 As soon as practicable, the Employer must discuss with the relevant Employees and their representatives, if any, and the Union, the introduction of the change and the effect the change is likely to have on the Employees. The Employer must discuss measures to avert or mitigate the adverse effect of the change on the Employees.

9.4 For the purposes of the discussion the Employer will provide the relevant Employees and their representatives, if any, and the Union in writing:

- (a) all relevant information about the change including the nature of the change proposed; and
- (b) information about the expected effects of the change on the employees; and
- (c) any other matters likely to affect the Employees.

However, the Employer is not required to disclose confidential information that is commercially sensitive.

9.5 Where the Employer proposes to alter an Employee's hours of work or change an Employee's regular roster, in addition to any other obligations in this clause, the Employer must:

- (a) Provide the Employee and their representatives, if any, and the Union with information regarding the proposed change in writing in accordance with 9.3 of this clause;
- (b) Invite the Employees and their representatives, if any, and the Union to give their views about the impact of the change (including any impact in relation to their family or caring responsibilities); and
- (c) Consider any views given by the relevant Employees and their representatives, if any, and the Union about the impact of the change.

9.6 The Employer must give prompt and genuine consideration to responses provided and matters raised about the major change by the relevant Employees and their representatives, if any, and the Union during the consultation process.

9.7 As soon as a final decision has been made, the Employer must notify the relevant Employees and their representatives, if any, and the Union, in writing, and explain the effects of the decision.

9.8 The Employer, the relevant Employees, any representatives and the Union, must act in good faith in relation to the consultation process provided in this clause.

9.9 If there is a dispute in relation to any provision in the Consultation clause, the dispute will be resolved in accordance with the Dispute Resolution clause in this Agreement.

9.10 While the dispute is being resolved in accordance with the Dispute Resolution clause, the parties will respect the status quo. The Employer may direct an Employee to perform different work or work at a different location, on full pay, if it is safe and appropriate for the Employee to perform while the dispute is being resolved.

9.11 In this clause:

‘Good faith’ includes obligations to meet, disclose relevant information, genuinely consider proposals and respond with reasons, and to refrain from capricious or unfair conduct that undermines consultation.

“A major change is likely to have a significant effect on Employees” if it results in:

- (a) termination of employment; or
- (b) major changes in the composition, operation or size of the Employer’s workforce or in the skills required of Employees; or
- (c) the elimination or diminution of job opportunities, promotion opportunities or job tenure; or
- (d) the alteration of hours of work, including (but not limited to) alterations to an Employee’s regular roster or ordinary hours of work; or
- (e) the need to retrain Employees; or
- (f) the need to relocate Employees to another workplace; or
- (g) the restructuring of jobs, or
- (h) Changes to the legal or operational structure of the Employer, only where it is likely to have a significant effect on Employees.

10. Consultation regarding change of contract

10.1 Where a decision is made by SA Health that is likely to bring about a change of contract, the following will apply:

- (a) The Employer is required to notify Employees as soon as practicable after the Employer has been notified that the contract has been terminated or will not be extended or renewed.
- (b) The notification to Employees must be in writing, containing options (if any) for suitable alternative employment for Employees with the Employer. The Employer must notify those Employees who are to be offered suitable alternative employment, identify the site, the hours of work and the rates of pay proposed.
- (c) The Employer must provide to the incoming contractor a list of Employees who have given permission for their name and contact details to be so provided and who wish to be considered for employment by the incoming contractor.
- (d) Employees who are not offered suitable alternative employment with the Employer must be notified in writing by the Employer, and the notice must contain details of the Employee's entitlements, (including accrued annual and long service leave) a termination summary, and a statement of service (including length of service, hours of work, classification and shift configuration).
- (e) The Employer must facilitate a meeting between the incoming contractor and outgoing Employees who are not offered suitable alternative employment with the Employer.
- (f) The Employer must use reasonable endeavours to reach an agreement with the incoming contractor for the incoming contractor to recognise the service with the Employer of Employees accepting employment with the incoming contractor for the purposes of determining all leave entitlements, including long service leave.

11. Dispute resolution

Application of dispute resolution procedure

11.1 This dispute resolution procedure applies to the following disputes:

- (a) matters arising under the Agreement;
- (b) the National Employment Standards (NES) as they apply to Employees covered by the Agreement (including ss.65(5) and 76(4) of the Fair Work Act 2009 which deal with requests for flexible working arrangements and extending periods of unpaid parental leave); and
- (c) any other work-related matter.

Procedure

11.2 In the first instance, the parties will attempt to resolve the dispute at the workplace level. This will involve the following steps:

- (a) Discussions between the Employee or Employees concerned and their direct Supervisor or Manager, unless the dispute involves that person and the Employee or Employees concerned have reasonable grounds not to discuss the issue with that person. If such discussions do not resolve the dispute, then;
- (b) Discussions between the Employee or Employees concerned and the Site Manager. If such discussions do not resolve the dispute, then;
- (c) Discussions between the Employee or Employees concerned and the ISS GM – People and Culture, SA.

11.3 A party may refer the dispute to the FWC to settle the dispute where:

- (a) the dispute cannot be resolved at the workplace level; or
- (b) the dispute is not being progressed in a timely manner; or
- (c) there are aspects of the dispute which require the dispute to be dealt with urgently; or
- (d) the parties agree to refer the dispute.

FWC Power to Settle the Dispute

11.4 FWC will deal with a dispute by:

- (a) mediation or conciliation; and/or
- (b) making a recommendation or expressing an opinion; and/or
- (c) if the dispute remains unresolved, arbitration.

11.5 Without limiting any powers available under the Fair Work Act 2009, FWC may exercise the procedural powers in relation to conferences, hearings, evidence and submissions which are necessary to effectively settle the dispute.

11.6 Subject to 11.7 in this clause, a decision of the FWC under this dispute resolution procedure will bind the parties.

Appeal

11.7 Notwithstanding 11.6 in this clause, either party may exercise a right of appeal against the decision to a full bench.

Representation

11.8 At any stage in this dispute resolution procedure, an Employee may appoint another person, a union, organisation or association to accompany and/or represent them for the purposes of this clause.

Definition of parties

11.9 In this clause “party” or “parties” includes any person or Union covered by this Agreement.

11.10 Status Quo

While the dispute is being resolved, the parties will respect the status quo. However, the Employer may direct an Employee to perform different work or work at a different location, on full pay, if it is reasonable to do so to protect the safety, health or welfare of another Employee or Employees.

Breach of Agreement

11.11 Nothing in this procedure prevents a party from enforcing this Agreement in a court.

Part 3— Types of Employment and Termination of Employment

12. Types of employment

12.1 Employment categories

- (a) Employees under this Agreement will be employed in one of the following categories:
 - (i) full-time;
 - (ii) part-time;
 - (iii) casual.
- (b) At the time of engagement the Employer will inform each Employee in writing of their category of employment, classification and rate of pay. The Employer may direct an Employee to carry out such duties that are within the limits of the Employee's skill, competence and training, consistent with the respective classification.
- (c) It is the intention of the Employer to maximise the use permanent employment. The Employer will maintain no less than 80% permanent Employees.
- (d) The percentage of permanent employment outlined in 12.1 (c) would not apply if there was an urgent or short term need for additional casual Employees.

12.2 Full-time employment

A full-time Employee is engaged to work 38 hours per week or an average of 38 hours per week, pursuant to clause 23 in this Agreement.

12.3 Part-time employment

12.4 A part-time employee:

- (a) is engaged to work at least and average of 18 hours per week but less than an average of 38 hours per week and has reasonable predictable hours of work;
- (b) Provided that a part-time Employee is working less than an average of 18 hours per week at the commencement of this Agreement they may continue to work such hours.
- (c) A Part-time Employee and the Employer can agree in writing to work less than an average of 18 hours per week where it is to replace a permanent part time employee who is working less than 18 hours, pursuant to 12.4 (b).

- (d) The terms of this Agreement will apply on a pro rata basis to part time Employees on the basis that the ordinary weekly hours for full-time employees are 38.

12.5 Before commencing employment, the Employer and Employee will agree in writing on a regular pattern of work including the:

- (a) number of hours to be worked each week;
- (b) days of the week the employee will work; and
- (c) starting and finishing times each day.
- (d) The regular pattern of work may be varied by agreement and recorded in writing.
- (e) In addition to the regular pattern of work, a part-time Employee may work extra hours at the ordinary hourly rate, inclusive of any applicable penalty rate under clause 24. Any hours worked in excess of 76 hours per fortnight will be paid as overtime in accordance with clause 27. A part-time Employee is under no obligation to accept extra hours in addition to their regular pattern of work.

12.6 Casual employment

- (a) A casual employee is engaged on an hourly basis, other than as a part-time, full-time or fixed-term employee, to work up to and including 38 ordinary hours per week.
- (b) A casual Employee will be paid for each ordinary hour worked the Ordinary time rate of pay applicable to the classification and pay point in which they are employed and a loading of 20% of that rate. The casual loading is payable instead of entitlements from which casuals are excluded by the terms of this Agreement and the NES. When a casual Employee works overtime, they must be paid the overtime rates in clause 27.

12.7 Casual Conversion

- (a) Any casual employee who has been employed by the employer during a period of at least six (6) months, regular and systematic basis for an ongoing period of employment or on a regular and systematic basis; and whose employment is consistent with part-time employment or full-time employment; is eligible to elect, in writing, to convert to permanent part-time or full-time (as appropriate) employment.
- (b) The employer of an eligible employee must notify the employee in writing of the provisions of 12.7 within two (2) weeks of the employee completing the six (6) month qualifying period.
- (c) Any eligible employee who does not make an election as provided for in subclause 12.7(a) within two (2) weeks of receiving the written notice in 12.7(b) will be deemed to have agreed to remain a casual employee.

- (d) Any eligible employee who remains a casual employee pursuant to subclause 12.7(c), may, provided that the employee also remains an eligible casual employee pursuant to the provisions of subclause 12.7(a), on the six (6) month anniversary of the initial offer having been made, or earlier by agreement with the employer, elect to convert to permanent employment status by giving the employer notice in writing of such election. In this instance, the 6 month qualifying period referred to in 12.7(a), will be the 6 months immediately preceding the date that written notice was given.
- (e) Upon receiving written notice from an employee pursuant to subclause 12.7(a), the employer must, within four (4) weeks of receiving such notice, indicate in writing whether the conversion to permanent employment is, or is not, agreed to. Where the conversion is not agreed to, the employer must provide written reasons for same.
- (f) Where an employee's election to convert to permanent employment is not agreed to and the employee considers that in not agreeing the employer has acted unreasonably, the employee may seek to have the dispute resolved through the Dispute procedure set out in clause 11.
- (g) Where an eligible employee has transferred to permanent employment pursuant to the provisions of this clause, the employee may only revert to casual employment with the written agreement of the employer.
- (h) Service for the purpose of leave entitlements (other than long service leave) will be calculated from the date of commencement of permanent part-time or full-time employment.
- (i) Where an eligible employee elects to convert to permanent employment status and the employee agrees to such conversion, the normal hours of duty that will apply under the new contract of employment will be the average of the hours the employee has worked during the preceding six (6) month qualifying period specified in subclause 12.7(a) or 12.7(d) (as appropriate), or as otherwise agreed between the employer and employee.

13. Process for addressing temporary staff shortages, allocating extra hours and vacancies

13.1 The parties are committed to establishing a cost efficient, fair and equitable system for addressing temporary staff shortages, allocating extra hours and vacancies.

13.2 Temporary staff shortages may be caused by; unplanned employee absences due to personal leave, planned leave, additional service requirements e.g. special events, or other unexpected circumstances.

13.3 The following process will be implemented for addressing temporary staff shortages and allocating extra hours at a site level:

(a) All part-time Employees will be offered the opportunity to indicate their availability to work extra hours in accordance with clause 12.5 (d), 12.5 (e). No part-time Employee is under any obligation to indicate their availability to work extra hours or accept any offer of extra hours and may change or remove their preference at any time by notifying the Employer. An indication of availability by a part-time Employee does not provide any obligation on the Employer to provide any extra hours.

(b) The lists of part-time Employee availability to work extra hours will be maintained by the Employer at each site.

(c) The Employer will address temporary staff shortages by offering extra hours in the following order of priority:

(i) part-time Employees, who have indicated their availability for extra hours, who are rostered to work in the section at times adjacent to when the shortage occurs;

(ii) part-time Employees, who have indicated their availability for extra hours, who have the required competencies to cover the shortage.

(iii) casual Employees or full-time or part-time Employees who have the required competencies.

(d) Offers of extra hours will be made on a rotating basis in accordance with the above order of priority.

13.4 Permanent on-going vacancies

(a) Where a permanent on-going vacancy exists at a site, the Employer will notify Employees at the site, by notice on a notice board or by electronic means prior to advertising the vacancy externally, unless the Employer has reasonable grounds to advertise externally at the same time as the internal notification.

(b) All applications for vacancies must be completed through the Employer's online portal, unless otherwise agreed.

(c) The Employer will give preference to existing part-time Employees for full-time vacancies and to existing part-time and casual Employees for part-time vacancies, where the Employee is suitably qualified for the role and has no conduct or capacity issues.

(d) Where extra hours become available on a permanent on-going basis, where practicable, the Employer will offer the extra hours in the following order of priority:

(i) part-time Employees who have indicated their availability for extra hours, who are rostered to work in the section at times adjacent to when the extra hours are available and who have no conduct or capacity issues, on an equitable or as agreed basis;

(ii) part-time Employees who have indicated their availability for extra hours, who have the required competencies and who have no conduct or capacity issues, on an equitable or as agreed basis;

- (iii) casual Employees with the required competencies who have no conduct or capacity issues;
- (iv) external advertising.

14. Termination of employment

14.1 Statement of employment

In the event of termination of employment, the Employer will provide, upon request by the Employee whose employment has been terminated, a written statement specifying the period of employment and the classification or type of work performed by the Employee.

14.2 Termination by Employer

The Employer will not terminate an Employee's employment unless the Employer has given the Employee written notice of the day of the termination (which cannot be before the day the notice is given) and:

- (a) the time between giving the notice and the day of the termination is at least the period (the minimum period of notice) as provided in this clause; or
- (b) the Employer has paid the Employee payment in lieu of notice of at least the amount the Employer would have been liable to pay the Employee at the rate of pay for the hours the Employee would have worked had the employment continued until the end of the minimum period of notice. This rate of pay includes any amount that would have been paid to the Employee in respect to the ordinary hours that would have been worked; or
- (c) any combination of notice and payment in lieu.

14.3 The minimum period of notice will be worked out as follows:

Employee's period of continuous service with the Employer at the end of the day the notice period is given	Period of Notice	Period of Notice (If Employee is over 45 years old)
Not more than 1 year	1 week	1 week
More than 1 year but not more than 2 years	2 weeks	2 weeks
More than 2 years but not more than 3 years	2 weeks	4 weeks
More than 3 years but not more than 5 years	3 weeks	5 weeks
More than 5 years	4 weeks	6 weeks

14.4 The following Employees are excluded from the requirement to provide a minimum period of notice:

- (a) an Employee terminated for serious misconduct; and
- (b) a casual Employee.

14.5 Notice of termination by an Employee

- (a) The notice of termination required to be given by an Employee is:
- (i) 1 week if the Employee has been employed for less than 1 continuous year of service; or
 - (ii) 2 weeks if the Employee has been employed for one year but not more than 3 years.
 - (iii) 3 weeks if the Employee has been employed for 3 years or more.
- (b) If an Employee fails to give the required notice the Employer may withhold from any monies due to the Employee on termination under this Agreement or the NES, an amount not exceeding the amount the Employee would have been paid under this Agreement in respect of the period of notice required by this clause less any period of notice actually given by the Employee.

14.6 Job search entitlement

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

15. Redundancy

Redundancy pay is provided for in the NES. See sections 119 to 123 of the Act.

15.1 Transfer to lower paid duties on redundancy

- (a) Clause 15.1 applies if, because of redundancy, an Employee is transferred to new duties to which a lower ordinary rate of pay applies.
- (b) The Employer may:
 - (i) give the Employee notice of the transfer of at least the same length as the Employee would be entitled to under section 117 of the Act as if it were a notice of termination given by the Employer; or
 - (ii) transfer the Employee to the new duties without giving notice of transfer or before the expiry of a notice of transfer, provided that the Employer pays the Employee as set out in clause 15.1(c).
- (c) If the Employer acts as mentioned in clause 15.1(b)(ii), the Employee is entitled to a payment of an amount equal to the difference between the ordinary rate of pay of the Employee (inclusive of all-purpose allowances, shift rates and penalty rates applicable to ordinary hours) for the hours of work the Employee would have worked in the first role, and the ordinary rate of pay (also inclusive of all-purpose allowances, shift rates and penalty rates applicable to ordinary hours) of the Employee in the second role for the period for which notice was not given.

15.2 Employee leaving during redundancy notice period

- (a) An Employee given notice of termination in circumstances of redundancy may terminate their employment during the minimum period of notice prescribed by section 117(3) of the Act.
- (b) The Employee is entitled to receive the benefits and payments they would have received under clause 14 or under sections 119 to 123 of the Act had they remained in employment until the expiry of the notice.
- (c) However, the Employee is not entitled to be paid for any part of the period of notice remaining after the Employee ceased to be employed.

15.3 Job search entitlement

- (a) Where an Employer has given notice of termination to an Employee in circumstances of redundancy, the Employee must be allowed time off without loss of pay of up to one day each week of the minimum period of notice prescribed by section 117(3) of the Act for the purpose of seeking other employment.
- (b) If an Employee is allowed time off without loss of pay of more than one day under clause 15.3(a), the Employee must, at the request of the Employer, produce proof of attendance at an interview.
- (c) A statutory declaration is sufficient for the purpose of clause 15.3(b).
- (d) An Employee who fails to produce proof when required under clause 15.3(b) is not entitled to be paid for the time off.
- (e) This entitlement applies instead of clause 14.5.

16. Uniforms

- 16.1** The Employer will provide all Employees with uniforms (three shirts and two trousers).
- 16.2** Uniforms will be replaced on a fair wear and tear basis.
- 16.3** Employees must return all items of uniform upon termination of employment.

Part 4 - Minimum Wages and Related Matters

17. Classifications

- 17.1** All Employees covered by this Agreement must be classified according to the structure and definitions set out in Schedule A—Classification Definitions. The Employer must advise Employees in writing of their classification upon commencement and of any subsequent changes to their classification.

18. Wages parity

- 18.1** This Agreement provides wage rates that are equivalent to the wage rates paid to employees performing similar work employed by the South Australian Government. For the purposes of this Agreement this is referred to as wages parity.
- 18.2** Wages parity will be maintained between the wage rates of this Agreement and the South Australian Public Sector Wages Parity Enterprise Agreement: Weekly Paid 2022 and its successor(s).

19. Minimum wages

- 19.1** The Employer must pay Employees for ordinary hours worked in accordance with Schedule B – Wages.
- 19.2** The rates in Schedule B – Wages will be increased by the same amount as and same effective date as the wage increases prescribed in the South Australian Public Sector Wages Parity Enterprise Agreement: Weekly Paid 2022 or its successor(s).
- 19.3 Progression through pay points**

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

20. Allowances

- 20.1** The Employer must pay to an Employee such allowances as the Employee is entitled to in accordance with Schedule C – Allowances.

21. Payment of wages

21.1 Frequency of payment

Wages will be paid fortnightly, no later than Thursday in the pay week, provided that where a public holiday falls in the pay week on or before the pay day, payment may be delayed by one day.

21.2 Method of payment

Wages will be paid by electronic funds transfer into the bank or financial institution account nominated by the Employee.

21.3 Pay slips and Long Service Leave Accrual Requests

The Employee payslip will include the relevant statutory requirements, each Employee's pay slip will detail accumulated totals of the Employee's statutory leave entitlements and superannuation payments. Pay slips may be given to Employees through the MYISS mobile application or website. The Payslip will also include Personal Leave from no later than 3 months after the commencement of this Agreement. Upon written request by the individual Employee, the Employer will provide the Employee within 21 days their accrued long service balance in writing.

22. Superannuation

22.1 Superannuation legislation

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

22.2 Employer contributions

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

22.3 Voluntary Employee contributions

- (a) Subject to the governing rules of the relevant superannuation fund, an Employee may, in writing, authorise their Employer to pay on behalf of the Employee a specified amount from the post-taxation wages of the Employee into the same superannuation fund as the Employer makes the superannuation contributions provided for in clause 22.2.
- (b) An Employee may adjust the amount the Employee has authorised their Employer to pay from the wages of the Employee from the first of the month following the giving of three months' written notice to their Employer.
- (c) The Employer must pay the amount authorised under clauses 22.3(a) or (b) no later than the payment under clause 22.2.

22.4 Superannuation fund

- (a) Unless, to comply with superannuation legislation, the Employer is required to make the superannuation contributions provided for in clause 22.2 to another superannuation fund that is chosen by the Employee, the Employer must make the superannuation contributions provided for in clause 22.2 and pay the amount authorised under clauses 22.3 to Australian Super or any successor fund thereof.

Part 5 - Hours of Work and Related Matters

23. Ordinary hours of work

23.1 The ordinary hours of work for a full-time Employee will be an average of 38 hours per week in a two or four week period.

23.2 Shift duration

- (a) Ordinary time shifts (exclusive of meal breaks) must be:
 - (i) for full-time employees—a minimum of 7.6 hours and a maximum of 8 hours; and
 - (ii) for part-time employees—a minimum of 3 hours and a maximum of 8 hours.
 - (iii) for casual employees—a minimum of 3 and a maximum of 10 hours.
- (b) During the daylight saving change over period, an Employee will be paid for actual hours worked and will not be entitled to overtime or any additional pay as a result of the daylight saving change over.

24. Penalty rates and shift work

24.1 The following penalty rates apply in addition to the ordinary time rate of pay:

Afternoon/Night shift (when shift commences at or after 12.00pm (midday) and concludes at or before 8.00am, Monday to Friday)	15%
Permanent Afternoon/Night shift (when Afternoon/Night shift is rostered permanently and exclusively during the roster cycle. For the avoidance of doubt this penalty rate will not apply if an Employee is rostered to work any shift other than Afternoon/Night shift during the roster cycle or if the Employee requests to work permanent Afternoon/Night shift)	30%
Early Morning shift (when shift commences prior to 6.00am and finishes after 8.00am, for all hours worked up until 7.00am, Monday to Friday)	15%
Saturday and Sunday shifts (For all ordinary hours worked between midnight Friday and midnight Sunday)	50%
Public holiday (For all time worked)	150%

24.2 Casual employees will be paid a loading of 20% as per 12.6 (b) in this Agreement in addition to the penalty and shift rates in clause 24.1.

24.3 Penalty rates are not cumulative.

25. Rostering

- (a) The ordinary hours of work for each Employee will be displayed on a fortnightly roster in a place conveniently accessible to Employees. The roster will be posted at least 2 weeks before the commencement of the roster period.
- (b) 7 days' notice will be given of a change in a roster. However, a roster may be altered at any time to enable the functions of the hospital, facility or organisation to be carried on where another Employee is absent from duty on account of illness or in an emergency, or by mutual agreement.
- (c) Unless the Employer otherwise agrees, an Employee desiring a roster change will give 7 days' notice except where the Employee is ill or in an emergency.

26. Breaks

26.1 Meal Breaks

- (a) An Employee who works in excess of 5 hours will be entitled to an unpaid meal break of not less than 30 minutes and not more than 60 minutes and shall be free of all duties. Such Meal breaks shall not be regarded as working time.
- (b) The time of taking the meal break may be varied by agreement between the Employer and Employee.
- (c) An Employee who works not more than 6 hours may elect to forgo the meal break, with the consent of the Employer.
- (d) An Employee who remains on-site and on-call for Emergency Response Team (ERT) codes during their meal break will receive an ERT meal allowance for each such meal break.

26.2 Tea breaks

- (a) Every Employee will be entitled to a paid 15 minute tea break in each four hours worked.
- (b) Tea breaks will be taken at a time agreed between the Employer and Employee.
- (c) Tea breaks will count as time worked.
- (d) Employees must attend their break in an expeditious manner.

26.3 Breaks between shifts

Employees must be given a break of at least 8 hours between the completion of one shift and the commencement of the next shift (excluding broken shifts).

27. Overtime

27.1 Overtime rates

- (a) All time worked outside of ordinary hours is overtime.
- (b) Where an Employee works overtime the Employer must pay to the Employee the ordinary time rate of pay together with a loading as follows:

Monday to Saturday – first 3 hours	50%
Monday to Saturday – after 3 hours	100%
Saturday after midday	100%
Sunday	100%
Public Holiday	150%

- (c) Where a period of overtime commences on one day and continues into the following day, the period worked on each day attracts the loading applicable to that day.
- (d) These extra rates will be in substitution for and not cumulative upon the penalty rates prescribed in clause 24— Penalty rates.

27.2 Overtime is paid in the following circumstances:

- (a) Where a full-time employee:
 - (i) works in excess of their ordinary hours;
 - (ii) works in excess of 8 hours per shift;
- (b) Where a part-time employee:
 - (i) works in excess of their ordinary hours, except where agreement has been reached in accordance with clauses 12.5 (d) and 12.5 (e) and/or
 - (ii) works in excess of 8 hours per shift; and/or
 - (iii) works in excess of an average of 38 hours per week in a fortnight or 4 week period.
- (c) Where a casual employee:
 - (i) works in excess of 10 hours per shift; and/or

- (ii) works in excess of 38 hours per week or 76 hours in a fortnight.
- (iii) Any Overtime paid is in lieu of casual loading of 20%

27.3 Rest period after overtime

(a) An Employee who works so much overtime between the termination of their ordinary work on one day and the commencement of ordinary work on the next day that they have not had at least 10 consecutive hours off duty will be released after completion of such overtime until they have had 10 consecutive hours off duty without loss of pay for ordinary working time occurring during this absence.

(b) If, on the instructions of the Employer, the Employee resumes or continues work without having had 10 hours off duty, the Employee will be paid at the rate of double time until they are released from duty for such a period. The Employee is then entitled to be absent until they have had 10 consecutive hours off duty without loss of pay for ordinary working time occurring during such absence.

27.4 Time off instead of payment for overtime

(a) At the request of the Employee, the Employee and Employer may agree in writing to the Employee taking time off instead of being paid for a particular amount of overtime that has been worked by the Employee.

(b) Any amount of overtime that has been worked by an Employee in a particular pay period and that is to be taken as time off instead of the Employee being paid for it must be the subject of a separate agreement under clause 27.4.

(c) An agreement must state each of the following:

- (i) the number of overtime hours to which it applies and when those hours were worked;
- (ii) that the Employer and Employee agree that the Employee may take time off instead of being paid for the overtime;
- (iii) that, if the Employee requests at any time, the Employer must pay the Employee, for overtime covered by the agreement but not taken as time off, at the overtime rate applicable to the overtime when worked;
- (iv) that any payment mentioned in clause 27.4 must be made in the next pay period following the request.

EXAMPLE: By making an agreement under clause 27.4 an Employee who worked 2 overtime hours is entitled to 2 hours' time off.

(d) Time off must be taken:

(i) within the period of 6 months after the overtime is worked;

and

(ii) at a time or times within that period of 6 months agreed by the Employee and Employer.

(e) If the Employee requests at any time, to be paid for overtime covered by an agreement under clause 27.4 but not taken as time off, 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.

(f) If time off for overtime that has been worked is not taken within the period of 6 months mentioned in clause 27.4, the Employer must pay the Employee for the overtime, in the next pay period following those 6 months, at the overtime rate applicable to the overtime when worked.

(g) The Employer must keep a copy of any agreement under clause 27 as an employee record.

(i) An Employer must not exert undue influence or undue pressure on an Employee in relation to a decision by the Employee to make, or not make, an agreement to take time off instead of payment for overtime.

(h) An Employee may, under section 65 of the Act, request to take time off, at a time or times specified in the request or to be subsequently agreed by the Employer and the Employee, instead of being paid for overtime worked by the Employee. If the Employer agrees to the request then clause 27.4 will apply, including the requirement for separate written agreements under clause 27.4 for overtime that has been worked.

NOTE: If an Employee makes a request under section 65 of the Act for a change in working arrangements, the Employer may only refuse that request on reasonable business grounds (see section 65(5) of the Act).

(i) If, on the termination of the Employee's employment, time off for overtime worked by the Employee to which clause 27.4 applies has not been taken, the Employer must pay the Employee for the overtime at the overtime rate applicable to the overtime when worked.

NOTE: Under section 345(1) of the Act, a person must not knowingly or recklessly make a false or misleading representation about the workplace rights of another person under clause 27.4.

27.5 Recall to work overtime

An Employee who is recalled to work overtime after leaving the Employer's premises will be paid for a minimum of two hours' work at the appropriate overtime rate.

27.6 Rest break during overtime

An Employee working overtime will take a paid rest break of 20 minutes after each four hours of overtime worked if required to continue work after the break.

28. Broken Shifts

(a) Employees may be rostered to work ordinary hours in up to two periods of duty, per day, with a minimum payment of three hours for each period of duty.

(b) Employees working a broken shift Monday to Friday must be paid an additional 10% loading on the ordinary time rate of pay for each broken shift. Provided that if the second part of the broken shift finishes at or after 7.30pm, an additional 15% loading will apply to the second part of the broken shift in lieu of the 10% loading.

29. Higher duties

29.1 An Employee engaged in any duties carrying a higher wage rate than the classification in which they are ordinarily employed in any one day or shift will be paid at the higher wage rate for:

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

30. Stand down

30.1 The Employer may stand down an Employee without pay during a period where the Employee cannot usefully be employed because of:

- (a) industrial action (other than industrial action organised or engaged in by the Employer); or
- (b) a breakdown of machinery or equipment; or
- (c) a stoppage of work for any cause for which the Employer cannot reasonably be held responsible.

30.2 Prior to proposing that any Employees are stood down, the Employer must endeavour to provide them with acceptable alternative work.

30.3 Where Employees cannot be usefully employed the Employer must consider acceptable alternatives to stand downs such as agreed roster changes, or providing Employees with the option of taking paid leave.

30.4 Any stand down does not break continuity of service or adversely affect leave accruals.

Part 6 - Leave and Public Holidays

31. Annual leave

31.1 This clause does not apply to casual Employees.

31.2 Definition of shiftworker

For the purpose of this clause and the NES, a shiftworker is an Employee who is rostered to work on each of the seven days of the week.

31.3 Entitlement to annual leave

(a) For each year of service an Employee is entitled to:

(i) four weeks of paid annual leave; or

(ii) five weeks of paid annual leave for Employees engaged as a shiftworker as defined in this clause.

(b) For the purpose of this clause, week means the Employee's ordinary working week.

(c) An Employee's entitlement to paid annual leave accrues progressively according to the Employee's ordinary hours of work, and it accumulates from year to year.

(d) If an Employee's employment ends, an Employee accrues paid annual leave up to when the employment ends, being the Employee's last day of work.

(e) If and when the employment of an Employee ends, the Employee has a period of untaken paid annual leave, the Employer will pay the Employee the amount that would have been payable to the Employee had the Employee taken that period of leave, including annual leave loading.

31.4 Annual leave loading

(a) In addition to their ordinary time rate of pay, an Employee, other than a shiftworker, will be paid an annual leave loading of 17.5% of their ordinary time rate of pay.

(b) Shiftworkers, in addition to their ordinary time rate of pay, will be paid the higher of:

(i) an annual leave loading of 17.5% of their ordinary time rate of pay; or

(ii) the weekend and shift penalties the Employee would have received had they not been on leave during the relevant period.

31.5 Annual leave in advance

- (a) An Employer and Employee may agree in writing to the Employee taking a period of paid annual leave before the Employee has accrued an entitlement to the leave.
- (b) An agreement must:
 - (i) state the amount of leave to be taken in advance and the date on which leave is to commence; and
 - (ii) be signed by the Employer and Employee and, if the Employee is under 18 years of age, by the Employee's parent or guardian.
- (c) The Employer must keep a copy of any agreement under clause 31.5 as an employee record.
- (d) If, on the termination of the Employee's entitlement, the Employee has not accrued an entitlement to all of a period of annual leave already taken in accordance with an agreement under clause 31.5, the Employer may deduct from any money due to the Employee on termination an amount equal to the amount that was paid to the Employee in respect of any part of the period of annual leave taken in advance to which an entitlement has not been accrued.

31.6 Cashing out of annual leave

- (a) Paid annual leave must not be cashed out except in accordance with an agreement under this clause.
- (b) Each cashing out of a particular amount of paid annual leave must be the subject of a separate agreement.
- (c) The Employer and an Employee may agree in writing to the cashing out of a particular amount of accrued paid annual leave by the Employee.
- (d) An agreement under this clause must state:
 - (i) the amount of leave to be cashed out and the payment to be made to the Employee for it; and
 - (ii) the date on which the payment is to be made.
- (e) An agreement under this clause must be signed by the Employer and Employee and, if the Employee is under 18 years of age, by the Employee's parent or guardian.
- (f) The payment must not be less than the amount that would have been payable had the Employee taken the leave at the time the payment is made.
- (g) An agreement must not result in the Employee's remaining accrued entitlement to paid annual leave being less than 4 weeks.
- (h) The maximum amount of accrued paid annual leave that may be cashed out in any period of 12 months is 2 weeks.

(i) The Employer must keep a copy of any agreement under this clause as an employee record.

Note 1: Under section 344 of the Fair work Act, an Employer must not exert undue influence or undue pressure on an Employee to make, or not make, an agreement under clause 31.6.

Note 2: Under section 345(1) of the Fair Work Act, a person must not knowingly or recklessly make a false or misleading representation about the workplace rights of another person under clause 31.6.

31.7 Excessive leave accruals: general provision

(a) An Employee has an excessive leave accrual if the Employee has accrued more than 8 weeks paid annual leave (or 10 weeks' paid annual leave for a shift worker).

(b) If an Employee has an excessive leave accrual, the Employer or the Employee may seek to confer with the other and genuinely try to reach agreement on how to reduce or eliminate the excessive leave accrual.

31.8 Excessive leave accruals: direction by Employer that leave be taken

(a) If the Employer has genuinely tried to reach agreement with an Employee under clause 31.7 but agreement is not reached (including because the Employee refuses to confer), the Employer may direct the Employee in writing to take one or more periods of paid annual leave.

(b) However, a direction by the Employer under clause 31.8:

(i) is of no effect if it would result at any time in the Employee's remaining accrued entitlement to paid annual leave being less than 6 weeks when any other paid annual leave arrangements are taken into account; and

(ii) must not require the Employee to take any period of paid annual leave of less than one week; and

(iii) must not require the Employee to take a period of paid annual leave beginning less than 8 weeks, or more than 12 months, after the direction is given; and

(iv) must not be inconsistent with any leave arrangement agreed by the Employer and Employee.

(c) The Employee must take paid annual leave in accordance with a direction under clause 31.8 that is in effect.

(d) An Employee to whom a direction has been given under clause 31.8 may request to take a period of paid annual leave as if the direction had not been given.

Note 1: Paid annual leave arising from a request mentioned in paragraph (d) in this clause may result in the direction ceasing to have effect.

Note 2: Under section 88(2) of the Fair Work Act, the Employer must not unreasonably refuse to agree to a request by the Employee to take paid annual leave.

31.9 Excessive leave accruals: request by Employee for leave

(a) If an Employee has genuinely tried to reach agreement with the Employer under clause 31.7 but agreement is not reached (including because the Employer refuses to confer), the Employee may give a written notice to the Employer requesting to take one or more periods of paid annual leave.

(b) However, an Employee may only give a notice to the Employer under clause 31.9 (a) if:

(i) the Employee has had an excessive leave accrual for more than 6 months at the time of giving the notice; and

(ii) the Employee has not been given a direction under clause 31.8 (a) that, when any other paid annual leave arrangements are taken into account, would eliminate the Employee's excessive leave accrual.

(c) A notice given by an Employee under clause 31.9 (a) must not:

(i) if granted, result in the Employee's remaining accrued entitlement to paid annual leave being at any time less than 6 weeks when any other paid annual leave arrangements are taken into account; or

(ii) provide for the Employee to take any period of paid annual leave of less than one week; or

(iii) provide for the Employee to take a period of paid annual leave beginning less than 8 weeks, or more than 12 months, after the notice is given; or

(iv) be inconsistent with any leave arrangement agreed by the Employer and Employee.

(d) An Employee is not entitled to request by a notice under clause 31.9 (a) more than 4 weeks' paid annual leave (or 5 weeks' paid annual leave for a shiftworker) in any period of 12 months.

(e) The Employer must grant paid annual leave requested by a notice under clause 31.9 (a).

32. Personal/carer's leave and compassionate leave

Entitlement to Paid Personal/Carer's and Compassionate Leave

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

(a) For each year of service with the Employer, an Employee, other than a casual Employee, is entitled to 10 days of paid personal/carer's leave. In this clause 10 days means a maximum of 76 hours.

32.2 Taking Paid Personal/Carer's Leave

(a) An Employee may take paid personal/carer's leave if the leave is taken:

(i) because the Employee is not fit for work because of a personal illness, or personal injury, affecting the Employee, or

(ii) to provide care or support to a member of the Employee's Immediate Family, or a member of the Employee's household, who requires care or support because of a personal illness, or personal injury, affecting the member; or for an unexpected emergency affecting the member.

32.3 Notice and Evidence Requirements

(a) An Employee must give the Employer notice of the intended taking of leave under this clause. The notice must be given to the Employer as soon as practicable (which may be a time after the leave has started but not after the shift has ended), and the Employee must advise the Employer of the period, or expected period, of the leave.

(b) If so required by the Employer, the Employee shall produce to the Employer a medical certificate or other reasonable evidence, for example a statutory declaration or pharmacy certificate to prove that the Employee was unable to attend for duty on the day or days in respect of which the Employee claims sick leave.

(c) An Employee may be absent from duty on personal/carer's leave for periods of up to 3 working days for each instance without the production of a medical certificate or other reasonable evidence.

(d) For the avoidance of doubt, the Employer will not request evidence for periods outlined in clause (c) above, except for in exceptional circumstances (for example, where an Employee has a pattern of taking excessive leave or a pattern of absences).

32.4 Employee taken not to be on Paid Personal/Carer's Leave on Public Holiday

If the period during which an Employee takes paid personal/carer's leave includes a day or part-day that is a public holiday in the place where the Employee is based for work purposes, the Employee is taken not to be on paid personal/carer's leave on that public holiday. Where that day would be a day that the Employee would normally be at work in ordinary time, that day will be treated as a public holiday.

32.5 Payment for Paid Personal/Carer's Leave

(a) If, in accordance with this clause, an Employee takes a period of paid personal/carer's leave, the Employer will pay the Employee at the Employee's ordinary time rate of pay for what would have normally been the Employee's ordinary hours of work in that period.

(b) Paid personal/carer's leave cannot be cashed out and any accrued but untaken personal/carer's leave is not paid out upon termination of employment.

32.6 Entitlement to Unpaid Carer's Leave

An Employee who does not have an entitlement to paid carer's leave, including a casual Employee, is entitled to unpaid carer's leave for each occasion (a permissible occasion) when a member of the Employee's Immediate Family, or a member of the Employee's household, requires care or support because of a personal illness, personal injury or an unexpected emergency affecting the member.

32.7 Taking Unpaid Carer's Leave

(a) An Employee may take unpaid carer's leave if the leave is taken to provide care or support as referred to in clause 32.6.

(b) An Employee may take unpaid carer's leave for a particular permissible occasion as a single continuous period; or any separate periods to which the Employee and the Employer agree.

(c) An Employee cannot take unpaid carer's leave during a particular period if the Employee could instead take paid personal/carer's leave.

(d) The notice and evidence requirements of clause 32.11 must be complied with.

32.8 Paid Compassionate Leave (other than for casual Employees)

(a) An Employee is entitled to 3 days of paid compassionate leave for each occasion (a permissible occasion) when a member of the Employee's Immediate Family or a member of the Employee's household:

(i) contracts or develops a personal illness that poses a serious threat to his or her life; or

(ii) sustains a personal injury that poses a serious threat to his or her life, or

(iii) dies.

(b) An Employee is entitled to one extra day if they are travelling to a funeral and the distance, they are travelling is greater than 300 kilometres.

32.9 Taking Compassionate Leave

(a) An Employee, including a casual Employee, may take compassionate leave if the leave is taken:

(i) to spend time with the member of the Employee's Immediate Family or household who has contracted or developed the personal illness, or sustained the personal injury, referred to in this clause; or

(ii) after the death of the member of the Employee's Immediate Family or household referred to in this clause.

(b) An Employee may take compassionate leave for a particular permissible occasion as:

(i) a single continuous 3 day period; or

(ii) separate periods of 1 day each, or

(iii) any separate periods agreed with the Employer.

(c) If the leave is taken upon the contraction or development of a personal illness, or the sustaining of a personal injury, the Employee may take the compassionate leave for that occasion at any time while the illness or injury persists.

(d) If the leave is taken after the death of the member of the Employee's Immediate Family or household referred to in this clause and the Employee travels more than 300km to attend the funeral, one additional day of compassionate leave will be granted.

32.10 Payment for Compassionate Leave (other than for casual Employees)

If, in accordance with this clause, an Employee, other than a casual Employee, takes a period of compassionate leave, the Employer will pay the Employee at the Employee's ordinary time rate of pay for what would have been the Employee's ordinary hours of work in the period, excluding any additional leave granted under clause 32.9. For casual Employees, compassionate leave is unpaid.

32.11 Notice and Evidence Requirements

(a) An Employee must give the Employer notice of the need to take compassionate leave. The notice must be given to the Employer as soon as practicable (which may be a time after the leave has started), and must advise the Employer of the period, or expected period, of the leave.

(b) An Employee who has given the Employer notice of the taking of compassionate leave must, if required by the Employer, produce reasonable evidence to the satisfaction of the Employer that substantiates the reason for the absence.

32.12 Non-Compliance with Evidence and/or Notice Obligations

Failure to provide the required notice or the evidence as required by this clause may result in non-payment of personal/carers leave or compassionate leave. In such cases the time away from work will be regarded as an unauthorised absence.

33. Parental leave

Parental leave is provided for in the NES. Provided that, an Employee, other than a casual, who is entitled to Parental Leave under the NES and who is the primary carer will be entitled to 4 weeks paid leave immediately following the birth of a child or the adoption of a child. Payment will be based on the Employee's ordinary weekly hours at the Employee's ordinary hourly rate (exclusive of any penalties, loadings or allowances). If the Employee does not have ordinary weekly hours, the payment will be

based on the average weekly hours (exclusive of any overtime) over the previous 12 months.

34. Community service leave

Community service leave is provided for in the NES.

35. Ceremonial leave

Ceremonial leave of up to 3 days per year with pay will be granted to an Employee of Aboriginal or Torres Strait Islander descent for ceremonial purposes:

- (a) connected with the death of a member of the immediate family or extended family;
or
- (b) for other ceremonial obligations under Aboriginal or Torres Strait Islander law.
- (c) Ceremonial leave granted under this clause is in addition to compassionate leave granted under any other provision of this Agreement.

36. Blood donor's leave

Full-time and part-time Employees who attend a recognised clinic for the purpose of donating blood during working hours shall be allowed the necessary leave of absence without loss of pay for up to a maximum of two hours upon providing acceptable evidence of attendance, provided that the Employer is advised at least three working days in advance, or a shorter period if an urgent request for attendance is made, and up to a maximum of two visits per calendar year.

37. Family and domestic violence leave

Family and domestic violence leave is provided for under the NES.

- 37.1** The Employer recognises that Employees sometimes face situations of violence or abuse in their personal life that may affect their attendance or performance at work. Therefore, the Employer is committed to providing support to staff that experience family violence.
- 37.2** Leave for family violence purposes is available to Employees who are experiencing family violence to allow them to be absent from the workplace to attend counselling appointments, medical appointments, legal proceedings or appointments with a legal practitioner and other activities related to, and as a consequence of, family violence.

- 37.3** For the purposes of this clause, family violence is behaviour by a person towards a family member of that person if that behaviour:
- (a) is physically or sexually abusive;
 - (b) is emotionally or psychologically abusive;
 - (c) is economically abusive;
 - (d) is threatening;
 - (e) is coercive;
 - (f) in any other way controls or dominates the family member and causes that family member to feel fear for the safety or wellbeing of that family member or another person;
 - (g) causes a child to hear or witness, or otherwise be exposed to the effects of, behaviour referred to above.
- 37.4** An Employee experiencing family violence will have access to entitlements under the NES for counselling appointments, medical appointments, legal proceedings or appointments with a legal practitioner, and other activities related to, and as a consequent of, family violence.
- 37.5** An Employee who supports a person experiencing family violence may utilise their personal leave entitlement to accompany them to court, to hospital, or to care for children. The Employer may require evidence [83.4(a)] from an Employee seeking to utilise their personal/carer's leave entitlement for family violence leave.
- 37.6** Evidence of family violence may be required and can be in the form an agreed document issued by the Police Service, a Court, a registered health practitioner, a Family Violence Support Service, district nurse, maternal and health care nurse or Lawyer. A signed statutory declaration can also be offered as evidence.
- 37.7** All personal information concerning family violence will be kept confidential in line with the Employer's policies and relevant legislation. No information will be kept on an Employee's personnel file without their express written permission.
- 37.8** No adverse action will be taken against an Employee if their attendance or performance at work suffers as a result of experiencing family violence.
- 37.9** The Employer will identify contact/s within the workplace who will be trained in family violence and associated privacy issues. The Employer will advertise the name of any Family Violence contacts within the workplace.
- 37.10** An Employee experiencing family violence may raise the issue with their immediate supervisor, Family Violence contacts, Union delegate or nominated Human Resources contact. The immediate supervisor may seek advice from Human Resources if the Employee chooses not to see the Human Resources or Family Violence contact.

- 37.11** Where requested by an Employee, the Human Resources contact will liaise with the Employee's manager on the Employee's behalf and will make a recommendation on the most appropriate form of support to provide.
- 37.12** The Employer will develop guidelines to supplement this clause and which details the appropriate action to be taken in the event that an employee reports family violence.
- 37.13** In order to provide support to an Employee experiencing family violence and to provide a safe work environment to all Employees, the Employer will approve any reasonable request from an Employee experiencing family violence for:
- (a) temporary or ongoing changes to their span of hours or pattern or hours and/or shift patterns;
 - (b) temporary or ongoing job redesign or changes to duties;
 - (c) temporary or ongoing relocation to suitable employment;
 - (d) a change to their telephone number or email address to avoid harassing contact;
 - (e) any other appropriate measure including those available under existing provisions for family friendly and flexible work arrangements.
- 37.14** Any changes to an Employee's role should be reviewed at agreed periods. When an Employee is no longer experiencing family violence, the terms and conditions of employment may revert back to the terms and conditions applicable to the Employee's substantive position.
- 37.15** An Employee experiencing family violence will be offered access to the Employee Assistance Program (EAP) and/or other available local employee support resources. The EAP will include professionals trained specifically in family violence.
- 37.16** An Employee that discloses that they are experiencing family violence will be given information regarding current support services.

38. Public holidays

38.1 Entitlement to be Absent from Employment on a Public Holiday

- (a) An Employee is entitled to be absent from their employment on a day or part-day that is a public holiday, provided that the Employee's roster or the normal operation of the Employer (or the practice of allocating work) does not include requiring the Employee to work on a public holiday.

Where the Employee's roster and the normal operation of the Employer (or the practice of allocating work) includes work on a public holiday, the Employer may request the Employee to work on a public holiday and the Employee may only refuse the request if the request is not

reasonable or the refusal is reasonable. For the purposes of determining what is reasonable, s114(4) of the Act will apply.

38.2 Meaning of Public Holiday

- (a) The following are public holidays for the purpose of this Agreement:
 - (i) New Year's Day;
 - (ii) Australia Day;
 - (iii) March Public Holiday (Adelaide Cup Day);
 - (iv) Good Friday;
 - (v) The day after Good Friday (Easter Saturday);
 - (vi) Easter Monday;
 - (vii) Anzac Day;
 - (viii) King's Birthday;
 - (ix) Labour Day;
 - (x) Christmas eve (7pm until midnight)
 - (xi) Christmas Day;
 - (xii) Proclamation Day;
 - (xiii) New Years Eve (7pm until midnight).
- (b) Any other day, or part-day, declared or prescribed by or under a law of South Australia to be observed generally within South Australia, or a region of South Australia, as a public holiday, other than a day or part-day, or a kind of day or part-day, that is excluded by the regulations from counting as a public holiday.
- (c) If, under (or in accordance with a procedure under) a law of South Australia, a day or part-day is substituted for a day or part-day that would otherwise be a public holiday because of this clause, then the substituted day or part-day is the public holiday for the purposes of this Agreement.
- (d) If, under (or in accordance with a procedure under) a law of South Australia, a day or part-day is additional to a day or part-day that is a public holiday in this clause, then the public holiday and the additional day will be considered public holidays for the purposes of this Agreement.
- (e) The Employer and an Employee may agree on the substitution of a day or part-day for a day or part-day that would otherwise be a public holiday because of this clause.

38.3 Payment for Absence on Public Holiday

- (a) When a public holiday falls on a day when an Employee, other than a casual Employee, would normally work and the Employee is not required to work, the Employee will be paid their ordinary time rate of pay for the hours the Employee would normally work.
- (b) When a public holiday falls between Monday and Friday, inclusive, an Employee, other than a casual, who is rostered to work on each of the seven days of the week over the roster cycle, but who is not rostered to work on the public holiday will be paid their usual ordinary hours of work for the day at the ordinary hourly rate (exclusive of any penalties, loadings or allowances) for the public holiday, up to a maximum of 7.6 hours pay.

38.4 Substitution of Public Holidays by Agreement

By agreement between the Employer and the Employee another day may be substituted for a public holiday.

38.5 Time in lieu for work on Public Holidays by Agreement

- (a) Where an Employer and an Employee agree, time off instead of payment of the penalty rate provided in clause 23.2(b) may be taken for time worked on a public holiday.
- (b) For the purposes of this clause time off instead will be calculated on an hour for hour basis, that is one hour off for each hour worked on a public holiday.
- (c) If an Employee resigns or their employment is terminated prior to taking time off instead, then the Employee will be paid as if they had not agreed to take time off instead.

38.6 Seven day shift workers

If a public holiday falls between Monday and Friday inclusive:

- (a) A full-time 7 day shift worker, i.e. an Employee who is regularly rostered over seven days of the week, who does not work on any public holiday because it is the Employee's rostered day off, is entitled to receive an extra 7 hours 36 minutes pay in respect of such day;
- (b) A part-time 7 day shift worker who does not work on any such day because it is the Employee's rostered day off, must receive an extra day's pay in respect of such day, but such payment will not exceed 7 hours and 36 minutes pay.

38.7 Christmas day falling on a Saturday or Sunday

- (a) Applicability

Despite any other provisions in this Agreement, when Christmas Day falls on a Saturday or Sunday and the declared Christmas Day public holiday is a day

other than the actual day (that is, the Christmas Day public holiday has been substituted for another day), the following arrangements will apply but only for weekly hired employees who do not work a standard Monday to Friday week. Employees employed to work the standard week of Monday to Friday, will be paid in accordance with the existing Public Holiday provisions in this Agreement.

- (i) “Actual day” means a Saturday or Sunday that is a Christmas Day but the declared public holiday for the Christmas Day has been gazetted for another day.
 - (ii) “Substitute day” means the day that is gazetted a public holiday in lieu of the public holiday for Christmas Day falling on a Saturday or Sunday.
 - (iii) This clause will not apply where Christmas Day which falls on a Saturday or Sunday is a gazetted public holiday, and an additional day is also declared a public holiday. In this case, both days will be considered public holidays.
- (b) Full-time Employees
- (i) An Employee rostered and not required to work on the actual day will be paid for that day at ordinary rates but will not be entitled to the substitute day;
 - (ii) An Employee rostered and required to work on the actual day will be entitled to the public holiday loading in addition to their ordinary rate of pay and the substitute day as a holiday. However, where the substitute day falls on a non-working day, the Employee is entitled to either an additional day’s pay or an additional day’s leave with pay.
 - (iii) An employee rostered and required to work both on the actual day and also on the substitute day will be entitled to the public holiday loading in addition to their ordinary rate of pay for both days.
- (c) Part-time Employees
- (i) An Employee rostered and not required to work on the actual day will be paid for that day at ordinary rates of pay but will not be entitled to the substitute day.
 - (ii) An Employee rostered and required to work on the actual day will be entitled to the public holiday loading in addition to their ordinary rate of pay and another day which may or may not be the substitute day, as a holiday, or payment for an additional day of equal length.

Part 7 - Union Relationship and Related Matters

39. Union relationship

The Employer recognises the value of a positive and constructive relationship with the Union. On this basis, the Employer and the Union have agreed to the following provisions to ensure that the positive and constructive relationship continues.

40. Recognition of Union Delegate's role

- 40.1** A Delegate will, upon notification to the Employer by the Union, be recognised as the accredited representative of the Union to which the Employee belongs.
- 40.2** The Employer will allow accredited Union delegates reasonable time during working hours to meet with Employees and Union officials and/or officers on matters related to the workplace.
- 40.3** The Employer will grant paid leave to a delegate conducting legitimate Union business, provided that the time taken is reasonable, it does not unduly affect the work performed or the business of the Employer and it occurs with prior notification to Management. The position held by the delegate may be backfilled, at Management's discretion, by another employee who has the appropriate level of skill and training to perform the duties of the position.
- 40.4** A delegate will be granted paid leave by the Employer to research and prepare prior to any negotiations to be conducted with Management or their representatives provided that, prior notification for such leave is made in advance and the Employer can make adequate staffing arrangements to meet the operational requirements of the worksite.
- 40.5** The Employer will allow one Union delegate or member at any time unpaid leave of up to six months to work for the Union. Provided that the Union will provide six weeks written notice of the Union delegate's intention to take such leave and at the completion of the leave, the Employee will return to their former position without loss of continuity of service.
- 40.6** The role of both a delegate and of Management, will be treated with equal respect and without victimisation by Management and delegates respectfully.
- 40.7** The Employer will recognise a delegate as the proper representative of Union members in the workplace.
- 40.8** The Employer will genuinely consult with a delegate prior to any decisions being taken that may result in significant change affecting Union members.
- 40.9** The Employer will ensure that an issue raised by a delegate will receive prompt attention.

40.10 The Employer and Union will not victimise or discriminate against an employee whether a Union member or not a Union member, or for attending a meeting or not attending a meeting called by a delegate, to discuss legitimate union business.

41. Facilities

41.1 The Employer will provide the following facilities to a Union Delegate:

- (a) Access to a private room to meet with individual members and to perform Union business, subject to availability and prior arrangement with the Employer and, where necessary, the approval of the public hospital concerned.
- (b) Facilities to consult with other delegates at the same site with prior arrangement with the Employer.
- (c) Access to basic communication and information resources including stationary, a telephone, and photocopier, for legitimate union business and with prior arrangement with the ISS Site Manager.
- (d) A lockable cabinet in which to keep Union information and records.
- (e) Access to relevant information that a delegate would be entitled to in conducting legitimate Union business, for example, appropriate awards, agreements, job descriptions and Company policies.
- (f) Facilities for Union information to be provided to new employees during the induction into the workplace.
- (g) Access to a private, sheltered area to conduct Union meetings.

42. Union training leave

42.1 The Employer will grant paid leave of up to 5 days per calendar year to each Union Delegate to attend Union training courses or conferences, provided that, four weeks prior notification is given to the Employer.

42.2 A Union Delegate will not be entitled to payment under this clause unless the leave occurs on a day the Employee would have otherwise been rostered to work. The Employer may require proof of attendance at the end of the leave. Payment will be made at the Employee's ordinary time rate of pay and no expense payments will be made.

43. Consultative committee

43.1 The parties agree to establish or continue a consultative committee to assist with improving productivity efficiency and to provide recommendations for the decision making process. The committee will consist of an equal number of Employer and the Union.

- 43.2 The objectives of the committee are to investigate, determine and make recommendations on any matters that may affect employee's employment.
- 43.3 Union representatives on the committee will have adequate time and access to the persons they represent.

44. Payroll deductions

The Employer recognises the value of a positive and constructive relationship with the Union. On this basis, the Employer and the Union have agreed to the following provisions to ensure that the positive and constructive relationship continues.

The Employer will make deductions from wages for any purpose authorised by an Employee who is covered by this Agreement. This may include authorised payroll deductions made to the Union. Where authorised by an Employee, the Employer will provide bank details to United Workers Union for the purposes of payment of union dues by direct debit.

45. Paid Workplace information sessions

The Employer will allow the Union to conduct paid workplace information sessions monthly provided that prior approval for each session is obtained from the Employer, the duration of each session does not exceed 30 minutes and the Employer's operational requirements are not interfered with.

46. Orientation and induction programmes

- 46.1 For the purposes of facilitating the orientation of new Employees and to familiarise new Employees with the operation of this Agreement, the Union will be offered the opportunity to make a 30-minute presentation to all new Employees, in the Employee's paid time.
- 46.2 The Employer will provide the Union with at least 2 days written notice of the dates, times and venues of the induction/orientation sessions.
- 46.3 A Union Delegate will be released in paid time to accompany an Official in the 30 minute induction/orientation programmes.

47. Sub-contractors and labour hire

- 47.1 The Employer is committed to the principle of directly employing Employees for work within the classifications of this Agreement.
- 47.2 The engagement of labour hire staff and/or sub-contractors will be limited to the performance and completion of 'specialist work' not usually completed by Employees or to meet unexpected short term labour demands.

- 47.3** If the Employer wishes to engage sub-contractors or labour hire staff to perform work that is performed by current Employees, other than in the case of unexpected short term labour demands, the Employer must first consult in good faith with affected Employees and the Union.
- 47.4** For the avoidance of doubt, this clause is not intended to apply to any sub-contract work requiring specialist skills or equipment not usually performed by Employees.

48. Savings

The Employer undertakes that an Employee will not suffer any reduction in entitlements as a result of the commencement of this Agreement. For the avoidance of doubt, this means that an Employee will not be paid less for work performed over a fortnight under this Agreement than they would have been paid for the same work under the conditions applicable prior to the commencement of this Agreement.

**SIGNED FOR AND ON BEHALF of
ISS Health Services Pty Ltd**



Signature:

Name: **Jed Moore**

Position: **Legal Director**

Address: **...7 Terrace Place, Murarrie QLD 4172..**
.....

Signature: 

Name: **Aaron Cauchi**

Position: **Director - Healthcare**

Address: **Level 6, 1 Thomas Holt Drive
Macquarie Park, NSW 2113**

Dated: **03/01/2024**

**SIGNED FOR AND ON BEHALF of
United Workers Union**



Name: **Ben Redford**

Position: **Director**

Address: **833 Bourke Street Docklands VIC 3008**
.....

Dated: **10 / 01 / 2024**

Schedule A—Classification Definitions

For the purposes of this Enterprise Agreement the following table is provided for information only.

Health Ancillary Employee Level	Catering, Utility Services, Gardening & Grounds Services, Transport, Facility Services & Security	Client, Theatre & Allied Care	Sterilisation Services	Direct Care
1	Health Ancillary Employee Level 1			
2	Health Ancillary Employee Level 2	Health Ancillary Employee Level 2		
3	Health Ancillary Employee Level 3	Health Ancillary Employee Level 3	Health Ancillary Employee Level 3	Health Ancillary Employee Level 3
4	Health Ancillary Employee Level 4	Health Ancillary Employee Level 4	Health Ancillary Employee Level 4	Health Ancillary Employee Level 4
5	Health Ancillary Employee Level 5	Health Ancillary Employee Level 5	Health Ancillary Employee Level 5	Health Ancillary Employee Level 5
6	Health Ancillary Employee Level 6	Health Ancillary Employee Level 6	Health Ancillary Employee Level 6	Health Ancillary Employee Level 6
7	Health Ancillary Employee Level 7	Health Ancillary Employee Level 7	Health Ancillary Employee Level 7	Health Ancillary Employee Level 7

CLASSIFICATION OF EMPLOYEES

The Employer will classify Employees within the Health Ancillary Employees structure having regard to the work level definitions prescribed in accordance with this Schedule.

The Employer may require an Employee as part of the normal duties attached to their position, to carry out any range of tasks of the same or lower classification from any number of occupational groups if:

1. The tasks are within the limits of the Employee's skill, competence and training and are not designed to promote deskilling.
2. Where the tasks involve the use of tools and equipment the Employee has been properly trained in the use of such tools and equipment.
3. Any requirement to perform tasks from any occupational grouping is consistent with the Employers' responsibilities to provide a safe and healthy working environment.
4. All Employees are required to undertake ancillary administrative tasks including those associated with legislative provisions relating to the preparation, handling and storage of food, chemical safety and occupational health, safety and welfare.
5. All Employees will be required to undertake training in tasks as required.

TEAM LEADER ACTIVITIES (all service lines)

Team Leader activities are defined as:

- allocate, and determine work priorities. (This may include the requirement to set and prioritise work parameters for other Employees of the same level within the scope of the activity being undertaken),
- inspect and ensure the quality of work undertaken by Employees,
- advise group members of the most appropriate procedures and safe work practices affecting the methods of work thereby ensuring Employee and public safety at the worksite location,
- ensure that labour, tools, materials and equipment are available, used efficiently and safety where appropriate, are properly maintained,
- prepare and maintain records and incident reports,
- utilise a computer, including data entry, as part of their duties,
- provide an overall on the job leadership role,
- exercise judgement and advise on matters requiring the application of skills and knowledge,
- assist in the on-the-job training of Employees,
- perform associated duties as directed.

SCHEDULE A.1: CATERING

To cover all duties of catering Employees at the appropriate level associated with:

- food and liquids, including ordering, storage (including imprest) preparation, cooking and serving and delivery of the meal as appropriate but excluding the regulating of client food and liquid intake,
- work area, equipment and utensil cleaning including hygiene and removal of kitchen waste,
- café style, vending machines and canteens including food preparation serving, cashier duties and responsibilities and table arrangement.

HEALTH ANCILLARY EMPLOYEE LEVEL 1

Introductory Level

Employee at this level:

- have limited or no previous relevant experience,
- are unqualified and undergo an up to 6 months orientation program relating to the provision of catering services,
- perform work of a general nature under supervision of either a Catering Employee classified at Level 2 or above or an appropriate qualified Employee,
- are subject to a probationary period of six months,
- are able to work within a multi-disciplinary team,
- develop knowledge and understanding in relevant legislative requirements.
- Are in their first year of a Commercial Cookery apprenticeship.

Work at this level is characterised by the following:

- generally labour intensive in nature,
- may require the operation of machinery, equipment, and/or facilities requiring the exercise of skills and knowledge appropriate to this level,
- performed under direct instruction,
- instruction given is by way of verbal, written or diagrammatic direction,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties include:

- preparation of vegetables, meat salads and sandwiches,
- open can foods,

- prepare breakfast trolleys,
- make toast,
- present trays,
- deliver trolleys and food,
- assist in serving meals,
- assist to serve, plate and deliver food,
- tea and coffee making,
- wash, refill and distribute jugs to clients,
- serve beverages,
- load and unload goods,
- issue lunch items,
- assist to stock and clean vending machines,
- clean servery,
- wash utensils and equipment, kitchen floors and dishes,
- spot cleaning and tidy fridges, stoves, canteen etc,
- empty bins,
- arrange café tables and chairs,
- food preparation and serving in deli/canteen/café,
- notify equipment faults and stock shortages to the relevant Team Leader.

HEALTH ANCILLARY EMPLOYEE LEVEL 2

Employees at this level have limited experience in the catering industry and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 1.

Work at this level is characterised by the following:

- the application of specific and prescribed training and experience,
- may require the operation of machinery, equipment and/or facilities,
- requiring the exercise of skills and knowledge beyond that of an Employee at Level 1,
- performed under general direction,
- require the exercise of limited judgement in the execution of their own work,
- instruction given is by way of general verbal, written or diagrammatic direction,
- provide assistance and co-operation to other Employees,

- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time be required to perform work of a lower level,
- Employees perform routine functions requiring the undertaking of clear and straight forward instruction.
- Employees in second year and onwards of their Apprenticeship in Commercial Cookery.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties include all lower-level duties plus: -

- preparation of breakfast, soups, gravies and fast service foods (for example sausage rolls, wraps and bacon and eggs),
- cut and portion ingredients for meal packs,
- receive stock, reconstitute (requiring decision on temperature and time selection) and plate frozen food,
- check off stock lists,
- switch on required equipment,
- cashier duties (not independent reconciliation of cash),
- notify food complaints,
- assist clients to fill-out menus (request for specific dietary requirements should be referred to the appropriate Employee),
- stocking and maintaining cleanliness and notifying any damage to vending machines,
- initiate ordering for repairs,
- serve, plate and deliver food.

HEALTH ANCILLARY EMPLOYEE LEVEL 3

Employees at this level will have experience relevant to undertake the duties requires and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 2.

Work at this level is characterised by the following:

- prerequisite skills have been acquired through relevant experience and/or in service training,
- may require the operation of machinery, equipment and/or facilities, and recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 2.
- performed under general direction,

- exercise judgement and initiative in the day-to-day execution of their own work,
- instruction given is by way of general direction,
- provide assistance and co-operation to other Employees,
- tasks performed are relevant to a particular worksite or location, and are performed either as an individual or a team member,
- may from time to time be required to perform work or a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 2 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- cook café style food items (e.g. french fries, pasta and hamburgers). This does not include food items which require complex recipes,
- order stocks of special dietary fluids (e.g. thickening agents),
- prepare special fluids,
- see clients re dietary requirements (complex dietary requirements should be referred to the appropriate Employee),
- collate menus and make up bulk orders (manually),
- assist in and attend special functions,
- unlock work areas.

HEALTH ANCILLARY EMPLOYEE LEVEL 4

Employees at this level will have experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 3.

Work at this level is characterised by the following:

- tasks performed require skill specialisation and/or extensive in-service training,
- may require the set up, program and operation of machinery, equipment and/or facilities and recording systems including computerised systems,
- performed under limited direction,
- an ability to determine and appraise methods of work organisation,
- the implementation of detailed directions and procedures,
- provide assistance and guidance within their level of expertise to other Employees,
- assist in the provision of on-the-job training,

- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 3 and Team Leader activities as defined.

Typical duties include all lower duties plus: -

- organise and supervise functions,
- responsible for the overseeing of all meals and beverages served,
- order and control nonproduction food lines,
- high degree of client contact regarding correct food distribution,
- liaise with dietician or nursing staff or designated representative on food requirements for all clients,
- preparation assistance and guidance to other Employees,
- as required maintain daily rosters,
- collate menus and make up bulk orders,
- collate total food requirements by the use of electronic equipment.

HEALTH ANCILLARY EMPLOYEE LEVEL 5

Employees at this level will be required to apply skills acquired from extensive in-service training and/or experience in a specialised function.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the setup, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems, requiring the exercise of skill and knowledge recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 4,
- performed under broad guidelines,
- a capacity to programme detailed work functions,
- the ability to interpret complex instructions and procedures,
- the provision of trade or trade equivalent guidance and assistance within their area of expertise to other Employees,

- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as team member,
- may from time to time perform work of a lower level or incidental to there are of expertise.

An Employee who is a trade qualified cook will be appointed to this level.

Work at this level may include contributing to on-going review, development and implementation of guidelines and procedures for catering services.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject work and training availability.

OR

Activities associated with Level 4 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

To be either: -

(1) Trades Cook with associated duties of:

- train apprentices as required,
- balance menu,
- special diet cooking,
- train apprentices,
- oversight of catering staff,
- liaise with procurement officers re food orders,
- order and control production food,

OR

(2) have skills in diet kitchen:

- collate diet meal orders,
- liaise with cooks re diet requirements,
- assist other staff in diet kitchen functions,
- liaise with clients, families, nursing staff, nutritionists and nominated professional, e.g. speech pathologists,
- contribute to ongoing review, development and implementation of guidelines and procedures for client care services in relation to general nutrition and special diets,
- track client movements to ensure accurate diet-kitchen meal distribution,
- participate in reviews of the quality of food services,
- record food production requirements and ensure production lists are accurate,
- participate in reviews of equipment replacement programs,

- supervise dietary attendants.

HEALTH ANCILLARY EMPLOYEE LEVEL 6

Employees at this level will be required to apply skills derived from specialised training and/or extensive in-service experience in a range of functions.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the set up, program and operation of sophisticated machinery, equipment and/or facilities and recording systems including computerised systems,
- perform under broad guidelines,
- a capacity to initiate and program detailed work functions,
- the interpretation of sophisticated instructions and procedures,
- the provision of post trade or post trade equivalent guidance and assistance with their own area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as a team member,
- monitor and implementation of and compliance with workplace policies and procedures,
- contribute to the development and implementation of such policies and procedures as required,
- ensure maintenance of documentation to meet workplace requirements,
- ensure maintenance of safe environment for Employees and clients,
- assist in administrative functions as required commensurate with the work activity,
- training Employees,
- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 5 and Team Leader activities as defined.

Typical activities include all lower-level tasks plus:

Must have post trade qualifications.

Pastry Cook with duties of:

- make, bake and decorate cakes and pastries yeast preparation.

OR

- oversight of cooking and production/kitchen staff.

HEALTH ANCILLARY EMPLOYEE LEVEL 7

Employees at this level will be required to apply a combination of knowledge and experience to perform the duties at this level and on the job supervisory activities.

Employees at is level will be responsible for their own work and regularly exercise initiative, discretion and judgement in the performance of their duties.

An Employee at this level will understand the operation of the agency and report directly to either a Chief Executive/Director of Nursing in a Regional Health Service or Executive position.

Employees at this level:

- be responsible for the co-ordination of the duties of Employees under this supervision, including work output and quality of work undertaken by Employees,
- undertake rostering of Employees including an appropriate skill mix allocation,
- where necessary formulate, facilitate and evaluate the training of Employees,
- ensure compliance with occupational, health and safety requirements,
- plan for preventative maintenance,
- organise and authorise the repair of damage instruments and equipment,
- demonstrate an extensive knowledge of instruments and consumables used in Catering Services,
- be responsible for assisting in the selection, recruitment, counselling and performance assessment of Employees under their supervision in accordance with policies and procedures,
- oversee and be responsible for reporting to any accreditation bodies,
- perform the duties of lower levels as required.

OR

Activities associated with Level 6 and Team Leader activities as defined.

SCHEDULE A.2: CLIENT, THEATRE AND ALLIED CARE

To cover all duties of client theatre and allied care Employees at the appropriate level associated with:

- the provision and assistance in the provision of services of services to client care including those related to the distinct areas of surgical shaving, pathology, orthopaedic services, theatre, spinal and high dependency wards, and other areas as agreed.
- plastering, emergency, intensive care, coronary unit, burn and cardio thoracic,
- the processing and maintaining of x-ray films, including the cleaning of machines and darkrooms together with the mixing of processing agents,
- the transportation of clients with or without vehicle transport and client-focussed equipment, aides theatre equipment and associated objects including active client records, specimens, prescriptions, prevention of cross infection, medications and chemicals within or between the particular health unit's environment,
- the collection, erection, cleaning, safety-check and preliminary maintenance, dismantling and storage of client equipment and aides,
- responsible for cleaning processed to eliminate and reduce or remove the risk of cross infection,
- the provision of child-minding service in a crèche setting.

THEATRE ORDERLY DUTIES

To cover all duties assisting medical and nursing staff in performing a full range of duties both inside and outside of the Operating Theatre area including transportation and position of patients, set-up, collection and delivery of theatre equipment, etc and any associated cleaning and ancillary duties.

HEALTH ANCILLARY EMPLOYEE LEVEL 2

Introductory Level

Employees at this level:

- have limited or no previous relevant experience,
- are unqualified and undergo an up to 12 months orientation program relating to the provision of utility services,
- perform work of a general nature under supervision of either a Client Theatre and Allied Care Employee classified at Level 3 or above or 4 an appropriate qualified Employee,
- are subject to a probationary period of six months,
- are able to work within a multi-disciplinary team,
- develop knowledge and understanding in relevant legislative requirements.

Work at this level is characterised by the following:

- generally labour intensive in nature,
- may require the operation of machinery, equipment and/or facilities,
- performed under direct instruction,
- instruction given is by way of general verbal, written or diagrammatic direction,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties to include:

- bed making,
- loading and unloading patients/clients,
- transport of patients/clients,
- assist in the admission of patients/clients,
- routine keyboard skills,
- assist in all aspects of patient/client care,
- assist with or without patient transport listing of patients/clients including with the use of appropriate equipment,
- observe, to be trained in surgical shaves, mortuary, plaster work,
- observe, to be trained in switchboard/call centre/dispatch duties incorporating a working knowledge of hospital procedures,
- collection, erection, dismantling, cleaning and maintenance of patient/client equipment and aides,
- clean and make barouches,
- collection and transportation of blood and drugs for patient/client use as directed (Non DDAS),
- transfer specimens between Departments,
- assist in locating patient/clients,
- assist with the implementation of the early childhood program as directed,
- assist in ensuring the health hygiene and safety of children in care,
- assist in preparation of snacks and beverages for children.

HEALTH ANCILLARY EMPLOYEE LEVEL 3

Employees at this level will have experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 2.

Work at this level is characterised by the following:

- prerequisite skills have been acquired through relevant experience and/or training,
- may require the operation of machinery, equipment and/or facilities, and recording systems including computerised systems required the exercise of skill and knowledge beyond that of an Employee at Level 2,
- performed under general direction,
- exercise judgement and initiative in the day-to-day execution of their own work,
- instruction given is by way of general direction,
- provide assistance and co-operation to other Employees,
- tasks performed are relevant to a particular worksite or location, and are performed either as an individual or a team member,
- may from time to time be required to perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 2 and Team Leader activities as defined.

Typical duties to include all lower level duties plus:

- assist in and provide a high standard of patient/client care,
- assist with patient/client menu's/ordering and/or serving meals,
- assist with surgical shaves,
- assist with plaster duties,
- assist with autopsies,
- as a member of a team, assist, under direction in the management of patients/clients,
- observe, to be trained in theatre, spinal injury care and high dependency ward work, pathology and orthopaedic work, plastering, emergency, intensive care, coronary units and cardiac thoracic,
- changing/exchanging and transport of gas cylinders,
- collection and transportation of DDA's,
- organise, plan and undertake the movement of furniture,
- collection and erection, dismantling, maintenance of patient equipment and aids,
- securing clients cash and valuables,

- switch on and off operating equipment (non-surgical),
- transport patent files, specimens, equipment, pharmacy goods,
- performs general surgical shaves,
- work within the theatre unit,
- assist in the monitoring and plaster work,
- as a member of the team, assist under direction in the control of patients,
- comply with general security requirements including assessing and securing areas,
- assist in the preparation and implementation and evaluation of Childcare developmental programs and the implementation of programs suited to the needs of individual children and groups,
- be aware of and check the safety and storage of equipment and materials used by children,
- apply established childcare practices and procedures.

HEALTH ANCILLARY EMPLOYEE LEVEL 4

Employees at this level will have either: -

- (a) experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond and skill and knowledge of an Employee at Level 3.

OR

- (b) may be undertaking *Theatre Orderly Duties* and have completed an AQF Certificate III relevant to the Employee's position.

OR

- (c) Activities associated with Level 3 and Team Leader activities as defined.

Work at this level is characterised by the following:

- tasks performed require skill specialisation and/or extensive training,
- may require the set-up, program and operation of machinery, equipment and/or facilities and recording systems including computerised systems,
- performed under limited direction,
- an ability to determine and appraise methods of work organisation,
- the implementation of detailed directions and procedures,
- provide assistance and guidance within their level of expertise to other Employees,
- assist in the provision of on-the-job training,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,

- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties to include all lower-level duties plus:

To provide a high standard of specialised patient/client care and/or skill in one of the following areas including:

- theatres,
- cardio thoracic,
- intensive care,
- coronary unit,
- burns,
- pathology,
- high dependency,
- emergency,
- mental health,
- any other area agreed,
- theatre duties including
 - primary positioning of patient,
 - preparation of and adjustments to operating table and associated attachments,
 - maintenance, cleaning and safety checking of theatre equipment,
 - setting up of Monitor equipment e.g., diathermy, lights,
 - assist application of, and removal of plasters and traction techniques,
 - supportive services as required in theatre environment,
 - transportation of patients/clients,
 - theatre equipment,
 - microscopes,
 - diathermy,
 - lights,
 - plastering.

Employees at this level may perform duties in addition to duties set out in Level 3, including some or all of the following:

- Supports, assist and Supervisors of Patient Support Services in a designated area,
- Transport of patients.

As a member of team, assists with emergency restraints or threats within the Health Unit.

HEALTH ANCILLARY EMPLOYEE LEVEL 5

Employees at this level will have either:

(a) be required to apply skills, acquired from extensive training and/or experience in a specialised function.

OR

(b) may be undertaking *Theatre Orderly Duties* and have completed an AQF Certificate III relevant to the Employee's position and at least 560 hours satisfactory *in-service experience*,

OR

(c) Activities associated with Level 4 and Team Leader activities as defined.

For the purposes of this Schedule "*in-service experience*" means service with an agency which includes the same or similar functions to those performed by the Employee provided that relevant service does not include service which preceded a break of three years or more during which no relevant service as performed.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the setup, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 4.
- performed under broad guidelines,
- a capacity to programme detailed work functions,
- the ability to interpret complex instructions and procedures,
- the provision of trade or trade equivalent guidance and assistance within their area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as a team member,
- may from time to time perform work of a lower level or incidental to their area of expertise.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Work at this level may include contributing to the on-going review, development and implementation of guidelines and procedures for client, theatre and allied car services.

Typical duties to include all lower duties plus:

- operative skills in three specialised functions described at Level 4,
- provision of on-the-job training in specialists areas or functions described at Level 4.

In addition to the duties set out at Level 4, Employees at this level may perform the following skill specialisation across any three specialised functions of:

- Theatres,
- Intensive Care and Coronary Unit,
- Spinal Unit,
- High Dependency Unit,
- Emergency Unit,
- Plastering with the use of traction techniques,
- Orthopaedic service,
- Pathology and/or mortuary,
- Mortuary duties,
- Coordinate an emergency response team.

HEALTH ANCILLARY EMPLOYEE LEVEL 6

Employees at this level will be required to either:

(a) apply skills derived from specialised training and/or extensive experience in a range of functions.

OR

(b) may be undertaking *Theatre Orderly Duties* and have completed an AQF Certificate IV relevant to the Employee's position.

OR

(c) Activities associated with Level 5 and Team Leader activities as defined.

Employees at this level will have worked or studied in a relevant field and will have achieved a standard of relevant and/or specialist knowledge and experience sufficient to enable them to advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field(s) of this expertise.

Employees at this level are responsible and accountable for their own work and that of Employee at lower levels. They work under broad guidelines and will report to more senior staff as required. They often exercise initiative, discretion and judgement in the performance of their duties.

Such Employees may have delegated responsibility for the work under their control or supervision, in terms of such scheduling workloads, resolving operational problems and monitoring the quality of work produced.

Employees at this level will be able to supervise other Health Ancillary Employees and will also be able to train client, theatre and allied care services Employees, including assisting in the delivery of training courses.

Employees at this level may perform the duties for Health Ancillary Employee Level 5 as required. In addition to the duties for Health Ancillary Employee Level 5, Employees at this level may perform duties including some or all of the following:

- supervision of Employees,
- monitor implementation of and compliance with workplace policies and procedures,
- participate in the training of new Employees and monitoring Employees to ensure Employees are performing all duties a required,
- contribute to the ongoing review, development and implementation of guidelines and procedures for client, theatre and allied care services Employees,
- ensure maintenance of documentation to meet workplace requirements and other administrative functions as directed,
- responsible for the maintenance of a safe environment for Employees and clients,
- responsible for formalised training for Employees,
- as necessary monitor and control the economical use of equipment and supplies.

HEALTH ANCILLARY EMPLOYEE LEVEL 7

Employees at this level will be required to apply a combination of knowledge and experience to perform the duties at this level and on the job supervisory activities. An Employee may hold a relevant AQF Certificate III or IV.

Employees at this level will be responsible for their own work and regularly exercise initiative, discretion and judgement in the performance of their duties.

An Employee at this level will understand the operation of the agency and report directly to either a Chief Executive/Director of Nursing in a Regional Health Service or Executive position.

Employees at this level:

- be responsible for the co-ordination of the duties of Employees under their supervision, including work output and quality of work undertaken by Employees,
- undertake rostering of Employees including an appropriate skill mix allocation,
- where necessary formulate, facilitate and evaluate the training of Employees,
- ensure compliance with occupational, health and safety requirements,
- plan for preventative maintenance,
- organise and authorise the repair of damaged instruments,
- demonstrate an extensive knowledge of instruments and consumables used in Client, Theatre and Allied Care Services,
- be responsible for assisting in the selection, recruitment, counselling and performance assessment of Employee under their supervision in accordance with policies and procedures,

- oversee and be responsible for reporting to any accreditation bodies,
- perform the duties of lower levels as required.

OR

Activities associated with Level 6 and Team Leader activities as defined.

SCHEDULE A.3: DIRECT CARE

To cover all duties of direct care Employees at the appropriate level associated with: -

- the provision of direct client care and service by assisting, under supervision, in a variety of therapy services including physiotherapy, occupational therapy (including diversional therapy) and recreational services,
- the provision of Direct Care Attendant duties, as defined below,
- assistance in the care and supervision of clients except where otherwise defined,
- the provision of a specific direct client such as personal grooming,
- the provision of in-home services consistent with the duties defined by this stream.

For the purposes of this Schedule, “diversional therapy” means the provision of diversional, leisure and/or recreational activities to individuals and/or groups of clients.

Direct Care Attendant duties include, but are not limited to:

1. Bathing, showering, personal hygiene, dressing and grooming of clients,
2. Assist with the feeding of clients,
3. Assist with pressure area care of clients,
4. Toileting/continence management of clients,
5. Maintenance of mobility/dexterity,
6. Transfer and lifting of patients, including use of mechanical aides,
7. Information recording,
8. Bed making,
9. Cleaning of equipment and tidying up of client’s rooms.

HEALTH ANCILLARY EMPLOYEE LEVEL 3

Introductory Level

Employees at this level:

- have limited or no previous experience,
- are unqualified and undergo an up to 12 months orientation program relating to the provision of direct care service,
- perform work of general nature under supervision of either a Direct Care Employee classified at Level 4 or above or an appropriate qualified Employee,
- are subject to a probationary period of six months,

- are able to work within a multi-disciplinary team,
- develop knowledge and understanding in relevant legislative requirements.

Employees at this level may perform duties including some or all of the following:

- bed making,
- bathing, showering, personal hygiene and grooming,
- toileting/continence management,
- maintenance of mobility/dexterity,
- transferring/lifting, mechanical aids,
- communication/assistance with aids e.g. glasses and hearing aids,
- distribution of clean laundry/personal attire,
- cleaning of equipment, aids, utensils in work area (including personal possessions),
- cleanliness and neatness of client's environment,
- transportation of clients,
- assist in care of clients with identified special needs or requirements e.g. pressure areas,
- provide input into client assessment,
- assist in the self-administration of medication on medical authority to client,
- assist with the provision of routine treatments and procedures,
- provision of in-home services consistent with the duties defined by this stream.

HEALTH ANCILLARY EMPLOYEE LEVEL 4

Employees at this level have completed an AQF Certificate III relevant to the Employee's position.

Work at this level is characterised by the following:

- may require the set-up, program and operation of machinery, equipment and/or facilities, and recording systems including computerised systems,
- performed under limited direction,
- an ability to determine and appraise methods of work organisation,
- the implementation of detailed directions and procedures,
- provide assistance and guidance within their level of expertise to other Employees,
- assist in the provision of on-the-job training,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

In addition to the duties for Health Ancillary Employee Level 3 Employees may perform some or all of the following duties:

- report and record on general observations of individual clients,
- complete routine documentation in accordance with established policies and procedures,
- identify diversional therapy needs of individuals and/or groups,
- provision of diversional therapy to individual and/or groups in accordance with established programs,
- complete routine documentation in accordance with established policies and procedures including appropriate risk assessments of a client's home.

HEALTH ANCILLARY EMPLOYEE LEVEL 5

Employees at this level will be required to either:

1. have completed an AQF Certificate III relevant to the Employee's position and at least 560 hours satisfactory *in-service experience*, or
2. activities associated with Level 4 and Team Leader activities as defined.

For the purposes of this Schedule "*in-service experience*" means service with an agency which includes the same or similar functions to those performed by the Employee provided that relevant service does not include service which preceded a break of three years or more during which no relevant service was performed.

In addition to the duties for Health Ancillary Employee Level 4, Employees at this level may perform duties including some or all of the following:

- collect and record data for use in identification of individual client's special needs,
- care of clients with special needs,
- effectively liaise with nursing, maintenance and other appropriate staff and respond as required to needs as identified,
- effectively consult with staff to maintain a safe work environment in accordance with the agency's occupational health, safety and welfare policies and procedures,
- plan and organise diversional therapy programs for individuals and/or groups,
- plan, organise and provide diversional therapy to clients with identified needs,
- assist in the assessment of individual clients.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the setup, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems,
- performed under broad guidelines,

- a capacity to programme detailed work functions,
- the ability to interpret complex instructions and procedures,
- the provision of guidance and assistance within their area of expertise to other Employees which may include developing, arranging and delivering internal and external training,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as team member,
- may from time to time perform work of a lower level or incidental to their area of expertise.

Work at this level may include contributing to the on-going review, development and implementation of guidelines and procedures for direct care services.

HEALTH ANCILLARY EMPLOYEE LEVEL 6

Employees at this level will be required to either:

1. have completed an AQF Certificate IV relevant to the Employee's position, or
2. activities associated with Level 5 and Team Leader activities as defined.

Employees at this level will have worked or studied in a relevant field and will have achieved a standard of relevant and/or specialist knowledge and experience sufficient to enable them to advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field(s) of this expertise.

Employees at this level are responsible and accountable for their own work and that of Employees at lower levels. They work under broad guidelines and will report to more senior staff as required. They often exercise initiative, discretion and judgement in the performance of their duties.

Such Employees may have delegated responsibility for the work under their control or supervision, in terms of scheduling workloads, resolving operational problems and monitoring the quality of work produced.

Employees at this level will be able to supervise other Health Ancillary Employees and will also be able to train direct care Employees, including assisting in the delivery of training courses.

In addition to the duties for Health Ancillary Employee Level 5, Employees at this level may perform duties including some or all of the following:

- supervision of Employees,
- monitor implementation of and compliance with workload policies and procedures,
- participate in the training of new Employees and monitoring Employees to ensure Employers are performing all duties as required,
- contribute to the ongoing review, development and implementation of guidelines and procedures for direct care services.

- ensure maintenance of documentation to meet workplace requirements and other administrative functions as directed,
- responsible for the maintenance of safe environment for Employees and clients,
- responsible for formalised training for Employees,
- co-ordination for the provision of diversional therapy for client/s,
- as necessary monitor and control the economical use of equipment and supplies.

HEALTH ANCILLARY EMPLOYEE LEVEL 7

Employees at this level will be required to apply a combination of knowledge and experience to perform the duties at this level and on the job supervisory activities. An Employee may hold a relevant AQF Certificate III or IV.

Employees at this level will be responsible for their own work and regularly exercise initiative, discretion and judgement in the performance of their duties.

An Employee at this level will understand the operation of the agency and report directly to either a Chief Executive/Director of Nursing in a Regional Health Service or an Executive position.

Employees at this level will:

- be responsible for the co-ordination of the duties of Employees under their supervision, including work output and quality of work undertaken by Employees,
- undertake rostering of Employees including an appropriate skill mix allocation,
- where necessary formulate, facilitate and evaluate the training of Employees,
- ensure compliance with occupational, health and safety requirements,
- plan for preventative maintenance,
- organise and authorise the repair of damaged instruments,
- demonstrate an extensive knowledge of instruments and consumables used in Direct Care Services,
- be responsible for assisting in the selection, recruitment, counselling and performance assessment of Employees under their supervision in accordance with policies and procedures,
- oversee and be responsible for reporting to any accreditation bodies,
- perform the duties of lower levels as required.

OR

Activities associated with Level 6 and Team Leader activities as defined.

SCHEDULE A.4: STERILISATION SERVICES

To cover all duties of sterilisation services Employees at the appropriate level associated with the operations of the Central Sterile Supply Department, Theatre Sterile Supply Unit and the Hospital Sterilising Decontaminated Unit.

The first classification level in the Sterilisation Services Stream is at Health Ancillary Employee Level 3.

HEALTH ANCILLARY EMPLOYEE LEVEL 3

Introductory Level

Employees at this level:

- have limited or no previous relevant experience,
- are unqualified and undergo an up to 12 months orientation program relating to the provision of sterilising services,
- perform work of a general nature under supervision of a Sterilisation Services Employee classified at Level 4 and above or an appropriately qualified Employee,
- are subject to a probationary period of six months,
- are able to work within a multi-disciplinary team,
- develop knowledge and understanding in AS4187-2003; ACHS Quality System; and occupational health and safety legislation.

HEALTH ANCILLARY EMPLOYEE LEVEL 4

Employees at this level have completed an AQF Certificate III relevant to the Employee's position.

Work at this level is characterised by the following:

- may require the set-up, program and operation of machinery, equipment and/or facilities and recording systems including computerised systems,
- performed under limited direction,
- an ability to determine and appraise methods of work organisation,
- the implementation of detailed directions and procedures,
- provide assistance and guidance within their level of expertise to other Employees,
- assist in the provision of on-the-job training,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

Employees may perform duties including some or all of the following:

1. Decontamination:
 - a) Prepares decontamination are for processing of equipment,
 - b) Knowledge of department workflow utilising infection control principles,
 - c) Knowledge of how items from all departments are collected, identified and separated for processing,
 - d) Cleans equipment according to documented specifications complying with occupational health and safety requirements,
 - e) Identifies specific equipment requiring priority processing,
 - f) Identifies faulty or damaged instruments/items and report to designated authority,
 - g) Identify cycle faults occurring in any equipment and take appropriate action in accordance with policies and procedures,
 - h) Ensures items are clean, dry and suitable for packaging and dispatch,
 - i) Operates and validates equipment used for cleaning consistent with policies and procedures,
 - j) Reports and records any malfunction of electrical/mechanical equipment to designated authority,
 - k) Performs environmental cleaning consistent with policies and procedures.
2. Preparation and packaging:
 - a) Ensures items are clean, dry and suitable for packaging or dispatch, are checked for function and are completed with all components according to documented specifications,
 - b) Assembly, packaging, sealing and labelling methods are used to suit contents and appropriate sterilising processes used.
 - c) Identify cycle faults occurring in any equipment and take appropriate action in accordance with policies and procedures,
 - d) Perform weekly stores order and restock,
 - e) Monitors processing activities consistent with policies and procedures,
 - f) Demonstrates a knowledge and understanding of AS 4187-2003; ACHS Quality Systems and occupational health and safety legislation.

Employees will have demonstrated experience in the preoperative and CSSD department with knowledge of instruments, sterilising methods and infection control principles and be able to work in all areas of the department.

HEALTH ANCILLARY EMPLOYEE LEVEL 5

Employees at this level will be required to either:

1. Have completed an AQF Certificate III relevant to the Employee's position and at least 560 hours satisfactory *in-service experience*, or
2. Activities associated with Level 4 and Team Leader activities as defined.

For the purposes of this Schedule "*in-service experience*" means service with an agency which includes the same or similar functions to those performed by the Employee provided that relevant service does not include service which preceded a break of three years or more during which no relevant service was performed.

In addition to the duties for Health Ancillary Employee Level 4, Employees at this level may perform duties including some or all of the following:

- Decontamination Preoperational Packaging Area,
- Monitor correct use of chemicals within departments,
- Perform validation on all cleaning equipment consistent with policies and procedures,
- Competent in the use of computerised systems,
- Perform daily audits of steriliser loads and chart results,
- Insulation testing,
- Initiating and reporting repairs,
- Check in load equipment,
- Clean endoscopes for theatre as required.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the setup, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems,
- performed under broad guidelines,
- a capacity to programme detailed work functions,
- the ability to interpret complex instructions and procedures,
- the provision of guidance and assistance within their area of expertise to other Employees which may include developing, arranging and delivering internal and external training,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as team member,
- may from time to time perform work of a lower level or incidental to their area of expertise.

Work at this level may include contributing to the on-going review, development and implementation of guidelines and procedures for sterilisation services.

HEALTH ANCILLARY EMPLOYEE LEVEL 6

Employee at this level will be required to either:

1. have completed an AQF Certificate IV relevant to the Employee's position, or
2. activities associated with Level 5 and Team Leader activities as defined.

Employees at this level will have worked or studied in a relevant field and will have achieved a standard of relevant and/or specialist knowledge and experience sufficient to enable them to advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field(s) of this expertise.

Employees at this level are responsible and accountable for their own work and that of Employees at lower levels. They work under broad guidelines and will report to more senior staff as required. They often exercise initiative, discretion and judgement in the performance of their duties.

Such Employees may have delegated responsibility for the work under their control or supervision, in terms of scheduling workloads, resolving operational problems and monitoring the quality of work produced.

Employees at this level will be able to supervise other Health Ancillary employees and will also be able to train sterilisation services Employees, including assisting in the delivery of training courses.

In addition to the duties for Health Ancillary Employee Level 5, Employees at this level may perform duties including some or all of the following:

- Perform daily audits of decontamination statistics,
- Co-ordinate and document the performance of all weekly tests,
- Participate in the training of new Employees and monitoring Employees to ensure Employees are performing all duties required,
- Assist with the implementation of new technologies, process changes and associate specialities,
- Monitor, records and reports sterilisation practices within CSSD ensuring compliance with AS 4187 and if necessary identify amendments to existing work practices and methods to ensure continuing compliance,
- Monitor and control the economical use of equipment and supplies,
- Undertake clinical tutor/monitor role as required,
- Cleaning of specialised equipment.

HEALTH ANCILLARY EMPLOYEE LEVEL 7

Employees at this level will be required to apply a combination of knowledge and experience to perform the duties at this level and on the job supervisory activities. An Employee may hold a relevant AQF Certificate III or IV.

Employees at this level will be responsible for their own work and regularly exercise initiative, discretion and judgement in the performance of their duties.

An Employee at this level will understand the operation of the agency and report directly to either a Chief Executive/Director of Nursing in a Regional Health Service or an Executive position.

Employees at this level will:

- be responsible for the co-ordination of the duties of Employees under their supervision, including work output and quality of work undertaken by Employees,
- undertake rostering of Employees including an appropriate skill mix allocation,
- where necessary formulate and evaluate the training of Employees,
- ensure compliance with occupational, health and safety requirements,
- plan for preventative maintenance,
- organise and authorise the repair of damaged instruments,
- demonstrate an extensive knowledge of instruments and consumables used in Sterilisation Services,
- be responsible for assisting in the selection, recruitment, counselling and performance assessment of Employees under their supervisions in accordance with policies and procedures,
- oversee and be responsible for reporting to any accreditation bodies,
- perform the duties of lower levels as required.

OR

Activities associated with Level 6 and Team Leader activities as defined.

SCHEDULE A.5: UTILITY SERVICE

To cover all duties of utility services Employees at the appropriate level associated with: -

- cleaning all areas of health units both inside and out,
- delivery, collection and disposal of linen as appropriate and delivery, collection, disposal, sorting, storage, imprest and disposal as appropriate of all types of health unit refuse, trolleys, mail, administrative documents and inactive client records as appropriate,
- the removal, transportation and storage of equipment and objects within the health unit,
- provision of in-home services consistent with the duties defined by this stream,

HEALTH ANCILLARY EMPLOYEE LEVEL 1

Introductory Level

Employees at this level:

- have limited or no previous relevant experience,
- are unqualified and undergo an up to 6 months orientation program relating to the provision of utility services,
- perform work of a general nature under supervision of either a Utility Services Employee classified at Level 2 or above or an appropriate qualified Employee,
- are subject to a probationary period of six months,
- are able to work within a multi-disciplinary team,
- develop knowledge and understanding in relevant legislative requirements.

Work at this level is characterised by the following:

- generally labour intensive in nature,
- may require the operation of machinery, equipment, and/or facilities requiring the exercise of skills and knowledge appropriate to this level,
- performed under direct instruction,
- instruction given is by way of verbal, written or diagrammatic direction,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties to include:

- mopping, dusting, polishing, washing, sweeping and all vacuuming of carpets,

- assist in routine floor maintenance, including the routine shampooing of carpets or similar, requiring the use of electrically powered hand equipment and/or walk behind equipment and plant,
- high cleaning, wall washing,
- window cleaning using window cleaning tools with extension arms or other accessories but not involving the use of ladders or harnesses.
- curtain cleaning,
- cleaning of toilets,
- bed making (non patient/client areas),
- moving furniture and objects,
- rubbish collection, removal and disposal,
- collection and delivery of linen,
- assist in loading, unloading and transport of linen and equipment,
- delivery and collection of meal trolleys,
- checking, delivery and swapping of gas cylinders,
- pick up soiled equipment, uniforms and linen,
- put laundry and linen away, uniforms,
- operate basic laundry equipment,
- maintain, clean and notify of any damage to equipment,
- notify shortages of cleaning consumables.

HEALTH ANCILLARY EMPLOYEE LEVEL 2

Employees at this level have limited experience in the relevant industry and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 1, or has completed 6 months in service training.

Work at this level is characterised by the following:

- the application of specific and prescribed training and experience,
- may require the operation of machinery, equipment and/or facilities,
- requiring the exercise of skills and knowledge beyond that of an Employee Level 1,
- performed under general direction,
- require the exercise of limited judgement in the execution of their own work,
- instruction given is by way of general verbal, written or diagrammatic direction,
- provide assistance and co-operation to other Employees,

- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time be required to work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties to include all lower-level duties plus:

- request orders for repairs to equipment,
- minor sewing repairs (not including making or manufacturing),
- prepare wash, clean, sort, dry, fold, label, iron, pack, deliver and store, as appropriate, laundry, uniforms and linen,
- operate mechanical washing machines, sealing units, hot air ovens and laboratory incubators,
- assist with recording (e.g. impress systems and for sterilisation during washing cycle),
- window high cleaning with use of ladders,
- routine shampooing carpets, requiring the use of electronically powered or hand equipment and walking behind cleaning equipment and plant,
- initiate requirements for repairs to equipment,
- check and delivery of gas cylinders.

HEALTH ANCILLARY EMPLOYEE LEVEL 3

Employees at this level will have experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 2.

Work at this level is characterised by the following:

- prerequisite skills have been acquired through relevant experience and/or training,
- may require the operation of machinery, equipment and/or facilities and recording systems including computerised systems requiring the exercise of skill and knowledge beyond that of an Employee at Level 2,
- performed under general direction,
- exercise judgement and initiative in the day-to-day execution of their own work,
- instruction given is by the way of general direction,
- provide assistance and co-operation to other Employees,
- tasks performed are relevant to a particular worksite or location, and are performed either as an individual or a team member,
- may from time to time be required to perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 2 and Team Leader activities as defined.

Typical duties to include all lower-level duties plus:

- order, collect deliver, store and put away consumables including gas cylinders and cleaning equipment,
- responsible for ensuring no risk of cross infection and accountable for the outcome of cleaning processes which reduces and removes the risk of cross infection,
- order, storage and imprest of linen and uniforms,
- collect and deliver imprest of pharmacy to wards,
- windows and high cleaning using ladders and harnesses,
- removal, storage transport of contaminated waste, biological or radioactive,
- full operating cleaning theatres, requiring specialist techniques and or experience.

HEALTH ANCILLARY EMPLOYEE LEVEL 4

Employees at this level will have experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee Level 3.

Work at this level is characterised by the following:

- tasks performed require skill specialisation and/or extensive training,
- may require the set up, program and operation of machinery, equipment and/or facilities and recording systems including computerised systems,
- performed under limited direction,
- an ability to determine and appraise methods of work organisation,
- the implementation of detailed directions and procedures,
- provide assistance and guidance within their level of expertise to other Employees,
- assist in the provision of on-the-job training,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 3 and Team Leader activities as defined.

Typical duties to include all lower-level duties plus:

- maintaining records and data collection or inventory of cleaning equipment,
- cleaning of specialised equipment (e.g. humidicrib),
- general maintenance of motorised, battery, ride or walk behind cleaning equipment,
- managing of impress stores.

HEALTH ANCILLARY EMPLOYEE LEVEL 5

Employees at this level will be required to apply skills acquired from extensive training and/or experience in a specialised function.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the setup, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of any Employee at Level 4,
- performed under broad guidelines,
- a capacity to program detailed work functions,
- the ability to interpret complex instructions and procedures,
- the provision of guidance and assistance within their area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as team member,
- may from time to time perform work of a lower level or incidental to their area of expertise.

Work at this level may include contributing to on-going review, development and implementation of guidelines and procedures for utility services.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 4 and Team Leader activities as defined.

Typical duties to include all lower-level duties plus:

- major sewing repairs and/or maintenance by hand or machine including interpreting sewing patterns and working from patterns to repair and manufacture,
- interpret sewing patterns,
- compile documentation to meet workplace requirements,

- effective liaising with nursing, maintenance and other Employees,
- effectively consulting with staff to maintain safe work environment in accordance with organisational requirements,
- plan and organise performance appraisals.

HEALTH ANCILLARY EMPLOYEE LEVEL 6

Employees at this level will be required to apply skills developed from specialised training and/or extensive experience in a range of functions.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the set-up, program and operation of sophisticated machinery, equipment and/or facilities,
- perform under broad guidelines,
- a capacity to initiate and program detailed work functions,
- the interpretation of sophisticated instructions and procedures,
- the provision of guidance and assistance within their own area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual team member,
- may from time to time perform work of a lower level,
- monitor and implementation of and compliance with workplace policies and procedures,
- contribute to the development and implantation of policies and procedures,
- ensure maintenance of documentation to meet workplace requirements,
- ensure maintenance of safe environment for Employees and clients,
- assist in administrative functions required commensurate with work activity,
- training Employees.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 5 and Team Leader activities as defined.

HEALTH ANCILLARY EMPLOYEE LEVEL 7

Employees at this level will be required to apply a combination of knowledge and experience to perform the duties at this level and on the job supervisory activities.

Employees at this level will be responsible for their own work and regularly exercise initiative, discretion and judgement in the performance of their duties.

An Employee at this level will understand the operation of the agency and report directly to either a Chief Executive/Director of Nursing in a Regional Health Service or Executive position.

Employees at this level will:

- be responsible for the co-ordination of the duties of Employees under their supervision, including work output and quality of work undertaken by Employees,
- undertake rostering of Employees including an appropriate skill mix allocation,
- where necessary formulate, facilitate and evaluate the training of Employees,
- ensure compliance with occupational, health and safety requirements,
- plan for preventative maintenance,
- organise and authorise the repair of damaged instruments,
- demonstrate an extensive knowledge of instruments and consumables used in Utility Services,
- be responsible for assisting in the selection, recruitment, counselling and performance assessment of Employees under their supervision in accordance with policies and procedures,
- oversee and be responsible for reporting to any accreditation bodies,
- perform the duties of lower levels as required.

OR

Activities associated with Level 6 and Team Leader activities as defined.

SCHEDULE A.6: GARDENING AND GROUNDS SERVICES

To cover all duties of ancillary Employees at the appropriate level associated with gardening and grounds maintenance, including the operation of all garden and associated equipment including tractors and the installation and maintenance of watering systems.

HEALTH ANCILLARY EMPLOYEE LEVEL 1

Introductory Level

Employees at this level:

- have limited or no previous relevant experience.
- are unqualified and undergo an up to 6 months orientation program relating to the provision of gardening and grounds services,
- perform work of a general nature under supervision of either a Gardening and Grounds Services Employee classified at Level 2 or above or appropriate qualified Employee,
- are subject to a probationary period of six months,
- are able to work within a multi-disciplinary team,
- develop knowledge and understanding in relevant legislative requirements.

Work at this level is characterised by the following:

- generally labour intensive in nature,
- may require the operation of machinery, equipment, and/or facilities requiring the exercise of skills and knowledge appropriate to this level,
- performed under direct instruction,
- instruction given is by way of verbal, written or diagrammatic direction,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties at this level include:

- maintenance of grounds, sports field and facilities by undertaking such tasks as mowing, weeding, edging, fertilising, watering, rubbish collection and cleaning using appropriate equipment and including minor maintenance of such equipment/facilities.
- assist in the installation and maintenance of watering systems including automatic systems,
- assist trade gardeners,
- apply pesticides, herbicides and fertilisers, under direction using manual techniques e.g. hand pump, backpack,

- minor construction work i.e. fences and assist in higher level work.

HEALTH ANCILLARY EMPLOYEE LEVEL 2

Employees at this level have limited experience in the gardening and grounds service industry and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 1.

Work at this level is characterised by the following:

- the application of specific and prescribed training and experience,
- may require the operation of machinery, equipment and/or facilities,
- requiring the exercise of skills and knowledge beyond that of an Employee at Level 1m,
- performed under general direction,
- require the exercise of limited judgement in the execution of their own work,
- instruction given is by way of general verbal, written or diagrammatic direction,
- provide assistance and co-operation to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time be required to work of a lower level,
- Employees perform routine functions requiring the undertaking of clear and straight forward instruction,

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties at this level include all lower-level duties plus:

- minor pruning/cutting or similar garden functions,
- install watering systems,
- basic tractor operations including grounds/sports field functions of watering, raking or similar.

HEALTH ANCILLARY EMPLOYEE LEVEL 3

Employees at this level will have relevant experience to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 2.

Work at this level is characterised by the following:

- prerequisite skills have been acquired through relevant experience and/or training,
- may require the operation of machinery, equipment and/or facilities, and recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 2,
- performed under general direction,

- exercise judgement and initiative in the day-to-day execution of their own work,
- instruction given is by way of general direction,
- provide assistance and co-operation to other Employees,
- tasks performed are relevant to a particular worksite or location, and are performed either as an individual or a team member,
- may from time to time be required to perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 2 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- simple layering, grafting, propagation or similar,
- installation and maintenance of a wide range of watering systems,
- identification of common pests and diseases and appropriate control,
- co-ordinate grounds equipment maintenance and assist in its purchase,
- formulate, prepare and apply herbicides and pesticides,
- selecting, establishing and maintaining simple gardens,
- apply appropriate pesticides, weedicide or speciality fertilisers,
- advanced tractor operations requiring the set up and calibration of a broad range of implements to undertake more complex grounds functions,
- collect detailed data.

HEALTH ANCILLARY EMPLOYEE LEVEL 4

Employees at this level will have experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 3.

Work at this level is characterised by the following:

- tasks performed require skill specialisation and/or extensive training,
- may require the set-up, program and operation of machinery, equipment and/or facilities and recording systems including computerised systems,
- performed under limited direction,
- an ability to determine and appraise methods of work organisation,
- the implementation of detailed directions and procedures,
- provide assistance and guidance within their level of expertise to other Employees,

- assist in the provision of on-the-job training,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 3 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- prepare, formulate and pasteurise soil mixes,
- collection of seed and cuttings by species,
- determine best conditions for cultivation of a specific collection of plants, compose soil mixes and maintain collection.

HEALTH ANCILLARY EMPLOYEE LEVEL 5

Employees at this level will be required to apply skills, or trade equivalent skills acquired from extensive training and/or experience in a specialised function.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the setup, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 4,
- performed under broad guidelines,
- a capacity to programme detailed work functions,
- the ability to interpret complex instructions and procedures,
- the provision of trade or trade equivalent guidance and assistance within their area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as team member,
- may from time to time perform work of a lower level or incidental to their area of expertise.

Work at this level may include contributing to on-going review, development and implementation of guidelines and procedures for gardening and grounds services.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 4 and Team Leader activities as defined.

Typical duties include all lower-level tasks plus:

- specialised pruning, transplanting, layering and grafting,
- identification and treatment of pest diseases,
- select, formulate, apply and evaluate horticultural products i.e. chemicals/fertilisers, specialised soil mixes,
- contribute to the maintenance of plant labels consistent with international classifications,
- implement nursery hygiene and environment programs,
- training of apprentices.

HEALTH ANCILLARY EMPLOYEE LEVEL 6

Employees at this level will be required to apply skills derived from specialised training and/or extensive experience in a range of functions.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the set-up, program and operation of sophisticated machinery, equipment and/or facilities and recording systems including computerised systems,
- perform under broad guidelines,
- a capacity to initiate and program detailed work functions,
- the interpretation of sophisticated instructions and procedures,
- the provision of post trade or post trade equivalent guidance and assistance within their own area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as a team member,
- monitor and implementation of and compliance with workplace policies and procedures,
- contribute to the development and implementation of such policies and procedures as required,
- ensure maintenance of documentation to meet workplace requirements,
- ensure maintenance of safe environment for Employees and clients,
- assist in administrative functions as required commensurate with work activity,
- training Employees,
- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 5 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- plan, oversee and construct significant garden features.

HEALTH ANCILLARY EMPLOYEE LEVEL 7

Employees at this level will be required to apply a combination of knowledge and experience to perform the duties at this level and on the job supervisory activities.

Employees at this level will be responsible for their own work and regularly exercise initiative, discretion and judgement in the performance of their duties.

An Employee at this level will understand the operation of the agency and report directly to either a Chief Executive/Director of Nursing in a Regional Health Service or Executive position.

Employees at this level will:

- be responsible for the co-ordination of the duties of Employees under their supervision, including work output and quality or work undertaken by Employees,
- undertake rostering of Employees including an appropriate skill mix allocation,
- where necessary formulate, facilitate and evaluate the training of Employees,
- ensure compliance with occupational health and safety requirements,
- plan for preventative maintenance,
- organise and authorise the repair of damaged instruments and equipment,
- demonstrate an extensive knowledge of equipment used in Gardening and Grounds Services,
- be responsible for assisting in the selection, recruitment, counselling and performance assessment of Employees under their supervision in accordance with policies and procedures,
- oversee and be responsible for reporting to any accreditation bodies,
- perform the duties of lower levels as required.

OR

Activities associated with Level 6 and Team Leader activities as defined.

SCHEDULE A.7: TRANSPORT

To cover all duties of ancillary Employees at the appropriate level associated with: -

- driving including motor vehicles, motor freight, trucks and buses,
- vehicle courier work involving pathological specimens, records, and results,
- basic maintenance care and custody of vehicles.

HEALTH ANCILLARY EMPLOYEE LEVEL 1

Introductory Level

Employees at this level:

- have limited or no previous relevant experience,
- are unqualified and undergo an up to 6 months orientation program relating to the provision of transport services,
- perform work of a general nature under supervision of either a Transport Employee classified at Level 2 or above or an appropriate qualified Employee,
- are subject to a probationary period of six months,
- are able to work within a multi-disciplinary team,
- develop knowledge and understanding in relevant legislative requirements.

Work at this level is characterised by the following:

- generally labour intensive in nature,
- may require the operation of machinery, equipment, and/or facilities requiring the exercise of skills and knowledge appropriate to this level,
- performed under direction instruction,
- instruction given is by way of verbal, written or diagrammatic direction,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties at this level include:

- interior and exterior cleaning of vehicles,
- greasing motor vehicles,
- fitting tyres to motor vehicles,
- maintaining vehicles cleaning equipment,
- checking and maintaining levels of air pressure, fuel and oil etc. of vehicles,

- removing and attaching ancillary equipment to vehicles upon delivery and prior to disposal,
- loading and unloading vehicles, maintaining cleanliness of worksite,
- any driving incidental to the above activities,
- any clerical duties incidental to the above activities.

HEALTH ANCILLARY EMPLOYEE LEVEL 2

Employees at this level have limited experience in the transport services industry and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee Level 1.

Work at this level is characterised by the following:

- the application of specific and prescribed training and experience,
- may require the operation of machinery, equipment and/or facilities,
- requiring the exercise of skills and knowledge beyond that of an Employee Level 1,
- performed under general direction,
- require the exercise of limited judgement in the execution of their own work,
- instruction given is by way of general verbal, written or diagrammatic direction,
- provide assistance and co-operative to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time be required to perform work or a lower level,
- Employees perform routine functions requiring the undertaking of clear and straight forward instruction.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties at this level include all lower-level duties plus:

- operate fuel outlet,
- driving rigid motor vehicle having makers capacity at 1.2 tonnes or less,
- any clerical duties incidental to the above activities.

HEALTH ANCILLARY EMPLOYEE LEVEL 3

Employees at this level will have experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 2.

Work at this level is characterised by the following:

- prerequisite skills have been acquired through relevant experience and/or training,
- may require the operation of machinery, equipment and/or facilities, and recording systems including, computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 2,
- performed under general direction,
- exercise judgement and imitative in the day-to-day execution of their own work,
- instruction given is by way of general direction,
- provide assistance and co-operation to other Employees,
- tasks performed are relevant to a particular worksite or location, and are performed either as an individual or a team member,
- may from time to time be required to perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 2 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- driving the following vehicles:
 - # rigid motor vehicle having a maker's capacity over 1.2 tonnes but under 6.99 tonnes,
 - # passenger vehicle with seating capacity of less than 25 passengers,
- any clerical incidental to the above activities.

HEALTH ANCILLARY EMPLOYEE LEVEL 4

Employees at this level will have experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee Level 3.

Work at this level is characterised by the following:

- tasks performed require skill specialisation and/or extensive training,
- may require the set up, program and operation of machinery, equipment and/or facilities and recording systems including computerised systems,
- performed under limited direction,
- an ability to determine and appraise methods of work organisation,
- the implementation of detailed directions and procedures,
- provide assistance and guidance within their level of expertise to other Employees,

- assist in the provision of on-the-job training,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 3 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- driving the following vehicles:
 - # passenger's vehicle with a seating capacity of 25 passengers or more,
 - # rigid motor vehicle having a maker's capacity of 7 tonnes and over,
 - # articulated vehicle having a maker's capacity less than 21 tonnes,
- any clerical duties incidental to the above activities,
- training and instructing Employees in the safe and efficient operation of vehicle prescribed in levels 1, 2, 3 and 4.

HEALTH ANCILLARY EMPLOYEE LEVEL 5

Employees at this level will be required to apply skills, or trade equivalent skills acquired from extensive training and/or experience in a specialised function.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the setup, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 4.
- perform under broad guidelines,
- a capacity to programme detailed work functions,
- the ability to interpret complex instructions and procedures,
- the provision of trade or trade equivalent guidance and assistance within their area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as team member,
- may from time to time perform work of lower level or incidental to their area of expertise.

Work at this level may include contributing to on-going review, development and implementation of guidelines and procedures for transport services.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 4 and Team Leader activities as defined.

Typical duties include lower-level duties plus:

- driving the following vehicles:
 - # articulated vehicle having a maker's capacity of 21 tonnes and over,
 - # heavy trailer combination having a maker's capacity of 21 tonnes and over,
- any clerical duties incidental to the above activities,
- training and instructing Employees in the safe and efficient operation of vehicles prescribed in levels 1,2,3,4 and 5.

HEALTH ANCILLARY EMPLOYEE LEVEL 6

Employees at this level will be required to apply skills derived from specialised training and/or extensive experience in a range of functions.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the set up, program and operation of sophisticated machinery, equipment and/or facilities and recording systems including computerised systems,
- perform under broad guidelines,
- a capacity to initiate and program detailed work functions,
- the interpretation of sophisticated instructions and procedures,
- the provision of post trade or post trade equivalent guidance and assistance within their own area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as a team member,
- monitor and implementation of and compliance with workplace policies and procedures,
- contribute to the development and implementation of such policies and procedures as required,
- ensure maintenance of documentation to meet workplace requirements,
- ensure maintenance of safe environment for Employees and clients,
- assist in administrative functions as required commensurate with the work activity,
- training Employees,

- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 5 and Team Leader activities as defined.

HEALTH ANCILLARY EMPLOYEE LEVEL 7

Employees at this level will be required to apply a combination of knowledge and experience to perform the duties at this level and on the job supervisory activities.

Employees at this level will be responsible for their own work and regularly exercise initiative, discretion and judgement in the performance of their duties.

An Employee at this level will understand the operation of the agency and report directly to either a Chief Executive/Director of Nursing in a Regional Health Service or Executive position.

Employees at this level will:

- be responsible for the co-ordination of the duties of Employees under this supervision, including work output and quality of work undertaken by Employees,
- undertake rostering of Employees including an appropriate skill mix allocation,
- where necessary formulate, facilitate and evaluate the training of Employees,
- ensure compliance with occupational, health and safety requirements,
- plan for preventative maintenance,
- organise and authorise the repair of damaged instruments and equipment,
- demonstrate an extensive knowledge of equipment used in Transport,
- be responsible for assisting in the selection, recruitment, counselling and performance assessment of Employees under their supervision in accordance with policies and procedures,
- oversee and be responsible for reporting to any accreditation bodies,
- perform the duties of lower levels as required.

OR

Activities associated with Level 6 and Team Leader activities as defined.

SCHEDULE A.8: FACILITY SERVICES

To cover all duties of ancillary Employees at the appropriate level associated with:

- maintenance, relocation, repair, alteration, modification and production of equipment, aides or supplies including equipment which caters for special needs of clients or other equipment and fixtures associated with the interior or exterior of the health unit,
- maintenance of and cleaning of outside areas, including rubbish collection and removal and sump cleaning and maintenance,
- other duties consistent with those defined by this stream that may include the rehabilitation of clients, client supervision,
- trade or post-trade service and liaison with other Health Unit Staff.

HEALTH ANCILLARY EMPLOYEE LEVEL 1

Introductory Level

Employees at this level:

- have limited or no previous experience,
- are unqualified and undergo an up to 6 months orientation program relating to the provision of facility services,
- perform work of a general nature under supervision of either a Facility Services Employee classified at Level 2 or above or an appropriate qualified Employee,
- are subject to a probationary period of six months,
- are able to work within a multi-disciplinary team,
- develop knowledge and understanding in relevant legislative requirements.

Work at this level is characterised by the following:

- generally labour intensive in nature,
- may require the operation of machinery, equipment, and/or facilities requiring the exercise of skills and knowledge appropriate to this level,
- performed under direct instruction,
- instruction given is by way of verbal, written or diagrammatic direction,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties at this level include:

- clean facilities, toilets, contents and vehicles inside and out,

- minor maintenance to buildings, fences, grounds, contents and equipment and assist in higher level work,
- rubbish collection and disposal,
- assist in loading and unloading of stores, furniture, materials and similar,
- clean and maintain swimming pool and surrounds,
- appropriate recording of data.

HEALTH ANCILLARY EMPLOYEE LEVEL 2

Employees at this level have limited experience in the facility services industry and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee Level 1.

Work at this level is characterised by the following:

- the application of specific and prescribed training and experience,
- may require the operation of machinery, equipment and/or facilities, requiring the exercise of skills and knowledge beyond that of an Employee at Level 1,
- performed under general direction,
- require the exercise of limited judgement in the execution of their own work,
- instruction given is by way of general verbal, written or diagrammatic direction,
- provide assistance and co-operation to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time be required to perform work of a lower level,
- Employees perform routine functions requiring the undertaking of clear and straight forward instruction.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties at this level include all lower-level duties plus:

- request repairs to equipment,
- co-ordinate and arrange service and repairs to vehicles and equipment,
- general facility maintenance, not to trade standard, including painting and minor repairs to buildings.

HEALTH ANCILLARY EMPLOYEE LEVEL 3

Employees at this level will have experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 2.

Work at this level is characterised by the following:

- prerequisite skills have been acquired through relevant experience and/or training,
- may require the operation of machinery, equipment and/or facilities, and recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 2,
- performed under general direction,
- exercise judgement and initiative in the day-to-day execution of their own work,
- instruction given is by way of general direction,
- provide assistance and co-ordination to other Employees,
- tasks performed are relevant to a particular worksite or location, and are performed either as an individual or a team member,
- may from time to time be required to perform work of a lower level.

Employee will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 2 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- perform stock-take and order, receive, store, issue, imprest and issue goods/supplies,
- operate a fork-lift.

HEALTH ANCILLARY EMPLOYEE LEVEL 4

Employees at this level will have experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee Level 3.

Work at this level is characterised by the following:

- tasks performed require skill specialisation and/or extensive training,
- may require the set-up, program and operation of machinery, equipment and/or facilities and recording systems including computerised systems,
- performed under limited direction,
- an ability to determine and appraise methods of work organisation,
- the implementation of detailed directions and procedures,

- provide assistance and guidelines within their level of expertise to other Employees,
- assist in the provision of on-the-job training,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 3 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- design, modify, and construct major items/equipment not to a trade standard.

HEALTH ANCILLARY EMPLOYEE LEVEL 5

Employees at this level will be required to apply skills, or trade equivalent skills acquired from extensive training and/or experience in a specialised function.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the setup, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 4.
- performed under broad guidelines,
- a capacity to programme detailed work functions,
- the ability to interpret complex instructions and procedures,
- the provision of trade or trade equivalent guidance and assistance within their area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as team member,
- may from time to time perform work of a lower level or incidental to their area of expertise.

Work at this level may include contributing to on-going review, development and implementation of guidelines and procedures for facility services.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 4 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- any registered trades work considered appropriate for inclusion.

HEALTH ANCILLARY EMPLOYEE LEVEL 6

Employees at this level will be required to apply skills derived from specialised training and/or extensive experience in a range of functions.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the set-up, program and operation of sophisticated machinery, equipment and/or facilities and recording systems including computerised systems,
- perform under broad guidelines,
- a capacity to initiate and program detailed work functions,
- the interpretation of sophisticated instructions and procedures,
- the provision of post trade or post trade equivalent guidance and assistance within their own area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as a team member,
- monitor and implementation of and compliance with workplace policies and procedures,
- contribute to the development and implementation of such policies and procedures as required,
- ensure maintenance of documentation to meet workplace requirements,
- ensure maintenance of safe environment for Employees and clients,
- assist in administrative functions as required commensurate with work activity,
- training Employees,
- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 5 and Team Leader activities as defined.

HEALTH ANCILLARY EMPLOYEE LEVEL 7

Employees at this level will be required to apply a combination of knowledge and experience to perform the duties at this level and on the job supervisory activities.

Employees at this level will be responsible for their own work and regularly exercise initiative, discretion and judgement in the performance of their duties.

An Employee at this level will understand the operation of the agency and report directly to either Chief Executive/Director of Nursing in a Regional Health Service or Executive position.

Employees at this level will:

- be responsible for the co-ordination of the duties of the Employees under their supervision, including work output and quality of work undertaken by Employees,
- undertake rostering of Employees including an appropriate skill mix allocation,
- where necessary formulate, facilitate and evaluate the training of Employees,
- ensure compliance with occupational, health and safety requirements,
- plan for preventative maintenance,
- organise and authorise the repair of damaged instruments and equipment,
- demonstrate an extensive knowledge of equipment used in Facility Services,
- be responsible for assisting in the selection, recruitment, counselling and performance assessment of Employees under their supervision in accordance with policies and procedures,
- oversee and be responsible for reporting to any accreditation bodies,
- perform the duties of lower levels as required.

OR

Activities associated with Level 6 and Team Leader activities as defined.

SCHEDULE A.9: SECURITY

To cover all duties of ancillary Employees at the appropriate level associated with:

- the maintenance of security of the health unit including personnel and goods and personal effects which may include some client contact,
- the operation of, testing and maintenance, as appropriate of security equipment including radios, computer terminals and surveillance equipment,
- the provision of first aid and fire warden services and the maintenance of associated equipment,
- crowd control and emergency procedures including evacuation.

HEALTH ANCILLARY EMPLOYEE LEVEL 1

Introductory Level

Employees at this level:

- have limited or no previous relevant experience,
- are unqualified and undergo up to 6 months orientation program relating to the provision of security services,
- perform work of a general nature under supervision of either a Security Employee classified at Level 2 or above or an appropriate qualified Employee,
- are subject to a probationary period of six months,
- are able to work within a multi-disciplinary team,
- develop knowledge and understanding in relevant legislative requirements.

Work at this level is characterised by the following:

- generally labour intensive in nature,
- may require the operation of machinery, equipment, and/or facilities requiring the exercise of skills and knowledge appropriate to this level,
- performed under direct instruction,
- instruction given is by way of verbal, written or diagrammatic direction,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties at this level include:

- assist in security tasks,
- lock and unlock doors,

- operation of gates,
- assist with lost and found,
- assist in energy conservation.

HEALTH ANCILLARY EMPLOYEE LEVEL 2

Employees at this level have limited experience in the security industry and will be required to perform a range of higher levels operative tasks above and beyond the skill and knowledge of an Employee at Level 1.

Work at this level is characterised by the following:

- the application of specific and prescribed training and experience,
- may require the operation of machinery, equipment and/or facilities,
- requiring the exercise of skills and knowledge beyond that of an Employee at Level 1,
- performed under general direction,
- require the exercise of limited judgement in the execution of their own work,
- instruction given is by way of general verbal, written or diagrammatic direction,
- provide assistance and co-operation to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time be required to perform work of a lower level,
- Employees perform routine functions requiring the undertaking of clear and straight forward instruction.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

Typical duties at this level include all lower-level duties plus:

- operation of a radio/communication equipment,
- control of access,
- as a member of a team assist with crowd control,
- the preparation of incident statements/patrol reports.

HEALTH ANCILLARY EMPLOYEE LEVEL 3

Employees at this level will have experience relevant to undertake the duties required and will be required to perform a range of higher-level operative tasks above and beyond the skill and knowledge of an Employee Level 2.

Work at this level is characterised by the following:

- prerequisite skills have been acquired through relevant experience and/or training,
- may require the operation of machinery, equipment and/or facilities, and recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 2,
- performed under general direction,
- exercise judgement and initiative in the day-to-day execution of their own work,
- instruction given is by way of general direction,
- provide assistance and co-operation to other Employees,
- tasks performed are relevant to a particular worksite or location, and are performed either as an individual or a team member,
- may from time to time be required to perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 2 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- patrolling activities, both inside and outside, either on foot or by car,
- assist with emergency response procedure,
- provide security at special functions,
- provide crowd control and request compliance to regulations,
- assist with violent clients,
- the checking for correct operation of plant and equipment including fire fighting equipment,
- the day-to-day operation, testing, monitoring and response to surveillance / alarm / communication systems and/or radio and TV communication equipment,
- responsible for the security of buildings contents and grounds,
- issue of and control of keys and ID cards,
- staff security desks and control access in entry foyers and on secure levels of public buildings.

HEALTH ANCILLARY EMPLOYEE LEVEL 4

Employees at this level will have experience relevant to undertake the duties required and will be required to perform at range of higher-level operative tasks above and beyond the skill and knowledge of an Employee at Level 3.

Work at this level is characterised by the following:

- tasks performed require skill specialisation and/or extensive training,
- may require the set-up, program and operation of machinery, equipment and/or facilities and recording systems including computerised systems,
- performed under limited direction,
- an ability to determine and appraise methods of work organisation,
- the implementation of detailed directions and procedures,
- provide assistance and guidance within their level of expertise to other Employees,
- assist in the provision of on-the-job training,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or team member,
- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 3 and Team Leader activities as defined.

Typical duties include all lower-level duties plus:

- co-ordinate evacuation in emergency,
- operate, monitor and test complex alarm, surveillance and evacuation systems and co-ordinate an approach response from a given range of responses,
- preparation of statements and writing of reports to investigation of security breaches.

HEALTH ANCILLARY EMPLOYEE LEVEL 5

Employees at this level will be required to apply skills, or trade equivalent skills acquired from extensive training and/or experience in a specialised function.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require setup, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems, requiring the exercise of skill and knowledge beyond that of an Employee at Level 4,
- performed under broad guidelines,
- a capacity to programme detailed work functions,
- the ability to interpret complex instructions and procedures,
- the provision of trade or trade equivalent guidance and assistance within their area of expertise to other Employees,

- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as team member,
- may from time to time perform work of a lower level or incidental to their area of expertise.

Work at this level may include contributing to on-going review, development and implementation of guidelines and procedures for security services.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 4 and Team Leader activities as defined.

HEALTH ANCILLARY EMPLOYEE LEVEL 6

Employees at this level will be required to apply skills derived from specialised training and/or extensive experience in a range of functions.

Work at this level is characterised by the following:

- understand and apply quality control techniques to a level equivalent to their skill and knowledge,
- may require the set-up, program and operation of sophisticated machinery, equipment and/or facilities and recording systems including computerised systems,
- perform under broad guidelines,
- a capacity to initiate and program detailed work functions,
- the interpretation of sophisticated instructions and procedures,
- the provision of post trade or post trade equivalent guidance and assistance within their own area of expertise to other Employees,
- tasks performed are relevant to a particular worksite or location and are performed either as an individual or as a team member,
- monitor and implementation of and compliance with workplace policies and procedures,
- contribute to the development and implementation of such policies and procedures as required,
- ensure maintenance of documentation to meet workplace requirements,
- ensure maintenance of safe environment for Employees and clients,
- assist in administrative functions as required commensurate with the work activity,
- training Employees,
- may from time to time perform work of a lower level.

Employees will be given an opportunity to participate in on-going skills training to enable them to progress subject to work and training availability.

OR

Activities associated with Level 5 and Team Leader activities as defined.

HEALTH ANCILLARY EMPLOYEE LEVEL 7

Employees at this level will be required to apply a combination of knowledge and experience to perform the duties at this level and on the job supervisory activities.

Employees at this level will be responsible for their own work and regularly exercise initiative, discretion and judgement in the performance of their duties.

An Employee at this level will understand the operation of the agency and report directly to either a Chief Executive/Director of Nursing in a Regional Health Service or Executive Position.

Employees at this level will:

- be responsible for the co-ordination of the duties of Employees under their supervision, including work output and quality of work undertaken by Employees,
- undertake rostering of Employees including an appropriate skill mix allocation,
- where necessary formulate, facilitate and evaluate the training of Employees,
- ensure compliance with occupational, health and safety requirements,
- plan for preventative maintenance,
- organise and authorise the repair of damaged instruments and equipment,
- demonstrate an extensive knowledge of equipment used in Security Services,
- be responsible for assisting in the selection, recruitment, counselling and performance assessment of Employees under their supervision in accordance with policies and procedures,
- oversee and be responsible to any accreditation bodies,
- perform the duties of lower levels as required.

OR

Activities associated with Level 6 and Team Leader activities as defined.

Schedule B - Wages

Classification	Increment	First full pay period on or after 1/7/2023		First full pay period on or after 1/7/2024	
		Per week	Per hour	Per week	Per hour
HAE L1	1	\$1,050.60	\$27.65	\$1,073.10	\$28.24
HAE L2	1	\$1,061.50	\$27.93	\$1,084.00	\$28.53
	2	\$1,072.60	\$28.23	\$1,095.10	\$28.82
HAE L3	1	\$1,083.60	\$28.52	\$1,106.10	\$29.11
	2	\$1,095.10	\$28.82	\$1,117.60	\$29.41
HAE L4	1	\$1,106.10	\$29.11	\$1,128.60	\$29.70
	2	\$1,117.80	\$29.42	\$1,140.30	\$30.01
HAE L5	1	\$1,132.50	\$29.80	\$1,155.00	\$30.39
	2	\$1,144.10	\$30.11	\$1,166.60	\$30.70
HAE L6	1	\$1,162.50	\$30.59	\$1,185.50	\$31.20
	2	\$1,176.50	\$30.96	\$1,199.50	\$31.57
HAE L7	1	\$1,200.50	\$31.59	\$1,224.00	\$32.21
	2	\$1,215.50	\$31.99	\$1,239.50	\$32.62

Schedule C - Allowances

C1. Cold Places Allowances

An Employee required to work in places where the temperature is reduced by artificial means shall be paid extra rates as prescribed below whilst working in such temperatures.

The following amounts will apply:

- (i) between minus 1 degree Celsius and 7 degrees Celsius (inclusive), 41 cents per hour.
- (ii) between minus 18 degrees Celsius and minus 2 degrees Celsius (inclusive), 58 cents per hour.
- (iii) below minus 18 degrees Celsius, 97 cents an hour.

The appropriate extra hourly rate shall be paid for any hour or part thereof during which the employee is working in the temperatures ranges prescribed above, provided that if during any hour the Employee works in more than one such temperature range, the Employee shall be entitled for that hour only to the rate applicable for the lower or lowest temperature range in which the employee has worked.

C2. VDU (Visual Display Unit) Allowance

Employees engaged to work primarily in the supply and distribution stream and who are required to operate visual display units (VDU's) shall receive an allowance of \$3.81 per day so engaged.

C3. Meal Allowance

An Employee required to remain on-site and on-call for ERT codes during their meal break will be paid a meal allowance of \$11.20 per occasions Monday to Friday inclusive and \$12.81 per occasion on Saturday, Sunday or public holidays.

C4. Motor Vehicle Allowance Travelling, transport and fares.

- C.4.1 An Employee required and authorised to use their own motor vehicle in the course of their duties will be paid an allowance of not less than \$0.85 per kilometre.
- C.4.2 When an Employee is involved in travelling on duty, if the Employer cannot provide the appropriate transport, all reasonably incurred expenses in respect to fares, meals and accommodation will be met by the Employer on production of receipted account(s) or other evidence acceptable to the Employer.
- C.4.3 Provided further that the Employee will not be entitled to reimbursement for expenses, which exceed the mode of transport, meals or the standard of accommodation agreed with the Employer, for these purposes.