



DECISION

Fair Work Act 2009
s.185—Enterprise agreement

Armenian Rest Home Association T/A Alexander Aged Care
(AG2021/7290)

ARMENIAN REST HOME ASSOCIATION, NSWNMA, ANMF NSW BRANCH AND HSU NEW SOUTH WALES BRANCH ENTERPRISE AGREEMENT 2021

Aged care industry

COMMISSIONER MATHESON

SYDNEY, 15 OCTOBER 2021

Application for approval of the Armenian Rest Home Association, NSWNMA, ANMF NSW Branch and HSU New South Wales Branch Enterprise Agreement 2021.

[1] An application has been made for approval of an enterprise agreement known as the *Armenian Rest Home Association, NSWNMA, ANMF NSW Branch and HSU New South Wales Branch Enterprise Agreement 2021* (**Agreement**). The application was made by Armenian Rest Home Association T/A Alexander Aged Care (**Applicant**) pursuant to s.185 of the *Fair Work Act 2009* (Cth) (**Act**). The Agreement is a single enterprise agreement.

[2] Clause 12.3(b) of the Agreement contains an apparent error stating:

‘Before commencing part-time employment, the Employer and Employee will agree in writing the guaranteed minimum number of hours to be worked **hours to be worked** and the days of the week and shifts that will be worked’ (emphasis added).

[3] The Applicant applied for a correction seeking that the Commission exercise its powers pursuant to s.586 of the Act so that the clause states:

‘Before commencing part-time employment, the Employer and Employee will agree in writing the guaranteed minimum number of hours to be worked and the days of the week and shifts that will be worked’.

[4] I am satisfied that this amendment should be allowed and that it is appropriate to do so pursuant to s.586 of the Act. I make the amendment.

[5] Clause 38.1 of the Agreement prescribes shift penalties. The table in clause 38.1(a) contains the words:

‘Afternoon shift commencing **after** 10.00 a.m. and before 1:00 p.m’ (emphasis added).

[6] The Applicant applied for a correction seeking that the Commission exercise its powers pursuant to s.586 of the Act so that the clause states:

‘Afternoon shift commencing at 10.00 a.m. and before 1:00 p.m’.

[7] I am satisfied that this amendment should be allowed and that it is appropriate to do so pursuant to s.586 of the Act. I make the amendment.

[8] I observe that certain provisions of the Agreement may be inconsistent with the National Employment Standards (**NES**). However, noting clause 6.2 of the Agreement, I am satisfied that the more beneficial entitlements of the NES will prevail where there is an inconsistency between the Agreement and the NES.

[9] The Employer has provided written undertakings. A copy of the undertakings is attached at Annexure A of this decision (**Undertakings**). I am satisfied that the effect of accepting the Undertakings is not likely to:

(a) cause financial detriment to any employee covered by the Agreement; or

(b) result in substantial changes to the Agreement.

[10] Pursuant to s.190(3) of the Act, I accept the Undertakings.

[11] Subject to the Undertakings, and on the basis of the materials before the Commission, I am satisfied that each of the requirements of ss.186, 187, 188 and 190 of the Act as are relevant to the application for approval of the Agreement have been met.

[12] The Australian Nursing and Midwifery Federation and Health Services Union, being bargaining representatives for the Agreement, have given notice under s.183 of the Act that they want the Agreement to cover them. In accordance with s.201(2) of the Act, I note that the Agreement covers the organisations.

[13] The Agreement is approved and, in accordance with s.54 of the Act, will operate from 22 October 2021. The nominal expiry date of the Agreement is 30 June 2024.



COMMISSIONER

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Annexure A

IN THE FAIR WORK COMMISSION

FWC Matter No: AG2021/7290

Applicant: Alexander Aged Care (Armenian Rest Home Association)

Section 185 – Application for approval of a single enterprise agreement

Undertaking – Section 190

I, Robert O'Shea, Manager, have the authority given to me by Alexander Aged Care (Armenian Rest Home Association) to give the following undertakings with respect to the *Armenian Rest Home Association, NSWNMA, ANMF NSW Branch and HSU New South Wales Branch Enterprise Agreement 2021* ("the Agreement"):

1. Amend Clause 12.3 (b) to read:

- a. *Before commencing part-time employment, the Employer and Employee will agree in writing the guaranteed minimum number of hours to be worked and the days of the week and shifts that will be worked. For all Employees except those employed in nursing classifications, the agreement will also include the starting and finishing times each day"*

2. Amend Clause 36.1(d) to read:

- a. *Where a Home Care Employee is required to have a meal with a client or clients as a part of the normal work routine or client program, the meal period referred to in clause 36.1(d) of the Agreement is to be counted as time worked'.*

3. Amend Clause 40.7(a) to read:

- (i) *'In addition to their ordinary pay, an Employee, other than a shiftworker, will be paid annual leave loading of 17.5% of their ordinary pay on a maximum of 152 hours/four weeks annual leave per annum.'*

4. Amend Clause E.4.2 of the Agreement to read:

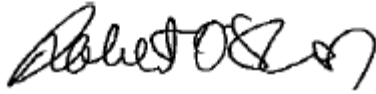
E.4.2 Provided that the minimum amount payable must be not less than \$90 per week.

5. Amend Clause 12.5 of the Agreement to read:

- (c) Casual Employees will be paid the following minimum hours for each engagement:
 - (i) Home care Employees 1 hour
 - (ii) Health Professionals 3 hours

(iii) All other Employees 2 hours

These undertakings are provided on the basis of issues raised by the Fair Work Commission in the application before the Fair Work Commission.

A handwritten signature in black ink, appearing to read 'Robert O'Shea', written over a horizontal line.

Signature – Robert O'Shea

14 October 2021

Date

Note - this agreement is to be read together with an undertaking given by the employer. The undertaking is taken to be a term of the agreement. A copy of it can be found at the end of this agreement.

**Armenian Rest Home Association, NSWNMA, ANMF NSW
Branch and HSU New South Wales Branch
Enterprise Agreement 2021**

Table of Contents

Part 1: Application and Operation	4
1. Title	4
2. Commencement and Expiry	4
3. Definitions and Interpretation	4
4. Coverage	5
5. Access to the Agreement and the National Employment Standards	5
6. The National Employment Standards and this Agreement	5
7. Individual Flexibility Arrangements	6
Part 2: Employment Relationship	6
8. Consultation Regarding Major Workplace Change	6
9. Dispute Resolution Procedure	7
10. Preventing and Responding to Workplace Bullying	8
11. Workload Management	8
Part 3: Types of Employment and Termination of Employment	9
12. Types of Employment	9
13. Disciplinary Matters	12
14. Suspension	12
15. Termination of Employment	13
16. Redundancy	14
Part 4: Minimum Wages and Related Matters	15
17. Classifications	15
18. Minimum weekly wages	15
19. Progression	15
20. Recognition of Service and Experience (Nursing Classifications only)	16
21. Regrading (Aged Care Classifications only)	16
22. Allowances	16
23. Payment of Wages	23
24. Superannuation	24
25. Salary Sacrifice to Superannuation Fund	25
Part 5: Hours of Work and Related Matters	26
26. Ordinary Hours of Work	26
27. Span of Hours (Excluding Home Care Classifications)	26
28. Span of Hours (Home Care Classifications Only)	26
29. Rostered Days Off	26
30. Rest Breaks Between Rostered Work	26
31. Accumulation and Taking of Accrued Days Off (ADOs)	26
32. Rosters	27
33. Client Cancellation (Home Care Classifications)	27
34. Broken Shifts (Excluding Health Professional Classifications)	28
35. Saturday and Sunday Work	28
36. Breaks	29

37. Overtime	29
38. Shiftwork	32
39. Higher Duties	33
Part 6: Leave and Public Holidays	33
40. Annual Leave	33
41. Leave Without Pay	35
42. Public Holidays	35
43. Ceremonial Leave	37
44. Personal/Carer's Leave and Compassionate Leave	37
45. Long Service Leave	38
46. Community Service Leave	40
47. Parental Leave	40
48. Leave to Deal with Family and Domestic Violence	42
Part 7: Other Conditions	43
49. Requests for Flexible Working Arrangements	43
50. Training and Education	44
51. Attendance at First Aid Training	45
52. Union Representative Leave	45
53. Amenities	45
54. Work Health and Safety	46
55. National Criminal History Check	46
56. Influenza Vaccination	47
57. Supported Wage System	47
58. Aged Care Work Value Cases	47
59. No Further Claims	47
60. Savings Clause	47
Table 1 – Nursing Classifications Minimum Wages	48
Table 2A – Aged Care Classifications Minimum Wages	50
Table 2B – Aged Care Classifications Minimum Wages	52
Table 3 – Health Professional Classifications Minimum Wages	53
Table 4 – Home Care Classifications Minimum Wages	54
Table 5 – Allowances	55
Schedule A – Nursing Classification Definitions	57
Schedule B – Aged Care Classifications	66
Schedule C – Home Care Classifications	70
Schedule D – Health Professional Classifications	73
Schedule E – Supported Wage System	75
Employer Signature page	77
Health Services Union (NSW Branch) Signature page	78
NSWNMA Signature page	79

Part 1: Application and Operation

1. Title

This Agreement is the *Armenian Rest Home Association, NSWNMA, ANMF NSW Branch and HSU New South Wales Branch Enterprise Agreement 2021*.

2. Commencement and Expiry

- 2.1 This Agreement will commence seven days after approval by the Fair Work Commission and will nominally expire on 30 June 2024.
- 2.2 The Employer agrees that discussions regarding bargaining for a new agreement shall commence no later than 3 months prior to the expiry date of this Agreement.
- 2.3 The Employer and Employee/s have the right to appoint a representative that may include the Leading Age Services Australia Ltd and the union/s, to represent their interests.

3. Definitions and Interpretation

- 3.1 Where a term in this Agreement has a corresponding definition in the Act, the Regulations or the NES, the definition more favourable to the Employee will apply. Where this Agreement is silent, the NES definition will apply.
- 3.2 In the Agreement, unless the contrary intention appears:

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

AHPRA means the Australian Health Practitioner Regulation Authority.

Aged Care Setting means the provision of accommodation and care services for aged persons in a hostel, nursing home, aged care independent living units, aged care serviced apartments, garden settlement, retirement village or any other residential accommodation facility including in the home.

Agreement means the *Armenian Rest Home Association, NSWNMA, ANMF NSW Branch and HSU New South Wales Branch Enterprise Agreement 2021*.

Base rate of pay means the rate of pay for a period worked that does not include incentive based payments and bonuses, loadings, monetary allowances, penalty rates or any other similar separately identifiable entitlements.

Base hourly rate of pay means the base rate of pay divided by 38.

Board means the Nursing and Midwifery Board of Australia and shall also be taken to mean a reference to AHPRA as appropriate/applicable.

Employee means an Employee of the Employer and has the meaning in the Act.

Employer means The Armenian Rest Home Association and has the meaning in the Act.

Employee representative means an Employee or other person or union nominated by the Employee/s to represent the Employee/s in relation to their employment.

De-facto partner means a person who, although not legally married to the Employee, lives with them in a relationship as a couple on a genuine domestic basis (including same sex relationships).

FWC means the Fair Work Commission.

Home Care Setting means the provision of personal care, domestic assistance or home maintenance to an aged person or a person with a disability in a private residence.

Immediate family means a spouse or former spouse, de facto partner (including same sex relationships), child, parent, grandparent, grandchild or sibling of the Employee; or a child, parent, grandparent, grandchild or sibling of a spouse or former spouse or de facto partner, of the Employee.

Qualifying period means the Minimum Period of Employment as defined at section 383 in the Act.

NAPSA means Notional Agreement Preserving a State Award and has the meaning in the Act.

NES means National Employment Standards set out under Chapter 2, Part 2-2 of the Act. These are the minimum standards that apply to the employment of Employees which cannot be displaced.

Party or parties means those covered in accordance with **clause 4 Coverage** of this Agreement.

Pay point "A" means aged care classifications that were formally covered under the *Aged Care General Services (State) Award* now a Notional Agreement Preserving a State Award (NAPSA).

Pay point "C" means aged care classifications that were formally covered under the *Charitable Sector Aged and Disability Care Services (State) Award* now a Notional Agreement Preserving a State Award (NAPSA).

Regulations mean the *Fair Work Regulations 2009* (Cth).

Unions mean the NSW Nurses & Midwives' Association (NSWNMA), Australian Nursing and Midwifery Federation - NSW Branch (ANMF NSW Branch) and the Health Services Union, NSW Branch (HSU NSW).

4. Coverage

4.1 The Agreement shall cover the following:

- (a) The Armenian Rest Home Association ("the Employer");
- (b) the Health Services Union New South Wales Branch (HSU NSW);
- (c) the New South Wales Nurses & Midwives' Association (NSWNMA);
- (d) the Australian Nursing and Midwifery Federation NSW Branch (ANMF NSW Branch); and

4.2 This Agreement shall apply to all Employees of the Employer performing work within the classifications contained in the Agreement and employed by a residential aged care facility or homecare or community care program run by or from an aged care facility or provider in NSW.

5. Access to the Agreement and the National Employment Standards

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

6. The National Employment Standards and this Agreement

6.1 The NES and the Agreement contain the minimum conditions of employment for Employees covered by this Agreement.

6.2 The NES applies to Employees covered by the Agreement except where the Agreement provides a greater condition or entitlement whereby the Agreement will prevail to the extent that it is more favourable than the NES.

7. Individual Flexibility Arrangements

- 7.1 An Employer and Employee covered by the Agreement may agree to make an individual flexibility arrangement to vary the effect of terms of the Agreement if:
- (a) the agreement deals with 1 or more of the following matters:
 - (i) arrangements about when work is performed;
 - (ii) overtime rates;
 - (iii) penalty rates;
 - (iv) allowances;
 - (v) leave loading; and
 - (b) the arrangement meets the genuine needs of the Employer and Employee in relation to 1 or more of the matters mentioned in clause 7.1(a); and
 - (c) the arrangement is genuinely agreed to by the Employer and Employee.
- 7.2 The Employer must ensure that the terms of the individual flexibility arrangement:
- (a) are about permitted matters under section 172 of the Act; and
 - (b) are not unlawful terms under section 194 of the Act; and
 - (c) result in the Employee being better off overall than the Employee would be if no arrangement was made.
- 7.3 The Employer must ensure that the individual flexibility arrangement:
- (a) is in writing; and
 - (b) includes the name of the Employer and Employee; and
 - (c) is signed by the Employer and Employee and if the Employee is under 18 years of age, signed by a parent or guardian of the Employee; and
 - (d) includes details of:
 - (i) the terms of the Agreement that will be varied by the arrangement; and
 - (ii) how the arrangement will vary the effect of the terms; and
 - (iii) how the Employee will be better off overall in relation to the terms and conditions of his or her employment as a result of the arrangement; and
 - (e) states the day on which the arrangement commences.
- 7.4 The Employer must give the Employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.
- 7.5 The Employer or Employee may terminate the individual flexibility arrangement:
- (a) by giving no more than 28 days written notice to the other party to the arrangement; or
 - (b) if the Employer and Employee agree in writing—at any time.

Part 2: Employment Relationship

8. Consultation Regarding Major Workplace Change

8.1 Consultation Prior to a Definite Decision Being Made

- (a) Where an Employer is considering making a decision to introduce major change, the Employer may choose to discuss with the Employees who may be affected and their Employee representative/s, which may include the Union/s, prior to making the decision to introduce change.
- (b) It is agreed that Employees may be able to offer valuable solutions and/or alternative solutions before major changes are made.
- (c) Where an Employer chooses to consult with Employees who are likely to be affected by a decision to introduce major change, consultation can be informal and is not required to be in writing.

8.2 Consultation After a Definite Decision has Been Made

- (a) Where an Employer has made a definite decision to introduce major changes in production, program, organisation, structure or technology that are likely to have significant effects on Employees, the Employer must notify the Employees who may be affected by the proposed changes and their representatives, which may include the Union/s.
- (b) Significant effects include termination of employment; major changes in the composition, operation or size of the Employer's workforce or in the skills required; the elimination or diminution of job opportunities, promotion opportunities or job tenure; the alteration of hours of work; the need for retraining or transfer of Employees to other work or locations; and the restructuring of jobs. Provided that where the Agreement makes provision for alteration of any of these matters an alteration is deemed not to have significant effect.
- (c) Employer to Discuss Change
 - (i) The Employer must discuss with the Employees affected and their recognised Employee representative/s, which may include the Union/s, the introduction of the changes referred to in **clause 8.2** the effects the changes are likely to have on Employees and measures to avert or mitigate the adverse effects of such changes on Employees and must give prompt consideration to matters raised by the Employees and/or their representative/s in relation to the changes.
 - (ii) The discussions must commence as early as practicable after a definite decision has been made by the Employer to make the changes referred to in **clause 8.2**.
 - (iii) For the purposes of such discussion, the Employer must provide in writing to the Employees concerned and their representatives, which may include the Unions, all relevant information about the changes including the nature of the changes proposed, the expected effects of the changes on Employees and any other matters likely to affect Employees provided that no Employer is required to disclose confidential information, the disclosure of which would be contrary to the Employer's interests.

8.3 Consultation about changes to rosters or ordinary hours of work

- (a) Where an Employer proposes to change an Employee's regular roster or ordinary hours of work, the Employer must consult with the Employee or Employees affected and their representatives, if any, about the proposed change.
- (b) The Employer must:
 - (i) provide to the Employee or Employees affected and their representatives, if any, information about the proposed change (for example, information about the nature of the change to the Employee's regular roster or ordinary hours of work and when that change is proposed to commence);
 - (ii) invite the Employee or Employees affected and their representatives, if any, to give their views about the impact of the proposed change (including any impact in relation to their family or caring responsibilities); and
 - (iii) give consideration to any views about the impact of the proposed change that are given by the Employee or Employees concerned and/or their representatives.
- (c) The requirement to consult under this clause does not apply where an Employee has irregular, sporadic or unpredictable working hours.
- (d) These provisions are to be read in conjunction with other Agreement provisions concerning the scheduling of work and notice requirements.

9. Dispute Resolution Procedure

9.1 This clause sets out the procedure to settle a dispute relating to any employment matter including:

- (a) a matter arising under the Agreement, or
- (b) the NES, or

- (c) whether the Employee had reasonable business grounds under subsection 76(4) of the Act – (requests for extending unpaid parental leave).

- 9.2 In the first instance the parties must attempt to resolve the matter at the workplace by discussions between the Employee or Employees concerned and the relevant supervisor. If such discussions do not resolve the dispute, the parties will endeavour to resolve the dispute in a timely manner by discussions between the Employee or Employees concerned and more senior levels of management as appropriate.
- 9.3 If a dispute is unable to be resolved at the workplace, and all appropriate steps under **clause 9.2** have been taken, a party to the dispute may refer the dispute to FWC, or other appropriate statutory tribunal.
- 9.4 Unless otherwise stated in this Agreement, the parties agree that FWC shall have the power to do all such things as are necessary for the just resolution of the dispute including mediation, conciliation and finally arbitration.
- 9.5 Where the matter in dispute remains unresolved, FWC may exercise any method of dispute resolution permitted by the Act that it considers appropriate to ensure the settlement dispute.
- 9.6 An Employer or Employee may appoint another person, organisation or association, which may include the Union/s, to accompany and/or represent them for the purposes of this clause.
- 9.7 While the dispute resolution procedure is being conducted work must continue in accordance with this Agreement and the Act.
- 9.8 Subject to work health and safety legislation, an Employee must not unreasonably fail to comply, with a direction by the Employer to perform work, whether at the same or another workplace that is safe and appropriate for the Employee to perform.

10. Preventing and Responding to Workplace Bullying

- 10.1 The Employer and Employees are committed to a safe and healthy work environment that is free from harassment, discrimination and/or bullying.
- 10.2 This means that the Employer will take reasonable steps to prevent any unwanted harassment, discrimination or bullying behaviours in the workplace and Employees will not engage in bullying, discriminatory or harassing conduct, and will notify the Employer of anyone engaging in such conduct.
- 10.3 Any reports of harassment, discrimination or bullying will be treated seriously and confidentially.
- 10.4 Reasonable steps will be taken to investigate and resolve any report of harassment, discrimination or bullying behaviours in the workplace. Employees acknowledge their obligation under this clause extends to participating in Employer investigations of workplace bullying, harassment and discrimination and maintaining confidentiality of such investigations.
- 10.5 Employee/s who have been found to have engaged in such conduct face disciplinary action up to and including the termination of their employment.

11. Workload Management

- 11.1 The parties to this Agreement acknowledge that Employees and management have a responsibility to maintain a balanced workload and recognise the adverse effects that excessive workloads may have on Employee/s and the quality of resident/client care.
- 11.2 To ensure that Employee concerns involving excessive workloads are effectively dealt with by Management the following procedures should be applied:
 - (a) Step 1: In the first instance, Employee/s should discuss the issue with their immediate supervisor and, where appropriate, explore solutions.
 - (b) Step 2: If a solution cannot be identified and implemented, the matter should be referred to an appropriate senior manager for further discussion.
 - (c) Step 3: If a solution still cannot be identified and implemented, the matter should be referred to the Facility Manager for further discussion.

- (d) Step 4: The outcome of the discussions at each level and any proposed solutions should be recorded in writing and fed back to the effected Employees.
- 11.3 Workload management must be an agenda item at staff meetings on at least a quarterly basis. Items in relation to workloads must be recorded in the minutes of the staff meeting, as well as actions to be taken to resolve the workloads issue/s. Resolution of workload issues should be based on the following criteria including but not limited to:
- (a) Clinical assessment of residents' needs;
 - (b) The demand of the environment such as facility layout;
 - (c) Statutory obligation, (including, but not limited to, work health and safety legislation);
 - (d) The requirements of nurse regulatory legislation;
 - (e) Reasonable workloads (such as roster arrangements);
 - (f) Accreditation standards; and
 - (g) Budgetary considerations.
- 11.4 If the issue is still unresolved, the Employee/s may advance the matter through **clause 9 Dispute Resolution Procedure**. Arbitration of workload management issues may only occur by agreement of the Employer and the Employee representative, which may include the union/s.

Part 3: Types of Employment and Termination of Employment

12. Types of Employment

12.1 Employment Categories

- (a) Employees under this Agreement will be employed in one of the following categories:
 - (i) full-time;
 - (ii) part time; or
 - (iii) casual.
- (b) At the time of engagement an Employer will inform each Employee whether they are employed on a full-time, part time or casual basis. An Employer may direct an Employee to carry out such duties that are within the limits of the Employee's skill, competence and training, consistent with the respective classification.

12.2 Full-time Employment

A full-time Employee is one who is engaged to work 38 hours per week or an average of 38 hours per week pursuant to **clause 26(a)** of the Agreement.

12.3 Part time Employment

- (a) A part-time Employee is an Employee who is engaged to work less than full-time hours of an average of 38 hours per week and has reasonably predictable hours of work.
- (b) Before commencing part-time employment, the Employer and Employee will agree in writing the guaranteed minimum number of hours to be worked and the days of the week and shifts that will be worked.
- (c) A part time Employee will be paid a minimum of three hours pay for each engagement except as follows:
 - (i) Part time Home Care classifications will be paid a minimum of two hours pay for each engagement.

- (ii) All part time Employees will be paid a minimum of two hours pay for each engagement on a Public Holiday.
- (d) The terms of the agreement in **clause 12.3(b)** may be varied by agreement between the Employer and Employee and recorded in writing.
- (e) Unless otherwise stated, the terms of this Agreement will apply on a pro rata basis to part-time Employees on the basis that the ordinary weekly hours for full-time Employees are 38.
- (f) A part time Employee may be requested to work reasonable additional hours in accordance with **clause 26 Ordinary Hours of Work**, **clause 32 Rosters** and **clause 37 Overtime** in this Agreement.

12.4 Annual Review of Part Time Hours

- (a) At the request of an Employee, the hours worked by the Employee will be reviewed annually.
- (b) Where the Employee is regularly working more than their specified contracted hours then such contracted hours shall be adjusted by the Employer, to reflect the hours regularly worked, which may include moving to full-time employment.
- (c) The hours worked in the following circumstances will not be incorporated in the adjustment:
 - (i) if the increase in hours is as a direct result of an Employee being absent on leave, such as for example, annual leave, long service leave, maternity leave, workers compensation; and
 - (ii) if the increase in hours is due to a temporary increase in hours only due, for example, to the specific needs of a resident or client.
- (d) Any adjusted contracted hours resulting from a review, should, however, be such as to readily reflect roster cycles and shift configurations utilised at the workplace.

12.5 Casual Employment

- (a) A casual Employee is an Employee engaged as such on an hourly basis.
- (b) A casual Employee will be paid an hourly rate equal to 1/38th of the weekly rate appropriate to the Employee's classification plus the 25% casual loading.
- (c) Casual Employees will be paid the following minimum hours for each engagement:
 - (i) Home care Employees 1 hour
 - (ii) All other Employees 2 hours

12.6 Casual Conversion

- (a) A person engaged by the Employer as a regular casual Employee may request that their employment be converted to full-time or part-time employment.
- (b) A regular casual Employee is a casual Employee who has in the preceding period of 12 months worked a pattern of hours on an ongoing basis which, without significant adjustment, the Employee could continue to perform as a full-time Employee or part-time Employee under the provisions of the Agreement.
- (c) A regular casual Employee who has worked equivalent full-time hours over the preceding period of 12 months' casual employment may request to have their employment converted to full-time employment.
- (d) A regular casual Employee who has worked less than equivalent full-time hours over the preceding period of 12 months' casual employment may request to have their employment converted to part-time employment consistent with the pattern of hours previously worked.
- (e) Any request under this **clause 12.6** must be in writing and provided to the Employer.

- (f) Where a regular casual Employee seeks to convert to full-time or part-time employment, the Employer may agree to or refuse the request, but the request may only be refused on reasonable grounds and after there has been consultation with the Employee.
- (g) Reasonable grounds for refusal include that:
 - (i) it would require a significant adjustment to the casual Employee's hours of work in order for the Employee to be engaged as a full-time or part time Employee in accordance with the provisions of the Agreement – that is, the casual Employee is not truly a regular casual Employee as defined in **clause 12.6(b)**;
 - (ii) it is known or reasonably foreseeable that the regular casual Employee's position will cease to exist within the next 12 months;
 - (iii) it is known or reasonably foreseeable that the hours of work which the regular casual Employee is required to perform will be significantly reduced in the next 12 months; or
 - (iv) it is known or reasonably foreseeable that there will be a significant change in the days and/or times at which the Employee's hours of work are required to be performed in the next 12 months which cannot be accommodated within the days and/or hours during which the Employee is available to work.
- (h) For any ground of refusal to be reasonable, it must be based on facts which are known or reasonably foreseeable.
- (i) Where the Employer refuses a regular casual Employee's request to convert, the Employer must provide the casual Employee with the Employer's reasons for refusal in writing within 21 days of the request being made. If the Employee does not accept the Employer's refusal, this will constitute a dispute that will be dealt with under the dispute resolution procedure in **clause 9**. Under that procedure, the Employee or the Employer may refer the matter to the Fair Work Commission if the dispute cannot be resolved at the workplace level.
- (j) Where it is agreed that a casual Employee will have their employment converted to full-time or part-time employment as provided for in this clause, the Employer and Employee must discuss and record in writing:
 - (i) the form of employment to which the Employee will convert – that is, full-time or part-time employment; and
 - (ii) if it is agreed that the Employee will become a part-time Employee, the matters referred to in **clause 12.3(b)**.
- (k) The conversion will take effect from the start of the next pay cycle following such agreement being reached unless otherwise agreed.
- (l) Once a casual Employee has converted to full-time or part-time employment, the Employee may only revert to casual employment with the written agreement of the Employer.
- (m) A casual Employee must not be engaged and re-engaged (which includes a refusal to re-engage), or have their hours reduced or varied, in order to avoid any right or obligation under this clause.
- (n) Nothing in this clause obliges a regular casual Employee to convert to full-time or part-time employment, nor permits an employer to require a regular casual employee to so convert.
- (o) Nothing in this clause requires the Employer to increase the hours of a regular casual Employee seeking conversion to full-time or part-time employment.
- (p) The Employer must provide a casual Employee, whether a regular casual Employee or not, with a copy of the provisions of this subclause within the first 12 months of the Employee's first engagement to perform work. In respect of casual Employees already employed as at the operative date of the Agreement, the Employer must provide such employees with a copy of the provisions of this subclause by 1 January 2021.
- (q) A casual Employee's right to request to convert is not affected if the Employer fails to comply with the notice requirements in **clause 12.6(p)**.

13. Disciplinary Matters

- 13.1 The Employer acknowledges the principles of procedural fairness and the right to a support person.
- 13.2 Where an Employee is directed to attend a disciplinary meeting it will, as far as practicable, be scheduled during an Employee's rostered shift, or at the beginning or end of that shift.
- 13.3 Where an Employee is requested to attend a meeting that is not at a time when they are rostered to work, they will be entitled to pay at the applicable rate of pay for the duration of the meeting.
- 13.4 Where an Employee reschedules the meeting to a time outside their usual rostered hours, no payment will be made.

14. Suspension

14.1 Suspension with Pay

- (a) The Employer may direct an Employee to not attend work and not to undertake any of the Employee's work duties at any time, provided that the Employer provides the Employee with payment at the Employee's base rate of pay for rostered shifts during the period of suspension.
- (b) The circumstances in which the Employer may give the Employee such a direction include, but are not limited to, circumstances in which the Employer is carrying out an investigation into allegations of misconduct.
- (c) Where an Employee has been suspended and the reason for the suspension has not been substantiated by the Employer, any shortfall in the Employee's earnings for the suspension period shall be made up by the Employer equal to the amount the Employee would have earned, had they worked the shifts they missed due to being suspended.

14.2 Suspension without Pay

- (a) Where a suspension arises from issues relating to the Employee's ability to perform their duties for reasons outlined below, suspension will be without entitlement to payment for wages during that period.
 - (i) The Employee not maintaining a satisfactory Police Check or not renewing their Police Check where it is the responsibility of the Employee to do so;
 - (ii) The Employee not maintaining or renewing a professional registration;
 - (iii) The Employee receiving conditions on their scope of practice that prevents them working in the position employed; or
 - (iv) The Employee losing their driver's license, where a driver's license is a fundamental requirement of the position.

For the avoidance of doubt, the Employer will only consider suspending an Employee without pay in instances whereby, due to the actions and/ or omissions of the Employee, the Employee is not ready, willing and able to be rostered to work, or whereby there is reasonable cause to suggest that the Employee is legally unable to work. For the avoidance of doubt, where the Employer is responsible for the payment and administrative actions taken to apply for an Employee's Police Check, and where a delay to the processing has occurred, the Employee will continue to receive payment of their contracted hours.

- (b) Where an Employee has an accrued annual leave or long service leave balance available, they may request to be paid from this accrued leave balance during a period of suspension as provided under **clause 14.2(a)**.
- (c) Nothing in this clause prevents the Employer from exercising their rights under the stand down provisions of the Act.

15. Termination of Employment

- 15.1 Prior to reaching a decision to terminate the employment of an Employee, other than a casual, on grounds other than would justify summary dismissal, the Employer will:
- (a) inform the Employee that the termination of their employment is being considered;
 - (b) advise the Employee of the reasons why termination of their employment is being considered; and
 - (c) provide the Employee with an opportunity to respond to the reasons why termination of their employment is being considered.
- 15.2 **Clause 15.1** does not apply to Employees who are terminated during their Qualifying Period of employment.
- 15.3 Notice of Termination
- (a) Notice of termination is provided for in the NES and applies to all Employees other than casual Employees.
 - (b) Notice of termination by either the Employer or Employee is

Employees Period of Continuous Service	Notice Requirement
Not more than 1 year	one (1) week
More than 1 year but not more than 3 years	two (2) weeks
More than 3 years but not more than 5 years	three (3) weeks
More than 5 years	four (4) weeks

- (c) Where the Employee is over 45 years of age and has completed two continuous years of service with the Employer the Employee is entitled to an additional week's notice.
- (d) The notice of termination required to be given by an Employee is the same as that required of an Employer as set out at **clause 15.3(b)**.
- (e) An Employer may summarily dismiss an Employee for serious misconduct. An Employee who is summarily dismissed is not entitled to notice, or payment in lieu of notice.
- (f) Where the Employer terminates the employment of the Employee and does not require the serving of the notice period the Employer will pay the Employee the amount in lieu of working out the notice period.
- (g) If an Employee who is at least 18 years old does not give the period of notice required under **clause 15.3(d)**, then the Employee may authorise the Employer in writing to deduct from wages due to the Employee under this Agreement on termination an amount that is no more than one week's wages for the Employee.
- (h) Should an Employer not receive such an authorisation from the Employee, the Employer may recover such outstanding amount from the Employee in the appropriate statutory tribunal. It is acknowledged that the Employee has the same rights to pursue an Employer for underpayment in the appropriate jurisdiction.
- (i) In respect of this requirement for an Employer to provide notice or pay in lieu of notice under this clause, nothing in this clause shall exclude the application of Subdivision C Division 11 of Part 2-2 of the Act.
- (j) It is the intention of this clause that the Employer and Employee provide appropriate notice upon termination.

15.4 Job Search Entitlement

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

16. Redundancy

16.1 An Employee, other than a casual, is entitled to be paid redundancy pay by the Employer if the Employee's employment is terminated:

- (a) at the Employer's initiative because the Employer no longer requires the job done by the Employee to be done by anyone, except where this is due to the ordinary and customary turnover of labour; or
- (b) because of the insolvency or bankruptcy of the Employer.

16.2 Minimum Payments

- (a) Where the Employee is under 45 years of age, the Employer shall pay the Employee

Minimum Years of Service	Redundancy Pay
Less than 1 year	Nil
1 year and less than 2 years	4 weeks pay
2 years and less than 3 years	7 weeks pay
3 years and less than 4 years	10 weeks pay
4 years and less than 5 years	12 weeks pay
5 years and less than 6 years	14 weeks pay
6 years and over	16 weeks pay.

- (b) Where the Employee is 45 years of age or over, the Employer shall pay the Employee in accordance with the following scale:

Minimum Years of Service	Redundancy Pay
Less than 1 year	Nil
1 year and less than 2 years	5 weeks pay
2 years and less than 3 years	8.75 weeks pay
3 years and less than 4 years	12.5 weeks pay
4 years and less than 5 years	15 weeks pay
5 years and less than 6 years	17.5 weeks pay
6 years and over	20 weeks pay

- (c) "Week's pay" means the Employee's average actual weekly earnings over the preceding twelve months from the date of termination, and shall include in addition to the ordinary pay any over-agreement payments and the following, if applicable
 - (i) shift allowances;
 - (ii) weekend penalties;
 - (iii) broken shift allowance;
 - (iv) sleepover allowance;

- (v) any other entitlements.

16.3 Transfer to Lower Paid Duties

Where an Employee is transferred to lower paid duties, the same period of notice must be given as the Employee would have been entitled to if the employment had been terminated and the Employer may, at the Employer's option, make payment instead of an amount equal to the difference between the former ordinary time rate of pay and the ordinary time rate of pay for the number of weeks of notice still owing.

16.4 Employee Leaving During Notice Period

An Employee given notice of termination in circumstances of redundancy may terminate their employment during the period of notice. The Employee is entitled to receive the benefits and payments they would have received under this clause had they remained in employment until the expiry of the notice, but is not entitled to any payment in lieu of any remaining notice.

16.5 Job Search Entitlement

- (a) An Employee given notice of termination in circumstances of redundancy must be allowed up to one day's time off without loss of ordinary pay during each week of notice for the purpose of seeking other employment.
- (b) If the Employee has been allowed paid leave for more than one day during the notice period for the purpose of seeking other employment, the Employee must, at the request of the Employer, produce proof of attendance at an interview or they will not be entitled to payment for any time absent. For this purpose a statutory declaration is sufficient.
- (c) This entitlement applies instead of **clause 15.4**.

Part 4: Minimum Wages and Related Matters

17. Classifications

- 17.1 Nursing classification definitions are set out in **Schedule A**;
- 17.2 Aged Care classification definitions are set out in **Schedule B**;
- 17.3 Home Care classification definitions are set out in **Schedule C**;
- 17.4 Health Professional classification definitions are set out in **Schedule D**;
- 17.5 Employers must advise their Employees in writing of their classification upon commencement and of any subsequent changes to their classification.

18. Minimum weekly wages

- 18.1 The minimum weekly wages are set out in **Tables 1 - 4** of the Agreement.
- 18.2 The parties agree that the wages for Nursing Classifications as set out in **Table 1** are inclusive of a 1.92% buyout of one week of annual leave. The rates of pay for Nursing Classifications will be at least 1.92% above the relevant rates in the *Nurses Award 2010* or the Award that replaces it for the duration of the Agreement. The rates payable for the Nursing classifications under the Agreement may be higher than the rates in **Table 1** if the rates in **Table 1** are not at least 1.92% above the relevant rates in the *Nurses Award 2010* or the Award that replaces it.

19. Progression

For progression for all classifications under the Agreement, refer to **Schedules A to D**.

20. Recognition of Service and Experience (Nursing Classifications only)

- 20.1 From the time of commencement of employment an Employee has two months in which to provide documentary evidence to the Employer detailing any other relevant service or experience not disclosed at the time of commencement. This evidence, in the absence of other documentary evidence, may take the form of a statutory declaration.
- 20.2 Until such time as the Employee furnishes any such documentation outlined in **clause 20.1** the Employer shall pay the Employee at the level for which proof has been provided.
- 20.3 If within two months of commencing employment an Employee does provide documentary evidence of other previous relevant service or/and experience the Employer shall pay the Employee at the appropriate rate as from the date of commencement that would have been paid from that date had that documentary evidence been provided.
- 20.4 If the Employee provides documentary evidence of other previous relevant service and/or experience after two months from commencement the Employer shall pay the Employee at the appropriate rate from the date the documentary evidence is received. This rate will not be back dated to the time of commencement.
- 20.5 For the purpose of yearly progression based on service and experience an Employee must complete 1786 hours whether full-time, casual or part time.

21. Regrading (Aged Care Classifications only)

- 21.1 Where the nature of the work undertaken by an Employee changes, such that the majority of the work regularly performed is work of a type normally associated with a higher classification and has been performed for a period of at least 12 months, the Employee may apply to have their position reclassified to the higher classification.
- 21.2 An application for re-grading by an Employee must be made in writing.
- 21.3 The Employer will respond to the request in writing within a reasonable timeframe, and where possible no less than one month after receiving the written request, indicating whether the application is approved or denied.
- 21.4 Simply performing more work at the same classification or different work at the same classification does not qualify for re-grading.
- 21.5 Factors with a bearing on the decision may include whether the changes:
 - (a) involve the exercise of skills, responsibility and/or autonomy normally undertaken at a higher classification; and/or
 - (b) are permanent or temporary.

22. Allowances

- 22.1 The following allowances do not apply to Employees classified at Registered Nurse levels 4 or 5.
- 22.2 The allowance rates set out in **Table 5** will apply from the first full pay period on or after the date specified in **Table 5** of the Agreement.
- 22.3 Clothing and Equipment
 - (a) Employees required by the Employer to wear uniforms will be supplied with an adequate number of uniforms appropriate to the occupation free of cost to Employees. Such items are to remain the property of the Employer and be laundered and maintained by such Employer free of cost to the Employee.
 - (b) Instead of the provision of such uniforms, the Employer may, by agreement with the Employee, pay such Employee a uniform allowance at the rate set out in **Item 1 of Table 5**. This rate is expressed as per shift or part thereof, or as a weekly rate – an Employee is to be paid whichever is the lesser amount.

- (c) Where an Employee's uniforms are not laundered by or at the expense of the Employer, the Employee will be paid a laundry allowance. For Aged Care, Health Professionals and Home Care Employees this will be paid at the rate set out in **Item 2 of Table 5**. This allowance is also expressed as a payment per shift of part thereof or as a weekly payment – an Employee is to be paid whichever is the lesser amount. For Nursing Employees this will be paid at the rate set out in **Item 3 of Table 5**.
- (d) The uniform allowance, but not the laundry allowance, will be paid during all absences on paid leave, except absences on long service leave and absence on personal/carer's leave beyond 21 days. Where, prior to the taking of leave, an Employee was paid a uniform allowance other than at the weekly rate, the rate to be paid during absence on leave will be the average of the allowance paid during the four weeks immediately preceding the taking of leave.
- (e) Where an Employer requires an Employee to wear rubber gloves, special clothing or where safety equipment is required for the work performed by an Employee, the Employer must reimburse the Employee for the cost of purchasing such special clothing or safety equipment, except where such clothing or equipment is provided by the Employer.

22.4 Meal Allowances

- (a) An Employee will be supplied with an adequate meal where the Employer has adequate cooking and dining facilities or be paid a meal allowance at the rate set out in **Item 4 of Table 5** in addition to any overtime payment as follows:
 - (i) when required to work overtime after the usual finishing hour of work beyond one hour or, in the case of shiftworkers, when the overtime work on any shift exceeds one hour.
 - (ii) provided that where such overtime work exceeds four hours a further meal allowance will be paid. For Aged Care, Health Professionals and Nursing Employees this will be paid at the rate set out in **Item 5 of Table 5**. For Home Care Employees this will be paid at the rate set out in **Item 6 of Table 5**.
- (b) **Clause 22.4(a)** will not apply when an Employee could reasonably return home for a meal within the meal break.
- (c) On request the meal allowance will be paid on the same day as overtime is worked.

22.5 On Call Allowance (Nursing Classifications only)

- (a) An on call allowance is paid to an Employee who is required by the Employer to be on call at their private residence, or at any other mutually agreed place. The Employee is entitled to receive the following additional amounts for each 24 hour period or part thereof:
 - (i) between rostered shifts or ordinary hours Monday to Friday inclusive the amount set out in **Item 7 of Table 5**.
 - (ii) between rostered shifts or ordinary hours on a Saturday the amount set out in **Item 8 of Table 5**.
 - (iii) between rostered shifts or ordinary hours on a Sunday, public holiday or any day when the Employee is not rostered to work the amount set out in **Item 9 of Table 5**.
- (b) For the purpose of this clause the whole of the on call period is calculated according to the day on which the major portion of the on call period falls.

22.6 On Call Allowance (Home Care Classifications only)

- (a) An Employee required by the Employer to be on call (i.e. available for recall to duty) will be paid an allowance as set out in **Item 10 of Table 5** in respect to any 24 hour period or part thereof during the period from the time of finishing ordinary duty on Monday to the time of finishing ordinary duty on Friday.
- (b) The allowance will be as set out in **Item 11 of Table 5** in respect of any other 24 hour period or part thereof, or any public holiday or part thereof.

22.7 Travelling, Transport and Fares

- (a) An Employee required and authorised to use their own motor vehicle in the course of their duties will be paid not less than the allowance set out in **Item 12 in Table 5**.
- (b) When an Employee is involved in travelling on duty, if the Employer cannot provide the appropriate transport, all reasonably incurred expenses in respect to fares, meals and accommodation will be met by the Employer on production of receipted account(s) or other evidence acceptable to the Employer.
- (c) An Employee who leaves the facility and is recalled to duty will be reimbursed all reasonable fares and expenses actually incurred, including the per kilometre rate in **Item 12 of Table 5** when the Employee uses a vehicle in those circumstances.
- (d) Provided further that the Employee will not be entitled to reimbursement for expenses referred to in **clause 22.7(b)** which exceed the mode of transport, meals or the standard of accommodation agreed with the Employer for these purposes.
- (e) Employees classified as home care workers and who are required to stay away from home overnight will be reimbursed the cost of reasonable accommodation and meals. Reasonable proof of costs so incurred is to be provided to the Employer by the Employee.

22.8 Continuing Education Allowance (Nursing Classifications only)

- (a) A registered nurse or enrolled nurse who holds a continuing education qualification in a clinical field, in addition to the qualification leading to registration or enrolment, shall be paid an allowance subject to the conditions set out in this clause.
- (b) The qualification must be accepted by the Employer to be directly relevant to the competency and skills used by the Employee in the duties of the position.
- (c) The allowance is not payable to Deputy Directors of Nursing or Directors of Nursing unless it can be demonstrated to the satisfaction of the Employer that more than fifty per cent of the Employee's time is spent doing clinical work.
- (d) The allowance is not payable to Clinical Nurse Specialists, Clinical Nurse Consultants or Clinical Nurse Educators.
- (e) A registered nurse or enrolled nurse holding more than one relevant qualification is only entitled to the payment of one allowance, being the allowance of the highest monetary value.
- (f) The Employee claiming entitlement to a continuing education allowance must provide evidence to the Employer that they hold that qualification.
- (g) A registered nurse who holds a relevant postgraduate certificate in a clinical field (not including a hospital certificate) that is accepted by the Employer to be directly relevant to the competency and skills used by the registered nurse in carrying out the duties of the position shall be paid the weekly allowance set out in **Item 13 in Table 5**.
- (h) A registered nurse who holds a relevant postgraduate diploma or degree in a clinical field (other than a nursing undergraduate degree) that is accepted by the Employer to be directly relevant to the competency and skills used by the registered nurse in carrying out the duties of the position shall be paid the weekly allowance set out in **Item 14 of Table 5**.
- (i) A registered nurse who holds a relevant master's degree or doctorate in a clinical field that is accepted by the Employer to be directly relevant to the competency and skills used by the registered nurse in carrying out the duties of the position shall be paid the weekly allowance set out in **Item 15 of Table 5**.
- (j) An enrolled nurse who holds a relevant certificate IV qualification in a clinical field (not including a certificate IV qualification which has the effect of upgrading the qualification leading to enrolment) that is accepted by the Employer to be directly relevant to the competency and skills used by the enrolled nurse in carrying out the duties of the position shall be paid the weekly allowance set out in **Item 16 of Table 5**.

- (k) The allowances set out in this subclause are not included in the Employee's ordinary rate of pay and will not constitute part of the all-purpose rate.
- (l) A registered nurse or enrolled nurse who is employed on a part time or casual basis shall be paid these allowances on a pro rata basis.

22.9 In Charge Allowance (Nursing Classifications only)

- (a) A registered nurse who is designated to be in charge during the day, evening or night of a residential aged care facility shall be paid in addition to their salary, whilst so in charge, the per shift allowance set out in **Item 17** (for less than 100 beds) or **Item 18** (for 100 or more beds) in **Table 5**.
- (b) A registered nurse who is designated to be in charge of a shift in a section of a residential aged care facility shall be paid in addition to their salary, the per shift allowance set out in **Item 19** in **Table 5**.
- (c) **Clause 22.9** shall not apply to registered nurses holding classified positions of a higher grade than a Registered Nurse Level 2.

22.10 Leading Hand Allowance (Aged Care Classifications only)

- (a) A leading hand is an Employee who is placed in charge of not less than two other Employees of a substantially similar classification, but does not include any Employee whose classification denotes supervisory responsibility.
- (b) A leading hand will be paid a weekly allowance of the amount specified by the item number in accordance with the following scale:

Leading hand in charge of:	Weekly allowance
2 - 5 other Employees	Item 20 of Table 5
6 - 10 other Employees	Item 21 of Table 5
11 - 15 other Employees	Item 22 of Table 5
16 - 19 other Employees	Item 23 of Table 5

- (c) This allowance will be part of salary for all purposes of the Agreement.
- (d) An Employee who works less than 38 hours per week will be entitled to the allowances prescribed by this clause in the same proportion as the average hours worked each week bears to 38 ordinary hours.

22.11 Sleepovers (Aged Care Classifications only)

- (a) Employees may, in addition to normal rostered shifts, be required to sleepover. A sleepover means sleeping in at night in order to be on call for emergencies.
- (b) The following conditions will apply to each night of sleepover:
 - (i) The span for a sleepover will be not less than eight hours and not more than 10 hours on any one night.
 - (ii) Employees will be provided with free board and lodging for each night on which they are required to sleepover.
 - (iii) Employees will be provided with a separate room with a bed and use of staff facilities or client facilities where applicable.
 - (iv) In addition to the provision of free board and lodging for sleepovers, the Employee will be entitled to a sleepover allowance of set out in **Item 24 of Table 5** for each night on which they sleep over.

- (v) No work other than that of an emergency nature will be required to be performed during any sleepover. For the purposes of this clause an emergency is any unplanned occurrence or event requiring prompt action.
- (vi) An Employee directed to perform work other than that of an emergency nature during any sleepover will be paid the appropriate hourly rate from the start of the sleepover to the end of the non-emergency work, or from the start of the non-emergency work to the end of the sleepover, whichever is the lesser, in addition to the sleepover allowance in **clause 22.11(b)(iv)**.
- (c) All time worked during any sleepover will count as time worked and be paid for in accordance with the following provisions:
 - (i) All time worked by full-time Employees during any sleepover will be paid for at overtime rates.
 - (ii) All time worked by permanent part time Employees during any sleepover will be paid for at ordinary pay plus applicable shift and weekend penalties; provided that, if the total number of hours worked on that day exceeds the number of hours worked by full-time Employees, or 11 hours where there are no such full-time Employees, then the excess hours worked on that day will be paid for at overtime rates; and provided further that if the total number of hours worked in the week exceeds 38 hours, or exceeds 76 hours in the fortnight, then the excess hours worked in that week or fortnight will be paid for at overtime rates.
 - (iii) All time worked by casual Employees during any sleepover will be paid for at ordinary pay plus applicable shift and weekend penalties; provided that if the total number of hours worked in the week exceeds 38 hours, or exceeds 76 hours in the fortnight, then the excess hours worked in that week or fortnight will be paid for at overtime rates.
 - (iv) And provided further that where the Employee does not have eight consecutive hours off duty between ordinary rostered duty on successive days, then the provisions of **clause 22.11(f)** will apply.
- (d) A sleepover may be rostered to commence immediately at the conclusion of the Employee's shift and continuous with that shift; and/or immediately prior to the Employee's shift and continuous with that shift, and not otherwise.
- (e) No Employee will be required to sleepover during any part of their rostered days off or ADOs.
- (f) An Employee (whether a full-time Employee, permanent part time Employee or casual Employee) who performs so much work during sleepover periods between the termination of their ordinary work on any day or shift and the commencement of their ordinary work on the next day or shift that they have not had at least eight consecutive hours off duty between these times will, subject to this clause, be released after completion of such work until they have had eight consecutive hours off duty without loss of pay for ordinary working time occurring during such absence. If, on the instruction of the Employer, such an Employee resumes or continues to work without having eight consecutive hours off duty, the Employee will be paid at double the appropriate rate until they are released from duty for eight consecutive hours and will be entitled to be absent until they have had 10 consecutive hours off duty without loss of pay for ordinary working time occurring during such absence.
- (g) Casual Employees may only be used for sleepovers when full-time Employees or permanent part time Employees are not available for that duty. In no case will casual Employees be used exclusively, or almost exclusively, for sleepovers.
- (h) Nothing in this clause will preclude the Employer from rostering an Employee to work shift work instead of undertaking sleepovers.

22.12 Sleepovers (Home Care Classifications only)

- (a) A sleepover means when an Employee is required to sleep overnight on the Employer's premises.
- (b) The span for a sleepover will be a continuous period of eight hours.
- (c) Employees will be provided with a separate room with a bed, use of staff facilities and free board and lodging for each night when the Employee sleeps over.

- (d) The Employee will be entitled to a sleepover allowance as set out in **Item 25 of Table 5** for each night on which they sleep over.
- (e) In the event of the Employee on sleepover being required to perform work during the sleepover period, the Employee will be paid for the time worked at the prescribed overtime rate with a minimum payment as for one hour worked. Where such work exceeds one hour, payment will be made at the prescribed overtime rate for the duration of the work.
- (f) An Employee on sleepover will be provided with, or paid for, at least four hours' work for each instance where the Employee is required. Such work will be performed immediately before or immediately after the sleepover period. The payment prescribed by **clause 22.12(d)** will be in addition to the minimum payment prescribed by this subclause.

22.13. Service Allowance (applies only to those Aged Care Employees formerly covered by *Charitable, Sector Aged and Disability Care Services (State) Award* and Aged Care Employees formerly covered by *Aged Care General Services (State) Award*).

- (a) Aged Care Employees formerly covered by *Charitable, Sector Aged and Disability Care Services (State) Award*
 - (i) All full-time Employees appointed prior to 1 June, 1980, shall after 10 years' continuous service with the same organisation, be paid by the said organisation in addition to the rates prescribed in **clause 18; Minimum Weekly Wages**, a service allowance in the following manner:

1. For 20 years of service and over 10%.

- (b) Aged Care Employees formerly covered by *Aged Care General Services (State) Award*

- (i) All Employees appointed before 1 October, 1986, shall, after 10 years' continuous service with the same Employer, be paid in addition to the rates prescribed in **clause 18; Minimum Weekly Wages**, a long service bonus of the amount set out in the following scale:

1. For 20 years of service and over 10%.

- (c) Payments due under this clause will be made on the usual pay day when other payments under this agreement are made.
- (d) Continuous service in the same Employer, prior to the commencement of this agreement shall be taken into account when computing service for the purposes of this clause.
- (e) Continuous service shall be deemed not to have been broken by absence from the organisation due to membership of the defence forces of the Commonwealth in time of war or during any period of special leave for members of the Military Reserve Forces.
 - (i) or for Aged Care Employees formerly covered by *Aged Care General Services (State) Award* periods of unpaid leave granted to the Employee by the Employer.

22.14 Nauseous Work Allowance (Aged Care Classifications only)

The allowance set out in **Item 26 of Table 5** 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 an allowance will be paid a minimum sum set out in **Item 27 of Table 5** for work performed in any week.

22.15 First Aid Allowance (Home Care Classifications only)

An Employee who holds a current first aid certificate issued by St John Ambulance or Australian Red Cross Society or equivalent qualification, and who is required by their Employer to perform first aid duty at their workplace, will be paid an allowance as set out in **Item 28 of Table 5**.

22.16 Telephone Allowance (Home Care Classifications only)

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.

22.17 Heat Allowance (Home Care Classifications only)

- (a) Where work continues for more than two hours in temperatures exceeding 46 degrees Celsius Employees will be entitled to 20 minutes rest after every two hours' work without deduction of pay.
- (b) It will be the responsibility of the Employer to ascertain the temperature.
- (c) The following amounts will be paid to Employees employed at their current place of work prior to 8 August 1991, in the prescribed circumstances in addition to any other amounts specified elsewhere in this agreement. Where an Employee works for more than one hour in the shade in places where the temperature is raised by artificial means and:
 - (i) exceeds 40 degrees Celsius but does not exceed 46 degrees Celsius - the allowances set out at **Item 29 in Table 5** per hour or part thereof; or
 - (ii) exceeds 46 degrees Celsius - the allowances set out at **Item 30 in Table 5** per hour or part thereof.

22.18 Board and Lodging (Home Care Classifications only)

- (a) Where the Employer provides board and lodging, the rates prescribed in this agreement at **clause 18 – Minimum Weekly Wages** for Home Care Employees will be reduced by the following amounts per week:
 - (i) Employees receiving full adult rate of pay - \$25.70; or
 - (ii) where the Employee buys their meals at ruling cafeteria rates, by an additional amount of - \$15.58.
- (b) As adjusted by the Annual Wage Review Decision and the Agreement percentage wage increases of over the term of the Agreement.

22.19 24 Hour Care (Home Care Classifications only)

- (a) A 24 hour care shift requires an Employee to be available for duty in a client's home for a 24 hour period. During this period, the Employee is required to provide the client with the services specified in the care plan. The Employee is required to provide a total of no more than eight hours of care during this period.
- (b) The Employee will normally have the opportunity to sleep during a 24 hour care shift and, where appropriate, a bed in a private room will be provided for the Employee.
- (c) The Employee engaged will be paid eight hours work at 155% of their appropriate rate for each 24 hour period.

22.20 Excursions (Home Care classifications only)

- (a) Where an Employee agrees to supervise clients in excursion activities involving overnight stays from home, the following provisions will apply:
- (b) Monday to Friday Excursions
 - (i) Payment at the ordinary rate of pay for time worked between the hours of 8.00 am to 6.00 pm Monday to Friday up to a maximum of 10 hours per day.
 - (ii) The Employer and Employee may agree to accrual of time instead of overtime payment for all other hours.

- (iii) Payment of sleepover allowance in accordance with the provision of **clause 22.12 Sleepover (Home Care Classifications)**.

(c) Weekend Excursions

Where an Employee involved in overnight excursion activities is required to work on a Saturday and/or Sunday, the days worked in the two week cycle, including that weekend, will not exceed 10 days.

22.21 Tool Allowance (Aged Care Classifications)

A tool allowance as set out in **Item 31 in Table 5** for the supply and maintenance of tools will be paid per week to chefs and cooks who are not provided with all necessary tools by the Employer.

22.22 Medication Allowance (Nursing Assistant and Personal Care Workers' classifications only)

Medication Allowance is set out at **Item 32 in Table 5** and is paid per hour for the duration of the shift and is payable to an experienced Nursing Assistant or Personal Care Worker who:

- (a) is required by the Employer to administer medication; and
- (b) has completed medication training; and
- (c) who is either;
 - (i) a Nursing Assistant thereafter or holder of a Certificate III or Certificate IV, or
 - (ii) a Personal Care Worker Grade 3 (Cert 3) or Aged Care Employee Level 4.

23. Payment of Wages

23.1 Wages must be paid fortnightly unless otherwise mutually agreed up to a monthly maximum period.

23.2 Employees will be paid by cash, cheque or electronic funds transfer, as determined by the Employer, into the bank or financial institution account nominated by the Employee.

23.3 When notice of termination of employment has been given by an Employee or an Employee's services have been terminated by the Employer, payment of all wages and other monies owing to an Employee will be made to the Employee by close of business on the last day of employment or unless otherwise agreed, paid no later than the next pay cycle.

23.4 Notwithstanding the above, an Employer will not be held liable for any unforeseen event outside the control of the Employer which prevents the Employer's ability to meet the requirements of this clause, for example bank error or delay.

23.5 Where a Public Holiday day falls on a pay day the Employer will, where practicable, make payment on the day prior to the Public Holiday day and will notify Employees of this change.

23.6 Pay Slips

- (a) In accordance with the Act each Employee will be provided a payslip each pay day which provides the Employees hours worked and accrued entitlements. This will include but is not limited to:
 - (i) the Employee's classification and rate of pay;
 - (ii) ordinary and overtime hours worked;
 - (iii) any penalty rates payable;
 - (iv) annual leave;
 - (v) long service leave;
 - (vi) accrued days off;

- (vii) time off in lieu;
- (b) Employees have the right to request their current leave balances at any time.

23.7 Underpayment of Wages

- (a) Where an Employee is underpaid all or part of their pay on any occasion they should raise the error immediately with the Employer.
- (b) The Employer, upon agreement with the identified error, will rectify the error as soon as practicable.
- (c) The below provisions are intended for the speedy remedy of an underpayment that has occurred in the pay period concerned and where the variation of the underpayment constitutes an amount greater than \$100 in the affected pay period.
 - (i) Where an Employee is underpaid all or part of their ordinary fortnightly pay on any occasion they should raise the error immediately with the Employer.
 - (ii) The Employer, upon agreement with the identified error will rectify the error as soon as practicable within 2 business days.
 - (iii) For cases involving historical or systemic underpayments, the Employer, upon agreement with the identified error will rectify the error as soon as practicable.

23.8 Overpayment of Wages

- (a) Where the Employee has been overpaid all or part of their pay on any occasion they, or the Employer, should raise the error immediately.
- (b) The Employee, upon agreement with the identified error will agree to enter a payment arrangement to be recorded in writing.
- (c) Any payment arrangements will be agreed to and authorised by the Employee in writing.

24. Superannuation

24.1 Superannuation Legislation

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

The rights and obligations in these clauses supplement those in superannuation legislation.

24.2 Employer Contributions

An Employer must make such superannuation contributions to a superannuation fund for the benefit of an Employee in accordance with the superannuation legislation. Currently the rate is 9.5%.

24.3 Casual Employees

An Employer must make such superannuation contributions to a superannuation fund for the benefit of a casual Employee who has earned in excess of \$450 per month or \$2000 ordinary time earnings during their employment in the course of any one year (1 July to 30 June).

24.4 Voluntary Employee Contributions

- (a) Subject to the governing rules of the relevant superannuation fund, an Employee may, in writing, authorise their Employer to pay on behalf of the Employee a specified amount from the post-taxation wages of the Employee into the same superannuation fund as the Employer makes the superannuation contributions provided for in **clause 24.2**.
- (b) An Employee may adjust the amount the Employee has authorised their Employer to pay from the wages of the Employee from the first of the month following the giving of three months' written notice to their Employer.
- (c) The Employer must pay the amount authorised under **clauses 24.4(a) or 24.4(b)** no later than 28 days after the end of the month in which the deduction authorised under **clauses 24.4(a) or 24.4(b)** was made.

24.5 Superannuation Fund

Unless, to comply with superannuation legislation, the Employer is required to make the superannuation contributions provided for in **clause 24.2** to another superannuation fund that is chosen by the Employee, the Employer must make the superannuation contributions provided for in **clause 24.2** and pay the amount authorised under **clauses 24.4(a) or 24.4(b)** to one of the following superannuation funds:

- (a) Health Employees Superannuation Trust of Australia (HESTA);
- (b) Aware Super; or
- (c) any superannuation fund to which the Employer was making superannuation contributions for the benefit of its Employees before 12 September 2008, provided the superannuation fund is an eligible choice fund and is a fund that offers a MySuper product or is an exempt public sector scheme.

25. Salary Sacrifice to Superannuation Fund

- 25.1 Permanent Employees may be able to make voluntary pre-tax contributions or payments through a written salary sacrificing agreement between the Employer and the Employee. The Employer will pay the salary sacrificing amount in accordance with the salary sacrificing agreement.
- 25.2 An Employee may apply to have their ordinary time earnings reduced by an amount nominated by them as a salary sacrificing contribution for their benefit.
- 25.3 The total value of the reduced salary and the agreed value of the benefits provided will not be less than the amount that would otherwise be paid if the salary sacrificing arrangement was not in place.
- 25.4 The Employer recognises the need for Employees to consider independent financial and taxation advice and recommend that Employees consider such advice prior to entering into salary sacrificing arrangements.
- 25.5 In the event that the law governing superannuation and/or taxation make the objective of this clause ineffective, unattainable or illegal, the Employer will advise the Employee concerned. The salary sacrificing contribution arrangement will be terminated or amended to comply with such laws.
- 25.6 Unless otherwise agreed by the Employer, an Employee may revoke or vary their salary sacrificing contribution/payment by giving not less than one month's written notice, provided the terms of any other agreement relating to the salary sacrificing benefit are met.

Part 5: Hours of Work and Related Matters

26. Ordinary Hours of Work

- 26.1 The ordinary hours of work will be 38 hours per week, or an average of 38 hours per week worked over 76 hours per fortnight or 114 hours per 21 days or 152 hours per 4 week period, and will be worked either:
- (a) in a period of 28 calendar days of not more than 20 work days in roster cycle;
 - (b) in a period of 28 calendar days of not more than 19 work days in a roster cycle, with the twentieth day taken as an accrued paid day off (ADO); or
 - (c) The shift length or ordinary hours of work per day will be a maximum of 10 hours exclusive of meal breaks.
- 26.2 The hours of work on any day or shift will be continuous except for meal breaks.

27. Span of Hours (Excluding Home Care Classifications)

- 27.1 The ordinary hours of work for a day worker will be between 6.00 am and 6.00 pm Monday to Friday.
- 27.2 A shiftworker is an Employee who is regularly rostered to work their ordinary hours of work outside the ordinary hours of work of a day worker as defined in **clause 27.1**.

28. Span of Hours (Home Care Classifications Only)

28.1 Day Worker

The ordinary hours of work for a day worker will be worked between 6.00 am and 8.00 pm Monday to Sunday.

28.2 Shiftworker

A shiftworker is an Employee who works the shifts as prescribed at **clause 38.2(a)**.

- 28.3 Where an Employer wishes to engage an Employee in shiftwork, the Employer will advise the Employee in writing, specifying the period over which the shift is ordinarily worked.

29. Rostered Days Off

Employees, other than a casual Employee, will be free from duty for not less than two full days in each week or four full days in each fortnight or eight full days in each 28 day cycle. Where practicable, days off will be consecutive. For Employees employed in Nursing classifications duty includes time an Employee is on call.

30. Rest Breaks Between Rostered Work

- 30.1 An Employee will be allowed a rest break of ten hours between the completion of one ordinary work period or shift and the commencement of another ordinary work period or shift, except by agreement where it may be 8 hours.
- 30.2 If, on the instruction of the Employer, an Employee employed in a Nursing classification resumes or continues to work without having had ten consecutive hours off duty, or eight hours as agreed, they will be paid at the rate of double time until released from duty for such period.

31. Accumulation and Taking of Accrued Days Off (ADOs)

- 31.1 This clause will only apply to full-time Employees.
- 31.2 Where an Employee is entitled to an ADO in accordance with the arrangement of ordinary hours of work as set in **clause 26.1(b)**, ADOs will be taken within 12 months of the date on which the first full ADO accrued.

- 31.3 With the consent of the Employer, ADOs may be accumulated up to a maximum of five in any one year.
- 31.4 Where an Employee's employment terminates for any reason, accumulated ADOs will be paid to the Employee at ordinary rates.
- 31.5 The Employer will schedule the taking of ADOs and display them on the roster. Scheduling decisions will be based on the needs of the workplace and will have regard to Employee's preferences.
- 31.6 Wherever possible ADOs will be consecutive with rostered days off prescribed in **clause 29**.
- 31.7 Once set, ADOs may not be changed, except in accordance with **clause 32 Rosters**.
- 31.8 ADOs will not be rostered on public holidays.
- 31.9 ADOs credited to an Employee may be cashed out, subject to the following conditions:
 - (a) each cashing out of a particular amount of ADOs must be by a separate agreement in writing between the Employer and the Employee; and
 - (b) the Employee must be paid at least the full amount that would have been payable to the Employee had the Employee had the ADO cashed out on termination.

32. Rosters

- 32.1 The roster will set out Employees' daily ordinary working hours and starting and finishing times and will be displayed in a place conveniently accessible to Employees:
 - (a) at least fourteen days for home care Employees; and
 - (b) fourteen days or no less than seven days for all other Employees before the commencement of the roster period.
- 32.2 Employees will work in accordance with a weekly or fortnightly roster set by the Employer.
- 32.3 In the case of Home Care Employees, alternative means of communicating change of rosters such as telephone communication, direct contact, mail, or facsimile will be accepted.
- 32.4 It is not obligatory for the Employer to display any roster of the ordinary hours of work of casual or relieving staff.
- 32.5 Unless the Employer otherwise agrees, an Employee desiring a roster change will give seven days notice except where the Employee is ill or in an emergency.
- 32.6 Seven days' notice of a change of roster will be given by the Employer to an Employee. Except that, a roster may be altered at any time
 - (a) by mutual agreement, or
 - (b) to enable the functions of the facility to be carried out where another Employee is absent from work pursuant to **clauses 43 – Ceremonial Leave; 44 – Personal/Carer's Leave and Compassionate Leave and 48 – Leave to Deal with Family and Domestic Violence**, or in an emergency.

Where any such alteration requires an Employee working on a day which would otherwise have been the Employee's day off, the day off instead will be as mutually arranged.
- 32.7 This clause will not apply where the only change to the roster of a part-time Employee is the mutually agreed addition of extra hours to be worked such that the part time Employee still has two rostered days off in that week or four rostered days of in that fortnight, as the case may be.

33. Client Cancellation (Home Care Classifications)

- 33.1 Where a client cancels or changes the rostered home care service, an Employee will be provided with notice of a change in roster by 5.00 pm the day prior and in such circumstances no payment will be made to the Employee. If a full-time or part time Employee does not receive such notice, the Employee will be entitled to receive payment for their minimum specified hours on that day.

- 33.2 The Employer may direct the Employee to make-up time equivalent to the cancelled time, in that or the subsequent fortnightly period. This time may be made up working with other clients or in other areas of the Employer's business providing the Employee has the skill and competence to perform the work.

34. Broken Shifts (Excluding Health Professional Classifications)

- 34.1 Broken shifts for the purpose of this clause means a shift worked by an Employee that includes one or more breaks (other than a meal break):
- (a) totalling not more than four hours and where the span of hours is not more than 12 hours (when working a broken shift in an Aged Care setting)
 - (b) where the span of hours is not more than 12 hours (when working a broken shift in a Home Care setting)
- 34.2 For classifications working in an Aged Care Setting, a broken shift may be worked where there is mutual agreement between the Employer and Employee to work the broken shift. For nurse Employees under this subclause, a broken shift may be worked where there is mutual agreement in writing.
- 34.3 Payment for a broken shift will be at ordinary pay with penalty rates and shift allowances in accordance with **clause 38 Shiftwork**, with shift allowances being determined by the commencing time of the broken shift (for broken shifts in an Aged Care Setting). Broken shifts taking place in a Home Care Setting will have shift allowances determined by the finishing time of the broken shift.
- 34.4 All work performed beyond the maximum span of 12 hours for a broken shift will be paid at double time.
- 34.5 For permanent part-time and casual Employees working in the Aged Care setting each portion of the shift must be a minimum payment of two hours.
- 34.6 An Employee must receive a minimum break of 10 hours between broken shifts rostered on successive days.

35. Saturday and Sunday Work

- 35.1 Full-time and part-time Employees will be paid the following loadings for ordinary hours worked on Saturdays and Sundays:

Classification of Employee	Midnight Friday to Midnight Saturday	Midnight Saturday to Midnight Sunday
Aged Care	50% of their ordinary rate of pay	75% of their ordinary rate of pay
Health Professionals	50% of their ordinary rate of pay	50% of their ordinary rate of pay
Home Care	50% of their ordinary rate of pay	100% of their ordinary rate of pay
Nursing	50% of their ordinary rate of pay	75% of their ordinary rate of pay

- 35.2 Casual Employees will be paid the following loadings for ordinary hours worked on Saturdays and Sundays:

Classification of Employee	Midnight Friday to Midnight Saturday	Midnight Saturday to Midnight Sunday
Aged Care	75% of their ordinary rate of pay	100% of their ordinary rate of pay
Health Professionals	75% of their ordinary rate of pay	75% of their ordinary rate of pay
Home Care	75% of their ordinary rate of pay	125% of their ordinary rate of pay
Nursing	87.5% of their ordinary rate of pay	118.75% of their ordinary rate of pay

- 35.3 The rates prescribed in **clause 35.2** will be in substitution for and not cumulative upon the casual loading prescribed in **clause 12.5(b)**.
- 35.4 These extra rates in **clause 35** will be in substitution for and not cumulative upon the shift penalties prescribed at **clause 38 Shiftwork**.

36. Breaks

36.1 Meal Breaks

- (a) An Employee who works in excess of five hours will be entitled to an unpaid meal break of not less than 30 minutes and not more than 60 minutes.
- (b) Employees employed in Nursing and Health Professional classifications may elect to forgo the meal break, with the consent of the Employer if the Employee works no more than 6 hours in the shift.
- (c) Where an Employee is required to remain available for duty during a meal break, the Employee will be paid an 'on call during meal break allowance' as provided for in **Item 33 in Table 5** provided such that only one allowance shall be payable in any period of 24 hours. If an Employee is recalled to work during the meal break, then overtime will be paid for all time worked during such meal break.
- (d) Where a Home Care Employee is required by the Employer to have a meal with a client or clients as part of the normal work routine or client program, they will be paid for the duration of the meal period at the ordinary rate of pay and **clause 36.1(a)** does not apply.

36.2 Tea Breaks

- (a) Every Employee will be entitled to a paid 10 minute tea break in each four hours worked at a time to be agreed between the Employee and Employer.
- (b) Subject to agreement between the Employer and Employee, such breaks may alternatively be taken as one 20 minute tea break.
- (c) Tea breaks will count as time worked.

37. Overtime

37.1 Overtime Penalty Rates

- (a) Hours worked in excess of the ordinary hours on any day or shift prescribed in **clause 26 Ordinary Hours of Work**, are to be paid as follows:

Classification of Employee	Monday to Friday	Saturday	Sunday	Public holidays
Aged Care	150% for the first two hours and 200% thereafter	200%	200%	250%
Health Professional, Nursing and Home Care		150% for the first two hours and 200% thereafter		

- (b) Overtime penalties as prescribed in **clauses 37.1(a)** and **37.2(a)** do not apply to Registered Nurse levels 4 and 5.
- (c) Overtime rates under this clause will be in substitution for and not cumulative upon the shift premiums prescribed in **clause 35 Saturday and Sunday Work** and **clause 38 Shiftwork**.

37.2 Part time and Casual Employees

- (a) Hours worked in excess of the ordinary hours on any day or shift prescribed in **clause 26 Ordinary Hours of Work**, are to be paid as follows:

Classification of Employee	Monday to Friday	Saturday	Sunday	Public holidays
Part time Health Professional, Nursing and Home Care	150% for the first two hours and 200% thereafter	150% for the first two hours and 200% thereafter	200%	250%
Casual Health Professional and Nursing	187.5% for the first two hours and 250% thereafter	187.5% for the first two hours and 250% thereafter	250%	312.5%
Casual Home Care	175% for the first two hours and 225% thereafter	175% for the first two hours and 225% thereafter	225%	275%
Part time Aged Care - all time worked in excess of 38 hours per week or 76 hours per fortnight	150% for the first two hours and 200% thereafter	200%	200%	250%
Casual Aged Care - all time worked in excess of 38 hours per week or 76 hours per fortnight	187.5% for the first two hours and 250% thereafter	250%	250%	312.5%
Part time Aged Care - all time worked in excess of 10 hours per day	150% for the first two hours and 200% thereafter	150% for the first two hours and 200% thereafter	200%	250%
Casual Aged Care - all time worked in excess of 10 hours per day	187.5% for the first two hours and 250% thereafter	187.5% for the first two hours and 250% thereafter	250%	312.5%

- (b) The rates for casual Employees in **clause 37.2(a)** are in substitution for and not cumulative upon the casual loading prescribed in **clause 12.5(b)**.
- (c) For a part time Employee, all time worked in excess of their guaranteed hours (unless an agreement has been entered into between the part time Employee and their Employer in accordance with **clause 12.3(d)**) will be overtime and paid at the rates prescribed by **clause 37.2(a) or 37.2(b)**.

37.3 Time Off Instead of Payment for Overtime

By mutual agreement, an Employee may be compensated by way of time off instead of payment of overtime (time for time) on the following basis:

- (a) Time off instead of payment of overtime must be equivalent to the overtime payment that would have been made to the Employee and taken within three months of being accrued.
- (b) Where it is not possible for an Employee to take the time off, instead of payment for overtime, within the three month period, it is to be paid out at the appropriate overtime rate based on the rates of pay applying at the time payment is made. **These provisions will also apply on termination of employment.**
- (c) An Employee cannot be compelled to take time off instead of overtime.

37.4 Rest Period After Overtime

- (a) When overtime work is necessary, it will, wherever reasonably practicable, be so arranged that Employees have at least 10 consecutive hours off duty between the work of successive days or shifts, including overtime.
- (b) An Employee, other than a casual Employee, who works so much overtime between the termination of their ordinary work on one day and the commencement of their ordinary work on the next day, that they have not had at least 10 consecutive hours off duty between those times, will be released after completion of such overtime, until they have had 10 consecutive hours off duty without loss of pay for ordinary working time occurring during such a absence.
- (c) If, on the instruction of the Employer, an Employee resumes or continues to work without having had 10 consecutive hours off duty, they will be paid at the rate of double time until released from duty for such period. The Employee will then be entitled to be absent until they have had 10 consecutive hours off duty without loss of pay for rostered ordinary hours occurring during the absence.

37.5 Rest Break during Overtime

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

37.6 Recall to Work when On Call

An Employee, who is required to be on call and who is recalled to work, will be paid for a minimum of four hours work at the appropriate overtime rate.

37.7 Recall to Work when not On Call

- (a) An Employee who is not required to be on call and who is recalled to work after leaving the Employer's premises will be paid for a minimum of four hours work at the appropriate overtime rate.
- (b) The time spent travelling to and from the place of duty will be deemed to be time worked. Except that, where an Employee is recalled within three hours of their rostered commencement time, and the Employee remains at work, only the time spent in travelling to work will be included with the actual time worked for the purposes of the overtime payment.
- (c) An Employee who is recalled to work will not be obliged to work for four hours if the work for which the Employee was recalled is completed within a shorter period.

37.8 Recall to Work Overtime (Home Care Classifications only)

An Employee recalled to work overtime after leaving the Employer's or client's premises will be paid for a minimum of two hours' work at the appropriate rate for each time so recalled. If the work required is completed in less than two hours the Employee will be released from duty.

38. Shiftwork

38.1 Shift Penalties (Aged Care and Nursing Classifications only)

- (a) Employees working afternoon or night shift shall be paid the following percentages in addition to their ordinary rate, for such shift. Provided that Employees who work less than 38 hours per week will only be entitled to the additional rates where their shifts commence prior to 6.00am or finish subsequent to 6.00pm.

Shift	Full-time/Part-time Employee	Casual Employee
Afternoon shift commencing after 10:00 a.m. and before 1:00 p.m	10%	35%
Afternoon shift commencing at or after 1:00 p.m. and before 4:00 p.m	12.5%	37.5%
Night shift commencing at or after 4:00 p.m. and before 4:00 a.m	15%	40%
Night shift commencing at or after 4:00 a.m. and before 6:00 a.m	10%	35%

- (b) The shift penalties prescribed in this clause will not apply to shiftwork performed by an Employee on Saturday, Sunday or public holiday where the extra payment prescribed by **clause 35 Saturday and Sunday Work** and **clause 42 Public Holidays** applies.
- (c) The rates for casual Employees in **clause 38.1(a)** are in substitution for and not cumulative upon the casual loading prescribed in **clause 12.5(b)**.
- (d) The provisions of this **clause 38.1** will not apply to Registered nurse levels 4 and 5.

38.2 Shiftwork (Home Care Classifications only)

- (a) Definitions:
- (i) **Afternoon shift** means any shift which finishes after 8.00 pm and at or before 12 midnight Monday to Friday.
 - (ii) **Night shift** means any shift which finishes after 12 midnight or commences before 6.00 am Monday to Friday.
 - (iii) A **public holiday shift** means any time worked between midnight on the night prior to the public holiday and midnight of the public holiday.

- (b) Following the shift work definitions at **clause 38.2(a)** above, the following shift penalties apply:

Shift	Full-time/Part-time Employee	Casual Employee
Afternoon shift – loading on the ordinary rate of pay for the whole such shift	12.5%	37.5%
Night shift - loading on the ordinary rate of pay for the whole such shift	15%	40%
Public holiday - loading on the ordinary rate of pay for the part of such shift which is on the public holiday	150%	175%

- (c) The rates for casual Employees in **clause 38.2(b)** are in substitution for and not cumulative upon the casual loading prescribed in **clause 12.5(b)**.

38.3 Shiftwork (Health Professionals only)

- (a) Where the ordinary rostered hours of work of a shiftworker finish between 6.00 pm and 8.00 am or commence between 6.00 pm and 6.00 am, the employee will be paid an additional loading of 15% of their ordinary rate of pay.
- (b) A casual Employee who works shift work as defined in **clause 38.3(a)** will be paid an additional loading of 40% of their ordinary rate of pay but will not be paid the casual loading of 25%.

38.4 The shift penalties prescribed in this **clause 38** will not apply to shift work performed by any Employee on Saturday, Sunday or Public Holidays where the extra payment prescribed in **clause 35 Saturday and Sunday Work** and **clause 42 Public Holidays**, apply.

39. Higher Duties

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

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

39.2 Higher duties allowance does not apply to Registered Nurse levels 4 and 5.

Part 6: Leave and Public Holidays

40. Annual Leave

40.1 Annual leave is provided for in the NES.

40.2 Quantum of Annual Leave

- (a) Annual leave on full pay is to be granted in accordance with the NES as follows:
- (i) Full-time Employees four weeks (152 hours) annual leave
 - (ii) Full-time shiftworkers five weeks (190 hours) annual leave
 - (iii) Part time Employees four weeks annual leave on a pro rata basis
 - (iv) Part time shiftworkers five weeks annual leave on a pro rata basis

- (b) For the purposes of this clause, a shiftworker is an Employee who is not a day worker as defined in **clause 27.1 Span of Hours** and **clause 28.1 Span of Hours for Home Care Classifications**.
- (c) For Home Care Employees who are rostered to work more than four hours on 10 or more weekends during the yearly period in which their annual leave accrues will be considered shift workers for the purposes of the additional week of annual leave.
- (d) Employees who are rostered to work ordinary hours on a weekend in an Aged Care Setting will be considered shift workers for the purposes of the additional week of annual leave.

40.3 Taking of Leave

- (a) Annual leave shall be given and shall be taken within a period of six months after the date when the right to annual leave accrued; provided that the giving and taking of such leave may be postponed by mutual agreement between the parties for a further period not exceeding six months.
- (b) Where an Employee requests, annual leave can be taken in single days.
- (c) The Employer shall provide a response within a reasonable timeframe giving consideration to the urgency of the application to an Employee' application for annual leave.

40.4 Direction by Employer for Excessive Leave to be taken

- (a) The Employer may, by giving an Employee at least four (4) weeks' notice in writing direct an Employee to take one or more periods of paid annual leave where the Employee has an outstanding annual leave balance greater than eight (8) weeks (or 10 weeks for a shift worker).
- (b) Prior to notifying an Employee of a direction to take annual leave the Employer will attempt to meet with the Employee to arrange a plan for the Employee to take annual leave. Where the Employee does not confer with the Employer, or the Employer and Employee to do not come to agreement when leave will be taken, the Employer can direct the Employee to take leave as per **clause 40.4(a)**.

40.5 Payment for Annual Leave

- (a) Before going on annual leave, an Employee will be paid the amount of wages they would have received for ordinary time worked had they not been on leave during that period.
- (b) At the election of the Employee such payments may be paid in accordance with the usual pay day relevant to the period of leave being taken.

40.6 Cashing out of Annual Leave

- (a) Annual leave credited to an Employee may be cashed out, subject to the following conditions:
 - (i) paid annual leave must not be cashed out if the cashing out would result in the Employee's remaining accrued entitlement to paid annual leave being less than four weeks; and
 - (ii) each cashing out of a particular amount of paid annual leave must be by a separate agreement in writing between the Employer and the Employee; and
 - (iii) the Employee must be paid at least the full amount that would have been payable to the Employee had the Employee taken the leave that the Employee has forgone.

40.7 Annual Leave Loading

- (a) In addition to their ordinary pay, an Employee, other than a shiftworker, will be paid an annual leave loading of 17.5% of their ordinary pay on a maximum of 152 hours/four weeks annual leave per annum.

- (b) Shiftworkers, in addition to their ordinary pay, will be paid the higher of:
 - (i) an annual leave loading of 17.5% of ordinary pay; or
 - (ii) the weekend and shift penalties the Employee would have received had they not been on leave during the relevant period based on the Employee's roster pattern from the previous 4 roster cycles.
- (c) When the employment of an Employee is terminated, and at the time of the termination the Employee has not been given and not taken the whole of an annual leave period to which the Employee became entitled, the Employee will be paid their leave loading entitlement for the period not taken.
- (d) Annual leave loading is not payable for days that have been added in accordance with the election provisions of **clause 42.2(a)**.

40.8 Payment of Annual Leave on Termination

On the termination of their employment, an Employee will be paid their untaken or pro-rata annual leave.

41. Leave Without Pay

- 41.1 An Employee, other than a casual, may request leave without pay in exceptional circumstances when all accrued leave has been exhausted.
- 41.2 The Employee must make such application
 - (a) in writing,
 - (b) including reason/s for leave,
 - (c) at least 14 days prior to the taking of leave without pay,
 - (d) or as otherwise agreed between the Employee and Employer.
- 41.3 The Employer has the right to refuse a request for leave without pay at their discretion.
- 41.4 Leave without pay is to be taken in week blocks or as otherwise agreed.
- 41.5 A period of leave without pay does not break an Employee's continuity of service, but does not count as service.

42. Public Holidays

- 42.1 Public holidays are provided for in the NES. This clause contains additional provisions.
- 42.2 Payment for Work Done on Public Holidays
 - (a) All work done by an Employee during their ordinary shifts on a public holiday, including a substituted day, will be paid at 250% of their ordinary rate of pay. Alternatively, if the Employee elects, the Employee will be paid half-time extra (50%) for all time worked in addition to the weekly rate and have one ordinary working day added to the period of annual leave. This additional annual leave shall not attract the annual leave loading prescribed at **clause 40.7**.
 - (b) The election in **clause 42.2(a)** will be made on the commencement of employment and then on the anniversary date each year. The Employee may not alter such election during the year except with the agreement of the Employer.
 - (c) Payments and entitlement under this clause are instead of any additional rate for shift or weekend work which would otherwise be payable had the shift not been a public holiday.

- (d) For the purposes of this Agreement, the following shall be deemed to be public holidays:

New Year's Day; Australia Day; Good Friday; Easter Saturday; Easter Sunday; Easter Monday; Anzac Day; Queen's Birthday; Labour Day; Christmas Day; Boxing Day.

42.3 Public Holiday Substitution – State Law

- (a) If, under (or in accordance with a procedure under) a law of a State or Territory, a day or part-day is substituted for a day or part-day that would otherwise be a public holiday because of **clause 42.2(d)**, then the substituted day or part-day is the public holiday.
- (b) Subject to **clause 42.3(a)**, any other day duly proclaimed and observed as a public holiday within the area in which the facility is situated.

42.4 In addition to those eleven named public holidays specified in **clause 42.2(d)**, Employees shall be entitled to an extra public holiday each year. Such public holiday shall occur on one of the following days as determined by the Employer:

- (a) On the day on which the August Bank Holiday is observed; or
- (b) On a day between Christmas and New Year within the days Monday to Friday inclusive and not coinciding with a date that is already a declared public holiday for that calendar year; or
- (c) On a day, nominated by the Employer before 1 July of each calendar year, on which this extra public holiday will be observed. At least two months' notice of the nominated date will be provided to Employees.

42.5 It is the intention of this agreement that an Employee will ordinarily receive 12 public holidays per annum, that being the eleven named public holidays under **clause 42.2** and the additional public holiday at **clause 42.4**.

42.6 Public Holiday Substitution

An Employer and the Employees may, by agreement, substitute another day for a public holiday.

42.7 Public Holidays Occurring on Rostered Days Off

All full-time Employees will receive a day's ordinary pay for public holidays that occur on their rostered day off except where the public holidays fall on Saturday or Sunday with respect to Monday to Friday Employees.

42.8 Part-time Employees

- (a) A part-time Employee will only be entitled to payment for those public holidays that fall on days they are normally rostered to work.
- (b) A part-time Employee who is rostered off on a public holiday they would ordinarily work will be paid their ordinary pay for that day.

42.9 Casual Employees

- (a) Casual Employees will be paid only for those public holidays they work. Casual employees will be paid for hours worked at the relevant rate in the table below. The rates are in substitution for and not cumulative upon the casual loading prescribed in **clause 12.5(b)**.

Classification of Employee	Public Holiday Rate
Aged Care, Home Care and Health Professionals	275%
Nursing	312.5%

- (b) Payments under this **clause 42.9** are instead of any additional rate for shift or weekend work which would otherwise be payable had the shift not been a public holiday.

43. Ceremonial Leave

An Employee who is legitimately required by Aboriginal and Torres Strait Islander tradition to be absent from work for Aboriginal and Torres Strait Islander ceremonial purposes will be entitled to up to ten working days unpaid leave in any one year, with the approval of the Employer.

44. Personal/Carer's Leave and Compassionate Leave

44.1 Employees are entitled to personal/carers leave and compassionate leave in accordance with the provisions of the NES (refer to Chapter 2, Part 2-2, Division 7 of the Act).

44.2 Personal/carers and compassionate leave entitlements for casual Employees are as set out in the NES.

44.3 Entitlement to Paid Personal/Carer's Leave

- (a) For each year of service with the Employer, an Employee is entitled to 10 days of paid personal/carers leave.
- (b) An Employee's entitlement to paid personal/carers leave accrues progressively during a year of service according to the Employee's ordinary hours of work, and accumulates from year to year.

44.4 Taking of Personal/Carer's Leave

An Employee may take paid personal/carers leave:

- (a) where the Employee is not fit for work because of a personal illness, or personal injury, affecting the Employee; or
- (b) to provide care or support to a member of the Employee's Immediate Family, or a member of the Employee's household, who requires care or support because of:
 - (i) a personal illness, or personal injury, affecting the member; or
 - (ii) an unexpected emergency affecting the member.

44.5 Notice and Evidence Requirements

- (a) To be entitled to leave under **clause 44** an Employee must give the Employer notice of the period, or expected period of the leave:
 - (i) as soon as reasonably practicable (which may be at a time before or after the leave has started) that the Employee is (or will be) absent from their employment.
- (b) To be entitled to personal leave during the period, the Employee may be required to give the Employer as soon as reasonably practicable (which may be at a time before or after the personal leave has started) either:
 - (i) a medical certificate from a medical practitioner stating that in their opinion, the Employee was, is, or will be unfit for work during the period because of a personal illness or injury; or
 - (ii) a statutory declaration made by the Employee stating that the Employee was, is, or will be unfit for work during the period because of a personal illness or injury; or
 - (iii) evidence that would satisfy a reasonable person that the leave was taken for a permissible reason or occasion.

- (c) To be entitled to carer's leave during the period the Employee may be required to give the Employer as soon as reasonably practicable (which may be at a time before or after the carer's leave has started) either:
 - (i) a medical certificate from a medical practitioner stating that in their opinion the member requires or required care and support during the period due to personal illness or injury; or
 - (ii) a statutory declaration made by the Employee stating that the Employee requires or required leave during the period to provide care or support to a member of the Employee's Immediate Family or household because of personal illness, or injury, or an unexpected emergency; or
 - (iii) evidence that would satisfy a reasonable person that the leave was taken for a permissible reason or occasion
- (d) To be entitled to compassionate leave during the period, the Employee may be required to give the Employer as soon as reasonably practicable (which may be at a time before or after the compassionate leave has started):
 - (i) a medical certificate from a medical practitioner stating that in their opinion the member is suffering from an illness or injury that poses a serious threat to the member's life; or
 - (ii) a statutory declaration made by the Employee stating that the Employee requires or required leave during the period due to the death of the member.
 - (iii) evidence that would satisfy a reasonable person that the leave was taken for a permissible reason or occasion

44.6 Payment of Paid Personal/Carer's Leave

- (a) If an Employee takes a period of paid personal/carer's leave and meets the notice requirements set out at **clause 44.5** the Employer must pay the Employee at the Employee's base rate of pay for the Employee's ordinary hours of work in the period.
- (b) In addition, an Employee may use accumulated personal/carer's leave when on workers compensation only where their workers compensation payments are less than their normal full pay. In this case a personal/carer's leave entitlement may be used to make up the difference between the full normal pay and the workers compensation payment.

44.7 Service

- (a) A period of paid personal/carer's leave or compassionate leave does not break an Employee's continuity of service and counts as service for all purposes.
- (b) A period of unpaid personal/carer's leave does not break an Employee's continuity of service, but does not count as service.
- (c) Any period of paid or unpaid leave arising from an Employee accessing Leave to Deal with Family and Domestic Violence does not break an Employee's continuity of service and counts as service for all purposes.

45. Long Service Leave

45.1 Relationship to the *Long Service Leave Act 1955* (NSW)

- (a) An Employee's entitlement to long service leave shall be in accordance with the provisions of this Agreement and the *Long Service Leave Act 1955* (NSW).
- (b) Where this clause provides entitlements that are more beneficial than the *Long Service Leave Act 1955* (NSW) this clause shall apply.
- (c) Where this clause is silent the provisions of the *Long Service Leave Act 1955* (NSW) shall apply.

45.2 Quantum of Long Service Leave (Nursing Classifications)

- (a) Every Employee after ten years' continuous service with the same Employer shall be entitled to two months' long service leave on full pay; after 15 years' continuous service to an additional one month's long service leave on full pay; and for each five years' continuous service thereafter to an additional one and one-half months' long service leave on full pay.
- (b) Where the service of an Employee with at least five years' service is terminated, for reasons other than serious misconduct, the Employee shall be entitled to long service leave as follows:
 - (i) For the first five years' service – one month.
 - (ii) For the next ten years' service – a proportionate amount calculated on the basis of one month for each additional five years. For the purpose of calculation, each completed whole month of continuous service gives an entitlement equal to 0.0722 weeks' pay.
 - (iii) For all subsequent service - a proportionate amount calculated on the basis of 1.5 months for each additional five years. For the purpose of calculation, each completed whole year of continuous service gives an entitlement equal to 1.2996 weeks' pay.

45.3 Quantum of Long Service Leave (Aged Care Classifications classified at pay points "A" only & Health Professional Classifications classified at pay points "A" only)

- (a) Every Employee after ten years' continuous service with the same Employer shall be entitled to two months' long service leave on full pay; after fifteen years' continuous service to an additional one month's long service leave on full pay; and for each five years' continuous service thereafter to an additional one and one-half months' long service leave on full pay.
- (b) Where the services of an Employee with at least five years' service are terminated, for reasons other than serious misconduct, the Employee shall be entitled for five years' service to one month's long service leave on full pay and for service after five years to a proportionate amount of such leave on full pay calculated on the basis of three months long service leave for 15 years' service.

45.4 Quantum of Long Service Leave (Aged Care Classifications classified at pay points "C" only, & Health Professionals classified at Pay points "C" only and Home Care Classifications)

- (a) Each Employee shall be entitled to two months long service leave on ordinary pay after ten years' service; thereafter additional long service leave shall accrue on the basis of five months long service leave for each ten years' service. This additional leave may be taken on a pro-rata basis each five years after completing the initial 10 year period of service.
- (b) Where the services of an Employee with at least five years' service are terminated by the Employer for any reason other than the Employee's serious and wilful misconduct, or by the Employee on account of illness, incapacity or domestic or other pressing necessity, or by reason of the death of the Employee, he/she shall be entitled to be paid a proportionate amount on the basis of two months for ten years' service.

45.5 Taking of Long Service Leave

- (a) The Employer shall give to each Employee at least one month's notice of the date from which it is proposed that the Employee's long service leave shall be given and taken. Such leave shall be taken as soon as practicable having regard to the needs of the facility, or, where the Employer and the Employee agree, such leave may be postponed to an agreed date.
- (b) In such a case, where the Employer and Employee agree to postpone the taking of leave, the Employee shall be paid for that leave at the rate of pay applicable at the time of the agreement and not at the rate of pay applicable at the time that the leave is taken. For any such agreement to be valid, it must be in writing and be signed by both the Employer and the Employee.

- (c) For the purposes of this clause:
 - (i) Continuous service in the same facility prior to the coming into force of this agreement shall be taken into account, and:
 - (ii) Continuous service shall be deemed not to have been broken by:
 - 1. Absence of an Employee from the facility while a member of the Defence Forces of the Commonwealth in time of war; or
 - 2. Any period of absence on leave without pay not exceeding six months.
 - (iii) One month equals four and one-third weeks.

45.6 Subject to **clauses 45.2, 45.3 and 45.4**, where an Employee has acquired a right to long service leave, then:

- (a) If before such leave has been entered upon, the employment of such Employee is terminated, the Employee shall be entitled to receive the monetary value of the leave to which such Employee has been entitled computed at the rate of salary which such Employee was receiving immediately prior to the termination of employment.
- (b) Where an Employee dies and any long service leave:
 - (i) to which the Employee was entitled has not been taken, or
 - (ii) accrued upon termination of the services of the Employee by reason of the Employee's death and has not been taken,

The Employer shall pay to the Employee's estate in full the ordinary pay that would have been payable to the Employee in respect of long service leave less any amount already paid to the Employee in respect of that leave.

46. Community Service Leave

Community service leave is provided for in the NES.

47. Parental Leave

47.1 Parental leave is provided for in the NES (refer to Chapter 2, Part 2-2, Division 5 of the Act) with this clause identifying some of those provisions.

47.2 An Employee is entitled to 12 months of unpaid parental leave if:

- (a) The leave is associated with:
 - (i) The birth of a child of the Employee or Employee's spouse or de-facto partner; or
 - (ii) The placement of a child with the Employee for adoption.
- (b) The Employee has or will have a responsibility for the care of the child.

47.3 To be entitled to parental leave the Employee must have completed at least 12 months continuous service with the Employer prior to:

- (a) the date of birth or expected date of birth; or
- (b) day of placement or expected day of placement of the child.

47.4 Paid Parental Leave

- (a) In addition to unpaid parental leave available to eligible Employees under the Act, full-time and part time Employees may claim paid parental leave at their base rate of pay as provided for at **clause 47.4(d)**, from the date the parental leave commences in the following circumstances:
 - (i) where there is compliance with the documentation requirements to the extent to which they apply; and
 - (ii) immediately before the expected date of birth of the child, the Employee has, or will have, completed at least 24 months of continuous service with the Employer, and
 - (iii) where the Employee will be the primary care giver for the child.
- (b) With regards to the first and subsequent claims for Employer paid parental leave the following conditions apply:
 - (i) first claim: where eligible for unpaid parental leave; and
 - (ii) second and subsequent claims: where an Employee having returned to work from a period of parental leave has completed a further six (6) months' of continuous service prior to each claim.
- (c) Payment of Employer paid parental leave is calculated on the Employee's weekly base rate of pay based on the average ordinary hours worked by the Employee in the twelve (12) month period immediately preceding the commencement of parental leave.
- (d) Eligible full-time and part time Employees are entitled to apply for paid parental leave as provided below:
 - (i) Primary Care Giver Leave - six (6) weeks Employer top up pay for the Primary Care Giver. Primary Care Giver Leave can also be accessed for adoption, and will commence from the date of taking custody of the child; or
 - (ii) Partner Leave - two (2) weeks Employer top up pay in any one year which must commence within four weeks of the birth or placement date of the child.
- (e) With regards to Employer paid parental leave the following applies:
 - (i) The Employer will pay "top up pay" at the Employees' weekly base rate of pay. "Top up pay" is the difference between the Employee's base rate of pay and the amount provided by a Government Paid Parental Leave Scheme.
 - (ii) The Employee is required to notify the Employer that they have applied for the Government Paid Parental Leave Scheme.
 - (iii) Where an Employee meets the requirements of **clause 47.4(a)** but is not eligible for Government Paid Parental Leave, the Employer will provide an amount to the Employee, limited to what the Employee would have received from the Employer should have they been eligible to Government Paid Parental Leave.
- (f) It is agreed between the parties that it is the intention of this clause to only provide a paid parental leave entitlement based on topping up a government paid parental leave scheme up to a maximum of the Employee's average base weekly wage.
- (g) For Employee couples of the Employer, it is agreed that the intention of this clause is that the benefit will apply to only one person during each eligible period of paid parental leave.

47.5 Intention and Operation of the Clause

The parties to this agreement agree:

- (a) **Clause 47.4** was developed and agreed by the parties based on the provisions detailed in the *Paid Parental Leave Act 2010* (Cth) as at the date the Agreement was made.

- (b) **Clause 47.4** has been drafted with the intention to provide an Employee with a paid parental leave entitlement equal to their average weekly rate of pay for the period detailed in **clause 47.4**, with the Employer limited to pay the difference between the National Minimum Wage and the Employee's average weekly wage.
- (c) If throughout the term of this Agreement changes to the *Paid Parental Leave Act 2010* (Cth) impact the intention and operation of this subclause the parties to this Agreement agree to meet and discuss the impact of changes to the application of **clause 47.4**.

48. Leave to Deal with Family and Domestic Violence

48.1 This clause applies to all Employees, including casuals.

48.2 Definitions

- (a) In this clause:

family and domestic violence means violent, threatening or other abusive behaviour by a family member of an Employee that seeks to coerce or control the employee and that causes them harm or to be fearful.

family member means:

- (i) a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the Employee; or
 - (ii) a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the Employee; or
 - (iii) a person related to the Employee according to Aboriginal or Torres Strait Islander kinship rules.
- (b) A reference to a spouse or de facto partner in the definition of family member in **clause 48.2(a)** includes a former spouse or de facto partner.

48.3 Entitlement to leave

- (a) Full time and part time Employees

Full time and part time Employees are entitled to 3 days of paid leave and 2 days of unpaid leave to deal with family and domestic violence, as follows:

- (i) the leave is available in full at the start of each 12 month period of the Employee's employment; and
- (ii) the leave does not accumulate from year to year.

The 3 days of paid leave are in addition to other paid leave entitlements detailed in this Agreement and are paid at the Employee's base rate of pay for the hours they would have worked on that day.

- (b) Casual Employees

Casual Employees are entitled to 5 days of unpaid leave to deal with family and domestic violence, as follows:

- (i) the leave is available in full at the start of each 12 month period of the Employee's employment; and
- (ii) the leave does not accumulate from year to year.

Note: 1. A period of leave to deal with family and domestic violence may be less than a day by agreement between the Employee and the Employer.

2. The Employer and Employee may agree that the Employee can take more than the designated number of days of unpaid leave to deal with family and domestic violence.

48.4 Taking leave

An Employee may take leave to deal with family and domestic violence in accordance with **clause 48.3** if the Employee:

- (a) is experiencing family and domestic violence; and
- (b) needs to do something to deal with the impact of the family and domestic violence and it is impractical for the Employee to do that thing outside their ordinary hours of work.

Note: The reasons for which an Employee may take leave include making arrangements for their safety or the safety of a family member (including relocation), attending urgent court hearings, or accessing police services.

48.5 Service and continuity

The time an Employee is on unpaid leave to deal with family and domestic violence does not count as service but does not break the Employee's continuity of service.

48.6 Notice and evidence requirements

(a) Notice

An Employee must give the Employer notice of the taking of leave by the Employee under **clause 48**. The notice:

- (i) must be given to the Employer as soon as practicable (which may be a time after the leave has started); and
- (ii) must advise the Employer of the period, or expected period, of the leave.

(b) Evidence

An Employee who has given the Employer notice of the taking of leave under **clause 48** must, if required by the Employer, give the Employer evidence that would satisfy a reasonable person that the leave is taken for the purpose specified in **clause 48.4**.

Note: Depending on the circumstances such evidence may include a document issued by the police service, a court or a family violence support service, or a statutory declaration.

48.7 Confidentiality

- (a) The Employer must take steps to ensure information concerning any notice an Employee has given, or evidence an Employee has provided under **clause 48.6** is treated confidentially, as far as it is reasonably practicable to do so.
- (b) Nothing in **clause 48** prevents the Employer from disclosing information provided by an Employee if the disclosure is required by an Australian law or is necessary to protect the life, health or safety of the Employee or another person.

Note: Information concerning an Employee's experience of family and domestic violence is sensitive and if mishandled can have adverse consequences for the Employee. The Employer should consult with such Employees regarding the handling of this information.

48.8 Compliance

An Employee is not entitled to take leave under **clause 48** unless the Employee complies with **clause 48**.

Part 7: Other Conditions

49. Requests for Flexible Working Arrangements

49.1 Employee may request change in working arrangements

Clause 49 applies where an Employee has made a request for a change in working arrangements under s.65 of the Act.

Note 1: Section 65 of the Act provides for certain Employees to request a change in their working arrangements because of their circumstances, as set out in s.65(1A).

Note 2: The Employer may only refuse a s.65 request for a change in working arrangements on 'reasonable business grounds' (see s.65(5) and (5A)).

Note 3: **Clause 49** is an addition to s.65.

49.2 Responding to the request

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

- (a) the needs of the Employee arising from their circumstances;
- (b) the consequences for the Employee if changes in working arrangements are not made; and
- (c) any reasonable business grounds for refusing the request.

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

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

49.3 What the written response must include if the Employer refuses the request

Clause 49.3 applies if the Employer refuses the request and has not reached an agreement with the Employee under **clause 49.2**.

- (a) The written response under s.65(4) must include details of the reasons for the refusal, including the business ground or grounds for the refusal and how the ground or grounds apply.
- (b) If the Employer and Employee could not agree on a change in working arrangements under **clause 49.2**, the written response under s.65(4) must:
 - (i) state whether or not there are any changes in working arrangements that the Employer can offer the Employee so as to better accommodate the Employee's circumstances; and
 - (ii) if the Employer can offer the Employee such changes in working arrangements, set out those changes in working arrangements.

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

If the Employer and the Employee reached an agreement under **clause 49.2** on a change in working arrangements that differs from that initially requested by the Employee, the Employer must provide the Employee with a written response to their request setting out the agreed change(s) in working arrangements.

49.5 Dispute resolution

Disputes about whether the Employer has discussed the request with the Employee and responded to the request in the way required by **clause 49**, can be dealt with under **clause 9 Dispute Resolution Procedure**.

50. Training and Education

50.1 An Employer may make in-service training available to all Employees to assist those Employees to maintain professional registration or endorsement and skill development.

50.2 Each Employer shall provide a minimum of 12 hours of in-service training per annum to Nursing Assistants.

- 50.3 Each Employee shall provide to their Employer details of their attendance at in-service training and the Employer shall keep a record of this attendance.
- 50.4 An Employer will provide to an Employee, who is employed in a nurse classification, on the termination of their employment, a written statement of the hours of in-service training attended by the Employee.
- 50.5 Where practicable, such training shall be provided to Employees during the normal rostered hours of work. Where it is not practicable to provide such training during the normal rostered hours of work then:
- (a) Employees shall attend in-service training outside their normal rostered working hours when required to do so by the Employer.
 - (b) An Employer shall provide Employees with two weeks' notice of the requirement to attend training outside of their normal rostered working hours.
- 50.6 The Employer will review all requests for external training on a case by case basis having regard to the operational needs of the business.

51. Attendance at First Aid Training

Where an Employer directs an Employee to attend First Aid training the Employer will bear the cost of the training.

52. Union Representative Leave

- 52.1 The Employer recognises the right of all Employees to join a union, to access union representation and to participate collectively in workplace issues.
- 52.2 The Employer will recognise union representative(s) upon written notification from each of the union/s.
- 52.3 Union representative(s) will be released from work to attend union business in accordance with the following:
- up to a maximum of three (3) days per calendar year (1 January to 31 December) per facility for the totality of all applications of trade union, union representative training leave, attendance at union conferences, meetings and courses provided that:
- (a) the courses are directed to the enhancement of a more productive, aware and harmonious workplace environment;
 - (b) at least four (4) weeks' notice is provided to the Employer;
 - (c) the approval of leave must have regard to the operational requirements of the Employer;
 - (d) the union representative provides evidence of attendance to the Employer when requested; and
 - (e) subject to operational requirements an Employer shall not unreasonably refuse such a request.
- 52.4 A union representative may access accrued paid leave or unpaid leave for the purpose of attending union training, meetings, conference and courses as detailed in this clause.

53. Amenities

- 53.1 The minimum standards as set out in all relevant legislation shall be met in the provision of amenities to Employees.
- 53.2 Such amenities may include:
- (a) Employee designated toilets and access to showers;
 - (b) lockers;
 - (c) facilities for boiling water, warming and refrigerating food and for washing and storing dining;
 - (d) utensils; and

- (e) sanitary conveniences.

53.3 This clause does not create legal rights or obligations in addition to those imposed on the parties by the relevant legislation.

54. Work Health and Safety

54.1 The Employer and Employee acknowledge their responsibilities under the *Work Health and Safety Act 2011* (NSW) and *Work Health and Safety Regulations 2012* (NSW).

54.2 Where there is a Work Health and Safety Representative they must be elected and will carry out the tasks associated with the role of Work Health and Safety Representative set out within the *Work Health and Safety Act 2011* (NSW).

55. National Criminal History Check

55.1 It is a requirement of employment that Employees covered by this Agreement obtain and retain a current National Criminal History Check, known as a Police Check.

55.2 Police Check

- (a) All new or prospective Employees are required to provide a current and satisfactory Police Check at their own expense.
- (b) All Employees, except as provided at **clause 55.2(c)** are required to renew their Police Check at their own expense.
- (c) With regards to a full-time Employee with over 2.5 years' service with the Employer:
 - (i) the Employer agrees to pay the cost of the renewal of an Employee's Police Check who is required to renew a Police Check due to the upcoming expiry of a current check; or
 - (ii) if agreed with the Employer prior to obtaining the renewed Police Check, reimburse an Employee the cost of a Police Check renewal. Reimbursement is condition upon submitting a receipt or evidence satisfactory to the Employer of the payment.
- (d) In accordance with obligations contained in the *Aged Care Act 1997* (Cth), and as set out under **clause 14 Suspension**, where an Employee does not maintain a current and satisfactory Police Check, they will be stood down without pay until such time as the Police Check is provided to the Employer.
- (e) Where an Employee has an accrued annual leave entitlement they may request to take annual leave during the period of the period they are unable to be rostered subject to the approval of the Employer.
- (f) Failure to provide and maintain a current Police Check may result in disciplinary action, up to and including dismissal.

55.3 Police Check Status Change

- (a) If an Employee's Police Check status changes, or may change (subject to the completion of legal proceedings) prior to the expiry of the existing Police Check, the Employee is required to advise the Employer of the circumstances and potential status change.
- (b) Where a Police Check is requested by the Employer, or submitted by an Employee, between Police Checks as a result of a status check change, or potential status check change, the Employee is liable for the cost of that Police Check.
- (c) Upon notification of a Police Check status change the Employer will decide whether the change, or potential change, impacts the Employee's capability and right to work and discuss the impact of that status change with the Employee.
- (d) The Employer is under no obligation to provide alternative employment to an Employee who can no longer perform their duties because they do not have a satisfactory Police Check.

56. Influenza Vaccination

- 56.1 Where an Employer provides Employees with access to influenza vaccinations on an annual basis at the workplace, or an alternative site nominated by the Employer, the Employer will pay for the cost associated with the influenza vaccine.
- 56.2 An Employer may agree for an Employee to make private arrangements to get the influenza vaccination. Where the Employer agrees to private arrangements, they will reimburse the Employee, limited to the cost of the influenza vaccine and only upon receipt of evidence of purchase of the vaccine, once in a twelve month period. Where there is no agreement for private arrangement reimbursement, the Employer is not obligated to reimburse the Employee.
- 56.3 The inclusion of this clause does not create a new obligation for the Employer to offer an influenza vaccine, nor does it create an obligation on an Employee to receive or get the influenza vaccine. This clause also does not require an Employer to maintain offering the influenza vaccine, or reimbursement of the vaccination cost, should they elect at anytime throughout the operation of this agreement to discontinue offering the influenza vaccination.

57. Supported Wage System

The Supported Wage provisions are set out in **Schedule E – Supported Wage System**.

58. Aged Care Work Value Cases

- 58.1 The Employer recognises that there are currently three work value applications before the Fair Work Commission to vary the rates of pay and classifications in three of the aged care sector awards. These applications are Fair Work Commission Matter Numbers AM2020/99, AM2021/63 and AM2021/65.
- 58.2 The Employer agrees to review the rates of pay in **Tables 1 – 4** of this Agreement when the Fair Work Commission Decision regarding Matter Numbers AM2020/99, AM2021/63 and AM2021/65 is published and all three of these listed applications are finalised.
- 58.3 The review referred to in **clause 58.2** has the purpose to consider whether Government funding is available to the Employer to fund the payment of wage rates that are above those payable under the applicable modern awards. Upon concluding this review, the Employer must advise Employees as to whether they will be able to pay wages rates higher than those payable under the applicable modern awards. If Employees are to be paid higher rates, the Employer must put in writing to Employees what the new rates will be and when these new increased rates will apply.

59. No Further Claims

- 59.1 The parties bound by this agreement acknowledge that this Agreement settles all claims in relation to the terms and conditions of employment of the Employees to whom it applies and agree that they will not pursue any extra claims during the term of this Agreement.
- 59.2 Subject to an Employer meeting its obligations to consult arising under this Agreement or a contract of employment, it is not the intent of this provision to inhibit, limit or restrict an Employer's right or ability to introduce change at the workplace.

60. Savings Clause

No Employee shall suffer a reduction to total accrued annual leave (including counter leave and/or additional annual leave in lieu of payment for public holidays worked), as at the date that this Agreement commences being reduced.

Table 1 – Nursing Classifications Minimum Wages

Rates from the first full pay period on or after 1 July 2022 and 1 July 2023.

Classifications	From the Operative Date of the Agreement	1 July 2022 2%	1 July 2023 2%
Nursing Assistant			
First year	\$23.02	\$23.48	\$23.95
Second year	\$23.39	\$23.86	\$24.34
Third year	\$23.79	\$24.27	\$24.76
Thereafter / Cert III / Cert IV	\$24.54	\$25.03	\$25.53
Team Leader (appointed)	\$24.58	\$25.07	\$25.57
Enrolled Nurse (With Notation)			
Pay Point 1	\$25.94	\$26.46	\$26.99
Pay Point 2	\$26.45	\$26.98	\$27.52
Pay Point 3	\$26.75	\$27.29	\$27.84
Pay Point 4	\$27.35	\$27.90	\$28.46
Pay Point 5	\$27.87	\$28.43	\$29.00
Undergoing pre-registration training	\$25.56	\$26.07	\$26.59
Enrolled Nurse			
Pay Point 1	\$28.97	\$29.55	\$30.14
Pay point 2	\$29.37	\$29.96	\$30.56
Pay Point 3 and Thereafter	\$29.86	\$30.46	\$31.07
Enrolled Nurse Specialist (Appointed)	\$29.86	\$30.46	\$31.07
Registered Nurse - level 1			
Pay point 1	\$33.50	\$34.17	\$34.85
Pay point 2	\$35.07	\$35.77	\$36.49
Pay point 3	\$36.66	\$37.39	\$38.14
Pay point 4	\$38.44	\$39.21	\$39.99
Pay point 5 and thereafter	\$40.74	\$41.55	\$42.38
Four year degree	\$33.50	\$34.17	\$34.85
Masters degree	\$35.07	\$35.77	\$36.49
Registered Nurse - level 2			
Covers CNS and CNE	\$41.53	\$42.36	\$43.21
Registered Nurse - level 3			
Pay point 1 (NUM and NE)	\$44.14	\$45.02	\$45.92
Pay point 2 (NUM and NE)	\$45.33	\$46.24	\$47.16
Pay point 3 (NUM and NE)	\$46.40	\$47.33	\$48.28
Pay point 4 (NUM)	\$47.58	\$48.53	\$49.50
Pay point 5 (CNC & NE)	\$48.74	\$49.71	\$50.70
Pay point 6 (Senior NE)	\$49.87	\$50.87	\$51.89
Pay point 7 (Senior NE)	\$50.87	\$51.89	\$52.93
Pay point 8 (Senior NE)	\$52.50	\$53.55	\$54.62

Registered Nurse – level 4			
Covers Deputy DON and Assistant DON			
ADON less 150 beds	\$45.33	\$46.24	\$47.16
DDON less 20 beds	\$46.21	\$47.13	\$48.07
DDON 20 - less than 75 beds	\$47.36	\$48.31	\$49.28
DDON 75 - less than 100 beds	\$48.40	\$49.37	\$50.36
ADON 150 -250 beds	\$48.74	\$49.71	\$50.70
DDON 100 - less than 150	\$49.41	\$50.40	\$51.41
ADON 250 beds and over	\$49.87	\$50.87	\$51.89
DDON 150 - less than 200 beds	\$50.87	\$51.89	\$52.93
DDON 200 beds, less than 250 beds	\$52.50	\$53.55	\$54.62
DDON 250 beds, less than 350 beds	\$54.41	\$55.50	\$56.61
DDON 350 beds, less than 450 beds	\$56.27	\$57.40	\$58.55
DDON 450 beds, less than 750 beds	\$58.31	\$59.48	\$60.67
DDON 750 beds & over	\$60.50	\$61.71	\$62.94
Registered Nurse – level 5			
Less than 25 beds	\$51.48	\$52.51	\$53.56
25 beds, less than 50 beds	\$54.41	\$55.50	\$56.61
50 beds, less than 75 beds	\$55.54	\$56.65	\$57.78
75 beds, less than 100 beds	\$56.65	\$57.78	\$58.94
100 beds, less than 150 beds	\$58.25	\$59.42	\$60.61
150 beds, less than 200 beds	\$60.12	\$61.32	\$62.55
200 beds, less than 250 beds	\$62.01	\$63.25	\$64.52
250 beds, less than 350 beds	\$64.28	\$65.57	\$66.88
350 beds, less than 450 beds	\$68.05	\$69.41	\$70.80
450 beds, less than 750 beds	\$71.90	\$73.34	\$74.81
750 beds & over	\$76.31	\$77.84	\$79.40
Nurse Practitioner			
First year	\$49.48	\$50.47	\$51.48
Second year	\$50.60	\$51.61	\$52.64

Table 2A – Aged Care Classifications Minimum Wages

Rates from the first full pay period on or after 1 July 2022 and 1 July 2023.

Classification	From the Operative Date of the Agreement	1 July 2022 2%	1 July 2023 2%
Aged Care Employee Level 1			
Entry Level	\$21.99	\$22.43	\$22.88
Aged Care Employee Level 2			
Clerk			
A - (Clerk Grade 2 – 1st yr)	\$22.90	\$23.36	\$23.83
C - (Clerk Grade 1)	\$23.06	\$23.52	\$23.99
Aged Care Employee Level 3			
C - Recreational/Lifestyle activities officer (CSE Grade 3)	\$23.81	\$24.29	\$24.78
General Clerk/Typist/Receptionist			
A (Clerk Grade 2 -2nd yr)	\$23.81	\$24.29	\$24.78
C (Clerk Grade 2)	\$24.36	\$24.85	\$25.35
A - Wardsperson (2nd year)	\$24.31	\$24.80	\$25.30
A (Otherwise)	\$24.16	\$24.64	\$26.02
C (Supervisor otherwise)	\$25.01	\$25.51	\$24.78
Aged Care Employee Level 4			
C - Gardener – Trade (CSE Grade 3)	\$24.08	\$24.56	\$25.05
C - Driver 3 ton / over (CSE Grade 3)	\$24.08	\$24.56	\$25.05
Personal Care Worker grade 3 (cert 3)			
C (CSE Grade 3)	\$24.08	\$24.56	\$25.05
C - Senior Cook – trade (CSE Grade 3)	\$24.08	\$24.56	\$25.05
Senior/Clerk/Receptionist			
A (Clerk Grade 3 -1st yr)	\$24.08	\$24.56	\$25.05
A (Clerk Grade 3 – 2nd yr)	\$24.36	\$24.85	\$25.35
C (Clerk Grade 3)	\$25.68	\$26.19	\$26.71
Maintenance Handyperson - qualified			
C (CSE Grade 3)	\$24.08	\$24.56	\$25.05
A - Maintenance 'Tradesperson' Advanced (Supervisor Tradesman)	\$25.61	\$26.12	\$26.64
Aged Care Employee Level 5			
C - Chef Trade (CSE Grade 4 – Level 1)	\$24.91	\$25.41	\$25.92
Secretary/PA			
A (Clerk Grade 4 - 1st yr)	\$24.91	\$25.41	\$25.92
A (Clerk Grade 4 – 2nd yr)	\$25.23	\$25.73	\$26.24
C (CSE Grade 4 – Level 1)	\$26.42	\$26.95	\$27.49

A (In Charge of Staff)	\$24.91	\$25.41	\$25.92
C (Supervisor in Charge of Staff)	\$25.52	\$26.03	\$26.55
C - Gardener Advanced (CSE Grade 4)	\$24.91	\$25.41	\$25.92
C - Personal care worker grade 4 (cert 3) (CSE Grade 4, Level 1)	\$24.91	\$25.41	\$25.92
Aged Care Employee Level 6			
Maintenance 'Tradesperson' Advanced			
A (Supervisor Tradesperson)	\$26.23	\$26.75	\$27.29
C (Supervisor Tradesperson)	\$26.64	\$27.17	\$27.71
A (Supervisor Tradesperson in charge of staff)	\$26.92	\$27.46	\$28.01
C - Personal Care Worker Grade 4 (cert 3) (CSE Grade 4, Level 2 medication)	\$26.39	\$26.92	\$27.46
C - Chef/Food Services Supervisor - trade/Diploma			
Assist/ Catering Officer 300-500 beds	\$26.29	\$26.82	\$27.36
Assist/ Catering Officer 500-1000 beds	\$26.73	\$27.26	\$27.81
Aged Care Employee Level 7			
General Services Supervisor			
C (CSE Grade 5- min rate)	\$28.08	\$28.64	\$29.21
C (CSE Grade 5 – max rate)	\$40.96	\$41.78	\$42.62
Chef/Food Services Supervisor - trade/Diploma			
C (Catering Officer 120-300 beds)	\$26.71	\$27.24	\$27.78
C (Catering Officer 300-500 beds)	\$27.22	\$27.76	\$28.32
C (CSE Grade 5 min rate)	\$28.08	\$28.64	\$29.21
C (Catering officer 500-1000 beds)	\$30.18	\$30.78	\$31.40
C (CSE Grade 5 max rate)	\$40.96	\$41.78	\$42.62
Personal Care Worker Grade 5 – Diploma			
C (CSE Grade 5 min rate)	\$28.08	\$28.64	\$29.21
C (CSE Grade 5 max rate)	\$40.96	\$41.78	\$42.62
Gardener Superintendent			
C (CSE Grade 5 min rate)	\$28.08	\$28.64	\$29.21
C (CSE Grade 5 max rate)	\$40.96	\$41.78	\$42.62
Clerical Supervisor			
C (Clerk Grade 5)	\$27.66	\$28.21	\$28.77

Table 2B – Aged Care Classifications Minimum Wages

Where a classification is not separately identified by title within **Table 2A**, **Table 2B** should be used to appropriately classify an Employee covered by the Agreement.

Rates from the first full pay period on or after 1 July 2022 and 1 July 2023.

Classification	From the Operative Date of the Agreement	1 July 2022 2%	1 July 2023 2%
Aged care Employee—level 1	\$21.99	\$22.43	\$22.88
Aged care Employee—level 2	\$22.90	\$23.36	\$23.83
Aged care Employee—level 3	\$23.81	\$24.29	\$24.78
Aged care Employee—level 4	\$24.08	\$24.56	\$25.05
Aged care Employee—level 5	\$24.91	\$25.41	\$25.92
Aged care Employee—level 6	\$26.23	\$26.75	\$27.29
Aged care Employee—level 7	\$26.71	\$27.24	\$27.78

Table 3 – Health Professional Classifications Minimum Wages

Rates from the first full pay period on or after 1 July 2022 and 1 July 2023.

Classifications	From the Operative Date of the Agreement	1 July 2022 2%	1 July 2023 2%
Health Professional Employee – Level 1			
Diversional Therapists			
Pay point 1 (First year of experience - UG qualification)	\$25.28	\$25.79	\$26.31
Pay point 2 (Second year of experience)	\$26.23	\$26.75	\$27.29
Pay point 3 (Third year of experience)	\$27.41	\$27.96	\$28.52
Pay point 4 (Fourth year of experience)	\$28.34	\$28.91	\$29.49
Pay point 5 (Fifth year of experience)	\$30.88	\$31.50	\$32.13
Pay Point 6 (Thereafter)	\$31.98	\$32.62	\$33.27
Health Professional Employee – Level 2			
Pay point 1	\$32.16	\$32.80	\$33.46
Pay point 2	\$33.32	\$33.99	\$34.67
Pay point 3	\$34.59	\$35.28	\$35.99
Pay point 4	\$35.97	\$36.69	\$37.42
Health Professional Employee – Level 3			
Pay point 1	\$37.54	\$38.29	\$39.06
Pay point 2	\$38.59	\$39.36	\$40.15
Pay point 3	\$39.41	\$40.20	\$41.00
Pay point 4	\$41.17	\$41.99	\$42.83
Pay point 5	\$42.68	\$43.53	\$44.40
Health Professional Employee – Level 4			
Pay point 1	\$45.44	\$46.35	\$47.28
Pay point 2	\$48.49	\$49.46	\$50.45
Pay point 3	\$52.72	\$53.77	\$54.85
Pay point 4	\$58.22	\$59.38	\$60.57

Table 4 – Home Care Classifications Minimum Wages

Rates from the first full pay period on or after 1 July 2022 and 1 July 2023.

Classifications	From the Operative Date of the Agreement	1 July 2022 2%	1 July 2023 2%
Home Care Employee - level 1	\$22.27	\$22.72	\$23.17
Home Care Employee - level 2	\$23.59	\$24.06	\$24.54
Home Care Employee - level 3			
Pay point 1	\$24.08	\$24.56	\$25.05
Pay point 2	\$24.83	\$25.33	\$25.84
Home Care Employee - level 4			
Pay point 1	\$26.28	\$26.81	\$27.35
Pay point 2	\$26.82	\$27.36	\$27.91
Home Care Employee - Level 5			
Pay point 1	\$28.17	\$28.73	\$29.30
Pay point 2 – degree or diploma	\$29.27	\$29.86	\$30.46

Table 5 – Allowances

Rates from the first full pay period on or after 1 July 2022 and 1 July 2023.

Item	Allowance	Clause	From the Operative Date of the Agreement \$	1 July 2022 \$	1 July 2023 \$
1	Uniform Allowance when uniform is not supplied				
	Per shift	22.3(b)	1.49	1.49	1.49
	Per week	22.3(b)	7.56	7.56	7.56
2	Laundry Allowance (excluding Nursing Classifications)				
	Per shift or part thereof	22.3(c)	0.39	0.39	0.39
	Per week	22.3(c)	1.81	1.81	1.81
3	Laundry Allowance (Nursing Classifications Only)				
	Per week	22.3(c)	5.45	5.45	5.45
	Meal Allowance when no meal is provided*				
4	When required to work more than one hour beyond usual finishing time	22.4(a)	13.83	14.11	14.39
5	Further payment when overtime exceeds 4 hours (Aged Care, Health Professionals and Nursing Classifications only)	22.4(a)(ii)	12.47	12.72	12.97
6	Further payment when overtime exceeds 4 hours (Home Care Classifications only)	22.4(a)(ii)	13.83	14.11	14.39
	On Call Allowance (Nursing classifications only)*				
7	Between rostered shifts Monday to Friday	22.5(a)(i)	23.03	23.49	23.96
8	Between rostered shifts or on a Saturday	22.5(a)(ii)	34.70	35.39	36.10
9	Between rostered shifts or ordinary hours on a Sunday, public holiday or a day when not rostered to work	22.5(a)(iii)	45.09	45.99	46.91
	On Call Allowance (Home care classifications only)*				
10	Finishing duty on Monday to finishing duty on Friday	22.6(a)	20.63	21.04	21.46
11	Any other period or public holiday	22.6(b)	40.84	41.66	42.49
12	Mileage Allowance	22.7(a) & (c)	0.92	0.92	0.92
	Continuing Education Allowance (Nursing Classifications Only)				
13	RN - post grad certificate in clinical field	22.8(g)	20.39	20.39	20.39
14	RN - post grad diploma or degree in clinical field	22.8(h)	34.01	34.01	34.01
15	RN - relevant master's degree or doctorate in clinical field	22.8(i)	40.78	40.78	40.78
16	EN - certificate IV qualification in a clinical field	22.8(j)	13.58	13.58	13.58
	In-Charge Allowance (Nursing Classifications only)				
17	RN – in charge of facility of less than 100 beds on day, evening or night	22.9(a)	24.30	24.30	24.30
18	RN – in charge of facility of more than 100 beds on day, evening or night	22.9(a)	39.16	39.16	39.16
19	RN in charge of a shift in a section of a facility	22.9(b)	24.29	24.29	24.29

	Leading Hand Allowance (Aged Care Classifications only)*				
20	- in charge of 2 - 5 Employees	22.10(b)	26.17	26.69	27.22
21	- in charge of 6 - 10 Employees		37.34	38.09	38.85
22	- in charge of 11 - 15 Employees		47.14	48.08	49.04
23	- in charge of 16-19 Employees		57.63	58.78	59.96
24	Sleepover per night (Aged Care Classifications only)*	22.11(b)(iv)	50.97	51.99	53.03
25	Sleepover per night (Home Care Classifications only)*	22.12(d)	50.53	51.54	52.57
	Nauseous Work Allowance (Aged Care Classifications only)*				
26	- per hour or part thereof	22.14	0.49	0.50	0.51
27	- minimum per week		2.64	2.69	2.74
28	First Aid Allowance (Home care classifications only)*	22.15	17.18	17.52	17.87
	Heat Allowance (Home Care Classifications only)*				
29	exceeds 40 degrees	22.17(c)(i)	0.51	0.52	0.53
30	exceeds 46 degrees	22.17(c)(ii)	0.61	0.62	0.63
31	Tool Allowance (Aged Care Classifications only)	22.21	13.17	13.17	13.17
32	Medication Allowance (Nursing Assistants & Personal Care Workers only)	22.22	0.86	0.86	0.86
33	On call during meal break*	36.1(c)	12.20	12.44	12.69

* These allowances increase by 2% on the first full pay period on or after 1/7/2022 and 1/7/2023.

Schedule A – Nursing Classification Definitions

Progression through pay points

Progression for all classifications for which there is more than one pay point will be by annual movement to the next pay point. For the purpose of yearly progression based on service and experience an Employee must complete 1786 hours of experience, having regard to the acquisition and use of skill described in the definitions contained in **Schedule A – Nursing Classification Definitions** and knowledge gained through experience in the practice settings over such a period.

Nursing Care

Nursing care means: Nursing care carried out by Nursing Assistants in aged care, home care and community care contexts is essentially a team effort where the goals of care are determined by the supervising nurse via the care plan for each individual and the policies and protocols of the employing organisation. Care includes attending to the bio-psycho-social needs of residents as well as ensuring that the environment of care and lifestyle activities is safe and conducive to the wellbeing of residents, visitors and other staff.

A.1 Nursing Assistant Year 1, Year 2, Year 3 and Experienced (Thereafter)

Nursing Assistants also otherwise known as Assistants in Nursing, provide nursing, care and other duties under the direction of a Registered Nurse or Enrolled Nurse. Experienced Nursing Assistants are those classified at thereafter level.

The primary role of Nursing Assistants in nursing and care contexts is to observe and report to their supervising nurse about the processes involved in delivering services and the outcomes of that intervention or service.

Where specific nursing tasks or responsibilities have been appropriately delegated to the Nursing Assistant, the Nursing Assistant should make their supervising nurse aware of any impediment to carrying out the delegation.

Such Employee does not hold a Certificate III and/or Certificate IV qualification.

Indicative tasks/skills include but are not limited to the following:

- Report promptly any observed changes or concerns in resident's health status;
- Assist in the provision of quality nursing and personal care under supervision and direction as outlined in the care plan and other relevant documentation;
- Complete documentation as required;
- Exercise discretion and judgement within their level of skill and training;
- Attend training as directed; work in collaboration with the care team;
- Be actively involved in continuous improvement.

Experienced Nursing Assistants who have completed medication training may administer medication to residents. They may also be required to assist residents with medications within a delegated or assigned range of duties, subject to legislative requirements.

A.1.1 Nursing Assistant – Certificate III / Certificate IV

An Employee at this level is a holder of a Certificate III or Certificate IV relevant to the position. An Employee at this level is expected to perform all the tasks of a Nursing Assistant.

Nursing Assistants who hold a Certificate III/ Certificate IV and who have completed the relevant medication qualification to administer medication may be also required to assist residents with medications within a delegated or assigned range of duties, subject to legislative requirements

A.1.2 Team Leader (Certificate IV or Experienced) (Employer Appointed Position)

A Team Leader is an Employer appointed position. An Employee at this level shall perform the work of a Nursing Assistant and will hold a relevant Certificate IV or other appropriate qualifications/experience acceptable to the Employer.

In addition to the skills of a Nursing Assistant an Employee at this level is required to: mentor, lead and supervise the work of other staff; demonstrate an understanding of required standards and actively participate in the implementation of those standards.

Indicative tasks/skills include but are not limited to the following:

- Provide information relevant to the development of care plans;
- Respond and act promptly to any observed changes or concerns in resident's health status;
- Regularly report to and consult with a Registered Nurse or Enrolled Nurse about relevant resident care issues;
- Complete documentation as required in fulfilling this role;
- Designated by the Employer as having the responsibility for leading and/or supervising the work of others; Participate in work health and safety, infection control and training as required.

A.2 Enrolled Nurses (with Notation)

Enrolled Nurse (with Notation) means an Enrolled Nurse registered by the Board as an Enrolled Nurse with the notation "*does not hold a Board Approved qualification in medicines administration*".

An Enrolled Nurse with notation performs the duties and has the skills of an Enrolled Nurse however is not authorised to administer medication.

A.2.1 Enrolled Nurse (with Notation) Pay point 1

- (a) Pay point 1 refers to the pay point to which an enrolled nurse (EN) has been appointed.
- (b) An Employee will be appointed based on training and experience including: having satisfactorily completed a hospital based course of training in nursing of not more than 12 months duration leading to enrolment as an EN; or having satisfactorily completed a course of training of 12 months duration in a specified branch of nursing leading to enrolment on a register or roll maintained by a state/territory nurses registration board; and having practical experience of up to but not more than 12 months in the provision of nursing care and/or services, and, the undertaking of in-service training, subject to its provision by the employing agency, from time to time.

Skill Indicators

- The Employee has limited or no practical experience of current situations; and
- The Employee exercises limited discretionary judgment, not yet developed by practical experience.

A.2.2 Enrolled Nurse (With Notation) Pay point 2

- (a) Pay point 2 refers to the pay point to which an EN has been appointed.
- (b) An Employee will be appointed to this pay point based on training and experience including: having satisfactorily completed a hospital based course of general training in nursing of more than 12 months duration and/or 500 or more hours theory content or a course accredited at advanced certificate level leading to enrolment as an EN; or not more than one further year of practical experience in the provision of nursing care and/or services in addition to the experience, skill and knowledge requirements specified for pay point 1; and the undertaking of in-service training, subject to its

provision by the employing agency, from time to time.

Skill Indicators

The Employee is required to demonstrate some of the following in the performance of their work:

- A developing ability to recognise changes required in nursing activity and in consultation with the RN, implements and record such changes, as necessary;
- An ability to relate theoretical concepts to practice; and/or
- Requiring assistance in complex situations and in determining priorities.

A.2.3 Enrolled Nurse (With Notation) Pay point 3

(a) Pay point 3 refers to the pay point to which an EN has been appointed.

(b) An Employee will be appointed to this pay point based on training and experience including: Not more than one further year of practical experience in the provision of nursing care and/or services, in addition to the experience, skill and knowledge requirements specified for pay point 2; and the undertaking of in-service training, subject to its provision by the employing agency, from time to time.

Skill Indicators

The Employee is required to demonstrate some of the following in the performance of their work:

- An ability to organise, practise and complete nursing functions in stable situations with limited direct supervision;
- Observation and assessment skills to recognise and report deviations from stable conditions; Flexibility in the capacity to undertake work across the broad range of nursing activity and/or competency in a specialised area of practice; and/or
- Communication and interpersonal skills to assist in meeting psycho-social needs of individuals/groups.

A.2.4 Enrolled Nurse (With Notation) Pay point 4

(a) Pay point 4 refers to the pay point to which an EN has been appointed.

(b) An Employee will be appointed to this pay point based on training and experience including: Not more than one further year of practical experience in the provision of nursing care and/or services in addition to the experience, skill and knowledge requirements specified for pay point 3; and the undertaking of in-service training, subject to its provision by the employing agency, from time to time.

Skill Indicators

The Employee is required to demonstrate some of the following in the performance of their work:

- Speed and flexibility in accurate decision making;
- Organisation of own workload and ability to set own priorities with minimal direct supervision;
- Observation and assessment skills to recognise and report deviations from stable conditions across a broad range of patient and/or service needs; and/or
- Communication and interpersonal skills to meet psychosocial needs of individual/groups.

A.2.5 Enrolled Nurse (With Notation) Pay Point 5

(a) Pay point 5 refers to the pay point to which an EN has been appointed.

(b) An Employee will be appointed to this pay point based on training and experience including: Not more than one further year of practical experience in the provision of nursing care and/or services in addition to the experience, skill and knowledge requirements specified for pay point 4; and the undertaking of

relevant in-service training, subject to its provision by the employing agency, from time to time.

Skill Indicators

The Employee is required to demonstrate some of the following in the performance of their work:

- Contributes information in assisting the RN with development of nursing strategies/improvements within the Employee's own practice setting and/or nursing team, as necessary;
- Responds to situations in less stable and/or changed circumstances resulting in positive outcomes, with minimal direct supervision; and
- Efficiency and sound judgment in identifying situations requiring assistance from an RN.

A.3 Enrolled Nurse

An Enrolled Nurse is a nurse who holds current registration as an Enrolled Nurse with the Board and is authorised to administer medication.

A.3.1 Enrolled Nurse Specialist (Employer Appointed Position)

Enrolled Nurse Specialist is an Employer appointed position. Enrolled Nurse Specialist means an Enrolled Nurse with an Advanced Certificate qualification and a minimum three years full-time equivalent experience in the relevant clinical area.

A.4 Registered Nurse

A Registered Nurse is a nurse who holds current registration as a registered nurse with the Board.

A.4.1 Registered Nurse Level 1 (RN1)

An Employee appointed at this level performs their duties: According to their level of competence; and under the general guidance of, or with general access to a more competent Registered Nurse (RN) who provides work related support and direction.

An Employee at this level is required to perform general nursing duties which include substantially, but are not confined to:

- Delivering direct and comprehensive nursing care and individual case management to patients or clients within the practice setting;
- Coordinating services, including those of other disciplines or agencies, to individual patients or clients within the practice setting;
- Providing education, counselling and group work services orientated towards the promotion of health status improvement of patients and clients within the practice setting;
- Providing support, direction and education to newer or less experienced staff, including EN's, and student nurses;
- Accepting accountability for the Employee's own standards of nursing care and service delivery; and
- Participating in action research and policy development within the practice setting.

A.4.2 Registered nurse Level 2 (RN2)

An Employee appointed at this level may be an RN, CNS or CNE:

Holds any other qualification required for working in the Employee's particular practice setting; and is appointed as such by a selection process or by reclassification from a lower level when the Employee is

required to perform the duties detailed in this subclause on a continuing basis.

In addition to the duties of an RN1, an Employee at this level is required, to perform duties delegated by a nurse in a higher classification.

Duties of a Level 2 nurse will substantially include, but are not confined to:

- Delivering direct and comprehensive nursing care and individual case management to a specific group of patients or clients in a particular area of nursing practice within the practice setting;
- Providing support, direction, orientation and education to RN1's, EN's and student nurses;
- Being responsible for planning and coordinating services relating to a particular group of clients or patients in the practice setting, as delegated by a nurse in a higher classification;
- Acting as a role model in the provision of holistic care to patients or clients in the practice setting; and
- Assisting in the management of action research projects, and participating in quality assurance programs and policy development within the practice setting.

Clinical Nurse Specialist (Employer Appointed Position)

In residential aged care facilities where there are 250 or more beds:

A Registered Nurse with specific post registration qualifications and twelve months experience working in the clinical area of the Employee's specified post registration qualification; or a Registered Nurse with four years' post registration experience in a specific clinical area and working in the clinical area of their specified post registration experience.

In residential aged care facilities where there are less than 250 beds:

A Registered Nurse with specific post registration qualifications and twelve months experience working in the clinical areas of their post registration qualification.

Clinical Nurse Educator (Employer Appointed Position)

Means a registered nurse with relevant post registration certificate qualifications or experience deemed appropriate by the Employer, who is required to implement and evaluate educational programmes for the Employer.

The Clinical Nurse Educator shall cater for the delivery of clinical nurse education and may also be responsible for the orientation of new Employees.

Nothing in this classification definition shall affect the role carried out by the Clinical Nurse Specialist as a specialist resource and the Clinical Nurse Consultant in the primary role of clinical consulting, researching, etc.

A.4.3 Registered Nurse Level 3 (RN3)

An Employee at this level may also be known as a Clinical Nurse Consultant, Nurse Manager or Nurse Educator.

An Employee appointed at this level:

Holds any other qualification required for working in the Employee's particular practice setting; and is appointed as such by a selection process or by reclassification from a lower level when that the Employee is required to perform the duties detailed in this subclause on a continuing basis.

In addition to the duties of an RN2, an Employee at this level will perform the following duties in accordance with practice settings and patient or client groups:

Duties of a Clinical Nurse Consultant will substantially include, but are not confined to:

- Providing leadership and role modelling, in collaboration with others including the Nurse Manager and the Nurse Educator, particularly in the areas of action research and quality assurance programs;
- Staff and patient/client education; staff selection, management, development and appraisal; Participating in policy development and implementation;
- Acting as a consultant on request in the Employee's own area of proficiency for the purpose of facilitating the provision of quality nursing care;
- Delivering direct and comprehensive nursing care to a specific group of patients or clients with complex nursing care needs, in a particular area of nursing practice within a practice setting;
- Coordinating, and ensuring the maintenance of standards of the nursing care of a specific group or population of patients or clients within a practice setting; and
- Coordinating or managing nursing or multidisciplinary service teams providing acute nursing and community services.

Duties of a Nurse Manager will substantially include, but are not confined to:

- Providing leadership and role modelling, in collaboration with others including the Clinical Nurse Consultant and the Nurse Educator, particularly in the areas of action research and quality assurance programs;
- Staff selection and education; allocation and rostering of staff;
- Occupational health;
- Initiation and evaluation of research related to staff and resource management;
- Participating in policy development and implementation;
- Acting as a consultant on request in the Employee's own area of proficiency (for the purpose of facilitating the provision of quality nursing care);
- Being accountable for the management of human and material resources within a specified span of control, including the development and evaluation of staffing methodologies; and
- Managing financial matters, budget preparation and cost control in respect of nursing within that span of control.

Duties of a Nurse Educator will substantially include, but are not confined to:

- Providing leadership and role modelling, in collaboration with others including the Clinical Nurse Consultant and the Nurse Manager, particularly in the areas of action research;
- Implementation and evaluation of staff education and development programs;
- Staff selection;
- Implementation and evaluation of patient or client education programs;
- Participating in policy development and implementation;
- Acting as a consultant on request in the Employee's own area of proficiency (for the purpose of facilitating the provision of quality nursing care); and
- Being accountable for the assessment, planning, implementation and evaluation of nursing education and staff development programs for a specified population.

A.4.4 Registered Nurse Level 4 (RN4)

An Employee at this level may also be known as an Assistant Director of Nursing (clinical), Assistant Director of Nursing (management), or Assistant Director of Nursing (education).

An Employee appointed at this level:

Holds any other qualification required for working in the Employee's particular practice setting; and is appointed as such by a selection process or by reclassification from a lower level when the Employee is required to perform the duties detailed in this subclause on a continuing basis.

Appointment at a particular grade at this level will depend upon the level of complexity associated with the duties described in this clause. The number of beds in a facility will be a relevant consideration.

In addition to the duties of an RN3, an Employee at this level will perform the following duties:

Duties of an Assistant Director of Nursing (clinical) will substantially include, but are not confined to:

- Providing leadership and role modelling, in collaboration with others including the Assistant Director of Nursing (management) and Assistant Director of Nursing (education), particularly in the areas of selection of staff within the Employee's area of responsibility;
- Provision of appropriate education programs, coordination and promotion of clinical research projects;
- Participating as a member of the nursing executive team;
- Contributing to the development of nursing and health unit policy for the purpose of facilitating the provision of quality nursing care;
- Managing the activities of, and providing leadership, coordination and support to, a specified group of Clinical Nurse Consultants;
- Being accountable for the establishment, implementation and evaluation of systems to ensure the standard of nursing care for a specified span of control;
- Being accountable for the development, implementation and evaluation of patterns of patient care for a specified span of control;
- Being accountable for clinical operational planning and decision making for a specified span of control; and
- Being accountable for appropriate clinical standards, through quality assurance programs, for a specified span of control.

Duties of an Assistant Director of Nursing (management) will substantially include, but are not confined to:

- Providing leadership and role modelling, in collaboration with others including the Assistant Director of Nursing (clinical) and Assistant Director of Nursing (education), particularly in the areas of selection of staff within the Employee's area of responsibility;
- Coordination and promotion of nursing management research projects;
- Participating as a member of the nursing executive team;
- Contributing to the development of nursing and health unit policy for the purpose of facilitating the provision of quality nursing care;
- Managing the activities of, and providing leadership, coordination and support to, a specified group of Nurse Managers;
- Being accountable for the effective and efficient management of human and material resources within a specified span of control;
- Being accountable for the development and coordination of nursing management systems within a specified span of control; and
- Being accountable for the structural elements of quality assurance for a specified span of control.

Duties of an Assistant Director of Nursing (education) will substantially include, but are not confined to:

- Providing leadership and role modelling, in conjunction with others including the Assistant Director of Nursing (clinical) and the Assistant Director of Nursing (management), particularly in the areas of selection of staff within the Employee's area of responsibility;
- Coordination and promotion of nurse education research projects;
- Participating as a member of the nursing executive team, and contributing to the development of nursing and health unit policy for the purpose of facilitating the provision of quality nursing care;
- Managing the activities of, and providing leadership, coordination and support to a specific group of Nurse Educators;
- Being accountable for the standards and effective coordination of education programs for a specified population;
- Being accountable for the development, implementation and evaluation of education and staff development programs for a specified population;
- Being accountable for the management of educational resources including their financial management and budgeting control; and
- Undertaking career counselling for nursing staff.

A.4.5 Registered Nurse Level 5 (RN5)

An Employee at this level may also be known as a Director of Nursing.

An Employee appointed at this level:

Holds any other qualification required for working in the Employee's particular practice setting; and is appointed as such by a selection process or by reclassification from a lower level when the Employee is required to perform the duties detailed in this subclause on a continuing basis.

Appointment at a particular grade at this level will depend upon the level of complexity associated with the duties described in this clause. The number of beds in a facility will be a relevant consideration.

In addition to the duties of an RN4, an Employee at this level will perform the following duties:

- Being accountable for the standards of nursing care for the health unit and for coordination of the nursing service of the health unit;
- Participating as a member of the executive of the health unit, being accountable to the executive for the development and evaluation of nursing policy, and generally contributing to the development of health unit policy;
- Providing leadership, direction and management of the nursing division of the health unit in accordance with policies, philosophies, objectives and goals established through consultation with staff and in accordance with the directions of the Board of Directors of the health unit;
- Providing leadership and role modelling, in collaboration with others, particularly in the areas of staff selection, promotion of participative decision making and decentralisation of nursing management and generally advocating for the interests of nursing to the executive team of the health unit;
- Managing the budget of the nursing division of the health unit;
- Ensuring that nursing services meeting changing needs of clients or patients through proper strategic planning; and
- Complying, and ensuring the compliance of others, with the code of ethics and legal requirements of the nursing profession.

A.5 Nurse Practitioner (Employer Appointed Position)

"Nurse Practitioner" means a Registered Nurse appointed as such to a position approved by the Employer and who is authorised by the Board under section 95 of *Health Practitioner Regulation National Law (NSW)* No 86A.

A Nurse Practitioner will have at least three years full-time equivalent experience in an advanced practice role and meets the national competency standards for Nurse Practitioners. A Nurse Practitioner functions autonomously and operates at a level of nursing that uses extended and expanded skills, experience and knowledge assessment, planning, implementation, diagnosis and evaluation of nursing care.

A.5.1 Role of a Nurse Practitioner

The Nurse Practitioner is able to assess and manage the care of clients /residents using nursing knowledge and skills. It is dynamic practice that incorporates application of high level knowledge and skills, beyond that required of a registered nurse in extended practice across stable, unpredictable and complex situations.

The Nurse Practitioner role is grounded in the nursing profession's values, knowledge, theories and practice and provides innovative and flexible health care delivery that complements other health care providers.

A.5.2 Scope of Practice

The scope of practice of the Nurse Practitioner is determined by the context in which: The Nurse Practitioner is authorised to practice. The Nurse Practitioner therefore remains accountable for the practice for which they directed; and the professional efficacy whereby practice is structured in a nursing model and enhanced by autonomy and accountability.

The Nurse Practitioner is authorised to directly refer clients/residents to other health professionals, prescribe medications and order diagnostic investigations including pathology and plain screen x-rays. Nurse Practitioners exhibit clinical leadership that influences and progresses clinical care, policy and collaboration through all levels of health service.

Schedule B – Aged Care Classifications

Progression from Aged Care Level One

Employees who are new to the industry and/or have less than three months work experience in the industry may be classified at this level. This level is designed solely as an entry level.

An Employee at Aged Care Level One will only be eligible for progression to Aged Care Level Two if, the Employee:

- (a) has completed three months continuous employment; and
- (b) has performed basic duties.

Classifying Existing Employees

Information regarding the Aged Care Classification pay point system under clause 18 – Minimum Weekly Wages:

The pay points under each classification at **clause 18 – Minimum Weekly Wages** have been established to assist Employers to understand how existing Employees will be paid under this agreement.

Each pay point has the letter “A” or “C” adjacent to it, for the following reasons:

For those pay points with the letter A, the equivalent classification for that pay point was under the *Aged Care General Services (State) NAPSA*.

For those pay points with the letter C, the equivalent classification for that pay point was under the *Charitable Sector Aged and Disability Care Services (State) NAPSA*.

The equivalent classifications under those NAPSA's have been inserted in brackets next to the relevant pay points. The purpose of inserting the equivalent classifications under the NAPSA's is to provide logical examples of how Employees classified under the Aged Care NAPSA's are likely to be classified under this agreement.

To ensure Employees are consistently being progressed in the same pay point system, Employers should not progress Employees from pay points “A” to “C”, i.e. from one NAPSA to the other. If progression is appropriate, Employees should only progress from pay points “A” to “A” or pay points “C” to “C”.

For example, if an Employee was appointed as a Aged Care Level One, Laundry Hand, pay point 1A, if this Employee was to progress to Aged Care Level two, the Employee would be classified as Aged Care Level Two, Laundry Hand, pay point 1A.

Where there is no equivalent classification under the NAPSA's, the modern award classification will apply.

Notwithstanding anything contained in this Schedule, reference should also, always be given to the historical definitions, position descriptors and tasks set out in either of the following industry NAPSAs, which applied to the Employer prior to 1 January 2010, when classifying Employees.

Classifying New Employees

When classifying new Employees, Employers should give consideration to the relevant NAPSA that would have applied to their organisation, i.e. If an organisation is for profit, the most likely NAPSA that would apply is the *Aged Care General Services (State) Award* (now a NAPSA); alternatively if an organisation is not for profit or charitable, the most likely NAPSA that would apply is the *Charitable Sector Aged and Disability Services Sector (State) Award* (now a NAPSA).

Once this has been established, Employers should appoint new Employees according to basic duties and indicative tasks under the Aged Care Level 1 to 7, together with the Employee's skill, knowledge, experience and competence.

When classifying new Employees, an Employer may request the Employee to provide satisfactory documentary evidence detailing any other ‘service’ or ‘experience’ within the industry for the purpose of assisting the Employer to appoint the Employee in the most appropriate classification. In the absence, of such satisfactory evidence, the Employer shall classify the Employee at the level for which proof has been provided. For those Employees who are new to the industry and/or who have less than three months work experience, Employers should classify these Employees at the entry level of Aged Care Level one.

The following are the Aged Care Classifications

B.1 Aged Care Employee Level 1

Entry level:

An Employee who has less than three months work experience in the industry and performs basic duties:

- Works within established routines, methods and procedures;
- Has minimal responsibility, accountability or discretion;
- Works under direct or routine supervision, either individually or in a team; and
- Requires no previous experience or training.

Indicative tasks performed at this level are:

General and Administrative Services

General Clerk
Laundry hand
Cleaner
Assistant Gardener

Food Services

Food Services Assistant

B.2 Aged Care Employee Level 2

An Employee at this level:

- Is capable of prioritising work within established routines, methods and procedures;
- Is responsible for work performed with a limited level of accountability or discretion;
- Works under limited supervision, either individually or in a team;
- Possesses sound communication skills; and
- Requires specific on-the-job training and/or relevant skills training or experience.

Indicative tasks performed at this level are:

General and Administrative Services

General Clerk/Typist (between 3 months and less than 1 year of service)
Laundry hand
Cleaner
Gardener (non trade)
Maintenance/Handyperson (unqualified)
Driver (less than 3 ton)

Food Services

Food Services Assistant

Personal Care

Personal Care Worker Grade 1

B.3 Aged Care Employee Level 3

An Employee at this level:

- Is capable of prioritising work within established routines, methods and procedures (non admin/clerical);
- Is responsible for work performed with a medium level of accountability or discretion (non admin/clerical);
- Works under limited supervision, either individually or in a team (non admin/clerical);
- Possesses sound communication and/or arithmetic skills (non admin/clerical);
- Requires specific on-the-job training and/or relevant skills training or experience (non admin/clerical); and
- In the case of an admin/clerical Employee, undertakes a range of basic clerical functions within established routines, methods and procedures.

Indicative tasks performed at this level are:

General and Administrative Services

General Clerk/Typist (second and subsequent year of service)
Receptionist / Pay Clerk
Driver (less than 3 ton) which is required to hold a St John Ambulance first aid certificate

Food Services

Cook

Personal Care

Personal Care Worker Grade 2
Recreational/Lifestyle Activities Officer (Unqualified)

B.4 Aged Care Employee Level 4

An Employee at this level:

- Is capable of prioritising work within established policies, guidelines and procedures;
- Is responsible for work performed with a medium level of accountability or discretion;
- Works under limited supervision, either individually or in a team;
- Possesses good communication, interpersonal and/or arithmetic skills; and
- Requires specific on-the-job training, may require formal qualifications and/or relevant skills training or experience.
- In the case of a Personal care worker, is required to hold a relevant Certificate III qualification (or possesses equivalent knowledge and skills) and uses the skills and knowledge gained from that qualification in the performance of their work.

Indicative tasks performed at this level are:

General and Administrative Services

Senior Clerk / Senior Receptionist,
Maintenance/Handyperson (qualified)
Driver (3 ton or over)
Gardener (trade or TAFE Certificate III or above)

Food Services

Senior Cook
(trade)

Personal Care

Personal Care Worker Grade 3

B.5 Aged Care Employee Level 5

An Employee at this level:

- Is capable of functioning semi-autonomously, and prioritising their own work within established policies, guidelines and procedures;
- Is responsible for work performed with a substantial level of accountability;
- Works either individually or in a team; may assist with supervision of others;
- Requires a comprehensive knowledge of medical terminology and/or a working knowledge of health insurance schemes (admin/clerical);
- May require basic computer knowledge or be required to use a computer on a regular basis;
- Possesses administrative skills and problem solving abilities;
- Possesses well developed communication, interpersonal and/or arithmetic skills; and
- Requires substantial on-the-job training, may require formal qualifications at trade or certificate level and/or relevant skills training or experience.

Indicative tasks performed at this level are:

General and Administrative Services

Secretary (interpreter)

Food Services

Chef

Personal Care

Personal Care Worker Grade 4

B.6 Aged Care Employee Level 6

An Employee at this level:

- Is capable of functioning with a high level of autonomy, and prioritising their work within established policies, guidelines and procedures;
- Is responsible for work performed with a substantial level of accountability and responsibility;
- Works either individually or in a team;
- May require comprehensive computer knowledge or be required to use a computer on a regular basis;
- Possesses administrative skills and problem solving abilities; possesses well developed communication, interpersonal and/or arithmetic skills; and
- May require formal qualifications at post-trade or Advanced Certificate or Associate Diploma level and/or relevant skills training or experience.

Indicative tasks performed at this level are:

General and Administrative Services

Maintenance tradesperson (advanced)
Gardener (advanced)

Food Services

Senior Chef

B.7 Aged Care Employee Level 7

An Employee at this level:

- Is capable of functioning autonomously, and prioritising their work and the work of others within established policies, guidelines and procedures;
- Is responsible for work performed with a substantial level of accountability and responsibility;
- May supervise the work of others, including work allocation, rostering and guidance;
- Works either individually or in a team;
- May require comprehensive computer knowledge or be required to use a computer on a regular basis;
- Possesses developed administrative skills and problem solving abilities;
- Possesses well developed communication, interpersonal and/or arithmetic skills; and
- May require formal qualifications at trade or Advanced Certificate or Associate Diploma level and/or relevant skills training or experience.

Indicative tasks performed at this level are:

General and Administrative Services

Clerical Supervisor,
Interpreter (qualified)
Gardener superintendent,
General Services Supervisor

Food Services

Chef/Food
Services
Supervisor

Personal Care Worker

Personal Care Worker Grade 5

Schedule C – Home Care Classifications

Progression

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:

- (a) the Employee has acquired and satisfactorily used new or enhanced skills within the ambit of the classification, if required by the Employer; or
- (b) 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.

Movement to a higher classification will only occur by way of promotion or re-classification.

C.1 Home Care Employee Level 1

A position in this level has the following characteristics:

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

- An Employee in this level performs broad tasks involving the utilisation of a range of basic skills in the provision of domestic assistance and support and is responsible for the quality of their work.
- Work activities are routine and clearly defined. The tasks to be performed may involve the use of a limited range of techniques and methods within a specified range of work. An Employee may resolve minor problems that relate to immediate work tasks.
- Indicative but not exclusive tasks include: the undertaking of semi-skilled work, including cleaning, vacuuming, dusting, washing and ironing, shopping, sweeping paths, minor maintenance jobs, preparation and cooking of meals, defrosting refrigerators, emptying and cleaning of commodes, banking and account payment, organising appointments, assistance with care of pets, and care of indoor and outdoor pot plants.
- Positions in this level may require basic oral communication skills and where appropriate written skills, with clients, members of the public and other Employees.
- An Employee in this level will have commenced on-the-job training which may include an induction course.

C.2 Home Care Employee Level 2

A position in this level has the following characteristics:

- An Employee in this level performs broad tasks involving the utilisation of a range of developed skills in the provision of domestic assistance and support. Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures. May assist others in the supervision of work of the same or lower level and is responsible for assuring the quality of work performed.
- In these positions, the nature of the work is clearly defined with established procedures well understood or clearly documented. Employees in this level are called upon to use some originality in approach with solutions usually attributable to application of previously encountered procedures and practices.
- Indicative but not exclusive tasks include: the provision of personal care, supervising daily hygiene, laying out clothes and assisting in dressing, make beds, tidy rooms, preparation and cooking of meals and assistance with meals, dry cleaning, perform gardening duties, undertake basic repairs, clean, fitting and removal of aids and appliances, monitoring medications, fitting and changing of catheters, assistance with communication, accompanying clients on outings, domestic assistance and organising appointments.

- Positions in this level require oral communication skills and where appropriate written skills, with clients, members of the public and other Employees.
- As a minimum an Employee in this level will have satisfactorily completed the requirements of level 1 or equivalent. Indicative but not exclusive of the qualifications required in this level include Home Care Certificate or equivalent; or relevant experience/on-the-job training commensurate with the requirements of work in this level.

C.3 Home Care Employee Level 3

A position in this level has the following characteristics:

- Employees perform work under general supervision. Employees in this level have contact with the public or other Employees which involves explanations of specific procedures and practices. Employees in this level are accountable for the quality, quantity and timeliness of their own work in so far as available resources permit, and for the care of assets entrusted to them.
- These positions require personal judgment. The nature of work is usually specialized with procedures well understood and clearly documented. The particular tasks to be performed will involve selection from a range of techniques, systems, equipment, methods or processes.
- Indicative but not exclusive tasks include: computer and other office skills; maintain mail register and records; sort, process and record invoices and correspondence; prepare meals and special functions; provide input into meal planning; order foodstuffs and commodities; liaise with dieticians on special needs; schedule work programs on a routine and regular basis; co-ordinate and direct the work of support staff including maintenance (no more than four); oversee the provision of domestic services; provide personal care to clients with particular emphasis on those requiring extra help due to specific physical problems or frailty; schedule maintenance work programs on a routine and regular basis; plan, develop, and co-ordinate diversional therapy programs and carry out general maintenance falling within the scope of trades skills.
- Positions in this level require skills in oral and written communication with clients, other Employees and members of the public.
- Indicative but not exclusive of the qualifications required in this level is an accredited qualification to the position at the level of Certificate 3 and/or knowledge and skills gained through on-the-job training commensurate with the requirements of the work in this level.

C.4 Home Care Employee Level 4

A position in this level has the following characteristics:

- Employees are expected to exercise discretion within standard practices and processes, undertaking and implementing quality control measures. Positions in this level may provide direction, leadership, administration and rostering of direct care Employees.
- The objectives of the work are well defined but the particular method, process of equipment to be used must be selected from a range of available alternatives. For Employees undertaking rostering duties, the process often requires the quantification of the amount of resources needed to meet those objectives.
- Employees will be required to plan, direct and train subordinate staff. Employees are also required to have a thorough understanding of the relevant technology, procedures and processes used within their operating unit.
- Indicative but not exclusive of the skills required include: the manipulation of data e.g. modify fields of information and create spreadsheets; create new forms of files or records using a computer based records system; access and extract information from external sources e.g. local authorities; roster staff and direct work programs; oversee the work and training of lower level Employees; provide guidance and counselling; assist in the development of budgets; order consumables and routine stock items used in domestic support areas; develop client care plans and oversee the provision of domestic services.

- Positions in this level require the ability to gain co-operation and assistance from members of the public and other Employees in the performance of well defined activities. Employees in this level may also be expected to write reports in their field of expertise.
- An Employee in this level will have satisfactorily completed the requirements of level 3 or equivalent as well as have relevant experience.

C.5 Home Care Employee Level 5

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

- (a) Positions in this level may co-ordinate resources and/or give support to more senior Employees or be engaged in duties of a specialist nature.
- (b) In positions where the prime responsibility is for resource co-ordination, the freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior Employees and a regular reporting mechanism to ensure adherence to plans.
- (c) Whatever the nature of the position, Employees in this level are accountable for the quality, effectiveness, cost and timeliness of the programs, projects or work plans under their control and for the safety and security of the assets being managed.
- (d) Employees with co-ordination responsibilities are also required to ensure that all Employees under their direction are trained in safe working practices and in the safe operation of equipment and are made aware of all occupational health and safety policies and procedures.

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

- Coordinators in this level require a thorough understanding of the relevant technology, procedures and processes used within their operating unit. Coordinators are required to have an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents. Positions in this level may provide direction, leadership and structured training or on-the-job training to supervised Employees or groups of Employees.
- These positions require skills in managing time, setting priorities and planning and organising one's own work and that of supervised Employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- The position requires an understanding of and ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety and Employees' training and development.
- Positions in this level require the ability to gain co-operation and assistance from clients, members of the public and other Employees in the administration of defined activities and in the supervision of other Employees or groups of Employees. Employees in this level are expected to write reports in their field of expertise and to prepare external correspondence of a routine nature.
- The skills and knowledge needed for entry to this level are beyond those normally acquired through completion of a TAFE certificate or associate diploma alone. They might be acquired through completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of work in this level.

Schedule D – Health Professional Classifications

Coverage

This agreement aims to cover Health Professionals who are engaged in the aged care industry, such as: Diversional Therapists.

Progression through level 1

Employees will enter at the relevant pay point and then progress annually or, in the case of a part-time or casual Employee, 1824 hours until they reach pay point 6.

Progression through levels 2 - 4

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

D.1 Health Professional Level 1

Positions at level 1 are regarded as entry level health professionals and for initial years of experience.

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.

D.2 Health Professional Level 2

A health professional at this level works independently and is required to 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.

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.

D.3 Health Professional Level 3

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.

An Employee at this level:

- Works in an area that requires high levels of specialist knowledge and skill as recognised by the Employer;
- 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;
- 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;
- Is performing across a number of recognised specialties within a discipline;
- 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;
- 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
- Is responsible for providing support for the efficient, cost effective and timely delivery of services.

D.4 Health Professional Level 4

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.

An Employee at this level:

- Has a proven record of achievement at a senior level;
- Has the capacity to allocate resources, set priorities and ensure budgets are met within a large and complex organisation;
- May be responsible to the executive for providing effective services and ensuring budget/strategic targets are met;
- Supervises staff where required; and
- Is expected to develop/implement and deliver strategic business plans which increase the level of care to customers within a budget framework.

Schedule E – Supported Wage System

E.1 This schedule defines the conditions which will apply to **Employees** who because of the effects of a disability are eligible for a supported wage under the terms of this Agreement.

E.2 In this schedule:

approved assessor means a person accredited by the management unit established by the Commonwealth under the supported wage system to perform assessments of an individual's productive capacity within the supported wage system

assessment instrument means the tool provided for under the supported wage system that records the assessment of the productive capacity of the person to be employed under the supported wage system

disability support pension means the Commonwealth pension scheme to provide income security for persons with a disability as provided under the Social Security Act 1991, as amended from time to time, or any successor to that scheme

relevant minimum wage means the minimum wage prescribed in this Agreement for the class of work for which an Employee is engaged

supported wage system means the Commonwealth Government system to promote employment for people who cannot work at full award wages because of a disability, as documented in the Supported Wage System Handbook. The Handbook is available from the following website: www.jobaccess.gov.au

SWS wage assessment agreement means the document in the form required by the Department of Social Services that records the Employee's productive capacity and agreed wage rate

E.3 Eligibility criteria

E.3.1 Employees covered by this schedule will be those who are unable to perform the range of duties to the competence level required within the class of work for which the Employee is engaged under this Agreement, because of the effects of a disability on their productive capacity and who meet the impairment criteria for receipt of a disability support pension.

E.3.2 This schedule does not apply to any existing Employee who has a claim against the Employer which is subject to the provisions of workers compensation legislation or any provision of this Agreement relating to the rehabilitation of Employees who are injured in the course of their employment.

E.4 Supported wage rates

E.4.1 Employees to whom this schedule applies will be paid the applicable percentage of the relevant minimum wage according to the following schedule:

Assessed capacity (clause E.5) %	Relevant minimum wage %
10	10
20	20
30	30
40	40
50	50
60	60
70	70
80	80
90	90

E.4.2 Provided that the minimum amount payable must be not less than \$89 per week.

E.4.3 Where an Employee's assessed capacity is 10%, they must receive a high degree of assistance and support.

E.5 Assessment of capacity

E.5.1 For the purpose of establishing the percentage of the relevant minimum wage, the productive capacity of the Employee will be assessed in accordance with the Supported Wage System by an approved assessor, having consulted the Employer and Employee and, if the Employee so desires, a union which the Employee is eligible to join.

E.5.2 All assessments made under this schedule must be documented in an SWS wage assessment agreement, and retained by the Employer as a time and wages record in accordance with the Act.

E.6 Lodgement of SWS wage assessment agreement

E.6.1 All SWS wage assessment agreements under the conditions of this schedule, including the appropriate percentage of the relevant minimum wage to be paid to the Employee, must be lodged by the Employer with the Fair Work Commission.

E.6.2 All SWS wage assessment agreements must be agreed and signed by the Employee and Employer parties to the assessment. Where a union which has an interest in the Agreement is not a party to the assessment, the assessment will be referred by the Fair Work Commission to the union by certified mail and the agreement will take effect unless an objection is notified to the Fair Work Commission within 10 working days.

E.7 Review of assessment

The assessment of the applicable percentage should be subject to annual or more frequent review on the basis of a reasonable request for such a review. The process of review must be in accordance with the procedures for assessing capacity under the supported wage system.

E.8 Other terms and conditions of employment

Where an assessment has been made, the applicable percentage will apply to the relevant minimum wage only. Employees covered by the provisions of this schedule will be entitled to the same terms and conditions of employment as other workers covered by this Agreement on a pro rata basis.

E.9 Workplace adjustment

An Employer wishing to employ a person under the provisions of this schedule must take reasonable steps to make changes in the workplace to enhance the Employee's capacity to do the job. Changes may involve re-design of job duties, working time arrangements and work organisation in consultation with other workers in the area.

E.10 Trial period

E.10.1 In order for an adequate assessment of the Employee's capacity to be made, the Employer may employ a person under the provisions of this schedule for a trial period not exceeding 12 weeks, except that in some cases additional work adjustment time (not exceeding four weeks) may be needed.

E.10.2 During that trial period the assessment of capacity will be undertaken and the percentage of the relevant minimum wage for a continuing employment relationship will be determined.

E.10.3 The minimum amount payable to the Employee during the trial period must be no less than \$89 per week.

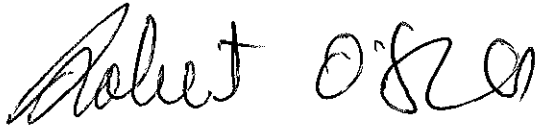
E.10.4 Work trials should include induction or training as appropriate to the job being trialled.

E.10.5 Where the Employer and Employee wish to establish a continuing employment relationship following the completion of the trial period, a further contract of employment will be entered into based on the outcome of assessment under **clause E.5**.

Employer Signature page

Signed for and on behalf of The Armenian Rest Home Association (the Employer) by an authorised person in the presence of:

Signature of Authorised Officer



Printed Name and Address of Authorised Officer

ROBERT O'SHEA
16 VICTOR RD, BROOKVALE 2100

Office Held

MANAGER, ALEXANDER AGOD CAFE

Signature of Witness



Printed Name of Witness

DANIEL O'HALLORAN

I am authorised to sign this Agreement as a bargaining representative on behalf of the Health Services Union, New South Wales Branch



GERARD HAYES
Secretary HSU NSW Branch

Address: Level 2, 109 Pitt Street, Sydney NSW 2000

Authority to sign Agreement on behalf of employees is in accordance with Rule 48 of the Rules of the Health Services Union.

Brett Holmes

Brett Howard Holmes
Branch Secretary
Australian Nursing and Midwifery Federation
New South Wales Branch
50 O'Dea Ave
WATERLOO NSW 2017

Margaret Potts

WITNESS

Margaret Mary Potts
50 O'Dea Ave, Waterloo

O'Bray Smith

O'Bray Smith
President
Australian Nursing and Midwifery Federation
New South Wales Branch
50 O'Dea Ave
WATERLOO NSW 2017

Margaret Potts

WITNESS

Margaret Mary Potts
50 O'Dea Ave, Waterloo

Authority to sign Agreement on behalf of employees is in accordance with Rule 40 of the Rules of the Australian Nursing and Midwifery Federation and as bargaining representative in accordance with the Fair Work Act 2009.

Employee Signing Page

Signed as an employee of The Armenian Rest Home Association covered by this Agreement:

Signature of Employee



Printed Name and Address of the Employee

ANETA BAK
16 VICTOR ROAD, BROOKVALE 2100

Signature of Witness



Printed Name of Witness

KARIS KHATCHADOURIAN

IN THE FAIR WORK COMMISSION

FWC Matter No: **AG2021/7290**

Applicant: **Alexander Aged Care (Armenian Rest Home Association)**

Section 185 – Application for approval of a single enterprise agreement

Undertaking – Section 190

I, Robert O'Shea, Manager, have the authority given to me by Alexander Aged Care (Armenian Rest Home Association) to give the following undertakings with respect to the *Armenian Rest Home Association, NSWNMA, ANMF NSW Branch and HSU New South Wales Branch Enterprise Agreement 2021* ("the Agreement"):

1. Amend Clause 12.3 (b) to read:

- a. *Before commencing part-time employment, the Employer and Employee will agree in writing the guaranteed minimum number of hours to be worked and the days of the week and shifts that will be worked. For all Employees except those employed in nursing classifications, the agreement will also include the starting and finishing times each day"*

2. Amend Clause 36.1(d) to read:

- a. *Where a Home Care Employee is required to have a meal with a client or clients as a part of the normal work routine or client program, the meal period referred to in clause 36.1(d) of the Agreement is to be counted as time worked'.*

3. Amend Clause 40.7(a) to read:

- (i) *'In addition to their ordinary pay, an Employee, other than a shiftworker, will be paid annual leave loading of 17.5% of their ordinary pay on a maximum of 152 hours/four weeks annual leave per annum.'*

4. Amend Clause E.4.2 of the Agreement to read:

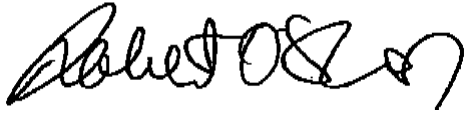
E.4.2 Provided that the minimum amount payable must be not less than **\$90** per week.

5. Amend Clause 12.5 of the Agreement to read:

- (c) Casual Employees will be paid the following minimum hours for each engagement:
 - (i) Home care Employees 1 hour
 - (ii) Health Professionals **3 hours**

(iii) All other Employees 2 hours

These undertakings are provided on the basis of issues raised by the Fair Work Commission in the application before the Fair Work Commission.

A handwritten signature in black ink, appearing to read 'Robert O'Shea', written over a horizontal line.

Signature – Robert O'Shea

14 October 2021

Date