

Our Ref: SMP: JCLB:313668

Your Ref: AM2014/250

1 December 2016

Attention: Ms Jo Richardson
Associate to The Honourable Justice IJK Ross
11 Exhibition Street
MELBOURNE VICTORIA 3000

Urgent

Email: chambers.ross.j@fwc.gov.au

This document, including any attachments, may contain privileged and confidential information intended only for the addressee named above. If you are not the intended recipient please notify us. Any unauthorised use, distribution or reproduction of the content of this document is expressly forbidden.

Dear Ms Richardson

Four yearly review of modern awards Aboriginal Community Controlled Health Services Award 2010 FWC Matter No.: AM2014/250

We refer to the National Aboriginal and Torres Strait Islander Health Worker Association's (**NATSIHWA**) '*Outline of submissions concerning the Aboriginal Community Controlled Health Services Award 2016*' dated 14 October 2016.

We **enclose** NATSIHWA '*Amended Draft Determination*' dated 1 December 2016 (**Amended Draft Determination**) containing, amongst other things, NATSIHWA's proposed changes to Schedule B of the *Aboriginal Community Controlled Health Services Award 2010 (Award)* and a proposed Medication Administration Allowance.

The Amended Draft Determination is intended to give the Fair Work Commission and other interested parties an indication of the direction and scope of the changes to the Award sought by NATSIHWA in AM2014/250.

The proposed changes are significant and have resulted from an involved consultation process. NATSIHWA's firm position is that the changes are necessary to ensure the Award meets the modern awards objectives with respect to persons in the occupation of '*Aboriginal and/or Torres Strait Islander Health Worker*'.

Given the breadth of NATSIHWA's proposed changes concerning, inter alia, coverage and classification definitions and further, the interrelationship between some of NATSIHWA's proposed changes and issues arising in the context of consultation concerning the '*Aboriginal Community Controlled Health Services Award 2016 Exposure Draft*', NATSIHWA's view is that a series of conferences between interested parties commencing in early February 2017 would present an opportunity to define and/or narrow any issues between the parties.

Adelaide
Alice Springs
Brisbane
Canberra
Darwin
Hobart
Melbourne
Norwest
Perth
Sydney

Doc ID 388504733/v1

Level 14, Australia Square, 264-278 George Street, Sydney NSW 2000 Australia
GPO Box 5408, Sydney NSW 2001 Australia
DX 129 Sydney

Telephone +61 2 9334 8555
Facsimile 1300 369 656 (Australia) +61 2 9037 0055 (International)
hwlebsworth.com.au

ABN 37 246 549 189

Additionally, we confirm that NATSIHWA's proposed changes to the standard consultation, dispute resolution and job search entitlement provisions in the Award remain under consultation. NATSIHWA respectfully requests that the Fair Work Commission permit a further period of 2 weeks to propose these amendments (if any).


Should you have any queries in relation to the above, please do not hesitate to contact Justin Le Blond or Persephone Stuckey-Clarke on (02) 9334 8746.

Yours sincerely



Steven Penning
Partner
HWL Ebsworth Lawyers

+61 2 9334 8842
spenning@hwle.com.au



Justin Le Blond
Special Counsel
HWL Ebsworth Lawyers

+61 2 9334 8703
jleblond@hwle.com.au

MA000115 PRxxxxxx

Amended Draft Determination 1 December 2016

Fair Work Act 2009

s.156 - 4 yearly review of modern awards

4 yearly review of modern awards (AM2014/250)

ABORIGINAL COMMUNITY CONTROLLED HEALTH SERVICES AWARD 2010 [MA000115]

XXXXX
XXXXX
XXXXX

SYDNEY, XX XXXX 2017

Further to the Full Bench decision issued by the Fair Work Commission on XX XXXX 2017, the above award is varied as follows:

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

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

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

Community Controlled Health Services Employees means employees employed by a Aboriginal community controlled health services who are not employed as ATSIHWTs, ATSIHWs or ATSIHPs.

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

Generalist Health Worker means an employee classified at Grade 3 of Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers.

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

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

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

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

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

2. by deleting clause 4.1 and inserting the following:

This industry and occupation award covers:

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

3. by deleting clause 4.2 and inserting the following:

The award does not cover:

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

4. by deleting clause 13.1 and inserting the following:

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

5. by inserting the following new clause:

13.3 Progression

- (a) At the end of each 12 months' continuous employment, an employee will be eligible for progression from one pay point to the next within a level if the employee has demonstrated competency and satisfactory performance over a minimum period of 12 months at each level within the level and:
- (i) the employee has acquired and satisfactorily used new or enhanced skills within the ambit of the classification, if required by the employer; or
 - (ii) where an employer has adopted a staff development and performance appraisal scheme and has determined that the employee has demonstrated satisfactory performance for the prior 12 months' employment.
- (b) Movement to a higher classification will occur by way of promotion or re-classification.

6. by inserting the following new clause:

13.4 Recognition of previous service

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

7. by inserting the following new clause:

13.5 Evidence of qualifications

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

8. by deleting clause 14.1 and inserting the following:

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

The following are the minimum weekly rates:

	Per week \$
Grade 1 Health Worker Trainee	
Level 1	747.00
Grade 2 Health Worker Trainee	
Level 1	800.60
Level 2	827.60
Grade 3 Generalist Health Worker	
Level 1	under consultation
Level 2	under consultation
Level 3	under consultation
Grade 4 Advanced Health Worker - Care	
Level 1	under consultation
Level 2	under consultation
Level 3	under consultation
Grade 5 Advanced Health Worker - Practice Health Practitioner Senior Health Care Worker - Care	
Level 1	under consultation
Level 2	under consultation
Level 3	under consultation

	Per week \$
Grade 6	
Senior Health Practitioner Coordinator Care	
Level 1	under consultation
Level 2	under consultation
Level 3	under consultation

9. insert new clause 14.2 as follows:

14.2 Classifications - Community Controlled Health Services Employees

The following are the minimum weekly rates:

(a) Administrative

	Per week \$
Grade 1	
Level 1	741.50
Level 2	744.20
Level 3	759.90
Level 4	770.70
Level 5	793.00
Grade 2	
Level 1	805.30
Level 2	819.50
Level 3	833.70
Level 4	845.80
Level 5	860.20
Grade 3	
Level 1	875.60
Level 2	891.30
Level 3	901.00
Level 4	917.00
Grade 4	
Level 1	931.40
Level 2	953.80
Level 3	971.00
Level 4	988.90
Grade 5	
Level 1	1008.50
Level 2	1029.50
Level 3	1051.00

	Per week \$
Grade 6	
Level 1	1063.20
Level 2	1083.20
Level 3	1105.60
Level 4	1148.10
Level 5	1182.40

Grade 7	
Level 1	1210.50
Level 2	1243.20

Grade 8	
Level 1	1255.90
Level 2	1288.10
Level 3	1331.40
Level 4	1362.80

(b) **Dental**

	Per \$	week
Dental Assistant		
Grade 1	707.00	
Grade 2	721.60	
Grade 3	736.50	
Grade 4	783.30	
Grade 5	809.70	

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

Dental Therapist Grade 2		
Level 1	1072.70	
Level 2	1096.90	
Level 3	1120.30	
Level 4	1140.40	
Level 5	1166.00	

(c) **Ancillary**

	Per	week
	\$	
Cleaner	735.90	
Driver—Grade 1	766.50	
Driver—Grade 2	786.60	
Caretaker	786.60	

10. by inserting new clause 15.2 as follows:

15.2 Occasional interpreting allowance

- (a) An employee not employed as a full-time interpreter who is required to perform interpreting duties will receive an additional 0.11% of the standard rate on each occasion with a maximum additional payment of 1.27% of the standard rate per week.
- (b) For the purpose of clause 15.2(a) interpreting is not limited to interpreting one language from or to the English language.

11. by inserting new clause 15.5 as follows:

15.5 Damaged Clothing Allowance

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

12. by inserting new clause 15.6 as follows:

15.6 Blood check allowance

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

13. by inserting new clause 15.8 as follows:

15.8 Telephone Allowance

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

14. by inserting new clause 15.9 as follows:

15.9 Nauseous Work Allowance

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

15. by inserting new clause 15.10 as follows:

15.10 Heat Allowance

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

16. by inserting new clause 15.11 as follows:

15.11 Isolation Allowance

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

17. by inserting new clause 15.12 as follows:

15.12 Medication Administration Allowance

Employees who are qualified and permitted under law to administer medications and who administer medication in the performance of their duties are entitled to an allowance of X% of the standard rate per week.

18. by deleting clause 30 and inserting the following:

30. Ceremonial Leave

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

19. by deleting Schedule B and inserting:

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

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

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

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

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

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

B.1.3 Indicative tasks performed by a Health Worker Trainee

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

A Health Work Trainee will:

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

Range of activities undertaken:

- Assist more senior employees in the provision of patient care associated with basic primary health care functions.
- Assist in the delivery of clinical support services by performing a range of basic non-professional tasks and transporting patients from one area to another.
- Establish and maintain a communication network between health providers and the community.
- Assist in identifying health needs of individuals, groups and the community.
- Assist with the provision of health promotion programs, appropriate referrals, advice and information.

- Network and liaise with other service providers to ensure a coordinated approach to health service delivery.
- Undertake incidental administrative tasks including maintenance of records and data collection.
- Assist in ensuring that services are provided in ways that maximise cultural acceptability.
- Maintain the confidentiality of client contacts.
- Deliver health services under supervision including:
 - basic health screening;
 - basic first aid;
 - health education and promotion;
 - client support;
 - identification of health needs;
 - referral to other health professionals and other services;
 - limited advice and information; and
 - other activities as required to meet identified health needs of the community.

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

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

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

A Generalist Health Worker who:

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

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

Scope of the Role

- (a) A Generalist Health Worker works within delegated model of care, and will perform a range of duties in the delivery of primary health care services and community care. They will perform duties of a specific nature, or range of duties designed to assist in the provision of health services are professional, technical, clinical and administration work categories.
- (b) A Generalist Health Worker will be able to:
 - (i) provide a range of health functions of a clinical, preventative, rehabilitative or promotional nature under the general direction of more senior employees;
 - (ii) work under supervision and direction, either individually or in a team or group using routine primary health care practices and procedures and established techniques or methods. Such tasks may include some of all of the following:

- assisting in the provision of comprehensive primary health care and education of clients, in conjunction with other members of the health care team;
 - under instruction, assisting in the provision of standard medical treatments in accordance with established medical protocols;
 - collecting and recording data from clients which will assist in the diagnosis and management of common medical problems and medical emergencies;
 - in line with policies and programs established by the health team, participating in educating and informing the community about preventative health measures; and
 - undertaking orientation and training programs as available;
- (iii) perform a range of additional tasks at a standard in accordance with the level of qualification held, to operate office and other equipment, which requires specific levels of skill, training and experience that are not subject to licensing and registration of other professions. Such services may include:
- first aid;
 - health education and promotion;
 - client support;
 - identification of health needs;
 - referral to other health professionals and other services;
 - advice and information;
 - other activities as required to meet identified health needs; and
 - advocacy;
- (iv) exercise judgement in deciding how tasks are performed and completed to ensure the quality standard of completed work; and
- (v) demonstrate good communication and interpersonal skills in client liaison advocacy and teamwork.

Required skills and knowledge

- (a) A Generalist Health Worker will possess an ability to apply primary health care generalist knowledge, skills and demonstrated capacity to perform tasks, using defined techniques and knowledge under supervision.
- (b) A Generalist Health Worker will have:
- (i) good interpersonal skills and abilities to communicate with Aboriginal and/or Torres Strait Islander individuals, families and communities and network with other services and health professions;

- (ii) demonstrated ability to apply knowledge and skills obtained from Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent, or an equivalent qualifications; and
- (iii) knowledge of confidentiality, ethics and duty of care in a primary health care and/or community services environment.

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

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

(a) Scope of the Role

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

Required skills and knowledge

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

Range of Activities

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

B.1.6 Grade 5

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- (f) Advanced Health Workers - Practice and Health Practitioners will undertake some or all of the following tasks:

- (i) advocate for the rights and needs of community members;
- (ii) develop and monitor a case plan;
- (iii) within a delegated model of care, undertake clinical care duties that may include but are not limited to:

- dressings;
- suturing;
- taking blood;
- evacuation (medical emergencies);
- accident, medical care and first aid;
- subject to law, administering medications;
- liaison with medical officers about medical advice and treatment;
- observations;
- participation in doctor clinics;
- using patient information management systems;
- full assessments of patients as presented; and
- supervision of other Health Workers,

- (iv) undertake health program care duties that may include but are not limited to:

- antenatal care;
- women's, men's, child and youth health;
- older peoples' health care;
- nutrition;
- substance abuse;
- health promotion;
- environmental health;
- sexual health; and
- mental health, and

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

Scope of the Role: Senior Health Workers - Care

The employee will:

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

Required skills and knowledge: Senior Health Workers - Care

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

- (vii) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication;
- (viii) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills—level 3

Range of Activities: Senior Health Workers - Care

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

B.1.7 Grade 6

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

- (a) Senior Aboriginal and/or Torres Strait Islander Health Practitioner (Practice) (**Senior Health Practitioner**). A Senior Health Practitioner will hold a Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or other qualifications or experience deemed equivalent by will be classified at this grade.

A Senior Health Practitioner required by State or Territory legislation to maintain registration as a condition of their employment who holds a either Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or equivalent will be classified as no less than a Grade 6 Level 2.

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

Scope of the Role: Senior Health Practitioner

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

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

Required skills and knowledge: Senior Health Practitioner

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

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

Range of Activities: Senior Health Practitioner

- (a) A Senior Health Practitioner will undertake some or all or the following tasks relating to the management and delivery of a specialist health program. Activities expected of this position may include:
 - (i) undertake program management duties including:
 - developing operational program plans;
 - identifying performance indicators for health programs;
 - monitoring health programs;
 - establishing evaluation process for health programs;
 - managing resources for the delivery of a health care program;
 - producing community profile report and health needs analyses, and establishing mechanisms for stakeholder feedback; and
 - implementing quality control,
 - (ii) within a delegated model of care, undertake clinical care duties which may include:
 - taking blood;
 - child and adult health checks;
 - immunisations;
 - supervision of other Aboriginal and/or Torres Strait Islander Health Workers and Aboriginal and/or Torres Strait Islander Health Practitioners; and
 - safety measures and procedures,
 - (iii) undertake community care duties that may include:
 - networking with other agencies and create partnerships;
 - developing and implementing community development strategies;
 - implementing health promotion strategies;
 - representing their health service on national, state and regional level activities; and

- providing mechanisms for community to advocate for the rights and needs of community members and program needs.

Scope of the role: Coordinator Care

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

Required skills and knowledge: Coordinator Care

(a) A Coordinator Care will have:

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

Range of Activities: Coordinator Care

- (a) A Coordinator Care will undertake some or all or the following tasks relating to the management and delivery of a specialist health program. Activities expected of this position may include:
 - (i) undertake program management duties including:
 - developing operational program plans;
 - identifying performance indicators for health programs;

- monitoring health programs;
 - establishing evaluation process for health programs;
 - managing resources for the delivery of a health care program;
 - producing community profile report and health needs analyses, and establishing mechanisms for stakeholder feedback; and
 - implementing quality control,
 - child and adult health checks
 - supervision of other Aboriginal and/or Torres Strait Islander Health Workers and Aboriginal and/or Torres Strait Islander Health Practitioner (Practice); and
 - safety measures and procedures,
- (ii) undertake community care duties that may include:
- networking with other agencies and create partnerships;
 - developing and implementing community development strategies;
 - implementing health promotion strategies;
 - representing their health service on national, state and regional level activities; and
 - providing mechanisms for community to advocate for the rights and needs of community members and program needs.

20. by deleting Schedule C and inserting:

Schedule C - Classification Definitions - Community Controlled Health Services Employees

C. 1 Administrative

C.1.1 Grade 1

- (a) This is the base of the administrative classification structure. There are no prescribed educational qualifications required.
- (b) Positions at this level work under close direction and initially require the application of basic skills and routines such as providing receptionist services, straight-forward operation of keyboard equipment, filing, photocopying, collating, collecting and distributing, carrying out routine checks by simple comparisons, simple coding, maintaining basic records, mail procedures, obtaining or providing information about straight-forward matters and routine user maintenance of office equipment.
- (c) The work may involve a combination of the activities outlined above including keyboard, clerical and other duties. Keyboard tasks usually involve the straight-forward operation of keyboard equipment but may include the keying of data containing specialised or unusual technical terms or complicated tables or

diagrams which demand considerable judgement about layout, and the manipulation and interpretation of data before and during entry.

- (d) Initially work is performed under close direction using established routines, methods and procedures and there is little scope for deviating from these. Tasks should be mixed to provide a range of work experience; some may be of a routine operational nature. Problems can usually be solved by reference to straight-forward methods, procedures and instructions. Assistance is available if required when problems arise.
- (e) Staff undertaking work at this grade would normally become competent in individual tasks after a limited period of training or experience.
- (f) The work performed may be routine in nature but some knowledge and application of specific procedures, instructions, regulations or other requirements relating to general administration (e.g. personnel or finance operations) and to specific departmental programs or activities may be required.
- (g) Staff at this grade may assist senior members of staff in the task being undertaken by them. Work may include drafting basic material for inclusion in reports and submissions, including form or routine letters and checking applications for benefits or grants.

C.1.2 Grade 2

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

- (e) Secretarial/administrative support positions may be included in this grade where this is warranted, having regard to:
 - (i) the range of knowledge and skills required;
 - (ii) the degree of independence and responsibility assumed in undertaking tasks; and
 - (iii) the degree of direction given by the supervisor.
- (f) Positions where there is a frequently recurring need to take and transcribe verbatim the proceedings of conferences or deputations are included in this grade.

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

C.1.3 Grade 3

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

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

C.1.4 Grade 4

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

- (b) Work is usually performed under general direction and may cover a range of tasks associated with program activity or administrative support to senior officers. Tasks may include providing administrative support to staff within technical or professional structures. This may include the collection and analysis of data and information and the preparation of reports, publications, papers and submissions including findings and recommendations.
- (c) Positions at this level may have supervisory responsibilities over staff operating a wide range of equipment or undertaking a variety of tasks in the area of responsibility.

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

C.1.5 Grade 5

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

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

C.1.6 Grade 6

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

including technical or professional advice, across a range of programs or activities undertaken by the health service.

- (c) Positions at this grade would be expected to set and achieve priorities, monitor work flow and/or manage staffing resources to meet objectives.

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

C.1.7 Grade 7

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

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

C.1.1.8 Grade 8

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

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

C.2 Dental

C.2.1 Dental Assistant Grade 1

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

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

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

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

C.2.3 Dental Assistant Grade 3 means:

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

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

C.2.4 Dental Assistant Grade 4 means:

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

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

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

C.2.5 Dental Assistant Grade 5 means:

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

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

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

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

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

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

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

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

C.3 Ancillary

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

C.3.1 Cleaner means a person who performs tasks customarily performed by cleaners utilising a range of materials and equipment to clean a range of surfaces in order to restore or maintain buildings in a clean and hygienic condition.

C.3.2 Driver—Grade 1 means a person whose primary duties include undertaking a range of driving activities on behalf of the employer in a vehicle that has the capacity to carry between one and 15 passengers.

C.3.3 Driver—Grade 2 means a person whose primary duties include undertaking a range of driving activities on behalf of the employer in a vehicle that has the capacity to carry 16 or a greater number of passengers.

C.3.4 Caretaker means a person who is responsible for the supervision of an Aboriginal community controlled health service premises out of hours including opening and closing the premises before and after each day of business.

DRAFT