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## AWARD SUMMARY SHEET

### HEALTH PROFESSIONALS AND SUPPORT SERVICES AWARD 2010

The information provided in this Information Sheet is provided on the basis that it is general information for clients and correspondents to inform them of matters relating to current workplace relations issues. It is not provided, nor should it be relied upon as a substitute for professional advice. Employment Services & Solutions Australia Pty Ltd is not responsible for any outcomes to clients based upon the information provided in this Information Sheet and disclaims all liability, including and without limitation in negligence, for all losses, expenses, damages and costs that may be incurred by a client or correspondent as a result of the information provided in this Information Sheet being inaccurate or incomplete in any way.

**This is a summary of the award only. A copy of the full award is available at [www.fwc.gov.au](http://www.fwc.gov.au)**

A full copy of the National Employment Standards is available at [www.fairwork.gov.au](http://www.fairwork.gov.au)

These wage rates are payable from the **first full pay period commencing on or after 1 July 2018**. If you have any queries, please contact Employment Services & Solutions Australia on 08 9240 4230.

#### Coverage

This industry and occupational award covers:

- i. Employers throughout Australia in the **health industry** and their employees in the classification listed in Schedule B of the award
- ii. Employers engaging a health professional employee falling within the classifications listed in Schedule B of the award.

For the purpose of this provision, **health industry** means employers whose business and/or activity is in the delivery of health care, medical services and dental services.

Where an employer is covered by more than one award, an employee of that employer is covered by the award classification which is most appropriate to the work performed by the employee and to the environment in which the employee normally performs the work.

## Wage Rates

### 21 years of age and over (Adult) – Support Service

<b>Support Service Employees- Permanent Employees- Full Time and Part Time</b>						
Classification	Minimum Weekly Wage	Mon-Fri (Ordinary Hours*)	Fri Midnight-Sun Midnight (Ordinary Hours*)	Public Holiday	Mon-Sat Overtime @150% for first 2 hours	Mon-Sat Overtime after 2 Hours and Sunday Overtime @ 200%
Level 1	\$764.70	\$20.12	\$30.18	\$50.30	\$30.18	\$40.24
Level 2	\$796.30	\$20.96	\$31.44	\$52.40	\$31.44	\$41.92
Level 3	\$827.60	\$21.78	\$32.67	\$54.45	\$32.67	\$43.56
Level 4	\$837.40	\$22.04	\$33.06	\$55.10	\$33.06	\$44.08
Level 5	\$865.70	\$22.78	\$34.17	\$56.95	\$34.17	\$45.56
Level 6	\$912.40	\$24.01	\$36.02	\$60.03	\$36.02	\$48.02
Level 7	\$928.80	\$24.44	\$36.66	\$61.10	\$36.66	\$48.88
Level 8- Pay Point 1	\$960.30	\$25.27	\$37.91	\$63.18	\$37.91	\$50.54
Level 8- Pay Point 2	\$985.50	\$25.93	\$38.90	\$64.83	\$38.90	\$51.86
Level 8- Pay Point 3	\$1,054.90	\$27.76	\$41.64	\$69.40	\$41.64	\$55.52
Level 9-Pay Point 1	\$1,073.60	\$28.25	\$42.38	\$70.63	\$42.38	\$56.50
Level 9-Pay Point 2	\$1,111.80	\$29.26	\$43.89	\$73.15	\$43.89	\$58.52
Level 9-Pay Point 3	\$1,120.60	\$29.49	\$44.24	\$73.73	\$44.24	\$58.98

<b>Support Service Employees- Casual Employees</b>					
Classification	Mon-Fri (Ordinary Hours*)	Fri Midnight-Sun Midnight (Ordinary Hours*)	Public Holiday	Mon-Sat Overtime for first 2 Hours @ 150%	Mon-Sat Overtime after 2 Hours and Sunday Overtime @ 200%
Level 1	\$25.15	\$35.21	\$55.33	\$35.21	\$45.27
Level 2	\$26.20	\$36.68	\$57.64	\$36.68	\$47.16
Level 3	\$27.23	\$38.12	\$59.90	\$38.12	\$49.01
Level 4	\$27.55	\$38.57	\$60.61	\$38.57	\$49.59
Level 5	\$28.48	\$39.87	\$62.65	\$39.87	\$51.26
Level 6	\$30.01	\$42.02	\$66.03	\$42.02	\$54.02
Level 7	\$30.55	\$42.77	\$67.21	\$42.77	\$54.99
Level 8- Pay Point 1	\$31.59	\$44.22	\$69.49	\$44.22	\$56.86
Level 8- Pay Point 2	\$32.41	\$45.38	\$71.31	\$45.38	\$58.34
Level 8- Pay Point 3	\$34.70	\$48.58	\$76.34	\$48.58	\$62.46
Level 9-Pay Point 1	\$35.31	\$49.44	\$77.69	\$49.44	\$63.56
Level 9-Pay Point 2	\$36.58	\$51.21	\$80.47	\$51.21	\$65.84
Level 9-Pay Point 3	\$36.86	\$51.61	\$81.10	\$51.61	\$66.35

\* The ordinary hours of work vary depending on the type of health related business in which the employee is employed. Refer to information below to determine ordinary hours of work.

If ordinary hours can be worked after 6pm Monday to Friday or on the weekend, then the employee is paid at that rate. If the employee works outside of ordinary hours, then the employee is paid at overtime rates.

**21 years of age and over (Adult) – Health Professional**

<b>Health Professional Employees- Permanent Employees- Full Time and Part Time</b>						
<b>Classification</b>	<b>Minimum Weekly Wage</b>	<b>Mon-Fri (Ordinary Hours*)</b>	<b>Fri Midnight-Sun Midnight (Ordinary Hours*)</b>	<b>Public Holiday</b>	<b>Mon-Sat Overtime @150% for first 2 hours</b>	<b>Mon-Sat Overtime after 2 Hours and Sunday Overtime @ 200%</b>
Level 1- Pay Point 1	\$878.40	\$23.12	\$34.68	\$57.80	\$34.68	\$46.24
Level 1- Pay Point 2	\$912.40	\$24.01	\$36.02	\$60.03	\$36.02	\$48.02
Level 1- Pay Point 3	\$952.60	\$25.07	\$37.61	\$62.68	\$37.61	\$50.14
Level 1- Pay Point 4	\$985.50	\$25.93	\$38.90	\$64.83	\$38.90	\$51.86
Level 1- Pay Point 5	\$1,073.60	\$28.25	\$42.38	\$70.63	\$42.38	\$56.50
Level 1- Pay Point 6	\$1,111.80	\$29.26	\$43.89	\$73.15	\$43.89	\$58.52
Level 2- Pay Point 1	\$1,117.90	\$29.42	\$44.13	\$73.55	\$44.13	\$58.84
Level 2- Pay Point 2	\$1,158.40	\$30.48	\$45.72	\$76.20	\$45.72	\$60.96
Level 2- Pay Point 3	\$1,202.60	\$31.65	\$47.48	\$79.13	\$47.48	\$63.30
Level 2- Pay Point 4	\$1,250.50	\$32.91	\$49.37	\$82.28	\$49.37	\$65.82
Level 3- Pay Point 1	\$1,304.80	\$34.34	\$51.51	\$85.85	\$51.51	\$68.68
Level 3- Pay Point 2	\$1,341.30	\$35.30	\$52.95	\$88.25	\$52.95	\$70.60
Level 3- Pay Point 3	\$1,370.20	\$36.06	\$54.09	\$90.15	\$54.09	\$72.12
Level 3- Pay Point 4	\$1,431.00	\$37.66	\$56.49	\$94.15	\$56.49	\$75.32
Level 3- Pay Point 5	\$1,483.90	\$39.05	\$58.58	\$97.63	\$58.58	\$78.10
Level 4- Pay Point 1	\$1,579.70	\$41.57	\$62.36	\$103.93	\$62.36	\$83.14
Level 4- Pay Point 2	\$1,685.90	\$44.37	\$66.56	\$110.93	\$66.56	\$88.74
Level 4- Pay Point 3	\$1,833.40	\$48.25	\$72.38	\$120.63	\$72.38	\$96.50
Level 4- Pay Point 4	\$2,023.90	\$53.26	\$79.89	\$133.15	\$79.89	\$106.52

\* The ordinary hours of work vary depending on the type of health related business in which the employee is employed. Refer to information below to determine ordinary hours of work.

If ordinary hours can be worked after 6pm Monday to Friday or on the weekend, then the employee is paid at that rate. If the employee works outside of ordinary hours, then the employee is paid at overtime rates.

<b>Health Professional Employees- Casual Employees</b>					
<b>Classification</b>	<b>Mon-Fri (Ordinary Hours*)</b>	<b>Fri Midnight-Sun Midnight (Ordinary Hours*)</b>	<b>Public Holiday</b>	<b>Mon-Sat Overtime @150% for first 2 hours</b>	<b>Mon-Sat Overtime after 2 Hours and Sunday Overtime @ 200%</b>
Level 1- Pay Point 1	\$28.90	\$40.46	\$63.58	\$40.46	\$52.02
Level 1- Pay Point 2	\$30.01	\$42.02	\$66.03	\$42.02	\$54.02
Level 1- Pay Point 3	\$31.34	\$43.87	\$68.94	\$43.87	\$56.41
Level 1- Pay Point 4	\$32.41	\$45.38	\$71.31	\$45.38	\$58.34
Level 1- Pay Point 5	\$35.31	\$49.44	\$77.69	\$49.44	\$63.56
Level 1- Pay Point 6	\$36.58	\$51.21	\$80.47	\$51.21	\$65.84
Level 2- Pay Point 1	\$36.78	\$51.49	\$80.91	\$51.49	\$66.20
Level 2- Pay Point 2	\$38.10	\$53.34	\$83.82	\$53.34	\$68.58
Level 2- Pay Point 3	\$39.56	\$55.39	\$87.04	\$55.39	\$71.21
Level 2- Pay Point 4	\$41.14	\$57.59	\$90.50	\$57.59	\$74.05
Level 3- Pay Point 1	\$42.93	\$60.10	\$94.44	\$60.10	\$77.27
Level 3- Pay Point 2	\$44.13	\$61.78	\$97.08	\$61.78	\$79.43
Level 3- Pay Point 3	\$45.08	\$63.11	\$99.17	\$63.11	\$81.14
Level 3- Pay Point 4	\$47.08	\$65.91	\$103.57	\$65.91	\$84.74
Level 3- Pay Point 5	\$48.81	\$68.34	\$107.39	\$68.34	\$87.86
Level 4- Pay Point 1	\$51.96	\$72.75	\$114.32	\$72.75	\$93.53
Level 4- Pay Point 2	\$55.46	\$77.65	\$122.02	\$77.65	\$99.83
Level 4- Pay Point 3	\$60.31	\$84.44	\$132.69	\$84.44	\$108.56
Level 4- Pay Point 4	\$66.58	\$93.21	\$146.47	\$93.21	\$119.84

\* The ordinary hours of work vary depending on the type of health related business in which the employee is employed. Refer to information below to determine ordinary hours of work.

If ordinary hours can be worked after 6pm Monday to Friday or on the weekend, then the employee is paid at that rate. If the employee works outside of ordinary hours, then the employee is paid at overtime rates.

<b>Junior Rates – Support Services</b>	
<b>Age</b>	<b>Percentage of Adult Rate %</b>
<b>Under 17 Years</b>	50
<b>17 Years</b>	60
<b>18 Years</b>	70
<b>19 Years</b>	80
<b>20 Years</b>	90

**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 fortnight or four week period.
- 23.2** Not more than 10 ordinary hours of work (exclusive of meal breaks) are to be worked in any one day.

**24. Span of hours**

- 24.1** Unless otherwise stated, the ordinary hours of work for a day worker will be worked between 6.00 am and 6.00 pm Monday to Friday.

**24.2 Private medical, dental and pathology practices**

The ordinary hours of work for a day worker will be worked between 7.30 am and 9.00 pm Monday to Friday and between 8.00 am and 4.30 pm on Saturday.

**24.3 Private medical imaging practices**

**(a) Five and a half day practice**

The ordinary hours of work for an employee will be worked between 7.00 am and 9.00 pm Monday to Friday and between 8.00 am and 1.00 pm on Saturday.

**(b) Seven day practice**

Where the work location of a practice services patients on a seven day a week basis, the ordinary hours of work for an employee at that location will be between 7.00 am and 9.00 pm Monday to Sunday. Work performed on a Saturday will be paid at the rate of time and a quarter of the employee's ordinary rate of pay instead of the loading prescribed in clause 26. Work performed on a Sunday will be paid at the rate of time and a half of the employee's ordinary rate of pay instead of the loading prescribed in clause 26.

**24.4 Physiotherapy practices**

In physiotherapy practices, the ordinary hours of work for a day worker will be worked between 6.00 am and 6.00 pm Monday to Friday and 6.00 am to 12.00 noon on Saturday.

## Classification

<p><b>Support Services employee- level 1</b></p>	<p>An employee with less than three months work experience in the industry and who performs basic duties.</p> <p>An employee at this level:</p> <ul style="list-style-type: none"> <li>i. works within established routines, methods and procedures;</li> <li>ii. has minimal responsibility, accountability or discretion;</li> <li>iii. works under direct or routine supervision, either individually or in a team; and</li> <li>iv. is not required to have previous experience or training.</li> </ul> <p>Indicative roles at this level are:</p> <ul style="list-style-type: none"> <li><b>i. General and administrative services-</b> <ul style="list-style-type: none"> <li>a) Assistant gardener</li> <li>b) Car park attendant</li> <li>c) Cleaner</li> <li>d) Hospital orderly</li> <li>e) Incinerator operator</li> <li>f) Laundry hand</li> <li>g) Seamsperson</li> </ul> </li> <li><b>ii. Food services-</b> <ul style="list-style-type: none"> <li>a) Food and domestic assistant</li> </ul> </li> <li><b>iii. Technical and clinical-</b> <ul style="list-style-type: none"> <li>a) Animal house attendant</li> <li>b) CSSD attendant</li> <li>c) Darkroom processor (unqualified)</li> <li>d) Dental assistant (unqualified)</li> <li>e) Laboratory assistant</li> <li>f) Medical imaging support</li> <li>g) Orthotic technician</li> <li>h) Recording attendant (including EEG &amp; ECG)</li> <li>i) Social work/welfare aide</li> <li>j) Theatre attendant</li> </ul> </li> </ul>
<p><b>Support Services employee- level 2</b></p>	<p>An employee at this level:</p> <ul style="list-style-type: none"> <li>i. is capable of prioritising work within established routines, methods and procedures;</li> <li>ii. is responsible for work performed with a limited level of accountability or discretion;</li> <li>iii. works under limited supervision, either individually or in a team;</li> <li>iv. possesses sound communication skills; and</li> <li>v. requires specific on-the-job training and/or relevant skills training or experience.</li> </ul> <p>In addition to level 1, other indicative roles at this level are:</p> <ul style="list-style-type: none"> <li><b>i. General and administrative services-</b> <ul style="list-style-type: none"> <li>a) Driver (less than 3 tonne)</li> <li>b) Gardener (non-trade)</li> <li>c) General clerk/Typist (between 3 months and less than 1 years service)</li> <li>d) Housekeeper</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>e) Maintenance/Handyperson (unqualified)</li> <li>f) Storeperson</li> <li><b>ii. Food Services-</b> <ul style="list-style-type: none"> <li>a) Diet cook (a person responsible for the conduct of a diet kitchen; an unqualified (non-trade cook) employed as a sole cook in a kitchen)</li> </ul> </li> <li><b>iii. Technical and clinical-</b> <ul style="list-style-type: none"> <li>a) Instrument technician</li> <li>b) Personal care worker grade 1</li> </ul> </li> </ul>
<p><b>Support Services employee- level 3</b></p>	<p>An employee, other than an administrative/clerical employee, at this level:</p> <ul style="list-style-type: none"> <li>i. is capable of prioritising work within established routines, methods and procedures;</li> <li>ii. is responsible for work performed with a medium level of accountability or discretion;</li> <li>iii. works under limited supervision, either individually or in a team;</li> <li>iv. possesses sound communication and/or arithmetic skills; and</li> <li>v. requires specific on-the-job training and/or relevant skills training or experience.</li> </ul> <p>An administrative/clerical employee at this level undertakes a range of basic clerical functions within established routines, methods and procedures. Indicative roles performed at this level are:</p> <ul style="list-style-type: none"> <li><b>i. General and administrative services-</b> <ul style="list-style-type: none"> <li>a) Driver (less than 3 tonne) who is required to hold a St John Ambulance first aid certificate.</li> <li>b) General clerk/Typist (second and subsequent years of service)</li> <li>c) Receptionist</li> </ul> </li> <li><b>ii. Food services-</b> <ul style="list-style-type: none"> <li>a) 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)</li> </ul> </li> <li><b>iii. Technical and clinical-</b> <ul style="list-style-type: none"> <li>a) Instrument technician</li> <li>b) Laboratory assistant</li> <li>c) Personal care worker grade 2</li> <li>d) Theatre technician</li> </ul> </li> </ul>
<p><b>Support Services employee- level 4</b></p>	<p>An employee at this level:</p> <ul style="list-style-type: none"> <li>i. is capable of prioritising work within established policies, guidelines and procedures;</li> <li>ii. is responsible for work performed with a medium level of accountability or discretion;</li> <li>iii. works under limited supervision, either individually or in a team;</li> <li>iv. possesses good communication, interpersonal and/or arithmetic skills; and</li> <li>v. requires specific on-the-job training, may require formal qualifications and/or relevant skills training or experience at Certificate III level.</li> </ul>

	<p>Indicative roles performed at this level are:</p> <ul style="list-style-type: none"> <li><b>i. General and administrative services-</b> <ul style="list-style-type: none"> <li>a) Clerk (ward, casualty, medical records etc.)</li> <li>b) Driver (3 tonne and over)</li> <li>c) Gardener (trade)</li> <li>d) Medical imaging administration</li> <li>e) Printer (trade)</li> <li>f) Security officer</li> </ul> </li> <li><b>ii. Food Services-</b> <ul style="list-style-type: none"> <li>a) Trade cook</li> </ul> </li> <li><b>iii. Technical and clinical-</b> <ul style="list-style-type: none"> <li>a) Dental assistant (qualified)</li> <li>b) Dental technician</li> <li>c) Instrument technician (qualified)</li> <li>d) Orthotic technician</li> <li>e) Pathology collector</li> <li>f) Pathology technician</li> <li>g) Personal care worker grade 3</li> <li>h) Theatre technician (qualified)</li> </ul> </li> </ul>
<p><b>Support Services employee- level 5</b></p>	<p>An employee at this level:</p> <ul style="list-style-type: none"> <li>i. is capable of functioning semi autonomously, and prioritising their own work within established policies, guidelines and procedures;</li> <li>ii. is responsible for work performed with a substantial level of accountability;</li> <li>iii. works either individually or in a team;</li> <li>iv. in the case of an administrative/clerical employee, requires a comprehensive knowledge of medical terminology and/or a working knowledge of health insurance schemes;</li> <li>v. may require basic computer knowledge or be required to use a computer on a regular basis;</li> <li>vi. possesses administrative skills and problem solving abilities;</li> <li>vii. possesses well developed communication, interpersonal and/or arithmetic skills; and</li> <li>viii. requires substantial on-the-job training and may require formal qualifications at trade or certificate level and/or relevant skills training or experience.</li> </ul> <p>Indicative roles performed at this level are:</p> <ul style="list-style-type: none"> <li><b>i. General and administrative services-</b> <ul style="list-style-type: none"> <li>a) Interpreter (unqualified)</li> <li>b) Medical audio typist</li> <li>c) Medical imaging administration</li> <li>d) Medical stenographer</li> <li>e) Secretary</li> </ul> </li> <li><b>ii. Food services-</b> <ul style="list-style-type: none"> <li>a) Senior cook</li> </ul> </li> <li><b>iii. Technical and clinical-</b> <ul style="list-style-type: none"> <li>a) Dental assistant</li> <li>b) Orthotic technician</li> <li>c) Pathology collector</li> <li>d) Personal care worker grade 4</li> <li>e) Pharmacy technician</li> <li>f) Theatre technician</li> </ul> </li> </ul>



<p><b>Support Services employee- level 6</b></p>	<p>An employee at this level:</p> <ol style="list-style-type: none"> <li>i. is capable of functioning with a high level of autonomy, and prioritising their work within established policies, guidelines and procedures;</li> <li>ii. is responsible for work performed with a substantial level of accountability and responsibility;</li> <li>iii. works either individually or in a team;</li> <li>iv. may require comprehensive computer knowledge or be required to use a computer on a regular basis;</li> <li>v. possesses administrative skills and problem solving abilities;</li> <li>vi. possesses well developed communication, interpersonal and/or arithmetic skills; and</li> <li>vii. may require formal qualifications at post-trade or Advanced Certificate or Associate Diploma level and/or relevant skills training or experience.</li> </ol> <p>Indicative roles performed at this level are:</p> <ol style="list-style-type: none"> <li><b>i. General and administrative services-</b> <ol style="list-style-type: none"> <li>a) Computer clerk (advanced)</li> <li>b) Gardener (advanced)</li> <li>c) Pay clerk (advanced)</li> <li>d) Library technician</li> <li>e) Medical imaging administration</li> <li>f) Printer (advanced)</li> </ol> </li> <li><b>ii. Food services-</b> <ol style="list-style-type: none"> <li>a) Chef</li> </ol> </li> <li><b>iii. Technical and clinical-</b> <ol style="list-style-type: none"> <li>a) Anaesthetic technician</li> <li>b) Pathology collector</li> <li>c) Pathology technician</li> <li>d) Pharmacy technician</li> </ol> </li> </ol>
<p><b>Support Services employee- level 7</b></p>	<p>An employee at this level:</p> <ol style="list-style-type: none"> <li>i. is capable of functioning autonomously, and prioritising their work and the work of others within established policies, guidelines and procedures;</li> <li>ii. is responsible for work performed with a substantial level of accountability and responsibility;</li> <li>iii. may supervise the work of others, including work allocation, rostering and guidance;</li> <li>iv. works either individually or in a team;</li> <li>v. may require comprehensive computer knowledge or be required to use a computer on a regular basis;</li> <li>vi. possesses developed administrative skills and problem solving abilities;</li> <li>vii. possesses well developed communication, interpersonal and/or arithmetic skills; and</li> <li>viii. may require formal qualifications at trade or Advanced Certificate or Associate Diploma level and/or relevant skills training or experience.</li> </ol> <p>Indicative roles performed at this level are:</p> <ol style="list-style-type: none"> <li><b>i. General and administrative services-</b></li> </ol>

	<ul style="list-style-type: none"> <li>a) Gardener superintendent</li> <li>b) General clerical supervisor</li> <li>c) General services supervisor</li> <li>d) Interpreter (qualified)</li> <li>e) Medical imaging Administration</li> </ul> <p><b>ii. Food Services-</b></p> <ul style="list-style-type: none"> <li>a) Food services supervisor</li> <li>b) Senior chef</li> </ul> <p><b>iii. Technical and clinical-</b></p> <ul style="list-style-type: none"> <li>a) Personal care worker grade 5</li> <li>b) Technical and therapy supervisor</li> </ul>
<p><b>Support Services employee- level 8</b></p>	<p>Employees at this level will typically 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 independently advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field/s of their expertise. They are responsible and accountable for their own work; and may have delegated responsibility for the work under their control or supervision, in terms of, inter alia, scheduling workloads, resolving operations problems, monitoring the quality of work produced as well as counselling staff for performance as well as work related matters.</p> <p>They would also be able to train and to supervise employees in lower levels by means of personal instruction and demonstration. They often exercise initiative, discretion and judgment in the performance of their duties. The possession of relevant post secondary qualifications may be appropriate but not essential.</p> <p>Indicative typical duties and skills in this level may include:</p> <ul style="list-style-type: none"> <li>i. operating and having responsibility for a complex and diverse payroll system;</li> <li>ii. applying detailed knowledge of the organisation’s objectives, performance, projected areas of growth, product trends and general industry conditions for the purposes of assisting in developing policy or new products and services to meet changing market needs or other circumstances;</li> <li>iii. using computer software packages including evaluating and determining optimum software solutions or the integration of complex word processing/data/graphics text;</li> <li>iv. finalising quotations or costings by applying a detailed knowledge of variable inputs, margins, market conditions, supply and delivery arrangements; or</li> <li>v. preparing internal reports for management in any or all of the following areas: <ul style="list-style-type: none"> <li>a) account/financial;</li> <li>b) staffing;</li> <li>c) legislative requirement; and</li> <li>d) other significant company activities/operations.</li> </ul> </li> </ul>
<p><b>Support Services employee- level 9</b></p>	<p>Work at this level is usually performed in relation to established priorities, task methodology and work practices to achieve results in line with the organisation goals.</p> <p>The work may include preparing papers and reports, drafting complex correspondence for senior employees, undertaking activities of a specialist</p>

	<p>or detailed nature, assisting in the preparation of procedural guidelines, providing, interpreting and analysing information for clients or other interested parties, exercising specific process responsibilities, and overseeing and co-ordinating the work of subordinate staff.</p> <p>Work at this level includes supervision of a work group, small work area or office within the total organisational structure and co-ordination of a range of organisation functions.</p> <p>Work is performed under general direction as to work priorities and may be of a technical or professional, project, procedural or processing nature, or a combination of these.</p> <p>Direction exercised over work performed at this level may be less direct than at lower levels and is usually related to task methodologies and work practices. Employees at this level are expected to set priorities and to monitor work flow in the area of responsibility.</p> <p>The work at this level requires the application of knowledge usually gained through previous experience in the discipline or from post secondary or tertiary study. The work may require the co-ordination of a range of organisation functions and the exercising of judgment and/or delegated authority in areas where precedents or procedures are not clearly defined. Independent action may be exercised at this level, e.g. developing procedures, management strategies and guidelines.</p> <p>Indicative typical duties and skills at this level may include:</p> <ol style="list-style-type: none"> <li>i. supervising staff, setting priorities, monitoring work flow, and the development of strategies or work practices;</li> <li>ii. having responsibility for the development of appropriate training programmes related to group development;</li> <li>iii. applying equal employment opportunity and industrial relations principles;</li> <li>iv. providing advice in relation to personal and career development related to work requirements;</li> <li>v. liaising or communicating with clients or other interested groups;</li> <li>vi. general knowledge of the organisation's operations, combined with specialist knowledge of major activities within the work area; or</li> <li>vii. being able to investigate interpret or evaluate information where legislation, regulations, instructions or procedural guidelines do not give adequate or specific answers.</li> </ol>
<p><b>Health Professional- level 1</b></p>	<p>Positions at level 1 are regarded as entry level health professionals and for initial years of experience.</p> <p>This level is the entry level for new graduates who meet the requirement to practise as a health professional (where appropriate in accordance with their professional association's rules and be eligible for membership of their professional association) or such qualification as deemed acceptable by the employer. It is also the level for the early stages of the career of a health professional.</p>
<p><b>Health Professional- level 2</b></p>	<p>A health professional at this level works independently and is required to</p>

	<p>exercise independent judgment on routine matters. They may require professional supervision from more senior members of the profession or health team when performing novel, complex, or critical tasks. They have demonstrated a commitment to continuing professional development and may have contributed to workplace education through provision of seminars, lectures or in-services. At this level the health professional may be actively involved in quality improvement activities or research.</p> <p>At this level the health professional contributes to the evaluation and analysis of guidelines, policies and procedures applicable to their clinical/professional work and may be required to contribute to the supervision of discipline specific students.</p>
<p><b>Health Professional- level 3</b></p>	<p>A health professional at this level would be experienced and be able to independently apply professional knowledge and judgment when performing novel, complex, or critical tasks specific to their discipline. At this level health professionals will have additional responsibilities.</p> <p>An employee at this level:</p> <ul style="list-style-type: none"> <li>i. works in an area that requires high levels of specialist knowledge and skill as recognised by the employer;</li> <li>ii. is actively contributing to the development of professional knowledge and skills in their field of work as demonstrated by positive impacts on service delivery, positive referral patterns to area of expertise and quantifiable/measurable improvements in health outcomes;</li> <li>iii. may be a sole discipline specific health professional in a metropolitan, regional or rural setting who practices in professional isolation from health professionals from the same discipline;</li> <li>iv. is performing across a number of recognised specialties within a discipline;</li> <li>v. may be accountable for allocation and/or expenditure of resources and ensuring targets are met and is responsible for ensuring optimal budget outcomes for their customers and communities;</li> <li>vi. may be responsible for providing regular feedback and appraisals for senior staff to improve health outcomes for customers and for maintaining a performance management system; and</li> <li>vii. is responsible for providing support for the efficient, cost effective and timely delivery of services.</li> </ul>
<p><b>Health Professional- level 4</b></p>	<p>A health professional at this level applies a high level of professional judgment and knowledge when performing a wide range of novel, complex, and critical tasks, specific to their discipline.</p> <p>An employee at this level:</p> <ul style="list-style-type: none"> <li>i. has a proven record of achievement at a senior level;</li> <li>ii. has the capacity to allocate resources, set priorities and ensure budgets are met within a large and complex organisation;</li> <li>iii. may be responsible to the executive for providing effective services and ensuring budget/strategic targets are met;</li> <li>iv. supervises staff where required; and</li> <li>v. is expected to develop/implement and deliver strategic business plans which increase the level of care to customers</li> </ul>

	within a budget framework.
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