



# DETERMINATION

*Fair Work Act 2009*

s.157—FWC may vary etc. modern awards if necessary to achieve modern awards objective

## Gender-based undervaluation – priority awards review

(AM2024/20)

### HEALTH PROFESSIONALS AND SUPPORT SERVICES AWARD 2020

[MA000027]

Health and welfare services

JUSTICE HATCHER, PRESIDENT  
 VICE PRESIDENT ASBURY  
 DEPUTY PRESIDENT O’NEILL  
 DEPUTY PRESIDENT SLEVIN  
 DEPUTY PRESIDENT GRAYSON

SYDNEY, 24 DECEMBER 2025

*Gender-based undervaluation – priority awards review – Health Professionals and Support Services Award 2020.*

A. Further to the decision issued by the Expert Panel of the Fair Work Commission on 24 December 2025 [2025 FWCFB 297], the above award is varied as follows:

1. By deleting clause 16.2 and inserting the following:

#### 16.2 Support Services employees

##### (a) Employees other than dental assistants and pathology collectors

Clause 16.2(a) specifies the minimum rate of pay applicable to all Support Services employees except dental assistants classified at Levels 3, 5, 6 and 7 and pathology collectors classified at Levels 5, 6 and 7 in clause A.1.

Employee classification	Minimum weekly rate (full-time employee)	Minimum hourly rate
	\$	\$
Level 1	978.20	25.74
Level 2	1016.90	26.76
Level 3	1056.00	27.79

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employee)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Level 4	1068.40	28.12
Level 5	1104.70	29.07
Level 6	1164.20	30.64
Level 7	1185.10	31.19
Level 8—pay point 1	1225.30	32.24
Level 8—pay point 2	1257.50	33.09
Level 8—pay point 3	1345.80	35.42
Level 9—pay point 1	1369.90	36.05
Level 9—pay point 2	1418.50	37.33
Level 9—pay point 3	1429.90	37.63

NOTE: See Schedule C—Summary of Hourly Rates for a summary of hourly rates of pay including overtime and penalty rates.

**(b) Dental assistants—until 31 December 2026**

Dental assistants classified at Levels 3, 5, 6 and 7 in clause A.1 will be paid the following minimum rates:

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employee)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
<b>Level 3</b> (unqualified with less than 12 months industry experience as a dental assistant)	1056.00	27.79
<b>Level 5</b> (unqualified with 12 months' to up to 4 years' industry experience as a dental assistant)	1057.60	27.83

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employee)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
<b>Level 6</b> <ul style="list-style-type: none"> <li>• Certificate III or equivalent qualification; <b>or</b></li> <li>• unqualified with 4 years' or more industry experience as a dental assistant; <b>or</b></li> <li>• unqualified with equivalent experience to a Certificate III qualification as assessed by the employer</li> </ul>	1111.10	29.24
<b>Level 7</b> <ul style="list-style-type: none"> <li>• Certificate IV or equivalent qualification; <b>or</b></li> <li>• equivalent experience to a Certificate IV qualification as assessed by the employer</li> </ul>	1148.90	30.23

NOTE: See Schedule C—Summary of Hourly Rates for a summary of hourly rates of pay including overtime and penalty rates.

**(c) Pathology collectors—until 31 December 2026**

Pathology collectors classified at Levels 5 and 6 in clause A.1 will be paid the minimum rates set out in the table below.

Pathology collectors classified at Level 7 in clause A.1 will be paid the minimum rates for either Level 7 (unqualified and not previously Level 6) or Level 7 (qualified or previously Level 6) according to the criteria set out in the table below.

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employee)</b>	<b>Minimum hourly rate</b>
	\$	\$
<p><b>Level 5</b> <u>Entry Level</u> Unqualified with less than 12 months' industry experience as a pathology collector</p>	1104.70	29.07
<p><b>Level 6</b> <u>Qualified</u></p> <ul style="list-style-type: none"> <li>• Certificate III in pathology collection with less than 12 months' industry experience as a pathology collector; <b>or</b></li> <li>• unqualified with 12 months to up to 2 years' industry experience as a pathology collector</li> </ul>	1111.10	29.24
<p><b>Level 7 (unqualified and not previously Level 6)</b> <u>Experienced</u> Unqualified with 2 years' or more industry experience as a pathology collector <b>and</b> was not classified under this award on 31 March 2026 as a Support Services employee—Level 6</p>	1148.90	30.23

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employee)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
<b>Level 7 (qualified or previously Level 6)</b> <u>Experienced</u> <ul style="list-style-type: none"> <li>• Certificate III in pathology collection with 12 months’ or more industry experience as a pathology collector; <b>or</b></li> <li>• classified under this award on 31 March 2026 as a Support Services employee—Level 6.</li> </ul>	1185.10	31.19

NOTE: See Schedule C—Summary of Hourly Rates for a summary of hourly rates of pay including overtime and penalty rates.

2. By deleting the words “clause 16.2” appearing in clause 16.7(a) and inserting “clause 16.2(a)”.
3. By deleting the words “Dental assistant (unqualified)” appearing in the table in clause A.1.1(b).
4. By deleting the table in clause A.1.3(c) and inserting the following:

<b>General and administrative services</b>	<b>Food services</b>	<b>Technical and clinical</b>
Driver (less than 3 tonne) who is required to hold a St John Ambulance first aid certificate. General clerk/Typist (second and subsequent years of service) Receptionist.	Food monitor (an employee whose primary function is to liaise with patients and staff to obtain appropriate meal requirements of patients, and to tally and collate the overall results).	Dental assistant (unqualified with less than 12 months industry experience as a dental assistant) Instrument technician Laboratory assistant Personal care worker grade 2 Theatre technician

5. By deleting the words “Dental assistant (qualified)” and “Pathology collector” appearing in the table in clause A.1.4(b).

6. By deleting the table in clause A.1.5(b) and inserting the following:

<b>General and administrative services</b>	<b>Food services</b>	<b>Technical and clinical</b>
Interpreter (unqualified) Medical audio typist Medical imaging administration Medical stenographer Secretary	Senior cook	Dental assistant (unqualified with 12 months' to up to 4 years' industry experience as a dental assistant) Orthotic technician Pathology collector—Entry level (unqualified with less than 12 months' industry experience as a pathology collector) Personal care worker grade 4 Pharmacy technician Theatre technician

7. By deleting the table in clause A.1.6(b) and inserting the following:

<b>General and administrative services</b>	<b>Food services</b>	<b>Technical and clinical</b>
Computer clerk (advanced) Gardener (advanced) Pay clerk (advanced) Library technician Medical imaging administration Printer (advanced)	Chef	Anaesthetic technician Dental assistant: <ul style="list-style-type: none"> <li>• Certificate III or equivalent qualification; <b>or</b></li> <li>• unqualified with 4 years' or more industry experience as a dental assistant; <b>or</b></li> <li>• unqualified with equivalent experience to a Certificate III as assessed by the employer</li> </ul> Pathology collector—Qualified: <ul style="list-style-type: none"> <li>• Certificate III in pathology collection with less than 12 months' industry experience as a pathology collector; <b>or</b></li> <li>• unqualified with 12 months to up to 2 years' industry experience as a pathology collector</li> </ul> Pathology technician Pharmacy technician

8. By deleting the table in clause A.1.7(b) and inserting the following:

<b>General and administrative services</b>	<b>Food services</b>	<b>Technical and clinical</b>
Gardener superintendent General clerical supervisor General services supervisor Interpreter (qualified) Medical imaging Administration	Food services supervisor Senior chef	Dental assistant: <ul style="list-style-type: none"> <li>• Certificate IV or equivalent qualification; <b>or</b></li> <li>• equivalent experience to a Certificate IV qualification as assessed by the employer</li> </ul> Pathology collector—Experienced: <ul style="list-style-type: none"> <li>• Certificate III in pathology collection with 12 months’ or more industry experience as a pathology collector; <b>or</b></li> <li>• unqualified with 2 years’ or more industry experience as a pathology collector</li> </ul> Personal care worker grade 5 Technical and therapy supervisor

9. By deleting the words “Full-time and part-time support services employees” appearing in the heading of clause C.1.1 and inserting “Full-time and part-time support services employees—other than dental assistants and pathology collectors”.

10. By renumbering clause C.1.2 as C.1.4 and clause C.1.3 as C.1.7.

11. By inserting new clause C.1.2 as follows:

**C.1.2 Full-time and part-time support services employees—dental assistants—ordinary hours and penalty rates—until 31 December 2026**

	<b>Ordinary hours</b>	<b>Between midnight Friday and midnight Sunday</b>	<b>Public holiday</b>	<b>Shiftwork<sup>1</sup></b>
	<b>% of minimum hourly rate</b>			
	<b>100%</b>	<b>150%</b>	<b>250%</b>	<b>115%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 3	27.79	41.69	69.48	31.96
Level 5	27.83	41.75	69.58	32.00

	<b>Ordinary hours</b>	<b>Between midnight Friday and midnight Sunday</b>	<b>Public holiday</b>	<b>Shiftwork<sup>1</sup></b>
	<b>% of minimum hourly rate</b>			
	<b>100%</b>	<b>150%</b>	<b>250%</b>	<b>115%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 6	29.24	43.86	73.10	33.63
Level 7	30.23	45.35	75.58	34.76

<sup>1</sup> **Shiftwork** means any shift where ordinary hours commence between 6.00 pm and 6.00 am or finish between 6.00 pm and 8.00 am as defined in clause 26.3.

12. By inserting new clause C.1.3 as follows:

**C.1.3 Full-time and part-time support services employees—pathology collectors—ordinary hours and penalty rates—until 31 December 2026**

	<b>Ordinary hours</b>	<b>Between midnight Friday and midnight Sunday</b>	<b>Public holiday</b>	<b>Shiftwork<sup>1</sup></b>
	<b>% of minimum hourly rate</b>			
	<b>100%</b>	<b>150%</b>	<b>250%</b>	<b>115%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 5	29.07	43.61	72.68	33.43
Level 6	29.24	43.86	73.10	33.63
Level 7 (unqualified and not previously level 6)	30.23	45.35	75.58	34.76
Level 7 (qualified or previously level 6)	31.19	46.79	77.98	35.87

<sup>1</sup> **Shiftwork** means any shift where ordinary hours commence between 6.00 pm and 6.00 am or finish between 6.00 pm and 8.00 am as defined in clause 26.3.

13. By deleting the words “Full-time and part-time support services employees” appearing in the heading of renumbered clause C.1.4 and inserting “Full-time and part-time support services employees—other than dental assistants and pathology collectors”.

14. By inserting clause C.1.5 as follows:

**C.1.5 Full-time and part-time support services employees—dental assistants—overtime—until 31 December 2026**

	Monday to Saturday		Sunday	Public holiday
	First 2 hours	After 2 hours		
	<b>% of minimum hourly rate</b>			
	<b>150%</b>	<b>200%</b>	<b>200%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 3	41.69	55.58	55.58	69.48
Level 5	41.75	55.66	55.66	69.58
Level 6	43.86	58.48	58.48	73.10
Level 7	45.35	60.46	60.46	75.58

15. By inserting clause C.1.6 as follows:

**C.1.6 Full-time and part-time support services employees— pathology collectors — overtime—until 31 December 2026**

	Monday to Saturday		Sunday	Public holiday
	First 2 hours	After 2 hours		
	<b>% of minimum hourly rate</b>			
	<b>150%</b>	<b>200%</b>	<b>200%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 5	43.61	58.14	58.14	72.68
Level 6	43.86	58.48	58.48	73.10
Level 7 (unqualified and not previously level 6)	45.35	60.46	60.46	75.58
Level 7 (qualified or previously level 6)	46.79	62.38	62.38	77.98

16. By deleting the words “Casual support service employees” appearing in the heading of renumbered clause C.1.7 and inserting “Casual support service employees—other than dental assistants and pathology collectors”.

17. By inserting clause C.1.8 as follows:

**C.1.8 Casual support service employees—dental assistants—ordinary hours and penalty rates—until 31 December 2026**

	<b>Ordinary hours</b>	<b>Saturday or Sunday</b>	<b>Public holiday</b>	<b>Shiftwork<sup>1</sup></b>
<b>% of minimum hourly rate</b>				
	<b>125%</b>	<b>175%</b>	<b>275%</b>	<b>140%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 3	34.74	48.63	76.42	38.91
Level 5	34.79	48.70	76.53	38.96
Level 6	36.55	51.17	80.41	40.94
Level 7	37.79	52.90	83.13	42.32

<sup>1</sup> **Shiftwork** means any shift where ordinary hours commence between 6.00 pm and 6.00 am or finish between 6.00 pm and 8.00 am as defined in clause 26.3.

18. By inserting clause C.1.9 as follows:

**C.1.9 Casual support service employees—pathology collectors—ordinary hours and penalty rates—until 31 December 2026**

	<b>Ordinary hours</b>	<b>Saturday or Sunday</b>	<b>Public holiday</b>	<b>Shiftwork<sup>1</sup></b>
<b>% of minimum hourly rate</b>				
	<b>125%</b>	<b>175%</b>	<b>275%</b>	<b>140%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 5	36.34	50.87	79.94	40.70
Level 6	36.55	51.17	80.41	40.94
Level 7 (unqualified and not previously level 6)	37.79	52.90	83.13	42.32
Level 7 (qualified or previously level 6)	38.99	54.58	85.77	43.67

<sup>1</sup> **Shiftwork** means any shift where ordinary hours commence between 6.00 pm and 6.00 am or finish between 6.00 pm and 8.00 am as defined in clause 26.3.

19. By inserting Schedule J—Classification Translation Arrangements as follows:

## **Schedule J—Classification Translation Arrangements**

Schedule J—Classification Translation Arrangements specifies the classification and minimum rates of pay that apply to employees employed as a dental assistant or pathology collector in the Support Services employees stream of this award.

### **J.1 Dental assistants**

**J.1.1** A dental assistant employee who was classified as a Support Services employee according to the indicative roles listed in clause A.1 in this award on 31 March 2026 is classified as follows:

<b>Previous classification</b>	<b>Translated classification</b>
<b>Support Services employee</b>	<b>Support Services employee</b>
Level 1	Level 3
Level 2 (if employee is unqualified with less than 12 months' industry experience as a dental assistant)	Level 3
Level 2 (if employee is unqualified with 12 months' to up to 4 years' industry experience as a dental assistant)	Level 5
Level 2 (if employee holds Certificate III or equivalent qualification <b>or</b> is unqualified with 4 years' or more industry experience as a dental assistant <b>or</b> is unqualified with equivalent experience to a Certificate III as assessed by the employer)	Level 6
Level 4	Level 6
Level 5	Level 7

**J.1.2** A dental assistant employee who was classified as a Support Services employee under this award on 31 March 2026 at a level not listed in clause J.1.1 will be classified according to the classification definitions in clause A.1.

## J.2 Pathology collectors

**J.2.1** A pathology collector employee who was classified as a Support Services employee according to the indicative roles listed in clause A.1 in this award on 31 March 2026 is classified as follows:

<b>Previous classification</b>	<b>Translated classification</b>
<b>Support Services employee</b>	<b>Support Services employee</b>
Level 4 (if employee is unqualified with less than 12 months' industry experience as a pathology collector)	Level 5
Level 4 (if employee holds a Certificate III in pathology collection with less than 12 months' industry experience as a pathology collector <b>or</b> is unqualified with 12 months to up to 2 years' industry experience as a pathology collector)	Level 6
Level 4 (if employee holds a Certificate III in pathology collection with 12 months' or more industry experience as a pathology collector <b>or</b> is unqualified with 2 years' or more industry experience as a pathology collector)	Level 7
Level 5 (if employee holds a Certificate III in pathology collection with less than 12 months' industry experience as a pathology collector <b>or</b> is unqualified with 12 months to up to 2 years' industry experience as a pathology collector)	Level 6
Level 5 (if employee holds a Certificate III in pathology collection with 12 months' or more industry experience as a pathology collector <b>or</b> is unqualified with 2 years' or more industry experience as a pathology collector)	Level 7
Level 6	Level 7

**J.2.2** A pathology collector employee who was classified as a Support Services employee under this award on 31 March 2026 at a level not listed in clause J.2.1 will be classified according to the classification definitions in clause A.1.

20. By updating the table of contents and cross-references accordingly.

B. This determination comes into operation on 1 April 2026. In accordance with ss 165(3) and 166(5) of the *Fair Work Act 2009* (Cth) this determination does not take effect in relation to a particular employee until the start of the employee's first full pay period that starts on or after 1 April 2026.



PRESIDENT

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