

AW823579 - Victorian Health and Community Services (Psychiatric, Disability and Alcohol and Drug Services) Award 2003

AUSTRALIAN INDUSTRIAL REGISTRY CONSOLIDATION

This AIR consolidated award incorporates all amendments up to and including 23 March 2006 (variations PR970259 and PR970361).

Clauses affected by the most recent amendment(s) are:

12. Conditions of employment
17. Salaries and increments
18. Overtime and standby allowances
21. Shift duty
22. Allowances
25. Parental leave

About this Award:

This award supersedes, the Victorian Health and Community Services (Psychiatric, Disability and Alcohol and Drug Services) Award 1995 [Print M9257 [AW801960/V0202]].

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AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION

Workplace Relations Act 1996

Review of award pursuant to Item 51 of Part 2 of Schedule 5 of the
Workplace Relations and Other Legislation Amendment Act 1996
(C No. 01004 of 1998)

**VICTORIAN HEALTH AND COMMUNITY SERVICES (PSYCHIATRIC,
DISABILITY AND ALCOHOL AND DRUG SERVICES) AWARD 1995**
(ODN C No. 31467 of 1992)
[Print M9257 [AW801960]]

Health employees

Health and welfare services

COMMISSIONER HOLMES

MELBOURNE, 15 APRIL 2003

Award simplification.

ORDER

Further to the decision issued by the Commission on 25 March 2003, [Print PR929411] the above award is varied as follows:

By deleting all clauses, schedules and appendices and inserting the following:

PART 1 - APPLICATION AND OPERATION OF AWARD

1. AWARD TITLE

This award shall be known as the Victorian Health and Community Services (Psychiatric, Disability and Alcohol and Drug Services) Award 2003.

2. ARRANGEMENT

Part 1 - Application and operation of award

1. Award title
2. Arrangement
3. Scope and application
4. Locality
5. Parties bound
6. Date and period of operation
7. Application to previous award
8. Anti-discrimination
9. Definitions (general)

Part 2 - Enterprise flexibility

10. Enterprise flexibility provision

Part 3 - Dispute resolution

11. Settlement of dispute

Part 4 - Employment relationship

12. Conditions of employment [PR970361]

Part 5 - Salaries and allowances

13. Work organisation
14. Accident make up pay
15. Classifications
16. Classification definitions
17. Salaries and increments [PR970259]
18. Overtime and standby allowances [PR970259]

Part 6 - Hour of work

19. Meal and rest breaks
20. Hours of duty
21. Shift duty [PR970259]
22. Allowances [PR970259]
23. Roster change - all employees

Part 7 - Types of leave and public holidays

24. Recreation leave
25. Parental leave [PR970361]
26. Paid personal leave
27. Other forms of leave
28. Long service leave
29. Public holidays
30. Substituted leave

3. SCOPE AND APPLICATION

3.1 This award shall apply to the employment of all employees of the State of Victoria including fixed term, part-time employees and casual employees, engaged in the performance of work in or in connection with industries and/or industrial pursuits of health and community services, and in or about places where such industries and/or related pursuits are undertaken, and in particular:

3.1.1 Psychiatric and mental health services; and/or

3.1.2 Intellectual disability services.

4. LOCALITY

This award shall operate throughout the State of Victoria.

5. PARTIES BOUND

5.1 This award shall be binding upon:

- 5.1.1** the Crown in the Right of the State of Victoria, and to any successor, assignee or transmittee (whether immediate or not) to or of the business or part of the business of the State of Victoria comprising the provision of intellectual disability services, psychiatric services and alcohol and drug services including a corporation that has acquired or taken over the business or part of the business of the State of Victoria (**the employer**); and
- 5.1.2** the Health Services Union of Australia (the HSUA) in respect of all employees eligible to be members of the HSUA.

6. DATE AND PERIOD OF OPERATION

The award comes into operation on 15 April 2003 and will nominally expire on 14 April 2004. However, unless it is replaced, this award will continue to be in force after that date in accordance with the provisions of the Act.

7. APPLICATION TO PREVIOUS AWARD

This award supersedes, the Victorian Health and Community Services (Psychiatric, Disability and Alcohol and Drug Services) Award 1995 [Print M9257 [AW801960]] but no right, obligation or liability accrued or incurred under such previous award will be affected.

8. ANTI-DISCRIMINATION

- 8.1** It is the intention of the respondents to this award to achieve the principal object in s.3(j) of the *Workplace Relations Act 1996* through respecting and valuing the diversity of the work force by helping to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.
- 8.2** Accordingly, in fulfilling their obligations under the dispute avoidance and settling clause, the respondents must make every endeavour to ensure that neither the award provisions nor their operation are directly or indirectly discriminatory in their effects.
- 8.3** Nothing in this clause is taken to affect:
- 8.3.1** any different treatment (or treatment having different effects) which is specifically exempted under the Commonwealth anti-discrimination legislation;
 - 8.3.2** junior rates of pay;
 - 8.3.3** an employee, employer or registered organisation, pursuing matters of discrimination in any State or federal jurisdiction, including by application to the Human Rights and Equal Opportunity Commission;
 - 8.3.4** the exemptions in s.170CK(3) and (4) of the Act.

9. DEFINITIONS (GENERAL)

9.1 In this award, unless inconsistent with the context or subject matter, the following definitions apply:

9.1.1 **Adult** means a person of 21 years of age or over.

9.1.2 **Casual employee** is a person employed on a casual basis.

9.1.3 **Classification** means the level, grade or class assigned by this award to a position in a particular field of work.

9.1.4 **Commission** means the Australian Industrial Relations Commission.

9.1.5 **Designation** means the description or title of a position or the title of an employee.

9.1.6 **Employee** means a person employed by the Department of Human Services eligible to be a member of the Health Services Union of Australia.

9.1.7 **Fixed term employee** means an employee who is temporarily employed for a specified term, provided that, unless otherwise stated, all of the provisions of this award applying to non-fixed term employees also apply to fixed term employees.

9.1.8 **Junior** or **minor** means a person under 21 years of age.

9.1.9 **Large facility** means a facility with more than 260 beds.

9.1.10 **Medium facility** means a facility of between 100 - 260 beds.

9.1.11 **Nursing and Direct care classifications and Non direct care and support classifications** as defined in clause 15 - Classifications.

9.1.12 **Public Sector Management and Employment Act 1998** means the *Public Sector Management and Employment Act 1998* as may be amended, or any successor to that Act.

9.1.13 **Qualifications** includes skill and experience.

9.1.14 **Regular part-time** employee is an employee who:

9.1.14(a) is engaged to work less than full-time hours of 38 per week;

9.1.14(b) has reasonably predictable hours of work; and

9.1.14(c) generally receives, on a pro rata basis, equivalent pay and conditions to those of full-time employees who do the same kind of work.

- 9.1.15** **Salary** means the remuneration specified in clause 17 - Salaries and increments, in respect of a position.
- 9.1.16** **Small facility** means a facility of between 20 - 100 beds.
- 9.1.17** **Spouse** shall be deemed and taken to include the partner of a de facto marriage, proof of which is to be established on the provision of reasonable evidence, such as a statutory declaration, that the employee and de facto partner are normally accommodated as a family unit.
- 9.1.18** **State of Victoria** shall mean the Department of Human Services or its successor.
- 9.1.19** **Substantially dependent child** means a child under the age of sixteen years, or a student under the age of 21 years if attending full-time at a school, college or university.
- 9.1.20** **Substantially dependent spouse** means a spouse whose total income, including income in addition to salary and wages, is less than the adult minimum wage rate for Victoria as decided from time to time by the Commission.
- 9.1.21** **Total emolument** means the total remuneration payable to an employee when all allowances to which such employee is entitled are taken into account in addition to the salary or wage payable to such employee.
- 9.1.22** **Union** means the Health Services Union of Australia.
- 9.1.23** **Workplace** means the place where an employee works but does not preclude an employee from being required to work within different places throughout the Region subject to the application of award provisions.

PART 2 - ENTERPRISE FLEXIBILITY

10. ENTERPRISE FLEXIBILITY PROVISION

(See ss.113A and 113B of the Act)

Where an employer or employees wish to pursue an agreement at the enterprise or workplace about how the award should be varied so as to make the enterprise or workplace operate more efficiently according to its particular needs the following process shall apply:

- 10.1** A consultative mechanism and procedures appropriate to the size, structure and needs of the enterprise or workplace shall be established.
- 10.2** For the purpose of the consultative process the employees may nominate the Union or another to represent them.
- 10.3** Where agreement is reached an application shall be made to the Commission.

PART 3 - DISPUTE RESOLUTION

11. SETTLEMENT OF DISPUTE

11.1 In any dispute, other than a roster change, which arises it must be dealt with in the following manner:

11.1.1 The matter must first be discussed by the aggrieved employee with his or her immediate supervisor.

11.1.2 If not settled, the employee may request a representative to be present and the matter must be discussed with the immediate supervisor and his or her superior or another representative of the employer appointed for the purpose of this procedure.

11.1.3 If the matter is not settled, the employee may request a representative to be present and the matter discussed with the Regional Director or another nominated senior representative of the employer appointed for the purpose of this procedure.

11.1.4 In the case where an employee nominates to be represented by a Union and the matter remains unresolved, it is to be referred to the employer and the Union centrally.

11.1.5 If the matter is not resolved, it may be submitted to the Commission for the purposes of conciliation and if necessary arbitration.

11.1.6 Until the matter is determined work must continue at the direction of the employer.

11.1.7 Health and safety matters are exempted from this provision;

11.1.8 Where there is a concern owing to an unsafe working condition, staff must agree, following consultation between the employer and the employee and the employee's representative/s, to accept a reasonable direction to perform other safe and appropriate work, whether at the same or another work location.

11.1.9 No party shall be prejudiced as to the final settlement by the continuance of work in accordance with this procedure; the parties must cooperate to ensure that these procedures are carried out expeditiously.

11.2 Grievance and discipline procedure

11.2.1 Personal grievances

11.2.1(a) The Employer must establish a process in accordance with this procedure for the resolution of personal grievances within the Department.

11.2.1(b) A staff member may lodge a personal grievance in writing with The Employer, seeking a review of an action taken within the Department.

11.2.1(c) A personal grievance means a grievance of a staff member in respect of any action taken within a Department which directly affects that staff member including selection grievance and decision in relation to a penalty imposed but not including a decision under this procedure to refuse an application or request for review, or a determination or direction by The Employer, the Commissioner for Public Employment under this procedure following a grievance review) which the staff member considers.

11.2.1(c)(i) is in breach of the application of entitlements and conditions of employment set out this agreement; or

11.2.1(c)(ii) infringes the principles of merit and equity including discrimination or sexual harassment, or infringes any personnel policy or guidelines issued by the Employer ; or

11.2.1(c)(iii) is otherwise unreasonable.

11.2.2 In this procedure

11.2.2(a) a reference to a staff member includes a reference to a former staff member;

11.2.2(b) in relation to his or her former employment; and

11.2.2(c) **action** includes refusal or failure to take an action.

11.2.3 The grievance resolution process must allow for:

11.2.3(a) where both parties agree, conciliation/mediation to occur before any resolution of the matter through arbitration; and

11.2.3(b) natural justice to be applied; and

11.2.3(c) the aggrieved staff member, on request, to be represented at any hearing by an agent; and

11.2.3(d) the expeditious resolution of grievances.

11.2.4 Despite 11.2.3, the staff member may not be represented by a person who is or has been a duly qualified legal practitioner in a State or Territory of the Commonwealth, except where the personal grievance relates to a charge having been proved or a penalty imposed in the course of a discipline inquiry under this procedure, or where the employer determines otherwise.

11.2.5 A temporary employee with less than six months continuous service may not request the review of an action relating to dismissal or threatened dismissal.

11.2.6 A staff member is only entitled to lodge an application for review of a proposed appointment to a position where:

- 11.2.6(a) appointment to the position in question would constitute a promotion for the staff member; and
- 11.2.6(b) the staff member is qualified for the position; and
- 11.2.6(c) the staff member was an applicant for the position; and
- 11.2.6(d) as at the closing date for lodging applications for review the staff member was a temporary employee with at least two years continuous service or an ongoing employee; and
- 11.2.6(e) the proposed appointment is to a position other than an executive position; and
- 11.2.6(f) the proposed appointee is a staff member; and
- 11.2.6(g) the ground for the grievance is:
 - 11.2.6(g)(i) the staff member was the person best suited to the position; or
 - 11.2.6(g)(ii) there were significant deficiencies in the selection process which prevented the selection of the person best suited to the position.

11.2.7 If the *Public Sector Management and Employment Act* or any successor to that Act provides a direct mechanism for review through another avenue or if a matter is being dealt with in another forum, a request for review under this procedure must not be accepted.

11.2.8 Nothing in this procedure is intended to prevent any informal resolution of grievances, which might otherwise be the subject of a request for review under this procedure.

11.3 Grievance review process

11.3.1 The Employer may nominate one or more persons to assist in the review and resolution of personal grievances.

11.3.2 Any person nominated under 11.3.1 to review, or participate in the review of, an action which is the subject of a personal grievance must not have had any involvement in that action.

11.3.3 The Employer must not in any way direct or influence a person nominated under 11.3.1 in the performance of his or her duties under this procedure.

11.3.4 Having regard to the recommendation of a person or persons nominated under 11.3.1, the Employer may determine an application for review of an action under this procedure, and may confirm, vary or quash that action.

- 11.3.5** An application for review of an action under this procedure must be lodged within fourteen days of the action or of the date of notification of the action, whichever occurs last, except where the Employer is satisfied that the circumstances justify acceptance of an application lodged outside this period.
- 11.3.6** On receipt of the proposal of a selection committee in relation to an appointment, the Employer must cause each staff member applicant for the vacancy to be advised in writing of the proposed appointment.
- 11.3.7** Where an application for review of a proposed appointment has been lodged, the Employer must not publish particulars of the appointment in the Public Service Notices until the outcome of the review is known.
- 11.3.8** An application for review of an action under this procedure may be refused by the Employer if the Employer considers it to be trivial, vexatious or not made in good faith.
- 11.3.9** All proceedings under this procedure must be conducted without regard to legal forms and solemnities and must be directed by the best evidence available, whether that is evidence that the law admits, requires or demands in other cases or not.

11.4 Referral of request for review to Commissioner for Public Employment by the Employer

- 11.4.1** A request for the review of an action under this procedure must be referred to the Commissioner for Public Employment by the Employer if:
- 11.4.1(a)** the Employer was directly involved in the action under review or is the subject of the grievance; or
 - 11.4.1(b)** the Employer considers it appropriate; or
 - 11.4.1(c)** the Commissioner for Public Employment has determined referral is required.
- 11.4.2** If the Employer refers a request for review to the Commissioner for Public Employment under 11.4.1(b) or 11.4.1(c), the administrative costs of the review, as determined by the Commissioner, must be paid by the Employer.
- 11.4.3** The Commissioner for Public Employment may refuse a request for review referred under this procedure if satisfied that the request is trivial, vexatious, not made in good faith, would be more appropriately dealt with by the Employer or should not be heard for any other reason.

11.5 Review by the Commissioner for Public Employment

- 11.5.1** A staff member may lodge a complaint with the Commissioner for Public Employment for grievance mediation where he or she considers that a grievance review process under this procedure:
- 11.5.1(a)** failed to comply with this procedure or the Commissioner's Minimum Standards for Grievances issued in accordance with the Commissioner for Public Employment Directions; or
 - 11.5.1(b)** was unfair; or
 - 11.5.1(c)** has been unduly protracted.
- 11.5.2** Any complaint of a staff member under 11.5.1 must be lodged with the Commissioner for Public Employment within 30 days after the date of notification of the outcome of the review.
- 11.5.3** The Commissioner for Public Employment may decline to consider a complaint if satisfied that the complaint is trivial, vexatious, not made in good faith, or should not be heard for any other reason.
- 11.5.4** The Employer must provide a person appointed by the Commissioner for Public Employment with any necessary assistance in investigating a complaint.
- 11.5.5** The Employer must give effect to any determination, direction or act on any recommendations stemming from a review by the Commissioner for Public Employment.

11.6 Authority of The Employer

The Employer is responsible for the discipline of staff members in accordance with the provisions of this procedure.

11.7 Breach of discipline

- 11.7.1** A staff member who:
- 11.7.1(a)** contravenes or fails to comply with:
 - 11.7.1(a)(i)** a provision of the *Public Sector Management and Employment Act*; or
 - 11.7.1(a)(ii)** a lawful instruction of the Employer or a person having the authority to give the instruction; or
 - 11.7.1(a)(iii)** a provision of the Code of Conduct issued by the Commissioner for Public Employment; or

- 11.7.1(b)** is negligent or careless in the discharge of his or her duties; or
- 11.7.1(c)** commits any act of misconduct; or
- 11.7.1(d)** is inefficient or incompetent through causes within his or her own control, commits a breach of discipline and is liable to disciplinary action in accordance with the provisions of this procedure.

11.7.2 If the Employer has reason to believe that a staff member has committed a breach of discipline, the staff member may be charged in writing with that breach of discipline. Each charge shall outline in writing the facts, dates and other matters, which constitute the alleged breach of discipline.

11.8 Application

This procedure does not apply to a person employed temporarily who has been continuously employed for less than six months, or to a person employed temporarily on a casual, intermittent or seasonal basis and who has no guarantee of a set period of employment.

11.9 Discipline inquiry

- 11.9.1** If a staff member has been charged with a breach of discipline, the Employer must hold an inquiry to determine whether the staff member is liable to disciplinary action.
- 11.9.2** Notice in writing of an inquiry, setting out the grounds on which the staff member is charged with an alleged breach of discipline, must be given to the staff member.
- 11.9.3** The staff member must be provided with at least seven days notice of an inquiry.
- 11.9.4** Nothing in this procedure prevents the making of any preliminary investigation to the holding of an inquiry.
- 11.9.5** A person is not eligible to conduct an inquiry in relation to a charge if he or she:
 - 11.9.5(a)** participated in investigating or furnished a report in respect of any of the matters alleged to constitute the breach of discipline to which the charge relates; or
 - 11.9.5(b)** charged the staff member with the breach of discipline.
- 11.9.6** A staff member charged with a breach of discipline:
 - 11.9.6(a)** may be assisted or represented in the inquiry by an agent including a legal practitioner; and

11.9.6(b) must be afforded reasonable opportunity:

11.9.6(b)(i) to be present during the course of the inquiry; and

11.9.6(b)(ii) in the course of the inquiry to question persons making allegations against the staff member or providing information in support of the allegations; and

11.9.6(b)(iii) to bring persons or documents before the inquiry to provide information in support of the staff member; and

11.9.6(b)(iv) to make statements and representations to the inquiry.

11.9.7 On beginning an investigation or an inquiry into an alleged breach of discipline, the Employer may take one or more of the following actions by notice in writing to the staff member:

11.9.7(a) transfer the member to other duties at existing salary;

11.9.7(b) with the approval of the Head of another Department, transfer the staff member to a position in that other Department at the same or a similar level of salary;

11.9.7(c) direct the staff member to take any accrued leave entitlements;

11.9.7(d) suspend the staff member from duty with pay or, following consultation with the Commissioner for Public Employment, without pay.

11.10 Determination of the inquiry

11.10.1 If, following an inquiry under this procedure, the person conducting the inquiry is satisfied on the balance of probabilities that the staff member has committed a breach of discipline, that person may make one or more of the following determinations:

11.10.1(a) issue a reprimand;

11.10.1(b) impose a fine not exceeding \$1,000.00;

11.10.1(c) transfer the staff member to another position in the Department or, a position in another Department with the approval of the Department Head of that other Department, at the same or a similar level of salary;

11.10.1(d) reduce the staff member in classification and salary;

11.10.1(e) reduce the staff member in salary;

11.10.1(f) dismiss the staff member.

11.10.2 Determinations made under 11.10 must provide for an operative date of effect.

11.10.3 If the person conducting the inquiry finds that the charge has not been proved:

11.10.3(a) any suspension against the staff member relating to the charge expires; and

11.10.3(b) if the staff member has been suspended without pay, an amount equal to the pay the member would have received during that period of suspension must be paid to the member; and

11.10.3(c) if the staff member has been directed to take leave, the member must be credited with any leave taken at that direction.

11.10.4 Within fourteen days after the conclusion of the inquiry, the staff member must be provided with notice in writing of the findings of the inquiry and any determinations made under 11.10.

11.11 Offences punishable by imprisonment

11.11.1 If a staff member is charged with a criminal offence punishable by imprisonment (including a charge filed but not dealt with prior to that person becoming a staff member), the Employer may take one or more of the following actions by notice in writing to the staff member:

11.11.1(a) transfer the staff member to other duties at existing salary;

11.11.1(b) with the approval of the Head of another Department, transfer the staff member to a position in that other Department at the same or a similar level of salary;

11.11.1(c) direct the staff member to take any accrued leave entitlements;

11.11.1(d) suspend the staff member from duty with pay, or following consultation with the Commissioner for Public Employment, without pay.

11.11.2 This provision does not limit the power of The Employer to annul an appointment under the probationary employment period.

11.12 Action following determination of charge

11.12.1 If a charge against a staff member who is suspended under 11.9.7(d) is proven, the suspension continues until action is taken under this procedure following that finding.

11.12.2 If a charge against a staff member is not proven, any action taken under clause 10 - Enterprise flexibility provision, must be reversed and any leave recredited or pay withheld reimbursed.

11.13 Inquiry where charge found proven

If a charge against a staff member relating to a criminal offence which is punishable by imprisonment is proven (including a charge filed but not dealt with prior to that person becoming a staff member), the Employer may conduct an inquiry in accordance with the procedures specified in 11.9 to consider:

- 11.13.1** the impact of the offence on the reputation of the public service and the maintenance of its integrity and standards; and
- 11.13.2** community attitudes to the offence and the penalty imposed; and
- 11.13.3** the relationship of the offence to the duties of the staff member and to the Department.

11.14 Action against staff member following inquiry

If, following an inquiry, the person conducting the inquiry is satisfied that the conduct of the staff member warrants action, that person may make one or more of the determinations set out in 11.10.

11.15 Action if finding that charge is proven is quashed or nullified

- 11.15.1** If action has been taken against a staff member under clause 13 - Work organisation and the finding that a charge is proven is subsequently quashed or otherwise nullified:

- 11.15.1(a)** the action taken must be set aside; and

- 11.15.1(b)** the staff member must be re-appointed or reinstated (as the case requires) in the Department to an equivalent position and salary to that held by the member before the action was taken.

- 11.15.2** If the action taken against a staff member under clause 13 - Work organisation included dismissal:

- 11.15.2(a)** the staff member must be taken to have continued in the public service as if the dismissal had not occurred; and

- 11.15.2(b)** the period during which, as a result of the dismissal, the staff member was not performing his or her duties must be taken to have been a period of leave without pay.

11.16 Suspension

- 11.16.1** A staff member who is suspended from duty without pay under this procedure may engage in paid employment outside the public service.

11.16.2 If a staff member who has been suspended from duty with pay under this procedure:

11.16.2(a) resigns before the determination of the charge; or

11.16.2(b) is dismissed under this procedure,

all payments of remuneration made to the staff member during that suspension shall, unless the Employer otherwise determines, be debts due to the Crown, and may be recovered in a court of competent jurisdiction.

11.16.3 If a staff member who has been suspended from duty without pay under this procedure:

11.16.3(a) resigns before the determination of the charge; or

11.16.3(b) is dismissed under this procedure,

the staff member forfeits the remuneration withheld during the period of suspension, unless the Employer otherwise determines.

11.16.4 Any period of suspension without pay imposed on a staff member, which is subsequently lifted and the unpaid remuneration paid, shall be included as part of that member's service for the purpose of calculating employment entitlements.

PART 4 - EMPLOYMENT RELATIONSHIP

12. CONDITIONS OF EMPLOYMENT

12.1 Part-time employment

12.1.1 Employees employed as part-time must be employed subject to the following:

- 12.1.1(a)** each employee shall work a fixed and constant number of hours over a roster cycle unless varied by mutual agreement;
- 12.1.1(b)** the normal fortnightly hours of a part-time employee may be averaged across a roster cycle;
- 12.1.1(c)** to the extent that it is reasonable and practicable, payment of the salary for the fixed ordinary hours will be averaged across the roster cycle;
- 12.1.1(d)** employees may elect to be paid for actual hours worked in each fortnight;
- 12.1.1(e)** the salary and applicable allowances for part-time employees shall be calculated pro rata, having regard to the normal fortnightly hours of duty of a full-time employee of the same or similar classification.

12.2 Casual employment

12.2.1 Casual employees shall be employed only in response to unforeseen events such as filling gaps in rosters caused by sick leave or other unpredictable absences.

12.2.2 Casual employment is not to be used in circumstances where the work undertaken is of an ongoing and predictable nature.

12.2.3 Minimum hours of employment

12.2.3(a) A casual employee shall be paid for no less than two hours for each engagement and shall be employed for each engagement having regard to:

12.2.3(a)(i) the shift pattern ordinarily worked in the work area in which he or she is employed; and

12.2.3(a)(ii) the shift of the employee he or she is replacing, (if applicable).

12.2.4 Casual employees - entitlements

[12.2.4 Payment title changed and substituted by PR970361 ppc 02Mar06]

12.2.4(a) Employees employed on a casual basis will receive a loading of 25% as compensation in lieu of any entitlement to the following benefits: clauses 29 - Public Holidays; 24 - Recreation Leave; 26 – Paid Personal Leave; 25 - Parental Leave; and 27.5 - Jury service.

12.2.4(a)(i) Subject to the evidentiary and notice requirements in clause 26.5.3 casual employees are entitled to not be available to attend work, or to leave work:

- if they need to care for members of their immediate family or household who are sick and require care and support, or who require care due to an unexpected emergency, or the birth of a child; or
- upon the death in Australia of an immediate family or household member.

12.2.4(a)(ii) The employer and the employee shall agree on the period for which the employee will be entitled to not be available to attend work. In the absence of agreement, the employee is entitled to not be available to attend work for up to 48 hours (i.e. two days) per occasion. The casual employee is not entitled to any payment for the period of non-attendance.

12.2.4(a)(iii) An employer must not fail to re-engage a casual employee because the employee accessed the entitlements provided for in this clause. The rights of an employer to engage or not to engage a casual employee are otherwise not affected.

12.2.4(b) Payment for casual employment will be for not less than three consecutive hours in any day worked except:

12.2.4(b)(i) where the employee works from home by agreement with the employer; or

12.2.4(b)(ii) in exceptional circumstances.

12.2.4(c) Except as expressly provided for, all other provisions of this award apply to casual employees.

12.3 Full-time employment

A full-time employee is an employee who is employed for 76 hours per fortnight.

PART 5 - SALARIES AND ALLOWANCES

13. WORK ORGANISATION

Employees must undertake duties as directed within the limits of their competence and in accordance with the classification standards and definitions within this Part relating to the employee's classification and designation.

14. ACCIDENT MAKE UP PAY

14.1 An employee who is absent as a result of sustaining an injury for which liability to be paid weekly compensation under the *Accident Compensation Act 1985* or the *Workers' Compensation Act 1958* (or successors to those Acts) is accepted must be granted leave with pay, less the amount of weekly compensation.

14.1.1 Leave when payment of salary ceases

14.1.1(a) Leave with pay under this clause ceases and the employee must be granted leave without pay, if:

14.1.1(a)(i) the employee is paid a disability benefit under s.83(6) of the *State Superannuation Act 1988* or under a similar provision in any other Act which requires the State to contribute as an employer; or

14.1.1(a)(ii) the employee has been absent from duty for a continuous period of 52 weeks or an aggregate period of 261 working days, unless extended by the employer.

14.1.2 No entitlement to recreation leave or sick leave whilst on leave

An employee granted leave without pay under this clause does not accrue any right, benefit or entitlement under these clauses and must not be granted recreation leave or sick leave for so long as the employee receives weekly compensation.

14.1.3 Cessation of entitlements

14.1.3(a) An employee whose employment is terminated during leave granted under this clause must be paid in accordance with 11.15.1, as if leave with pay had continued provided that payment must cease when:

14.1.3(a)(i) the period of leave expires; or

14.1.3(a)(ii) the term of employment would have expired if employment had not been terminated; or

14.1.3(a)(iii) whichever first occurs.

14.1.4 Payment of commuted shift allowance

Employees eligible for the commuted allowance under 22.7, while on leave with pay under this clause, shall continue to receive commuted allowance up to a maximum period of 26 weeks or aggregate period of 131 days from the date of injury.

15. CLASSIFICATIONS

15.1 Classification standards

15.1.1 Classification standards for the classifications and grades are included in clause 16 - Classification definitions.

15.1.2 These classification standards shall be used to classify the positions of employees in occupational categories the subject of this award. The classification standards consist of two components:

15.1.2(a) the **group standard**, which provides a narrative description of work undertaken by employees in an occupational category the subject to this award; and

15.1.2(b) **Work level standards**, which provide a typical evaluation, definition, features and typical duties for each level within an occupational category to enable positions to be classified at a particular level.

15.2 Classification decisions

15.2.1 Classification decisions shall be based upon a documented description of the position such as a Duty Statement or a Position Description. Jobs should be evaluated using whole-of-job evaluation:

15.2.1(a) by comparison of the Position Description with the narrative descriptions of the group and work-level standards such that a comfortable comparison can be made between the nature of work and the general standard of work expected at a particular level; and

15.2.1(b) by comparison of typical duties (and benchmark positions) to test that the job is recognised to be equal to a majority of positions at one level and better than all positions at a lower level.

15.3 Nursing and direct care classification - Alcohol and Drug Services

The following nursing and direct-care classifications shall apply to the industry the subject to this award:

Alcohol and Drug Services Aide	Grade ADSA 1 Grade ADSA 2
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Alcohol and Drug Services Nurse	Grade ADSN 1 Grade ADSN 2 Grade ADSN 3 Grade ADSN 4 Grade ADSN 5 Grade ADSN 6
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15.4 Nursing and direct care classification - Dental Services

The following nursing and direct-care classifications shall apply to the industry the subject to this award:

Dental Nurse	Grade DN 1
	Grade DN 2
	Grade DN 3
	Grade DN 4

15.5 Nursing and direct-care classifications - Psychiatric Services

The following nursing and direct-care classifications shall apply to the industry the subject to this award:

Anaesthetic and Operating Theatre Technician	
Child Care Officer	
Chiropodist	
Dental Technician	
EEG Recordist	
General Nurse	Grade GN-1/2
	Grade GN- 3A
	Grade GN- 4A
Health Welfare Employee	
Psychiatric State Enrolled Nurse	Grade PSEN-1
	Grade PSEN-2
Trainee Psychiatric State Enrolled Nurse	Adult
	Junior
Psychiatric Services Officer (Adult)	Grade PSO -1
	Grade PSO -2
	Grade PSO -3
	Junior
Registered Psychiatric Nurse	Grade RPN- 1
	Grade RPN- 2
	Grade RPN- 3
	Grade RPN- 4
	Grade RPN- 5
	Grade RPN- 6
	Grade RPN- 7
	Grade RPN- 8

15.6 Non direct-care and support classifications - Alcohol and Drug Services, Disability Services and Psychiatric Services

The following domestic, trades and support classifications shall apply to the industry the subject to this award:

Facility Services Officer	Grade 1 Grade 2 Grade 3 Grade 4A Grade 5A Grade 5B Grade 5C Grade 5D Grade 5E
Maintenance Manager Level 4	
Maintenance Engineer Senior	
Trade Assistant	Adult Junior
Trades Coordinator	Grade 1 Grade 2
Tradesperson	

15.7 Nursing and direct-care classifications - Disability Services

The following Nursing and Direct-Care classifications shall apply to the industry the subject to this award:

Disability Development and Support Officer	Level 1 Level 2 Level 3 Level 4 Level 5 Level 6 Level 7 Level 8 Level 9
General Nurse	Level 1/2 Level 3A Level 4A

16. CLASSIFICATION DEFINITIONS

16.1 Alcohol and Drug Services Aides - Group Standard

- 16.1.1** The Alcohol and Drug Services Aides (ADSA) category in the Alcohol and Drug Service consists of State Enrolled Nurses (SEN's) who have completed successfully a twelve month training course and are registered by the Nurses Board Victoria (NBV) as SEN's. They then undergo a further period of supervised work experience and ongoing in-service education programs in order to gain the specialist knowledge required for treating addicted persons.
- 16.1.2** ADSAs are part of the nursing team, and perform their duties under the supervision of an Alcohol and drug services nurse. The degree of supervision will depend on the skills and knowledge of the ADSA and the complexity of the nursing care required by the client. For example, in straightforward cases an experienced ADSA may undertake routine nursing tasks without direct supervision by the Alcohol and Drug Services Nurses with overall responsibility for the client (e.g. making and recording observations). In more complex cases, the ADSA would be directed to undertake certain aspects of nursing care by an Alcohol and Drug Services Nurse, who will directly supervise these activities.
- 16.1.3** ADSA's are deployed in all areas of the Alcohol and Drug Service, but are always under the supervision of an Alcohol and Drug Services Nurse. This will include the wards, programs and outpatient clinics that provide alcohol and drug services.
- 16.1.4** The ADSA will not be the sole treatment provider for a client, since the treatment for each client is determined by a team, which could include an Alcohol and Drug Services Nurse, a medical officer or another qualified professional.
- 16.1.5** ADSA's perform a range of functions according to work settings and client needs. Their aim is to ensure the physical and psychological well-being of the client.
- 16.1.6** Areas of practice may include:
- 16.1.6(a)** basic nursing observations, recording and reporting (i.e. temperature, pulse, respiration, blood pressure, weight, fluid balance, nutritional intake);
 - 16.1.6(b)** attending to clients' physical needs (i.e. bathing, toileting, feeding, skin and pressure area care, exercise);
 - 16.1.6(c)** assisting in the creation of a safe, stable and therapeutic environment for clients; provision of first aid;
 - 16.1.6(d)** participating, within the bounds of ADSA knowledge, in therapeutic rehabilitation and counselling activities.

16.2 Alcohol and Drug Services Aide - work level standards

16.2.1 Alcohol and Drug Services Aide - Grade 1

16.2.1(a) Alcohol and Drug Services Aide - Grade 1 - definition

Under the supervision of an Alcohol and drug services nurse, and as part of the nursing team positions at this level provide routine nursing care to clients according to established procedures, specific guide-lines and standard instructions.

16.2.1(b) Alcohol and Drug Services Aide - Grade 1 - features

- 16.2.1(b)(i)** ADSA's are required to utilise their knowledge of anatomy and physiology, drug and other therapeutic regimes, legal and ethical obligations and commonly met alcohol and drug dependence conditions. This knowledge is gained from their formal training and the inservice alcohol and drug education sessions.
- 16.2.1(b)(ii)** Positions will carry out routine nursing procedures under the general supervision of an Alcohol and drug services nurse. More complex nursing matters will be undertaken under direct supervision by an Alcohol and drug services nurse.
- 16.2.1(b)(iii)** Positions are expected to recognise independently the limits of their competence and notify an Alcohol and drug services nurse of any occurrence that requires expertise beyond that of an ADSA.

16.2.1(c) Alcohol and Drug Services Aide Grade 1 - typical duties

- 16.2.1(c)(i)** Make routine observations of clients' temperature, pulse, respiration and blood pressure, and record and report this data to an Alcohol and drug services nurse according to standard procedures. Positions will be able to recognise abnormalities that may need to be addressed more urgently than dictated by the standard procedures, and in such cases immediately will notify the Alcohol and drug services nurse in charge. In a medical emergency, positions will provide first aid, according to ward policy.
- 16.2.1(c)(ii)** Undertake routine general observations of clients and report to the Alcohol and drug services nurse if there are any untoward side effects. Assist when clients take fits (a symptom of alcohol withdrawal similar to epileptic fits).

- 16.2.1(c)(iii)** Provide basic physiological nursing care, including bathing, showering or sponging; assistance in toileting; care of skin, hair, teeth, nails; positioning of clients on bedrests; assistance in the passive or active exercise of clients; and provision of adequate food and fluids.
- 16.2.1(c)(iv)** Make beds and ensure that linen supplies to the ward are adequate.
- 16.2.1(c)(v)** Assist in the procedures when new clients enter the ward (e.g. record each client's property and clothing, and take valuables to the Trust Office as necessary). Orient clients to ward routine and explain ward routine to family and friends of clients. This also involves interviewing clients and taking them through the contract signed on admission to an alcohol and drug centre.
- 16.2.1(c)(vi)** Assist clients in developing proper personal hygiene habits and provide information and assistance in re-socialisation (e.g. provide information on community agencies and establish trust and rapport with clients in discussing their current personal problems).
- 16.2.1(c)(vii)** Assist the Alcohol and drug services nurse in running didactic/information groups for clients.
- 16.2.1(c)(viii)** Accurately record and label specimens for diagnostic purposes, both blood and urine, and perform urinalysis, reporting any abnormalities to the Alcohol and drug services nurse.

16.2.2 Alcohol and Drug Services Aide Grade ADSA - 2

16.2.2(a) Alcohol and Drug Services Aide Grade ADSA-2 - definition

This level represents the Alcohol and Drug Services Aide who works under general direction in a designated area or a program. An aide at this level may work with limited supervision from an Alcohol and drug services nurse.

16.2.2(b) Alcohol and Drug Services Aide Grade ADSA-2 - features

- 16.2.2(b)(i)** ADSA's at this level operate with limited supervision and of necessity would have a number of years experience in the alcohol and drug field.

- 16.2.2(b)(ii)** In an outpatients clinic or program environment, the ADSA at this level will be required to conduct the more complex initial interview of clients, such as taking down client history, rather than routine interviews (e.g. going through the contract signed on admission to a ward).
- 16.2.2(b)(iii)** At this level, the ADSA's is involved in conducting information/didactic sessions to clients in group situations, rather than just in one-to-one situations, and therefore requires high level interpersonal skills.
- 16.2.2(b)(iv)** Positions are expected to lead such sessions independently, to record client progress and report on the effectiveness of the programs/sessions in meeting client needs. The ADSA at this level is expected to make a substantial contribution to processes determining the content of these sessions.

16.2.2(c) Alcohol and Drug Services Aide Grade ADSA-2 - typical duties

- 16.2.2(c)(i)** Conduct initial interviews of clients, which involve taking down client history, to assist in determining the extent of the alcohol and drug abuse problem.
- 16.2.2(c)(ii)** Under the direction of the nursing team, assess, plan, evaluate and implement therapeutic programs (e.g. the drink/drive program).
- 16.2.3(c)(iii)** Conduct information and didactic sessions for clients, on such topics as alcohol and drugs, relaxation and nutrition, and record and report on client progress in the session.

16.3 Alcohol and Drug Service Nurse (ADSN) - group standard

16.3.1 Background

Services currently provided in which ADSN's are actively involved include the following:

- 16.3.1(a)** Outpatient services, including assessments relevant to the preparation and provision of court reports; outpatient counselling services and post-discharge follow-up.
- 16.3.1(b)** Inpatient residential care, ranging from intensive physical care during acute detoxification to provision of general inpatient care and support counselling during inpatient admission.

16.3.1(c) Residential therapy programs, including intensive psychotherapy programs for drug-dependent people, an integrated day therapy program for alcoholics, including social skills training, group therapy and a range of individually tailored therapy activities, including specialist inpatient therapy programs for women.

16.3.1(d) Specialist outpatient programs, including substitute therapy programs for drug-dependent people and drink/drive re-education programs.

16.3.2 Qualifications

16.3.2(a) Both **Registered General Nurses (RGN)** and **Registered Psychiatric Nurses (RPN)** and nurses with training that enable registration in Division one of the Register of the VNB (hereafter referred to collectively as RPN's and RGN's) are employed within the Alcohol and Drug Service's formal facilities and, after a period of work experience and in-service training, perform the same tasks in their delivery of nursing care to clients with addiction problems. They are referred to as ADSNs.

16.3.2(b) It is considered that a three year basic nursing qualification is the minimum theoretical basis of knowledge for the management of clients with alcohol and drug problems, and therefore for entry into the alcohol and drug service nursing field. These minimum knowledge bases include anatomy, physiology, pharmacology and a knowledge of specific mental or physical diseases and disorders. This basic knowledge and skill is necessary for the performance of various procedures and delivery of a high standard of nursing care. Of equal importance are highly developed communication skills, both verbal and written.

16.3.2(c) The basic training undertaken is utilised in the care of clients with alcohol and drug problems. The elements of expertise acquired in either RGN or RPN training, or both, and utilised by ADSNs are:

16.3.2(c)(i) a theoretical understanding of behavioural psychopathology, and the ability to conduct mental state assessments;

16.3.2(c)(ii) an understanding of the pharmacological effects of both therapeutic drugs and drugs of abuse;

16.3.2(c)(iii) an understanding of and the ability to safely observe the side-effects of therapeutic medication;

- 16.3.2(c)(iv)** the ability to safely administer oral and intramuscular drugs. (This particular function is important in the alcohol and drug field, since other than medical staff, only a registered nurse in Division one of the VNB Register is able to legally administer the prohibited section 8 drug - Methadone - to clients on substitute therapy programs. Only medical staff, however, are permitted, under the *Medical Practitioners Act 1970*, to prescribe medication.);
- 16.3.2(c)(v)** the ability to perform various tasks, including vene-puncture, take electrocardiograms, test urine, take blood pressure, temperature, pulse and respiration, and observe and record levels of consciousness;
- 16.3.2(c)(vi)** a capacity to understand new developments in nursing research. In the alcohol and drug nursing field, this relates to an on-going commitment to involvement in professional development in the field.

16.3.3 Training

- 16.3.3(a)** RGN's and RPN's both have bodies of knowledge relevant to the field of alcohol and drug services. Obviously, the focus of RGN and RPN training differs. By employing nurses from both backgrounds a larger skill and knowledge base is available. This enhances the quality of service delivery in the alcohol and drug field.
- 16.3.3(b)** The additional knowledge base that the ADSN needs is acquired through an unstructured but comprehensive staff development program, including:
 - 16.3.3(b)(i)** attendance at formal seminars and workshops;
 - 16.3.3(b)(ii)** rotation through clinical areas; and
 - 16.3.3(b)(iii)** professional supervision.
- 16.3.3(c)** It is generally accepted that involvement in in-service programs is the process by which RGN's and RPN's develop professional competence in the alcohol and drug services field. This acquisition of a specialised body of knowledge over time broadens the nursing knowledge gained from the basic nursing qualifications.

16.3.4 Nursing tasks

- 16.3.4(a)** In addition to the assessment of the client's physical and psychiatric status, the ADSN assesses the extent to which alcohol and drug-related problems complicate the clinical picture. Such assessment requires:

- 16.3.4(a)(i)** making an accurate clinical appraisal of clients' alcohol and drug withdrawal status;
 - 16.3.4(a)(ii)** placing a high degree of emphasis on ascertaining social and legal status;
 - 16.3.4(a)(iii)** having an extensive knowledge of alcohol and drug agency networks, which is necessary to facilitate appropriate referral to other agencies;
 - 16.3.4(a)(iv)** being involved in on-going assessment, which is an integral part of the treatment process.
- 16.3.4(b)** ADSNs are seen as an important part of a multi-disciplinary team and, as such, always have a significant input in case management decisions. However, there are certain areas where ADSNs exercise a distinctively high degree of autonomy (e.g. the drink/drive program).
- 16.3.4(c)** The ADSN develops specialist skills in the counselling of alcohol and drug clients. Formal counselling sessions are conducted by nurses on a daily basis. Often these services are provided to clients who present with complex behavioural problems associated with their substance abuse.
- 16.3.4(d)** The ADSN is required to conduct group therapy sessions as part of client rehabilitation. This involves an extensive understanding of group processes relating to clients with substance abuse problems.
- 16.3.4(e)** The ADSN is required to develop skills in crisis intervention, specifically relating to clients with substance abuse problems. This involves assessment of social, physical, psychiatric and emotional conditions of clients who often are in various states of drug intoxication or withdrawal. After assessment, the ADSN would be able to implement an effective intervention strategy. A substantial component of crisis intervention by ADSNs is conducted on the telephone.
- 16.3.4(f)** One of the most important current issues in the alcohol and drug field is addressing the issue of AIDS. The alcohol and drug client population constitutes a high-risk group. The ADSN has an important role in education and pre- and post-infection counselling.
- 16.3.4(g)** A large proportion of the work performed by ADSNs is for the benefit of those clients treated on an out-patient basis. The ADSN is actively involved in a variety of unique programs. These include:
- 16.3.4(g)(i)** the drink/drive program;
 - 16.3.4(g)(ii)** the substitute therapy program;

- 16.3.4(g)(iii)** Section 13 *Alcoholics and Drug Dependent Persons Act 1968* court referrals; and
- 16.3.4(g)(iv)** alcohol and drug education groups within the alcohol and drug field.
- 16.3.4(h)** ADSNs involved in these programs require an extensive alcohol and drug knowledge base and skills developed specifically in the alcohol and drug field, including advanced counselling skills, group therapy skills and the ability to work with a high degree of autonomy.
- 16.3.4(i)** The ADSN is required to implement specialist treatment techniques when appropriate. Examples include:
- 16.3.4(i)(i)** intra-dermal-titration;
 - 16.3.4(i)(ii)** specialist detoxification;
 - 16.3.4(i)(iii)** ecology program;
 - 16.3.4(i)(iv)** women's program.
- 16.3.4(j)** The ADSN organises, conducts and participates in community education programs when appropriate. ADSNs develop close links with the community. They are required to respond to requests from a wide range of interested parties. This involves participation in workshops, presenting lectures and providing written information and information by telephone. Effective community education requires that the ADSN has a broad general knowledge of current drug issues and research.
- 16.3.4(k)** The ADSN is required to represent the treatment centre at court when necessary. This often can occur when dealing with clients referred under Section 13 of the *Alcoholics and Drug Dependent Persons Act 1968*. This requires the ADSN to possess an understanding of the legal processes, court-room procedures and specialist skills in dealing with magistrates, clerks of court, police and solicitors.
- 16.3.4(l)** The ADSN is required to liaise with professionals in a variety of agencies to deal with legal issues, in particular the Office of Corrections (howsoever titled). Alcohol and Drug Service nursing staff are required to assess and assist in providing court reports on clients referred from these agencies.
- 16.3.4(m)** The ADSN is required to have a thorough knowledge of the relevant legislation to the treatment of alcohol and drug-addicted persons (*Alcoholics and Drug Dependent Persons Act 1969*).

16.4 Alcohol and Drug Service Nurse - work level standards

16.4.1 Alcohol and Drug Service Nurse, Grade ADSN-1

16.4.1(a) Alcohol and Drug Service Nurse, Grade ADSN-1 - definition

Positions require a knowledge of alcohol and drug nursing principles and practices as provided by the current basic courses, and decision-making is required consistent with the extent of this knowledge. ADSNs at this level are professionally accountable for these decisions.

16.4.1(b) Alcohol and Drug Service Nurse, Grade ADSN-1 - features

- 16.4.1(b)(i)** Positions perform tasks according to established procedures, specific guide lines and standard instructions from more senior nurses.
- 16.4.1(b)(ii)** Positions at this level will work within an alcohol and drug service nursing team and receive general supervision from a more senior nurse (ADSN-2 or above). In all cases, there is a ready source of nursing advice in the event of unusual incidents or the requirement for specialised nursing knowledge.
- 16.4.1(b)(iii)** Included at this level are newly registered RPN's and RGN's, and the more experienced practitioner who is fully competent in a range of alcohol and drug service nursing functions, whose work contribution increases as experience and knowledge are gained. More experienced ADSN-1 nurses may require only limited direction in their day-to-day activities.
- 16.4.1(b)(iv)** Positions may be required to provide peer support to newly registered nurses, and may oversee the work of ADSAs according to ward policies and the instruction of the senior nurse. Positions receive supervision, and individual performance appraisal and casework is checked on completion. This process helps develop knowledge and understanding of the treatment processes and outcomes, and treatment standards in the field of alcohol and drug services.

16.4.1(c) Alcohol and Drug Service Nurse, Grade ADSN-1 - typical duties

- 16.4.1(c)(i)** Be responsible for the management of straightforward cases involving client assessment and the formulation, implementation and evaluation of management plans, under necessary supervision.
- 16.4.1(c)(ii)** Within the bounds of professional competence, provide telephone and supportive counselling to clients and families.

- 16.4.1(c)(iii)** As a co-therapist, conduct group psychotherapy for alcohol and drug service clients.
- 16.4.1(c)(iv)** With minimal supervision, provide a range of didactic and social rehabilitation services to client groups, such as:
- 16.4.1(c)(iv)(1)** relaxation training groups;
 - 16.4.1(c)(iv)(2)** sleep, nutrition and sexuality groups;
 - 16.4.1(c)(iv)(3)** assertion training groups.
- 16.4.1(c)(v)** Conduct or provide input into education sessions to community groups and alcohol and drug service clients, within the guide lines established by a senior nurse.
- 16.4.1(c)(vi)** Utilise clinical nursing skills to observe, accurately record, analyse and report to a Senior Nurse signs and symptoms related to alcohol abuses.
- 16.4.1(c)(vii)** Provide nursing care to inpatients to ensure physical and psychological well-being; i.e. administering medications (including routine administration of Schedule 9 drugs), close monitoring of drug effects and clinical observation of the client's withdrawal status.
- 16.4.1(c)(viii)** In consultation with the senior nurse, administer medication as required (PRN medication) and report changes in the client's physical and psychological state to the duty medical officer when appropriate. PRN medication (i.e. medication as required) involves assessing that the dosage level is appropriate (i.e. not too low or too high) within the prescribed therapeutic range.
- 16.4.1(c)(ix)** Check that client files are up to date and appropriately stored to ensure treatment confidentiality and that adequate information is provided to peers and other professional colleagues.
- 16.4.1(c)(x)** Under the direction of the senior nurse, provide a safe ward environment when required by, for example:
- 16.4.1(c)(x)(1)** checking oxygen and other emergency equipment on a regular basis;
 - 16.4.1(c)(x)(2)** checking fire equipment and familiarisation with fire procedures;
 - 16.4.1(c)(x)(3)** routine checking that medication stocks are stored according to legislative requirements.

16.4.2 Alcohol and Drug Service Nurse, Grade ADSN-2

16.4.2(a) Alcohol and Drug Service Nurse, Grade ADSN-2 - definition

At this level, positions utilise the knowledge gained from either the RGN or RPN courses, which has been consolidated by a range of work experience in formal alcohol and drug service units, usually for a period of at least two years.

16.4.2(b) Alcohol and Drug Service Nurse, Grade ADSN-2 - features

16.4.2(b)(i) Clinical duties at this level will include more complex tasks than at Level 1, including a broader range of counselling modes and the requirement to lead psycho-therapeutic groups. Positions operate with a high degree of clinical autonomy and will be required to handle all the commonly occurring situations or cases. Positions also may utilise a knowledge of nursing systems and service delivery structures to deliver specialised services in some areas.

16.4.2(b)(ii) ADSN-2 positions will undertake the duties of an advanced practitioner. Typically, they will lead a nursing team on a shift, but there is scope in other areas, such as programs, for positions at this level who do not necessarily supervise other nurses. In all cases, positions receive general direction from and report directly to a more senior nurse (ADSN-3 or above), who has overall accountability for the area or program, but positions are expected to be adept at making physical and mental-state assessments of clients, including new clients not previously seen by a doctor.

16.4.2(b)(iii) Positions at this level will be accountable for decisions made on clinical or ward management matters, according to professional practice and alcohol and drug service unit policies. ADSN-2 positions will determine day-to-day matters, and report regularly to a more senior nurse.

16.4.2(c) Alcohol and Drug Service Nurse, Grade ADSN-2 - typical duties

16.4.2(c)(i) Under general direction, be responsible for client assessment and the formulation, implementation and evaluation of management plans, including a significant input into case management decisions, which are made on a team basis.

16.4.2(c)(ii) As primary therapist, provide counselling services to clients and their families on an inpatient and outpatient basis, in the following areas:

16.4.2(c)(ii)(1) supportive counselling;

16.4.1(c)(ii)(2) family counselling and family therapy;

16.4.1(c)(ii)(3) relapse prevention counselling;

16.4.1(c)(ii)(4) AIDS counselling.

16.4.2(c)(iii) Conduct group therapy sessions, without supervision, such as:

16.4.2(c)(iii)(1) psychodynamic groups (problem identification, organisation and solving);

16.4.2(c)(iii)(2) assertion training groups;

16.4.2(c)(iii)(3) relaxation training groups;

16.4.2(c)(iii)(4) relapse prevention groups;

16.4.2(c)(iii)(5) sleep, nutrition and sexuality groups.

16.4.2(c)(iv) Provide clinical supervision to ADSAs, ADSNs and student nurses on placement.

16.4.2(c)(v) Utilise advanced clinical skills to observe, analyse, accurately record and report complex clinical signs and symptoms related to alcohol and drug abuse. This will involve the ability to make the decision to administer PRN medication, without the immediate guidance of a more senior nurse.

16.4.2(c)(vi) When rostered in charge of a shift, administer the ward and organise duties.

16.4.2(c)(vii) Make initial and on-going assessments of clients (for both inpatients and outpatients) and recommend appropriate action.

16.4.3 Alcohol and Drug Service Nurse, Grade ADSN-3

16.4.3(a) Alcohol and Drug Service Nurse, Grade ADSN-3 - definition

Positions utilise basic RPN or RGN training and a substantial period of work experience (usually at least five years) to achieve expert knowledge of ADSN philosophies and procedures. Position may utilise relevant post-basic studies to ensure the achievement of ADSN standards across a ward program or clinical area for which the position is responsible.

16.4.3(b) Alcohol and Drug Service Nurse, Grade ADSN-3 - features

- 16.4.3(b)(i)** ADSN-3 positions undertake the most complex 'hands-on' clinical practice in this structure. ADSN's at this level will be experts whose clinical judgements will be recognised as authoritative; positions neither will require nor receive clinical guidance from a more senior nurse. Non-clinical project or program positions will have carriage of complex matters without requiring technical advice, guided only by the broad policy constraints of the facility's nursing department. Nurses in charge of wards or programs will be expected to independently manage all alcohol and drug nursing services in an area and provide leadership to staff in clinical matters.
- 16.4.3(b)(ii)** Positions are professionally accountable for their nursing decisions. Nurses at this level in charge of wards or programs will manage their areas with independence, and will be accountable to the nursing executive for the delivery of a high-quality alcohol and drug nursing service. Positions will participate in peer review. Direct supervision is not compatible with the high level of expertise expected of positions at this level.

16.4.3(c) Alcohol and Drug Service Nurse, Grade ADSN 3 - typical duties

- 16.4.3(c)(i)** Manage the activities of a substantial clinical program or ward. This duty includes establishing the parameters of service, clinical standards and program objectives.
- 16.4.3(c)(ii)** Provide the highest level of hands-on clinical practice and advice, and participate in the delivery of care.
- 16.4.3(c)(iii)** Provide clinical leadership and program guidance to subordinate nurses working in the ward or program.
- 16.4.3(c)(iv)** Manage the provision of alcohol and drug nursing services to a ward or program to enable the effective utilisation of available resources to achieve ward and facility objectives.
- 16.4.3(c)(v)** Participate in the development of alcohol and drug service nursing policy and procedures relating to the ward and facility as a whole.
- 16.4.3(c)(vi)** Coordinate the provision of all nursing and non-nursing services to the ward or program.

- 16.4.3(c)(vii)** Maintain high standards of nursing care, and promote the training and professional development of all nursing staff on the ward/program.
- 16.4.3(c)(viii)** Ensure that the provisions of the *Alcoholics and Drug Dependent Persons Act 1969* are followed.
- 16.4.3(c)(ix)** Ensure that staffing rosters and staff deployment are organised to achieve effective program delivery and efficient use of staff resources.
- 16.4.3(c)(x)** Monitor and evaluate program outcomes, and develop and manage changes as appropriate.
- 16.4.3(c)(xi)** Liaise and negotiate with significant facility and community based agents regarding the program.
- 16.4.3(c)(xii)** Undertake research into complex non-clinical nursing matters under the broad direction of a more senior nurse.
- 16.4.3(c)(xiii)** Conduct research projects into clinical matters under the broad direction of a more senior nurse or relevant senior professional.
- 16.4.3(c)(xiv)** Contribute to the training and development of nursing and direct care staff in the ward or program.
- 16.4.3(c)(xv)** Be responsible for maintaining state of the art knowledge of the nursing specialists.

16.4.4 Alcohol and Drug Service Nurse, Grade ADSN-4

16.4.4(a) Alcohol and Drug Service Nurse, Grade ADSN-4 - definition

Positions at this level are responsible for ensuring that service delivery objectives are met and a high standard of nursing care is delivered for a number of units and/or programs, and for the on-going development of these services.

16.4.4(b) Alcohol and Drug Service Nurse, Grade ADSN-4 - features

- 16.4.4(b)(i)** Positions at this level will require substantial experience as an ADSN in order to ensure that a high standard of service is maintained in the position's designated wards or programs.
- 16.4.4(b)(ii)** Positions are responsible for the promotion of professional development of alcohol and drug service nursing and direct care staff through the provision of in-service training.

16.4.4(b)(iii) For ADSN-4 positions, the focus is on developing service delivery policy and meeting the objectives of the service/program, rather than the provision of the service and the day-to-day supervision of staff. Positions will liaise with subordinate ADSNs and other professionals in regard to treatment objectives, rather than deal with individual patient treatment outcomes.

16.4.4(c) Alcohol and Drug Service Nurse, Grade ADSN-4 - typical duties

16.4.4(c)(i) Ensure that policy and procedures with regard to nursing care, standards and treatment are implemented within a facility.

16.4.4(c)(ii) Oversight the preparation of rosters for the facility to ensure that proposed staffing levels will enable clinical objectives and facility policies to be met.

16.4.4(c)(iii) Organise, conduct and participate in in-service training sessions for staff on alcohol and drug nursing in such areas as nursing policies and procedures, legal responsibilities of the area, etc.

16.4.4(c)(iv) Deputise for the Director of Nursing as required. Undertake the management of the facility at night, according to policies and procedures established by the facility executives.

16.4.4(c)(v) Develop policy, plans and programs for the provision of nursing and direct care services across the facility, for consideration by the Director of Nursing.

16.4.4(c)(vi) Maintain coordinated service provision with other disciplines in the centre (e.g. medical, social work).

16.4.4(c)(vii) Play a leading role in staff recruitment and selection of staff.

16.4.5 Alcohol and Drug Service Nurse, Level 5

16.4.5(a) Alcohol and Drug Service Nurse, Level 5 - definition

Currently, there are no positions in the alcohol and drug service that warrant an ADSN position at this level.

16.4.6 Alcohol and Drug Service Nurse, Grade ADSN-6

16.4.6(a) Alcohol and Drug Service Nurse, Grade ADSN-6 - definition

Positions are senior ADSN managers who have a thorough knowledge of the ADSN profession, and will have considerable proficiency in the art of management in a substantive role. Guide lines may be unclear and policies ill-defined, involving a major intellectual challenge to resolve nursing service delivery problems.

16.4.6(b) Alcohol and Drug Service Nurse, Grade ADSN-6 - features

- 16.4.6(b)(i)** Positions will manage the total nursing function and participate in the management of the facility as part of the centre executive.
- 16.4.6(b)(ii)** Positions are bound by alcohol and drug service policies and practices, and are subject to executive management only. Positions will be able to commit the facility to a particular course of action or policy. Positions at this level therefore are expected to lead the investigation of major alcohol and drug service issues and develop strategies to overcome problems affecting the nursing department.

16.4.6(c) Alcohol and Drug Service Nurse, Grade ADSN-6 - typical duties

- 16.4.6(c)(i)** Be responsible for the development and implementation of policy, procedures and guide lines pertaining to all aspects of alcohol and drug service nursing and related direct care service delivery within a formal alcohol and drug service facility, and for the provision of high level alcohol and drug service nursing advice to other members of the facility's executive.
- 16.4.6(c)(ii)** Be a member of the hospital executive; negotiate at senior levels for the adequate resourcing of the alcohol and drug service clinical function and its associated activities.
- 16.4.6(c)(iii)** As an executive member, develop liaison between facility staff and the general community and community-based agencies, with particular emphasis on the development of policies relating to a broad and comprehensive alcohol and drug treatment strategy.
- 16.4.6(c)(iv)** Ensure the alcohol and drug service nursing and direct care services are of the highest possible quality across the facility by establishing effective communication between nursing teams, and between facility staff and the broader community.

- 16.4.6(c)(v)** Participate as necessary in the negotiation of local industrial relations issues; report to senior alcohol and drug service unit management in the event of major disputes.
- 16.4.6(c)(vi)** Provide professional leadership to all alcohol and drug service nursing and direct care staff in the facility, and encourage staff development and retention.

16.5 Dental Nurse - Group standard

- 16.5.1** The primary objective of the Dental Health Service program is the promotion, protection and improvement of the dental health and well-being of Victorian primary school children and other selected patient groups, such as physically and intellectually disabled children, within the context of Government policies and available resources.
- 16.5.2** The service is delivered through a decentralised Area Management Team, comprised of fourteen Management Teams, each of which is managed by an Area Dental Officer. Treatment is provided by dental operators (Dentists and Dental Therapists) working from mobile caravans, fixed dental clinics located in school grounds, and fixed dental centres. Each mobile van, fixed clinic and dental centre has an itinerary that recalls it to individual schools on a seventeen month cycle. The Supervising Dental Nurse advises and assists the Dental Officer in Charge, Field Operations (DOIC) in all aspects of the provision of Dental Nursing support to operators (Dentists and Dental Therapists) in the field. Dental Nurses work 1:1 with a Dentist and 1:2 or 1:1 with Dental Therapists. Some of the Dental Nurses work full-time with a Dentist and others work one day a week with a Dentist and the remainder of the time with Dental Therapists. Some Dental Nurses work on a permanent part-time basis.
- 16.5.3** Dental Nurses employed by the Victorian Public Service are required to hold the Certificate issued by the Royal Dental Hospital of Melbourne or the Certificate of Accreditation and badge issued by the Australian Dental Association or a qualification approved as equivalent.

16.5.4 Dental Nurse, Grade DN-1

16.5.4(a) Definition

Provides a full range of dental nursing functions, including the most complex chairside assistance tasks undertaken in the Victorian Public Service in a range of settings (caravans, institutions, fixed clinics) services by the Dental Health Service.

16.5.4(b) Typical duties

- 16.5.4(b)(i)** Provide clinical chairside assistance to dental operators using the four-handed dentistry technique.

- 16.5.4(b)(ii)** Maintain a high level of surgery cleanliness.
- 16.5.4(b)(iii)** Take responsibility for the sterilisation of all dental equipment to avoid cross infection.
- 16.5.4(b)(iv)** Take responsibility for replenishing and ordering of stores.
- 16.5.4(b)(v)** Prepare and mix all dental materials required.
- 16.5.4(b)(vi)** Prepare all X-ray solutions.
- 16.5.4(b)(vii)** Develop and mount all dental X-rays.
- 16.5.4(b)(viii)** Pack dental caravans for transportation to another location.
- 16.5.4(b)(ix)** In accordance with established guidelines, prepare and assist in the application of rubber dam.
- 16.5.4(b)(x)** Take responsibility for the daily preparation of the surgery.
- 16.5.4(b)(xi)** Record all dental examinations on dental charts.
- 16.5.4(b)(xii)** Provide clinical chairside assistance while treating high-risk patients.
- 16.5.4(b)(xiii)** Assist in the compilation of dental records and reception tasks, as required.
- 16.5.4(b)(xiv)** Mix all alginate materials for impression-taking by Dental Officers.
- 16.5.4(b)(xv)** Pour and operate models.
- 16.5.4(b)(xvi)** Provide clinical chairside assistance to the clinical operator working with physically and intellectually disable children within institutions.
- 16.5.4(b)(xvii)** Provide chairside assistance during general anaesthetics.
- 16.5.4(b)(xviii)** Under supervision, assist with promotional dental health projects, as required.

16.5.5 Dental Nurse, Grade DN-2

16.5.5(a) Definition

Under direction, provides Dental Health Service programs to Victorian primary school children and other selected patient groups within the context of Government policies and available resources; assists the Area Dental Officer with the management and operation of Dental Health Service programs in a region or area, and undertakes clinical procedures.

16.5.5(b) Typical duties

16.5.5(b)(i) Under direction of the Area Dental Officer, work as part of the regional/area management team by:

16.5.5(b)(i)(1) managing and operating Dental Health Service programs in a region or area;

16.5.5(b)(i)(2) monitoring and evaluating the effectiveness of programs;

16.5.5(b)(i)(3) providing clinical support to Dental Nurses in the region;

16.5.5(b)(i)(4) maintaining regional/area administrative matters;

16.5.5(b)(i)(5) establishing and maintaining effective liaison and communication with relevant community groups, organisations and individuals, together with other people health service providers and other private and public dental health care providers in the region;

16.5.5(b)(i)(6) supervising non-clinical activities of Dental Nurses by the Area Dental Team.

16.5.5(b)(ii) Provide chairside assistance as required:

16.5.5(b)(ii)(1) while treating high-risk patients;

16.5.5(b)(ii)(2) while working with physically and intellectually disable children within institutions;

16.5.5(b)(ii)(3) during General Anaesthetics;

16.5.5(b)(ii)(4) with general Dental preparations.

16.5.5(b)(iii) Assist with dental health promotional projects as required.

16.5.6 Dental Nurse, Grade DN-3

16.5.6(a) Definition

Provides assistance to the Dental Nurse, Grade DN-4 in the development, direction and management of the dental nursing function within the Dental Health Service Branch.

16.5.6(b) Typical duties

- 16.5.6(b)(i)** Oversee the operational functions of the dental nursing service, and report to the Dental Nurse, Grade DN-4 as required.
- 16.5.6(b)(ii)** Participate in the development of philosophy, practices and procedures relating to dental nursing within the Dental Health Service Branch, and ensure that these changes are reflected in workplace documentation.
- 16.5.6(b)(iii)** As directed by the Dental Nurse, Grade DN-4, provide advice to dental health management on budget estimates.
- 16.5.6(b)(iv)** Develop appropriate orientation programs for newly recruited Dental Nurses.
- 16.5.6(b)(v)** Participate in the selection of Dental Nurses and make recommendations to the Dental Nurse, Grade DN-4 on the appointment of staff.
- 16.5.6(b)(vi)** As directed by the Dental Nurse, Grade DN-4, prepare guidelines for the Dental Nurse, Grade DN-2 on policy and procedures relating to the dental nursing function.
- 16.5.6(b)(vii)** Counsel the Dental Nurse, Grade DN-2 on complex dental nursing operational matters, dental health nursing issues and dental health issues impacting on Dental Nurses' work.
- 16.5.6(b)(viii)** Monitor dental nursing standards and report regularly to the Dental Nurse, Grade DN-4.
- 16.5.6(b)(ix)** Establish effective forms of communication between the Dental Health Services staff and the Dental Nurse, Grade DN-4.
- 16.5.6(b)(x)** Organise and monitor on a State-wide basis, in conjunction with the Regional Health Officer, all Dental health Service staff (including Therapists and Dental Officers) requiring the Hepatitis B vaccine.

- 16.5.6(b)(xi)** In conjunction with Dental Health Service management, establish effective procedures for the efficient furnishing of dental materials and equipment for all new dental caravans.
- 16.5.6(b)(xii)** Participate in the design process of new dental surgeries and the provision of dental equipment.
- 16.5.6(b)(xiii)** In consultation with the Dental Officer in Charge, compile a kit for newly recruited Dental Officers.
- 16.5.6(b)(xiv)** In conjunction with the Principal, Dental Therapy School, instruct on the Beach four-handed dentistry technique, positioning of patients, instruction in sterilisation of instruments and operation of autoclaves.
- 16.5.6(b)(xv)** Dental Nurses at this level may undertake chair side assistance in order to maintain their clinical skills and may be required to provide chair side assistance in emergency situations.

16.5.7 Dental Nurse, Grade DN-4

16.5.7(a) Definition

Responsible for assisting and advising the Dental Officer in Charge, Field Operations in all matters relating to the provision of dental nursing within the Dental Health Service programs for Victorian primary school children and other selected patient groups.

16.5.7(b) Typical duties

- 16.5.7(b)(i)** Facilitate maximised knowledge of developments in dental nursing and ensure that standards are met.
- 16.5.7(b)(ii)** Develop appropriate infection control procedures for dental nursing personnel and ensure that standards are monitored by Senior Dental Nurses.
- 16.5.7(b)(iii)** Advise and assist the DOIC in the management of Dental Nurses and all related matters and attend senior staff meetings.
- 16.5.7(b)(iv)** Contribute to the development of policy related to Dental Nurses.
- 16.5.7(b)(v)** Participate as a member of the selection panel for new dental nursing staff and Senior Dental Nurse positions (including initiating and conducting interviews in country areas).

- 16.5.7(b)(vi)** Liaise with Superintending Dental Officers, Area Management Teams and related services in the dental health program.
- 16.5.7(b)(vii)** Provide leadership and guidance in all aspects of dental nursing to subordinate staff.
- 16.5.7(b)(viii)** Counsel, support and advise dental nursing staff on personnel and related matters.
- 16.5.7(b)(ix)** Develop appropriate training programs for dental therapy cadets.
- 16.5.7(b)(x)** Respond to requests from the public for career information on dental nursing.

16.6 General Nurse

16.6.1 Group standard

16.6.1(a) Definition

- 16.6.1(a)(i)** General nursing is a health-care service provided to society and practised in a wide range of settings. The work includes the observation, care, treatment and counselling of the sick, injured and infirm; the prevention of illness; community education; and the administration, management and training of General Nurses.
- 16.6.1(a)(ii)** The primary objectives of the general nursing profession are to provide direct health care and education for people in relation to the prevention of illness, and the promotion, restoration and maintenance of optimum health. To achieve these objectives the General Nurse applies specialised knowledge, clinical skills and techniques to assist those in need.
- 16.6.1(a)(iii)** The profession needs to be adaptable and sensitive to changes within the medical, technological and nursing fields. This necessitates keeping up to date with current practices at all levels, which may require membership of professional bodies, completion of post-registration qualifications, attendance at seminars and short courses, and subscribing to professional journals. At more senior levels, positions are likely to be increasingly responsible for researching and disseminating information on changes to nursing procedures.
- 16.6.1(a)(iv)** The general nurse function in the Victorian Public Service is undertaken in a range of settings, including hospitals, medical clinics, the community, clients' homes, schools, and in Administrative Units, Regional Offices and Head Office program delivery units.

16.6.1(a)(v) General Nurses are required by legislation to function within the limitations of their competence based on their educational preparation and experience, and are held accountable for their professional actions on this basis. The *Medical Practitioners Act 1970* prohibits any ‘unregistered person’ from performing any medical procedure or administering drugs without the authorisation of a registered medical practitioner.

16.6.1(b) Features

Four areas of work - clinical, administration, education and advisory - can be identified within the nursing structure. Not all positions will undertake duties solely within one area and many positions will combine clinical, administrative, education and advisory features.

16.6.1(c) Clinical area

Clinical general nursing duties involve the application of skills and technical knowledge associated with professional procedures to achieve the required standard of nursing care or advice in a range of settings. Clinical activities include:

16.6.1(c)(i) direct patient care, including the assessment, planning, implementation and evaluation of nursing care;

16.6.1(c)(ii) the provision of guidance in clinical matters to less-experienced practitioners;

16.6.1(c)(iii) research into the clinical nursing function;

16.6.1(c)(iv) the provision of clinical advice or a clinical service within a recognised nursing speciality on a facility-wide or State-wide basis in a specific discipline.

16.6.1(d) Administration area

Administration duties typically involved the management of the general nursing function at various levels within institutions or other settings, or the provision of non-clinical support to clinical practitioners. Administrative activities include:

16.6.1(d)(i) management of the general nursing function at unit, ward or hospital level, or in the community across one or several regions;

16.6.1(d)(ii) staff management, deployment and development;

- 16.6.1(d)(iii)** budget activities, including assessment of human resource requirements in the general nursing field;
- 16.6.1(d)(iv)** development of policies and procedures in relation to clinical, administrative and/or education practices in an institution or other setting.

16.6.1(e) Education area

The provision of all basic general nursing training is expected to be undertaken by Colleges of Advanced Education by 1993. Post-basic and staff development courses are delivered by Administrative Units.

16.6.1(e)(i) Educational activities in the VPS include:

- 16.6.1(e)(i)(1)** the provision of theoretical and practical tuition at post-basic level;
- 16.6.1(e)(i)(2)** the provision of informal tuition and clinical guidance to less-experienced general nursing staff;
- 16.6.1(e)(i)(3)** the use of formal programs and informal means to educate patients and their relatives;
- 16.6.1(e)(i)(4)** the management of the post-basic and in-service teaching function and coordination of curricula implementation and provision of the teaching service;
- 16.6.1(e)(i)(5)** the identification of educational needs and curriculum development;
- 16.6.1(e)(i)(6)** the planning, design and evaluation of courses.

16.6.1(f) Advisory area

General nursing advisory positions involve the provision of advice on general nursing matters to nurses, employers of nurses (e.g. municipal councils) and health facility or health program managers (e.g. Regional Managers of Administrative Unit regions).

16.6.1(f)(i) Advisory activities include:

- 16.6.1(f)(i)(1)** assistance with interpretation of legislation and Government guide-lines such as AIDS policies, standards of patient care as prescribed by relevant legislation, or terms and conditions of employment under the Nurses Award;

- 16.6.1(f)(i)(2)** evaluation of services being provided by or subsidised by the particular Administrative Unit (e.g. family planning, school nursing, maternal and child health care);
- 16.6.1(f)(i)(3)** recommendation of changes to current policies and practices in their field and general nursing input to health-related policies;
- 16.6.1(f)(i)(4)** development of additional or new services to meet identified needs in a health-care facility, community or region;
- 16.6.1(f)(i)(5)** provision of general nursing or policy advice to nurses working within their field or speciality;
- 16.6.1(f)(i)(6)** promotion/marketing of services to the community, region, etc;
- 16.6.1(f)(i)(7)** promotion of integration of services with other health-care providers to avoid overlap and encourage a coordinated approach to service provision.

16.6.1(g) Qualifications

- 16.6.1(g)(i)** Mandatory qualification for entry to the General Nurse structure is completion of an approved program of basic general nursing education either in hospital schools of nursing (certificate) or tertiary institutions (diploma) and registration by the Victorian Nurses Board. Hospital schools of nursing were to discontinue the provision of basic nursing education by 1993.
- 16.6.1(g)(ii)** Post-basic qualifications may be desirable at higher levels in the structure, particularly positions working in certain areas of clinical speciality, education or senior administration. These additional qualification requirements would not be mandatory, but would be identified in appropriate cases as part of the selection criteria for individual positions.

16.6.2 Work level standards

16.6.2(a) General Nurse, Grade GN-1/2

16.6.2(a)(i) Definition

Positions at Grade GN-1/2 perform a broad range of general nursing duties that utilise well-established techniques and procedures according to accepted standards.

16.6.2(a)(ii) Features

- 16.6.2(a)(ii)(1)** This grade includes recently qualified General Nurses whose work will require regular supervision, and also encompasses more experienced practitioners whose work contribution increases as experience and knowledge are gained and who may require only limited direction in their day-to-day duties.
- 16.6.2(a)(ii)(2)** Tasks require a knowledge of general nursing principles, procedures and practices as provided by the current mandatory qualifying course, and some decision-making is required consistent with the extent of this knowledge. Position incumbents are professionally accountable for these decisions.
- 16.6.2(a)(ii)(3)** Clinical tasks usually will involve the provision of direct patient care where the range of nursing activities is limited to the less complex tasks and is clearly defined.
- 16.6.2(a)(ii)(4)** Higher-level clinical tasks undertaken by more experienced practitioners generally will be more complex. That is, there will be a regular requirement to select from a number of possible courses of action where guide-lines are not always clear or options and outcomes are variable.
- 16.6.2(a)(ii)(5)** At the lower levels of this grade, supervision is regular, and guidance in more advanced matters is at hand where required. Position incumbents are responsible for referring matters beyond the limits of their competence to appropriate practitioners. Progress is monitored and outcomes checked by more senior nursing or medical staff. Where regular supervision is not available, positions at this grade will work within well-defined guide-lines and accepted practices, where more advanced matters rarely arise.
- 16.6.2(a)(ii)(6)** A more experienced practitioner usually will cover the broader aspects of the work and would be under more general supervision, with detailed instruction being provided as required. Higher positions will require technically competent and experienced practitioners, who are appointed at the fifth subdivision of GN-1/2. Regular supervision should be necessary only where these positions are performing complex nursing tasks in specified areas.

16.6.2(a)(iii) Job evaluation criteria

16.6.2(a)(iii)(1) Knowledge and experience

Grade 1/2 positions require registration with the Victorian Nurses Board on completion of a three year general nursing education program. Positions thus require proficiency in professional general nursing practice and procedures as they are applied in the ward or other work setting. There also may be a requirement to oversee the work of State Enrolled Nurses to ensure that requisite standards as set by higher-level supervisors or facility policy are met.

16.6.2(a)(iii)(2) Breadth

Activities will be confined to a single work area (e.g. a particular ward or unit) with closely specified objectives.

16.6.2(a)(iii)(3) Interpersonal skills

Positions will be required to communicate with a range of people for the purpose of obtaining and exchanging information, and for gaining co-operation and assistance in relation to well-defined activities.

16.6.2(a)(iii)(4) Work complexity

Tasks required of positions are performed according to established procedures, specific guide-lines and standard instructions. Positions at this level may be required to select certain methods or procedures to meet given circumstances. Positions work under the regular supervision of a more senior nurse, or in work environments where such supervision is not required. At higher levels within this grade, there may be a requirement to adapt general nursing care priorities to meet arising situations.

16.6.2(a)(iii)(5) Reasoning/creativity

Problems are readily solved by application of professional general nursing principles/procedures and established workplace practices. Guidance in the more complex nursing matters from a more senior nurse is either at hand or not required by the nature of the nursing issues generally arising.

16.6.2(a)(iii)(6) Accountability

Positions are professionally accountable for the nursing service provided. Specific instructions and guidance are provided by a more senior nurse where required.

16.6.2(a)(iii)(7) Typical duties

- Obtain data for a patient's general nursing history and prepare, implement and evaluate a nursing-care plan based on this information and medical orders.
- Observe, interpret and record physiological data and report abnormalities to the relevant authority (Associate Unit Manager, Unit Manager, medical staff), or take appropriate action within accepted facility policies.
- Administer drugs according to medical orders and within the bounds of professional conduct.
- Assist in the coordination of para-medical services to patients.
- Provide guidance and support to patients and their friends/relatives, and educate these people in matters such as general nursing procedures being undertaken, health management programs, etc.
- Participate in professional development (in-service training, private study/research) to maintain currency of nursing knowledge.
- Under the direction of an occupational health supervisor, undertake general nursing care and education tasks in an occupational (i.e. general workplace) setting, and participate in the development of health and safety procedures within that setting.

16.6.2(b) General Nurse, Grade GN-3

16.6.2(b)(i) Definition

Positions at Grade GN-3 will:

- 16.6.2(b)(i)(1)** in addition to Grade GN-1/2 duties, provide assistance in the clinical and administrative management of the work unit as Associate Unit Manager and perform the in-charge function during the off periods of the Unit Manager; or
- 16.6.2(b)(i)(2)** function as an independent practitioner in a community setting; or
- 16.6.2(b)(i)(3)** under the direction of a more senior nurse, manage a section of a small facility (e.g. outpatients/theatre).

16.6.2(b)(ii) Features

- 16.6.2(b)(ii)(1)** Associate Unit Manager provide guidance to less-experienced Grade GN-1/2 General Nurses, Student General Nurses, State Enrolled Nurses and Student State Enrolled Nurses. This will involve supervision of such staff, including oversight of clinical procedures dissemination of information on local practices, notifying more senior staff of progress, etc. Positions also perform administration duties in relation to the management of the work unit.
- 16.6.2(b)(ii)(2)** Clinical activities will require initiative and judgment in selecting and applying established procedures and practices to unusual or complex situations.
- 16.6.2(b)(ii)(3)** Specialist positions may receive supervision from Grade GN-4 positions where required. Work is conducted according to institution or other relevant general nursing policy. Positions may make recommendations to more senior staff on the effectiveness of such policies.
- 16.6.2(b)(ii)(4)** Community positions would manage a caseload in such activities as performing health status assessments, and health promotion in the community to their client group; provide counselling to individuals, families and groups; and contact tracing in relation to infectious diseases.
- 16.6.2(b)(ii)(5)** Team Leaders (e.g. occupational health) would be responsible for the operation of a general nursing service.

16.6.2(b)(ii)(6) Grade GN-3 positions are subdivided into Grade GN-3A and Grade GN-3B levels. Grade GN-3A positions include Associate Unit Manager in a non-major hospital and Occupational Health Nurse (Sole) employed to take charge of a medical centre and all matters concerned with the occupational health, medical and general nursing services. Community Health Nurses at Grade GN-3A have a more narrow focus in that they specialise in one infectious disease (TB, AIDS) or group. Their work plan usually is determined in consultation with other professionals involved with the same client.

16.6.2(b)(ii)(7) Community Health Nurses at Grade GN-3B work independently in their community and are expected to use the guide-lines provided as an aid to evolve and carry out their own work plan. Advice is available to these nurses only for the more complex cases. An Occupational Health Nurse (Supervisor) also would be classified in Grade GN-3B.

16.6.2(b)(iii) Job evaluation criteria

16.6.2(b)(iii)(1) Knowledge and experience

Grade GN-3 positions require registration with the Victorian Nurses Board following completion of a three year general nursing education program. General nursing management and clinical knowledge is gained through work experience or through relevant post-basic training:

- in addition to proficiency in professional general nursing practice and procedure, positions will require:
- the ability to assist in the management of a ward within the policies and procedures established by the Unit Manager, and the ability to provide clinical guidance to Grade GN-1/2 General Nurses working in the ward or work unit; or
- knowledge of resources available to patients being treated in a community setting and sufficient clinical knowledge to handle a caseload as a sole practitioner.

16.6.2(b)(iii)(2) Breadth

Most Associate Unit Manager or Team Leader positions will be confined to a single ward or work unit, with the requirement to assist in the coordination of general nursing and non-nursing functions to achieve ward/unit objectives as set by the Unit Manager. Community-based positions will work according to closely specified objectives, but would resolve clinical nursing problems identified during the course of their duties.

16.6.2(b)(iii)(3) Interpersonal skills

Positions at this grade have similar communication requirements as for Grade GN-1/2. There also will be a requirement to actively influence and convince others in the pursuit of specific objectives.

16.6.2(b)(iii)(4) Work complexity

Positions are governed by established policies and procedures. Grade GN-3 is distinguished from lower-level positions in the regular requirement to assess the effectiveness of these policies and procedures as they apply to the particular work situations.

16.6.2(b)(iii)(5) Reasoning/creativity

Positions involved in direct patient care are required to resolve complex general nursing issues by discriminating between a range of courses of action. Guidance in the most complex matters from a more senior General Nurse is either at hand or not required by the nature of the nursing issues generally arising. Positions also may have to resolve local administrative, management or organisational problems by application of accepted practices and standards.

16.6.2(b)(iii)(6) Accountability

Positions are professionally accountable for the general nursing service provided. Positions are provided with resources/targets with the expectation that defined tasks will be completed according to standards or agreed goals and subject to supervision.

16.6.2(b)(iii)(7) Typical duties

- Within the constraints established by the Unit Manager and/or facility policies, manage the operations of a ward or employer in the absence of the Unit Manager. This may involve the allocation of general nursing duties to Grade GN-1/2 General Nurses, Student General Nurses, State Enrolled Nurses, and Student State Enrolled Nurses on a particular shift, the oversight of administrative functions (e.g. notifying Nursing Administration of staff shortages, assisting in roster preparation), participation in the development of ward policies and procedures under the guidance of the Unit Manager, and resolving complex nursing problems that may arise when the position is in charge of the ward/unit.
- Provide clinical and home-visiting services to ensuring that adequate treatment and care are provided and/or to ensure effective control of disease, according to set guide-lines.
- Provide health education to clients and interested parties in the community.
- Conduct health examinations and screening programs and ensure that problems are identified and treated.

16.6.2(c) General Nurse, Grade GN-4

16.6.2(c)(i) Definition

Positions at Grade GN-4 will:

16.6.2(c)(i)(1) be responsible for the clinical management and administration of a ward or work unit of a hospital; or a service of comparable complexity to those in a major teaching hospital; or a community health centre facility; or a school nursing service unit or medical unit in a reception/training centre;

16.6.2(c)(i)(2) provide specialist clinical advice in a general nursing discipline, across a major health facility or region(s); or

16.6.2(c)(i)(3) be in charge of a team of independent General Nurse practitioners in a community setting with special and distinctive features.

16.6.2(c)(ii) Features

16.6.2(c)(ii)(1) Ward or community management positions will require substantial clinical experience to advise subordinates on technical issues. Knowledge of administrative procedures (including staff rostering, equipment supplies, etc.) also is required. The basic General Nurse qualification may be augmented by specialist clinical or administrative education.

16.6.2(c)(ii)(2) Coordination and management tasks are a feature of ward/unit management positions and include supervision of all subordinate staff.

16.6.2(c)(ii)(3) Clinical activities will require initiative and judgement in selecting and applying established procedures and practices to unusual or complex situations.

16.6.2(c)(ii)(4) Grade GN-4 positions are subdivided into Grade GN-4A and GN-4B levels.

16.6.2(c)(ii)(5) Positions in Grade GN-4A include Charge Nurses in non-major hospitals and Community Health Nurses (Sole). Responsibilities may include supervision and direction of a small number of staff, administration and management of a small health service, and in the case of a sole practitioner, be required to provide an extensive service, including a substantial health education program for other staff and clients.

16.6.2(c)(ii)(6) This level also represents the highest level of Public Health Nurse in circumstances where there is an extra dimension to the normal role. This may be in the 'clinical specialist' area, where positions may be used as the most knowledgeable nurses in their unit, or as independent operators throughout the State responsible for organising and carrying out inspections, and screening programs and surveys in association with public health programs.

16.6.2(c)(ii)(7) Positions in Grade GN-4B include Charge Nurses in a major hospital, a Community Health Nurse in charge, and Maternal and Child Health Nurses. Also in Grade GN-4B are nurses in institutions and in the community carrying out duties of like responsibility and breadth to major hospital and community charge positions. These are distinguished from Grade GN-4A by the number of subordinate staff for which they are responsible (e.g. up to fifteen) and the greater complexity of their administrative and management responsibilities. The Charge Nurses at this level also require specialist knowledge (e.g. maternal and child health nursing and school nursing), which they use in the training and/or support of their staff.

16.6.2(c)(iii) Job evaluation criteria

16.6.2(c)(iii)(1) Knowledge and experience

Grade GN-4 positions require registration with the Victorian Nurses Board following completion of a three year general nursing education program. In addition, positions at this level usually will require a full knowledge of administrative and management procedures associated with the work area. Nursing management and clinical knowledge will have been gained through work experience or through relevant post-basic education in order to advise staff in the handling of any unusual or complex nursing tasks that may arise. Ward/unit management positions are required to direct, develop and supervise subordinate staff to ensure the achievement of general nursing care of a quality commensurate with the objectives of the ward/unit.

16.6.2(c)(iii)(2) Breadth

Positions generally will be evaluated only at Grade GN-4 where there is a requirement to manage several distinct activities that need to be coordinated and related to other functions. Charge Nurse positions are required to coordinate clinical, administrative and management functions to achieve ward/unit objectives.

16.6.2(c)(iii)(3) Interpersonal skills

Positions at Grade GN-4 will be actively involved in influencing and convincing others in pursuit of specified objectives, and there will be a regular requirement to undertake communication requiring tact and diplomacy with facility staff and members of the public. Positions will resolve problems identified in the work area, and will provide advice on the on-going operation of their function to senior general nursing staff as necessary.

16.6.2(c)(iii)(4) Work complexity

Positions are governed by standard facility policies and procedures. In addition to the requirement to develop changes and adaptations to the way work is organised and performed, positions at this grade require considerable interpretation and understanding of facility policies and/or the particular speciality in order to deal with both specialised projects and typical circumstances.

16.6.2(c)(iii)(5) Reasoning/creativity

In general, positions at this grade have a major role in resolving issues by identifying problems and applying or adapting accepted practice. Work situations remain governed by facility policy and nursing standards. However, activities require initiative and judgement in selecting and applying established procedures and practices to unusual or complex situations.

16.6.2(c)(iv) Accountability

16.6.2(c)(iv)(1) Positions are professionally accountable for the general nursing service provided.

16.6.2(c)(iv)(2) Ward or work unit management positions may be allocated resources but given latitude in how staff and other resources are deployed, with minimal intervention from other positions. Such positions are accountable to more senior general nursing staff for the efficient running of the work unit.

16.6.2(c)(iv)(3) Part of the supervisory accountability at this grade would include the identification of staff development needs and the initiation of programs to improve staff performance.

- 16.6.2(c)(iv)(4)** Providers of specialist advice at this grade may be required to provide information in relation to the individual speciality, which will influence the decisions made by others, including superiors and peers, in the monitoring, development and delivery of clinical programs. Advice would be subject to guide-lines and/or professional standards, and more difficult options/decisions would be discussed with more senior nursing or project management staff.
- 16.6.2(c)(iv)(5)** Sole practitioners will be guided by established policies, while providing an autonomous service within the limits of professional nursing practice.

16.6.2(c)(v) Typical duties

- 16.6.2(c)(v)(1)** Oversee the provision of direct patient care to ensure that ward standards are met. This may include rostering staff, allocating tasks to staff according to ward/unit needs, educating staff in ward processes, providing clinical intuition, monitoring the effectiveness of ward/unit procedures and protocols, preparing budget estimates, managing the liaison between ward and other hospital staff, and obtaining appropriate resources for the work unit as required.
- 16.6.2(c)(v)(2)** Manage the delivery of a service in a community setting. This may include rostering staff, allocating tasks according to the work unit needs, educating staff in special procedures, monitoring the effectiveness of service provision, managing liaison between the unit and other community-based services and obtaining appropriate resources for the work unit as required.
- 16.6.2(c)(v)(3)** As an autonomous practitioner, provide a wide range of nursing services in a community or reception/training centre.
- 16.6.2(c)(v)(4)** Provide direct general nursing care and develop health education programs to a client group in a community or reception/training centre.
- 16.6.2(c)(v)(5)** Deliver specialist advice in a particular discipline across a number of health-care facilities or regions.

16.7 Disability Development and Support Officer

16.7.1 Group standard

- 16.7.1(a)** The Disability and Support Officer classification provides direct care and support to intellectually disabled clients. The *Intellectually Disabled Persons' Services Act 1986* defines **intellectual disability** as 'a significant sub-average general intellectual functioning existing concurrently with deficits in adaptive behaviour and manifested during the developmental period'. Developmental delay may be characterised as a delay in the development of a child that is attributable to a mental or physical impairment, or a combination of mental and physical impairments, and which is manifested before the child attains the age of six years.
- 16.7.1(b)** Clients with intellectual disabilities are not a homogeneous group and services will reflect the varying needs of different groups or individuals. These services are based on the philosophical premise that clients with an intellectual disability have the same rights and expectations as the rest of the community - to a life of dignity, based on the concepts of the 'least restrictive alternative', 'normalisation' and 'integration'. Intellectual Disability is not an illness, and therefore provision of service is not organised according to the medical model.
- 16.7.1(c)** Services are provided within a developmental framework in assisting clients to attain their maximum potential. In Victoria, legislation requires that each client has a General Service Plan (GSP), which outlines the overall goals of any services provided, and from which a number of Individual Program Plans (IPP) may be prepared to address specific needs.

16.7.2 Competency based structure

- 16.7.2(a)** The objective of the classification structure is to provide a competent and trained workforce that delivers appropriate standards of care to clients and undertake tasks that enhance client's lives. It is considered that the required competencies should align with national competency standards in Disability Work. These competencies should therefore align with the competency standards within the Community Services Training Package (CSTP). The Certificate IV level has been identified as the appropriate level of competency for direct care work and the Advanced Diploma level for management, some supervisors and/or higher complex needs positions.
- 16.7.2(b)** The mandatory qualification requirement is a Certificate IV in Community Services (Disability Work) or the Advanced Certificate in Residential and Community Services or its equivalent.

- 16.7.2(c)** Entry for unqualified applicants will be provided through structured on and off the job learning as part of a traineeship scheme. Trainees will progress to the attainment of Certificate IV in Disability Work under a structured employment based training program, which will be determined and monitored by the Central Training Consultative Committee.
- 16.7.2(d)** All new starters will be required to complete a mandatory induction program within three months of commencement of duties.
- 16.7.2(e)** Senior management and some supervisory positions and those positions providing specialist direct care services require either:
- 16.7.2(e)(i)** the Advanced Diploma of Community Services (Disability Work);
 - 16.7.2(e)(ii)** the Bachelor of Applied Science (Intellectual Disability);
 - 16.7.2(e)(iii)** other relevant tertiary qualifications considered to be equivalent; or
 - 16.7.2(e)(iv)** are registered or eligible to be registered as a Mental Retardation Nurse.
- 16.7.2(f)** The competencies will provide theoretical and practical grounding in the following areas:
- 16.7.2(f)(i)** Intellectual disability;
 - 16.7.2(f)(ii)** Theory and practice of residential services;
 - 16.7.2(f)(iii)** Communication skills;
 - 16.7.2(f)(iv)** Human development, including physiological, cognitive, emotional and social development;
 - 16.7.2(f)(v)** Developmental programming;
 - 16.7.2(f)(vi)** Behaviour management;
 - 16.7.2(f)(vii)** Health maintenance, including personal hygiene, medical conditions, diet and nutrition;
 - 16.7.2(f)(viii)** Case management;
 - 16.7.2(f)(ix)** Counselling/advice;
 - 16.7.2(f)(x)** Community education;

- 16.7.2(f)(xi)** Program support;
- 16.7.2(f)(xii)** Administering medication;
- 16.7.2(f)(xiii)** Intellectual disability;
- 16.7.2(f)(xiv)** Sociology;
- 16.7.2(f)(xv)** First Aid;
- 16.7.2(f)(xvi)** Legislation;
- 16.7.2(f)(xvii)** Health and safety;
- 16.7.2(f)(xviii)** Recreation and leisure;
- 16.7.2(f)(xix)** Household management and maintenance.

16.7.2(g) The Disability Development and Support Officer classification will be deployed in a range of settings, covering:

- 16.7.2(g)(i)** The full range of residential services, including Congregate Care facilities, Community Residential Units and respite services;
- 16.7.2(g)(ii)** Therapy programs, including occupational therapy and physiotherapy;
- 16.7.2(g)(iii)** Outreach services;
- 16.7.2(g)(iv)** Client services (regional) teams.
- 16.7.2(g)(v)** The breadth of duties includes:
 - 16.7.2(g)(v)(1)** Provision of essential care, including assistance to clients in feeding, bathing and toileting, according to the developmental model;
 - 16.7.2(g)(v)(2)** Development and implementation of an Individual Program Plan (IPP);
 - 16.7.2(g)(v)(3)** Teaching independent living skills to clients;
 - 16.7.2(g)(v)(4)** Client advocacy;
 - 16.7.2(g)(v)(5)** Liaison with community groups;
 - 16.7.2(g)(v)(6)** Provision of therapeutic programs under the direct or (at senior levels) general supervision of professional staff.

16.7.2(h) Services provided to clients by direct care staff are based on the eligibility assessments undertaken by Case Management staff. The initial Assessment of Needs Report identifies the needs of the client so that the appropriate planning of services, through a General Service Plan, to develop appropriate programs and strategies.

16.7.3 Work level standards

16.7.3(a) Disability Development and Support Officer, Level 1

16.7.3(a)(i) Definition

Under the direction of a more senior officer in a supervisory position or other professional staff, positions at this level provide a variety of direct care or review services to clients according to established procedures, specific guidelines and standard instructions.

16.7.3(a)(ii) Features

16.7.3(a)(ii)(1) At this level, tasks will be carried out according to direct instruction or straightforward standing procedures, and subject to check or review by the supervisor. Positions will be required to utilise their knowledge of Intellectual Disability Services (IDS) clients, Government policies and local procedures, and adapt work patterns/schedules accordingly. However, these adaptations will be in line with the overall service program managed by more senior staff.

16.7.3(a)(ii)(2) Positions will be required to record client data and report on observations based on a knowledge of intellectual disability. Such reports will be accepted as authoritative data on which service decisions may be based.

16.7.3(a)(ii)(3) Positions whose primary focus is to assist in the provision of a program to clients in a non-residential setting may work as part of a multi-disciplinary team.

16.7.3(a)(ii)(4) Positions at this level generally will work within a single residential unit/facility or program.

16.7.3(a)(iii) Qualifications

16.7.3(a)(iii)(1) The mandatory qualification requirement for the qualified entry level is a Certificate IV in Disability Work or the Advanced Certificate in Residential and Community Services or its equivalent.

- 16.7.3(a)(iii)(2)** Entry for unqualified applicants will be provided through on the job learning as part of a traineeship scheme. Trainees will progress to the attainment of Certificate IV in Disability Work under a structured employment based training program.
- 16.7.3(a)(iii)(3)** All new starters will be required to complete a mandatory induction program within three months of commencement of duties.
- 16.7.3(a)(iii)(4)** Automatic progression to the qualified level will occur on the attainment of Certificate IV.

16.7.3(a)(iv) Trainee entry program

- 16.7.3(a)(iv)(1)** The tasks and responsibilities of the Trainee will increase over time as their experience and knowledge increases.
- 16.7.3(a)(iv)(2)** At entry, positions at this level will work within established routines, practices and procedures and under routine direction or supervision. Routine supervision means staff receive instruction on job requirements and procedures and methods to be used in new or unusual tasks and situations. Work is subject to progress checking.
- 16.7.3(a)(iv)(3)** Over time, as the Trainee's competencies increase to allow the application of knowledge with depth in some areas and a broad range of skills generally, trainees should eventually gain the ability to undertake an increased range of tasks in a variety of contexts with some complexity in the extent and choice of action required and an increased use of judgement and discretion in achieving work outcomes. The training program for these trainers will be determined through the Central Training Consultative and Implementation Committee and be monitored through individual staff training plans.

16.7.3(a)(v) Typical duties

- 16.7.3(a)(v)(1)** Assist clients in daily living activities;
- 16.7.3(a)(v)(2)** Attend to the physical care of clients;
- 16.7.3(a)(v)(3)** Undertake domestic and housekeeping duties;
- 16.7.3(a)(v)(4)** Prepare and supervise meals;

- 16.7.3(a)(v)(5)** Provide basic First Aid as required;
- 16.7.3(a)(v)(6)** Report incidents and client health issues as they arise;
- 16.7.3(a)(v)(7)** Providing client support with an understanding of client needs and preferences;
- 16.7.3(a)(v)(8)** Assisting clients with external appointments, recreational activities and accessing community resources;
- 16.7.3(a)(v)(9)** Provide guidance to clients in everyday living;
- 16.7.3(a)(v)(10)** Implementation of an IPP under routine guidance and contribute towards the process of evaluation and development of an IPP;
- 16.7.3(a)(v)(11)** Provide clients medication within program guidelines.

16.7.3(a)(vi) Qualified entry level

- 16.7.3(a)(vi)(1)** The competencies of the qualified worker level are defined by demonstrating a knowledge of developmental programming, skills assessment and training, including the ability to develop an IPP and assist others in implementing an IPP and other developmental programs, and reviewing programs and strategies. The position at this level also has a focus on establishing links with community resources, facilitating inclusion of clients into the community and advocating on behalf of clients for increased access to and inclusion in community and recreational services.
- 16.7.3(a)(vi)(2)** The position requires well developed communication skills to identify client needs, liaise with other service providers, stakeholders and significant others.
- 16.7.3(a)(vi)(3)** Under the general direction of senior staff, provide direct assistance to intellectually disabled clients in the following areas: general and specific health maintenance, adequate nutritional state, elimination, posture/movement, rest and sleep, dressing and the provision of adequate clothing, personal hygiene, skin care.
- 16.7.3(a)(vi)(4)** General direction or supervision means staff receive general instruction covering the broader aspects of the work. The work of experienced and competent staff is usually subject to final checking and, only if required, to progress checking in unusual situations.

16.7.3(a)(vii) Typical duties

- 16.7.3(a)(vii)(1)** Support in daily living activities and developmental programs for living skills and behaviour management through skills training;
- 16.7.3(a)(vii)(2)** Provide support and guidance to clients on everyday living including client medication, CERS, human relations;
- 16.7.3(a)(vii)(3)** Liaise with Day Program providers and other occupational and recreational therapy providers to ensure consistency of programs with client's IPP;
- 16.7.3(a)(vii)(4)** Maintain communication with clients and their families and provide key social, emotional and advisory support services;
- 16.7.3(a)(vii)(5)** Provide reports on client issues as required;
- 16.7.3(a)(vii)(6)** Develop, implement, evaluate and modify an IPP and other developmental programs;
- 16.7.3(a)(vii)(7)** Arrange external appointments for clients and support their attendance;
- 16.7.3(a)(vii)(8)** Organise and supervise social and recreational outings;
- 16.7.3(a)(vii)(9)** Provide advice and assistance to other new staff and casual staff;
- 16.7.3(a)(vii)(10)** Assist and/or take a lead role in the provision of therapeutic and developmental programs as part of a multi-disciplinary team and according to guidelines established by senior staff;
- 16.7.3(a)(vii)(11)** Domestic and housekeeping duties including meal preparation and dietary supervision.

16.7.3(b) Disability Development and Support Officer, Level 2

16.7.3(b)(i) Definition

- 16.7.3(b)(i)(1)** Within established procedures and guidelines and under general direction from a more senior or other professional staff, positions regularly are required to undertake the more complex direct-care functions or contribute to the design and independent implementation of developmental and therapeutic programs.

16.7.3(b)(i)(2) These positions, therefore, require higher level competencies in areas of complex behaviour management or high/complex medical needs. Areas of specialisation may include mental health (dual disability), aged care and youth/adolescent issues and behaviour intervention.

16.7.3(b)(ii) Qualifications

16.7.3(b)(ii)(1) The tasks and duties undertaken may be determined by whether the position requires competencies at the Certificate IV in Disability Work or at the Advanced Diploma level, or the former Mental Retardation Nurse classification.

16.7.3(b)(ii)(2) The incumbents are advanced practitioners and the work undertaken at Level 2 should be seen in this context.

16.7.3(b)(iii) Features of Certificate IV Level

16.7.3(b)(iii)(1) Positions at this level would be expected to have acquired competencies commensurate with at least two years experience in addition to the completion of Certificate IV in Disability Work or its equivalent.

16.7.3(b)(iii)(2) At this level, positions have more latitude in the selection of established techniques without specific instruction from the supervisor.

16.7.3(b)(iii)(3) Positions may be required to prepare modifications to program components based on observation of the effectiveness in meeting clients' needs. Proposed changes would be reported to the supervisor for approval and may be within the General Service Plan framework established.

16.7.3(b)(iii)(4) In residential settings, these positions may be responsible for the training of other staff in managing the more complex needs of clients.

16.7.3(b)(iii)(5) Positions may be required to work across a range of different settings/programs, or have a breadth of information about the Service's operations that would not be expected of Level 1 workers. Positions may be required to liaise with relevant outside community agencies.

16.7.3(b)(iii)(6) Positions working in such areas as occupational therapy and physiotherapy would be expected to carry out duties independently on the basis of general direction. Ability to conduct straightforward programs and handle day-to-day issues arising from them would be gained after several years of relevant experience within such areas.

16.7.3(b)(iii)(7) This level is the minimum classification level for positions employed in Outreach Services.

16.7.3(b)(iv) Typical Duties of Certificate IV qualified position

Positions at this level will usually perform their assigned duties under general direction and within guidelines and practice standards:

16.7.3(b)(iv)(1) Under general direction, independently select the activities for formal group sessions in such activities as art and crafts, films, recreational activities, physical activities, simple cooking, basic vocational skills and other independent living skills;

16.7.3(b)(iv)(2) Within a multi-disciplinary team, contribute to the planning of group or individual programs according to client needs;

16.7.3(b)(iv)(3) Prepare formal reports on the effectiveness or otherwise of the program activity in meeting client needs;

16.7.3(b)(iv)(4) Under the general direction of a physiotherapist or other suitably qualified person, run hydrotherapy sessions, including the conduct of exercise and activity sessions;

16.7.3(b)(iv)(5) Under general direction, manage the activities of a small therapy workshop or a team in a Day Program service, including providing direction to subordinate staff in the delivery of activities, responsibility for maintenance of the environment and specialist stores, and the creation and implementation of suitable programs under the general direction of senior staff;

16.7.3(b)(iv)(6) Lead and/or assist in assessing clients' suitability for certain programs according to established methodologies;

16.7.3(b)(iv)(7) Establish and maintain effective links between the facility and clients' parents, friends and guardians;

- 16.7.3(b)(iv)(8)** Identify resources available in the community, establish effective links with these resources and educate other staff in their availability;
- 16.7.3(b)(iv)(9)** Liaise with community agencies to ensure client access to generic services;
- 16.7.3(b)(iv)(10)** Attend care planning meetings (e.g. IPP meetings) and provide input on suitable options for individual clients;
- 16.7.3(b)(iv)(11)** Negotiate with Client Services Regional Teams to achieve desired placement of clients;
- 16.7.3(b)(iv)(12)** Deal to finality with problems arising from externally placed clients (e.g. those requiring incumbents to negotiate with such agencies as special accommodation homes, supported employment programs and special schools).

16.7.3(c) Advanced Diploma or Equivalent (formerly MRN 1)

16.7.3(c)(i) Definition

16.7.3(c)(i)(1) Positions require a knowledge of the principles and practices of intellectual disability as provided by the Advanced Diploma in Disability Work, the Bachelor of Applied Science (Intellectual Disability) or its equivalent, or are registered or eligible to be registered as a Mental Retardation Nurse. Decision making is required consistent with the extent of this knowledge. Positions at this level are professionally accountable for these decisions.

16.7.3(c)(i)(2) This level of worker will be specifically trained to work with people with an intellectual disability across the life-cycle and in all domains of life, and therefore is in a unique position to coordinate discrete areas into total service to clients. The work undertaken by officers can be categorised into the following areas:

- **Development of physical and sensory abilities**

Issues include the development of muscle control to improve motor movement and coordination to assist clients to sit, walk, talk, eat, etc.

- **Emotional development**

Therapeutic intervention may be needed in meeting clients' emotional needs, and includes establishing and maintaining rapport with clients, providing encouragement and support, and creating a safe and stable environment in which developmental progress can be made.

- **Cognitive development**

The officer must use a knowledge of cognitive development to devise and implement programs to overcome a client's learning difficulties. The acquisition of language and meaningful communication processes is a vital aspect of this work.

- **Social development**

Daily living activities may need to be taught to clients, as well as more sophisticated tasks, which will enable the successful integration of clients.

16.7.3(c)(ii) Features

- 16.7.3(c)(ii)(1)** A deep understanding of intellectual disability and how it is defined, its causes, and the concepts of intellectual functioning and adaptive behaviour is expected. This knowledge is complemented by a thorough understanding of the basis for societal attitudes to intellectual disability. The sociological aspects of intellectual disability, and in particular the sociology of service delivery to individuals with an intellectual disability, is an essential element of this knowledge. The means for changing attitudes and the way in which services are to be developed and delivered is an important part of the specialist knowledge base of this level of worker. This includes cross-cultural, international studies and principles by which services are to be developed in the contemporary environment.

- 16.7.3(c)(ii)(2)** An understanding of the law as it relates to professional practice and the intellectual disability field. This includes knowledge of *the Intellectually Disabled Persons' Services Act, the Equal Opportunity Act, The Ombudsman's Act, the Public Sector Management and Employment Act, The Guardianship and Administration Board Act, The Occupational Health and Safety Act, The Community Welfare Services Act, the Drugs, Poisons and Controlled Substances Act, The Mental Health Act, the Nurses Act and the Psychological Practices Act.*
- 16.7.3(c)(ii)(3)** Areas of complexity that may be associated with clients with an intellectual disability and with which an officer at this level must be familiar include epilepsy, cerebral palsy, hyperkinesias, certain neuroses and psychoses, inappropriate or challenging behaviour.
- 16.7.3(c)(ii)(4)** Positions perform tasks according to established procedures, specific guidelines and standard instructions from more senior staff. Positions at this level may be required to select certain methods or procedures to meet client needs.
- 16.7.3(c)(ii)(5)** These positions require limited direction in their day to day activities.
- 16.7.3(c)(ii)(6)** Positions at this level will work as part of a direct care team in a residential service or in a multi-disciplinary team within the region.
- 16.7.3(c)(ii)(7)** Positions are required to provide on-the-job training and assist in the skill development of base grade employees and new staff within a residential unit or a specific program area.
- 16.7.3(c)(ii)(8)** In assisting clients to attain their maximum potential in a 'least restrictive environment' the officer will utilise a range of techniques and be involved in a range of activities.

16.7.3(c)(iii) Typical duties

- 16.7.3(c)(iii)(1)** Under direction, develop, implement, monitor and evaluate General Service Plans and an IPP for clients which requires the coordination meetings with the client, family members, primary caregivers, and other stakeholders;

- 16.7.3(c)(iii)(2)** Assess clients' level of development and functioning, strengths and deficiencies and needs;
- 16.7.3(c)(iii)(3)** Observe, report and intervene where appropriate on client's physical, emotional and behavioural patterns;
- 16.7.3(c)(iii)(4)** Undertake the more complex client behavioural and health issues and provide a coaching role to other staff in appropriately managing clients with more challenging and complex needs. This includes the knowledge and application of behavioural techniques in order to address particular behaviour;
- 16.7.3(c)(iii)(5)** Provide staff training with guidance and support within the workplace in accordance with departmental objectives and policies, as directed;
- 16.7.3(c)(iii)(6)** Assess the degree of progress against IPP goals and amend programs where necessary;
- 16.7.3(c)(iii)(7)** Conduct adaptive behaviour assessments of clients;
- 16.7.3(c)(iii)(8)** Develop and implement appropriate behaviour modification programs;
- 16.7.3(c)(iii)(9)** Administer and monitor the effects of medication;
- 16.7.3(c)(iii)(10)** Investigate the range of service options available to clients and ensure that adequate access to these services is available;
- 16.7.3(c)(iii)(11)** Advocate the rights of clients in the workplace and the broader community;
- 16.7.3(c)(iii)(12)** Conduct and evaluate programs in the areas of self-help skills (e.g. bathing, feeding, dressing, toileting) and assist base grade staff in the delivery of such programs;
- 16.7.3(c)(iii)(13)** Establish and maintain effective links with each client's family/friends in order to explain, develop and implement program or treatment strategies;
- 16.7.3(c)(iii)(14)** Undertake home visits to observe and assess clients and assist family/friends in home routines, techniques of management, treatments, developmental programming, use of specialised equipment, etc.

16.7.3(d) Disability Development and Support Officer, Level 3

16.7.3(d)(i) Definition

- 16.7.3(d)(i)(1)** At this level, under the broad direction of professional staff, senior direct-care staff have responsibility for independently running programs or welfare services for clients, managing a residential unit or handling a significant caseload of clients in a multi-disciplinary community setting.
- 16.7.3(d)(i)(2)** At this level, positions must use considerable judgement in determining courses of action that will impact on services to clients.

16.7.3(d)(ii) Qualifications

- 16.7.3(d)(ii)(1)** The tasks and duties undertaken may be determined by whether the position requires competencies at the Certificate IV in Disability Work or at the Advanced Diploma level, or the former Mental Retardation Nurse classification.
- 16.7.3(d)(ii)(2)** The incumbents are advanced practitioners and the work undertaken at Level 2 should be seen in this context.

16.7.3(d)(iii) Features of Certificate IV level

- 16.7.3(d)(iii)(1)** Positions at this level may head teams of direct-care workers, with responsibility for their induction, in-service training, formal assessment and professional supervision with respect to work performance and skill development.
- 16.7.3(d)(iii)(2)** Positions operate with a high degree of autonomy and will be required to handle all commonly occurring situations or cases within their area of practice. Positions also may utilise knowledge of service delivery systems to provide specialised services in some areas.
- 16.7.3(d)(iii)(3)** Positions may be required to deal with a range of community agencies, health care practitioners, Government departments and intellectually disabled advocacy groups on matters requiring tact and discretion and a detailed understanding of Disability Services Branch policy objectives, in addition to the understanding of philosophies of care expected of direct care staff.

16.7.3(d)(iv) Typical duties

- 16.7.3(d)(iv)(1)** Manage a Community Residential Unit (CRU), Respite Service or Outreach Service and provide a secure and supportive environment for clients and staff according to the principles of 'normalisation' and 'least restrictive environment';
- 16.7.3(d)(iv)(2)** Manage the planning and implementation of an IPP pertaining to the CRU setting and supervise other staff in these functions;
- 16.7.3(d)(iv)(3)** Participate in the client program planning and review process including the preparation of progress reports, assessment of needs and identification of strengths and deficiencies and functioning in such areas as vocational, social and daily living skills;
- 16.7.3(d)(iv)(4)** As head of a CRU, liaise with such agencies as schools and supported employment programs to ensure continuity of care and program goals;
- 16.7.3(d)(iv)(5)** Participate in the recruitment, selection, orientation and in-service train of new staff;
- 16.7.3(d)(iv)(6)** Within the CRU setting, take responsibility for establishing, implementing and reviewing house routines, allocating duties to both staff and clients;
- 16.7.3(d)(iv)(7)** Provide leadership, support and in-service training to new staff;
- 16.7.3(d)(iv)(8)** Oversee household management and maintenance functions;
- 16.7.3(d)(iv)(9)** Within policies and guidelines, administer clients' medication according to the employer's instructions and standards;
- 16.7.3(d)(iv)(10)** Manage the household budget and ensure appropriate procedures are followed with the expenditure of client's funds;
- 16.7.3(d)(iv)(11)** Obtain such professional expertise as may be required by clients within the CRU (e.g. general practitioner, Speech Therapist, Occupational Therapist);

- 16.7.3(d)(iv)(12)** As a member of a multi-disciplinary team, assist in the development, implementation and evaluation of individual programs;
- 16.7.3(d)(iv)(13)** In a Regional Team context, actively contribute to the client planning and review process, and prepare written reports on clients' development, making an assessment of needs, strengths, deficiencies and functioning in such areas as vocational skills, social skills and daily living skills;
- 16.7.3(d)(iv)(14)** Independently run a major recreational or social program (e.g. budgeting, negotiating acceptance of plans, liaising with outside agencies, etc.);
- 16.7.3(d)(iv)(15)** Under direction, coordinate the provision of a major therapy or developmental program across a range of settings (e.g. a major facility, or between a facility and out-posted community agencies). This could involve the coordination of numeracy and literacy programs within the facility, the client at home and specialist education staff. Positions will assist in the selection of suitable clients and coordinate all facets of program delivery;
- 16.7.3(d)(iv)(16)** Establish and maintain a program of home visits to clients. These duties will be conducted independently and issues will be resolved by the position incumbent, unless the incumbent instigates the introduction of another member of staff;
- 16.7.3(d)(iv)(17)** Provide written reports on programs, outlining difficulties, strategies for resolution and probable outcomes, and present these to multi-disciplinary teams for discussion and, if necessary, advice and assistance.
- 16.7.3(d)(iv)(18)** Supervise a group of direct care staff providing day programs.

16.7.3(e) Advanced Diploma level (Former MRN 2)

16.7.3(e)(i) Definition

At this level, positions apply the competencies gained at the CSTP Advanced Diploma level or utilise the knowledge gained from the basic MRN course, Bachelor of Applied Science (Intellectual Disability) or its equivalent, which has been consolidated by a range of work experience, usually consisting of at least two years within the field of intellectual disability.

16.7.3(e)(ii) Features

- 16.7.3(e)(ii)(1)** Clinical and developmental duties at this level will include more complex tasks than at lower levels. Positions operate with a high degree of autonomy and will be required to handle all commonly occurring situations or cases within their area of practice. Positions also may utilise knowledge of service delivery systems to provide specialised services in some areas.
- 16.7.3(e)(ii)(2)** Positions at this level may lead a direct-care team on a shift or work as advanced practitioners who provide advice and support to clients and colleagues within a residential facility or the community.
- 16.7.3(e)(ii)(3)** In all cases, positions receive general direction from and report directly to a supervisor at Level 4 Disability Development and Support Officer Classification or above who has overall accountability for the area or program.
- 16.7.3(e)(ii)(4)** Positions at this level will be accountable for decisions made according to the bounds of professional practice and Disability Services Branch policies. Positions at this level determine matters on a day-to-day basis and will report regularly to a more senior officer. Positions may be required to participate in peer reviews.

16.7.3(e)(iii) Typical Duties - Congregate Care

(This level also includes the Area Manager positions at the Statewide Forensic Service.)

- 16.7.3(e)(iii)(1)** Assist the Unit Manager to develop and implement the philosophy and objectives of a unit and/or client-care program;
- 16.7.3(e)(iii)(2)** Coordinate the General Service Planning for a number of clients as determined by the Unit Manager;
- 16.7.3(e)(iii)(3)** Supervise and assist in training Unit staff, and allocate tasks on the basis of the knowledge and developmental needs of available staff and to meet the standards of service delivery, which will be set in conjunction with the Unit Manager;

- 16.7.3(e)(iii)(4)** On a shift for which the position is responsible for the unit, coordinate the provision of services to clients and ensure that the unit's program and philosophical standards are maintained;
- 16.7.3(e)(iii)(5)** Contribute to the development of practices and procedures, and provide guidance and training on the shift to staff working in the unit;
- 16.7.3(e)(iii)(6)** Establish and implement the work priorities for the unit across the shift.

16.7.3(e)(iv) Typical duties - Community Residential Services

The duties for this position are identical to those performed by a Certificate IV position, however, there is an expectation that the higher level competencies will provide more appropriate care to clients with more complex health and/or behaviour management needs. It is expected that these positions will be utilised in services where the level and complexity of care required by clients is high and includes significant challenging behaviour(s), high medical needs, dual disability and/or delivery of specialist programs.

- 16.7.3(e)(iv)(1)** Manage a Community Residential Unit (CRU), Respite Service or Outreach Service and provide a secure and supportive environment for clients and staff according to the principles of 'normalisation' and 'least restrictive environment';
- 16.7.3(e)(iv)(2)** Oversee the General Service Planning and Individual Program Plans and their implementation for CRU clients;
- 16.7.3(e)(iv)(3)** Be responsible for the administration of medication to clients, monitoring of side-effects and communication with medical, allied health and other practitioners on client needs;
- 16.7.3(e)(iv)(4)** Independently oversee the development, implementation and review of developmental and behaviour management programs;
- 16.7.3(e)(iv)(5)** Provide leadership, support and in-service training to CRU staff.

16.7.3(f) Disability Development and Support Officer, Level 4

16.7.3(f)(i) Definition

- 16.7.3(f)(i)(1)** Positions at this level apply competencies acquired through the Advanced Diploma in Disability Work, the Bachelor of Applied Science courses in Intellectual Disability Studies, the MRN training or equivalent qualifications, and relevant experience.
- 16.7.3(f)(i)(2)** Positions may utilise relevant post-basic studies to ensure the achievement of direct care standards across a work area, program or speciality area of practice for which they are responsible.

16.7.3(f)(ii) Features

- 16.7.3(f)(ii)(1)** Positions at this level are either program management positions or undertake the most complex 'hands on' direct care work in this structure. While positions are generally engaged in residential services, positions also include case management services Day Programs and Outreach services.
- 16.7.3(f)(ii)(2)** The acquired expertise and advice in the direct delivery of services to clients will be regarded as authoritative.
- 16.7.3(f)(ii)(3)** Positions undertake the full range of cases within their area of practice and will not require guidance in these areas from a more senior person or a professional. Unit Managers will be expected to independently manage all direct-care services in their unit and provide leadership to subordinate staff in the full range of direct care service delivery functions. Similarly, Cluster Managers and managers of other service delivery areas are responsible for the full range of services within their program or geographic area.
- 16.7.3(f)(ii)(4)** Positions are professionally accountable for their decisions. Positions at this level in charge of units or program areas will be accountable to the senior management for the delivery of a high-quality service. Positions will be required to participate in peer review.

16.7.3(f)(iii) Community Residential Services

- 16.7.3(f)(iii)(1)** This position is responsible for managing community based accommodation support services within a delegated part of a region and within a defined budget. The position participates in the planning and implementation of residential support services for clients.
- 16.7.3(f)(iii)(2)** The position is responsible for monitoring service delivery for clients and developing and implementing change strategies to continuously improve the quality and effectiveness of services to clients. The position is responsible for liaising with other service providers, community groups, families and relevant others about service delivery and other client related matters.

16.7.3(f)(iv) Congregate Care

- 16.7.3(f)(iv)(1)** This position manages the provision of all services to clients in a designated residential setting, i.e. within an institutional environment. This involves the effective use of resources to meet program goals and the management of staff including recruitment, staff development and training, roster management, performance, counselling and discipline.
- 16.7.3(f)(iv)(2)** The position oversees that an IPP and other management strategies are implemented for all clients and that service standards are monitored and achieved to meet client needs.
- 16.7.3(f)(iv)(3)** The position demonstrates competence in developing service objectives, performance monitoring and assessment against stated objectives.

16.7.3(f)(v) Typical duties

For both positions include:

- 16.7.3(f)(v)(1)** Manage the provision of services to enable the effective utilisation of available resources to enhance the lives of clients in accordance with Departmental policy;
- 16.7.3(f)(v)(2)** Ensure the relevant provisions of the *Intellectually Disabled Persons' Services Act 1986* are followed in such areas as admissions and standards of practice;
- 16.7.3(f)(v)(3)** Participate in the development of local policy and implement policies and procedures within the unit or program area;

- 16.7.3(f)(v)(4)** Manage the process by which the services of other professional staff are utilised by clients;
- 16.7.3(f)(v)(5)** Maintain standards of direct-care service delivery and ensure the appropriate training and professional development of all direct-care staff;
- 16.7.3(f)(v)(6)** Provide authoritative advice to staff, senior management and others as required;
- 16.7.3(f)(v)(7)** Manage the preparation of reports for Intellectual Disability Review Panels;
- 16.7.3(f)(v)(8)** Act as a point of contact for families, advocates and the community;
- 16.7.3(f)(v)(9)** Ensure that adequate records are kept relating to client treatments and programs, possessions and client expenditure.

16.7.3(f)(v)(10) Congregate Care specific duties

- Monitor unit activities (including those undertaken by the Deputy Unit Manager) and report as required to senior management on progress towards objectives, resourcing difficulties, staff development requirements, emerging service delivery issues that may have an impact beyond the particular unit or program area;
- Meet allocated Unit based budgets including FYEs, operating and overtime budgets.

16.7.3(f)(v)(11) Community based specific duties

- Manage the provision of community based accommodation support, respite and outreach services within a delegated part of a region;
- Monitor budgets including the overall operating budget, household expenditure, staffing/rostering and capital development costs;
- Liaise with government and non-government service providers, community groups and other interested parties in relation to client related and service delivery issues.

16.7.3(g) Disability Development and Support Officer, Level 5

16.7.3(g)(i) Sector Manager Positions (former MRN-4)

16.7.3(g)(i)(1) Definition

Positions will utilise direct care, program and administrative knowledge based on further reading and study over the years (and/or a postgraduate qualification), and enhanced by many years of appropriate MRN work experience.

16.7.3(g)(i)(2) Features

- Positions at this level involve significant problem-solving activities that may require considerable understanding and interpretation of facility and Departmental policy.
- The Sector Manager manages a large geographical component of a regional community based residential support service or a designated number of Units in a Congregate Care facility. The position has overall responsibility for the budget allocation for that sector. The difference between a Cluster Manager and a Sector Manager in community based services is the size of the service for which the position is responsible, the greater budgetary responsibility and the level of involvement in regional policy development.
- The position is responsible for the monitoring and evaluation of program performance and effectiveness and the development and implementation of changes to service delivery models to improve service quality and responsiveness to client needs.
- The position is responsible for effective links with other departments, service providers, community groups and funded agencies.

16.7.3(g)(i)(3) Typical duties

- Monitor and evaluate program performance and develop and implement change strategies to improve service quality and effectiveness in meeting the needs of clients;

- Participate at a senior level in the development of direct care policies, practices, standards and procedure guidelines;
- Develop and review standards and objectives for the provision of direct care services to ensure the effective utilisation of resources;
- Design, implement and modify new services to meet the changing needs of current users and the needs of emerging groups of clients;
- Provide advice on complex service delivery issues to staff, senior management and external agencies;
- Provide leadership to direct care managers and supervisors and facilitate training and development initiatives to enable the continuous development of staff.

16.7.3(h) Disability Development and Support Officer, Level 6

16.7.3(h)(i) Sector Manager - Large Congregate Care facility (former MRN-5)

16.7.3(h)(i)(1) Definition

Positions are senior management positions that have a thorough knowledge of the profession and the delivery of services to intellectually disabled clients.

16.7.3(h)(i)(2) Features

Positions are bound by broad practice and policies and are subject to executive management direction only. Within areas of practice as outlined below, positions will be able to commit the facility, within the constraints of the executive management model, to a particular course of action or policy. Positions at this level therefore are expected to lead the investigation of major issues in the direct-care area and develop strategies to overcome problems affecting the facility.

16.7.3(h)(i)(3) Typical duties

- Develop and implement philosophies, policies, standards and objectives for the provision of direct care services to ensure the effective utilisation of resources to enhance the lives of clients;

- Monitor the standards of practice, program effectiveness and efficiency, and report as required to the senior management and the Regional Executive to ensure services are in accordance with the provisions of relevant Acts and departmental standards;
- Build relationships with key stakeholders including associated organisations, community agencies, and resident families to enable effective responses and consultation regarding the services provided to residents;
- Lead and develop Unit Managers to enable improvements in the direct care services provided to residents;
- Undertake a range of management functions in relation to the administration of the units, including the preparation and monitoring of budgets, preparation of reports and maintenance of client records and overseeing of staff recruitment.

16.7.3(i) Disability Development and Support Officer, Level 7

16.7.3(i)(i) Residential Operations Manager (former MRN 6)

16.7.3(i)(i)(1) Definition

Positions are senior Managers who have a thorough knowledge of the service and have considerable management experience.

16.7.3(i)(i)(2) Features

- At this level, positions may have to resolve issues which are unique and guide-lines may be inadequate or not developed and policies ill-defined.
- Positions are bound by Disability Services Branch policies and practices and are subject to executive management direction only. Within areas of practice as outlined below, positions will be able to commit the facility or service to a particular course of action within the constraints of the executive management model. Positions at this level therefore are expected to lead the investigation of major issues in the direct-care and develop strategies to overcome problems affecting the delivery of services.

- Work at this level is distinguished from that of Level 6 by the size of the service managed.

16.7.3(i)(i)(3) Typical duties

- Develop and implement policies, standards and objectives for the provision of direct care services to ensure the effective utilisation of resources to enhance the lives of clients during the redevelopment period;
- Monitor the standards of practice, program effectiveness and efficiency, and report as required to the senior management to ensure services are in accordance with the provisions of relevant Acts, departmental standards and support redevelopment outcomes;
- Lead the direct care service to ensure the quality of services is maximised during redevelopment and support collaborative working arrangements across the organisation;
- As a member of the facility Executive, participate in planning and implementing this major change;
- In the context of developing new services, liaise with regions and stakeholders as required by the facility Manager;
- Ensure that staff are supported to access developmental training opportunities;
- Build relationships with key stakeholders including associated organisations, community agencies, and resident families to enable effective responses and consultation regarding the services provided to residents;
- Undertake a range of management functions in relation to the administration of the units, including the monitoring of budgets, preparation of reports and maintenance of client records and oversee internal staff deployment.

16.7.3(j) Disability Development and Support Officer, Level 8 (former MRN-7)

16.7.3(j)(i) Definition

Positions will usually be in charge of large congregate care facilities or Services.

16.7.3(j)(ii) Typical duties

- 16.7.3(j)(ii)(1)** Be responsible for the development and preparation of policy and guide lines pertaining to all aspects of direct-care service delivery within a large Disability Services Branch facility (as defined), and for the provision of high-level advice to other members of the facility's executive;
- 16.7.3(j)(ii)(2)** Be responsible for the development and preparation of policy and guidelines pertaining to all aspects of direct-care service delivery and for the provision of high-level advice to other members of the facility's executive;
- 16.7.3(j)(ii)(3)** Represent the total direct care function on the facility's executive and negotiate at senior levels for the adequate resourcing of the direct-care functions and associated activities;
- 16.7.3(j)(ii)(4)** Ensure the direct-care services are of the highest possible quality and in line with Departmental policies across the facility through establishing effective reporting relationships between unit, program and community-based Managers;
- 16.7.3(j)(ii)(5)** Participate as necessary in the negotiation of local industrial relations issues and report to senior Disability Services Branch management in the event of major disputes;
- 16.7.3(j)(ii)(6)** Provide professional leadership to all direct-care staff in the facility, and encourage staff development and retention;
- 16.7.3(j)(ii)(7)** Establish and review practice standards and establish guide-lines for the provision of direct care services.

16.7.3(k) Disability Development and Support Officer, Level 9 (former MRN-8)

16.7.3(k)(i) Definition

The position is accountable for the planning and development of the profession of direct care for people with an intellectual disability. The position advises the Assistant Director, Disability Services Branch and generates policies that impact on direct care services provided in the field.

16.7.3(k)(ii) Typical duties

- 16.7.3(k)(ii)(1)** Undertake workforce planning and evaluation of education and training requirements to ensure that Disability Services Branch policy objectives can be met;
- 16.7.3(k)(ii)(2)** On a Statewide basis, set and evaluate direct care standards within Disability Services Branch, and negotiate with Managers of direct care services to ensure that these standards are implemented throughout facilities and community settings;
- 16.7.3(k)(ii)(3)** Provide a focus for policy development and analysis, service planning and program development in relation to direct care service in Victoria.

16.8 After hours coordination/night supervision function

16.8.1 Congregate Care facilities

16.8.1(a) Typical duties

- 16.8.1(a)(i)** Take responsibility for all clients and staff in the event of any emergency and instigate remedial action, including the implementation of emergency procedures within established protocols, arranging additional support requirements and notification to senior management.
- 16.8.1(a)(ii)** Provide night staff with direction, advice and guidance as required on various issues which may arise during a shift, including client illness or injury, managing challenging behaviour.
- 16.8.1(a)(iii)** Attend units and provide assistance if required in dealing with issues as they arise, including client illness or injury, managing challenging.

- 16.8.1(a)(iv)** Ensure that the environment is safe and secure, including check of security of windows and doors, safe storage of chemicals and check fire safety equipment is functioning and appropriately accessible.
- 16.8.1(a)(v)** Ensure that no unauthorised persons are on the grounds.
- 16.8.1(a)(vi)** Provide a central point of contact, advice and counselling where appropriate for members of the public or others who may contact the facility during out of business hours, including Police, hospitals, Fire Brigade, external contractors and family members.
- 16.8.1(a)(vii)** Night Supervisors have responsibility for the single facility in which they work.

16.8.1(b) Position classifications

The classification levels of positions engaged in the provision of after hours coordination includes positions at Level 5, Level 4 and Level 3. The classification levels of after hours coordination teams or individual night supervisor positions will depend on the size of the facility in terms of client and staff numbers and be commensurate with the degree of autonomy and responsibility required of the position.

16.8.2 Non-residential services

16.8.2(a) Definition

Positions work as part of a multi-disciplinary team which may also comprise a range of professionals including Social Workers, Psychologists and Therapists.

16.8.2(b) Typical duties

- 16.8.2(b)(i)** Participate in determining client eligibility to receive support services.
- 16.8.2(b)(ii)** Assess client needs in collaboration with the client, their family, guardian or carer.
- 16.8.2(b)(iii)** Develop a General Service Plan and other case plans to enable client access to appropriate and cost effective services.
- 16.8.2(b)(iv)** Provide behaviour intervention programs and strategies for clients who manifest challenging behaviour.
- 16.8.2(b)(v)** Evaluate and review behaviour intervention and skill development programs.

16.8.2(c) Classifications

- 16.8.2(c)(i)** The classification levels of positions engaged in the provision of non-residential services includes positions at Level 4, Level 3, Level 2 and Level 1. The classification of positions will depend on the qualifications, duties and responsibilities, the size of the team and the relevant experience of the occupant.
- 16.8.2(c)(ii)** At the completion of the current review of case management services, the competencies and classification matrix will be amended, if required, to reflect any changes to the classification structure as determined by the Central Training Consultative Committee.

16.9 Facility Services Officer

16.9.1 Group standard

The work of positions in this structure provides a variety of support services relating to the operation and maintenance of facilities for people with intellectual disabilities or psychiatric disorders. As such this involves the application of a variety of physical coordinating and staff management skills. At lower levels minimal judgement is required as work supervision and direction is clear. At more senior levels more focused skills are required, and senior supervisory levels require the management of a sizeable workforce in order to achieve a set level of performance in domestic-related functions, such as cleaning or provision of a catering or laundry service.

16.9.2 Qualifications

There are no mandatory qualifications for entry to the structure. Previous experience is not required and on-the-job training is provided. However, at higher levels specific qualifications may be required for some positions. These may include an endorsed licence to drive certain classes of vehicles, or a catering qualification. Supervisory ability is required at higher levels. A licence to drive a standard motor vehicle is required for some positions. Given the nature of the majority of the work, physical fitness and an ability to understand and apply the safe operation of basic cleaning, laundry, kitchen or similar appliances are required.

16.9.3 Definitions

16.9.3(a) Routine direction means that a person:

- 16.9.3(a)(i)** receives instructions on what is required, on unusual or difficult features and, when new techniques or practices are involved, on the method of approach;

- 16.9.3(a)(ii)** is normally subject to progress checks usually confined to the unusual or difficult aspects and has assignments reviewed on completion; and
- 16.9.3(a)(iii)** has the knowledge and experience to perform basic duties usually without detailed instructions.

16.9.3(b) General direction means that a person:

- 16.9.3(b)(i)** receives general instructions, usually covering only the broader aspects of the work;
- 16.9.3(b)(ii)** may be subject to progress checks usually confined to ensuring that, in broad terms, satisfactory progress is being made; and
- 16.9.3(b)(iii)** although competent and well experienced in the line of work may, on occasion, receive more detailed instructions, usually when special features are involved.

16.9.3(c) Limited direction means that a person:

- 16.9.3(c)(i)** receives limited instructions normally comprising a clear statement of objectives;
- 16.9.3(c)(ii)** has work usually measured in terms of the achievement of stated objectives; and
- 16.9.3(c)(iii)** is fully competent and very experienced in an operational sense and requires little guidance during the performance of the work even when special, unusual or complex features are involved.

16.9.4 Facility Services Officer, Level 1

16.9.4(a) Definition

- 16.9.4(a)(i)** Positions work under routine direction and undertake a range of laundry, cleaning, driving, basic food preparation, labouring or messengerial duties. Positions at this level perform a limited range of recurring tasks across a single function. The work requires the application of physical skills and common sense. Recurring and well defined tasks are undertaken, such as the operation of cleaning and laundry equipment and kitchen appliances. Tasks are generally confined to one or two physical locations. Tasks regularly performed are generally confined to one or two procedures (e.g. daily performance of a range of domestic services tasks including minor food and beverage preparations and regular ward cleaning duties; or motor driving duties of a collect and deliver or messengerial nature). Established routines, methods and procedures apply and guidance is readily available with standard instructions applying. Within the framework of mainly pre-determined work schedules, some decision-making may occur in the precise order tasks are performed.

16.9.4(a)(ii) This level is a base operational and recruitment level. Staff at this level have no supervisory responsibility. Staff undertaking work at this level would become competent in individual tasks after a limited period of on-the-job training.

16.9.4(a)(iii) Initially, the work is performed under close direction and there is little scope to deviate from established routines, methods and procedures. Tasks may be mixed within a single functional area of work to provide a variety of work experience; they are of a routine operational nature.

16.9.4(b) Skills and attributes

16.9.4(b)(i) There are no mandatory qualifications for entry to this level. Previous experience is not required, as on-the-job training is provided. Physical fitness and an ability to understand and apply the safe operation of basic cleaning, laundry, kitchen or similar appliances are required. Personal hygiene and an appreciation of its importance is required.

16.9.4(b)(ii) A licence to drive a motor car is a job requirement for a restricted number of positions at this level.

16.9.4(c) Typical duties

16.9.4(c)(i) Provide a daily domestic and cleaning service within a ward/unit, including regular ward cleaning duties and basic food and beverage preparation (e.g. preparing toast, plating food, preparing fruit); or

16.9.4(c)(ii) Assist in the preparation and serving of food in a kitchen, including storing bulk food, slicing, peeling, cutting, etc., preparing food items, delivering food, washing cutlery, crockery and utensils and, cleaning and washing kitchen areas; or

16.9.4(c)(iii) Drive a vehicle in order to deliver goods, documents, messages, mail and other items, and perform incidental tasks associated with this function; or

16.9.4(c)(iv) Perform a range of heavy cleaning tasks such as stripping and polishing large areas of floor surface, moving furniture, cleaning external surfaces such as paths and high windows, removing and replacing curtains and similar fittings, replace small areas of carpet, vinyl or other floor surface, clean a swimming pool facility including adding appropriate chemicals, and similar general labouring tasks; or

16.9.4(c)(v) Perform a range of laundryhand tasks, including loading and tending washing machines and dryers, sorting articles by type, colour, fabric and cleaning treatment required, weighing and otherwise recording the receipt and movement of linen and clothing.

16.9.4(c)(vi) Perform a range of linen room and/or sewing duties including operating industrial machinery, mending clothing and manufactured items such as bibs, bags and aprons. Assist in condemning, folding, sorting, allocating and preparing ward orders. Stack linen.

16.9.4(d) Indicative previous classifications

16.9.4(d)(i) FADSA/DSO 1;

16.9.4(d)(ii) Laundryhand/DSO 1;

16.9.4(d)(iii) Cleaner/DSO 1;

16.9.4(d)(iv) Messenger;

16.9.4(d)(v) General Hand;

16.9.4(d)(vi) Motor Driver, Grade 1;

16.9.4(d)(vii) Seamstress Grade 1;

16.9.4(d)(viii) Watchman;

16.9.4(d)(ix) Pharmacy Attendant.

16.9.5 Facility Services Officer, Level 2

16.9.5(a) Definition

16.9.5(a)(i) Positions at this level work under routine direction and the work is subject to regular checks. Detailed instruction is not always necessary however and there is scope for staff to exercise initiative in applying established work practices and procedures.

16.9.5(a)(ii) This level encompasses a range or combination of operational activities, which require the application of specific skills or experience, and a general knowledge of the work to be performed. The work may focus on a particular stream of work, such as dry cleaning, general hostel duties, providing information, stores, receipt and dispatch, or the making and repair of clothing.

- 16.9.5(a)(iii)** This level includes more specialised and skilled work performed in one functional area or operational work performed across a number of operational/functional areas.
- 16.9.5(a)(iv)** Knowledge may be required of a range of skills, guide-lines and procedures. Supervision is to hand in respect of task allocation and work quality. Some decision-making is required on appropriate method and arrangement of tasks.
- 16.9.5(a)(v)** Tasks are performed regularly across a range of activities and possibly a range of physical locations, e.g. domestic service assistance tasks within a ward and a kitchen; or domestic service tasks within wards and sewing room and heavy duty cleaning tasks; or regular performance of both motor driving and stores tasks under supervision.
- 16.9.5(a)(vi)** Greater independence is afforded at Level 2 than Level 1 and initiative is required in applying established practices and procedures. It would be expected that staff at this level would be experienced, trained and skilled in their particular areas of facility operations. Some positions may have a minor supervisory role and most would be expected to provide regular advice and assistance to Level 1 staff. This level can broadly be described as senior operative.
- 16.9.5(a)(vii)** In addition, this level accommodates a modest number of specialist positions where specific skills and/or work experience are required.

16.9.5(b) Skills and attributes

- 16.9.5(b)(i)** Generally, there are no mandatory qualifications for entry to this level. However, specific qualifications such as an endorsed licence may be required for some positions. Several years' practical experience in a specific work area or stream or preferably streams of work would provide appropriate training for this level. Skills may be enhanced by on-the-job training. Physical fitness may be required and a knowledge of the safe operation of some specific equipment may need to be acquired.
- 16.9.5(b)(ii)** A licence to drive a standard motor car may be required for some positions.

16.9.5(c) Typical duties

- 16.9.5(c)(i)** Regular performance of at least two of the duty types described at Level 1; or

- 16.9.5(c)(ii)** Drive a variety of motor vehicles (including those requiring an endorsed licence) in order to transport clients, food or other goods. Allocate and schedule vehicles to be used by other staff; or
- 16.9.5(c)(iii)** Provide a comprehensive Inquiry Officer service, both in person and by manning a switchboard, and perform incidental tasks to this function such as monitoring fire and physical security; or
- 16.9.5(c)(iv)** Under direction receive, handle and dispatch incoming and outgoing goods and supplies from a store, and/or drive a variety of vehicles; or
- 16.9.5(c)(v)** Under limited direction perform cleaning, tidying, booking and related tasks at a hostel.

16.9.5(d) Indicative previous classifications

- 16.9.5(d)(i)** General Reliever;
- 16.9.5(d)(ii)** FADSA Cleaners, Laundry hands regularly working across a number of distinct functional areas, e.g. kitchen/unit/linen store;
- 16.9.5(d)(iii)** Hostel Supervisor, Dry Cleaner, Tailor, Tailoress, Storemen, Grades 1 and 2, Motor Driver, Grades 2 and 3.

16.9.6 Facility Services Officer, Level 3

16.9.6(a) Definition

- 16.9.6(a)(i)** Work at his level is performed under general direction. Positions at this level usually require relevant experience acquired over a number of years and either a sound knowledge of a range of activities or a depth of specialised knowledge of a specific activity. A formal non-mandatory qualification, e.g. Certificate of Supervision may assist staff to perform at this level. Supervisory positions may undertake the more complex operational work as well as oversee the work performed by subordinates.
- 16.9.6(a)(ii)** Positions perform a range of tasks within a specialist/specific activity. Resolution of problems can be achieved by referral to precedents, guide-lines and instructions, or trade practice. There is guidance available on task allocation and work quality. There is scope for initiative in the application of established work practices and procedures. Positions with supervisory responsibilities may be involved in working with staff to develop work performance.

16.9.6(b) Qualifications, skills and attributes

There may be specific mandatory qualifications for appointment to some positions at this level. Several or more years' practical experience in a specific work area or stream would provide appropriate training for this level. This may be supplemented by formal qualifications in limited instances. Occupants need to have a sound knowledge of work practices, procedures, guide-lines and instructions relevant to the work area. Supervisory skills are required at this level.

16.9.6(c) Typical duties

- 16.9.6(c)(i)** Manage a store or a stores/transport service at a smaller facility;
or
- 16.9.5(d)(ii)** Under direction, manage a discreet stores or transport function at a larger stores facility (see note below); or
- 16.9.5(d)(iii)** Manage a team of Domestic Service Officers, Grade 1 and 2, responsible for providing a comprehensive cleaning service; or
- 16.9.5(d)(iv)** Supervise a section of a laundry facility or manage a linen store.

Note: On an indicative basis facilities currently considered to be larger are Kew Cottages, Lakeside, NEMPS, Janefield, Mayday Hills, Royal Park.

16.9.6(d) Indicative previous classifications

- 16.9.6(d)(i)** Laundryhand, Grade 2;
- 16.9.6(d)(ii)** General Hand, Senior and Leading;
- 16.9.6(d)(iii)** Storekeeper, Grade 1;
- 16.9.6(d)(iv)** Central Linen Service Supervisor.

16.9.7 Facility Services Officer, Level 4

16.9.7(a) Definition

- 16.9.7(a)(i)** Positions work under general direction and manage the provision of a service or function across a smaller facility or supervise staff undertaking a range of activities or specialised activities.

16.9.7(a)(ii) Work at this level requires a sound knowledge of a function or range of service activities. Positions at this level determine work priorities and planning within their designated activity. Positions at this level have supervisory responsibilities over staff operating a range of equipment and/or undertaking a range of tasks. Positions at this level recruit and counsel staff and maintain standards within the service or function they manage.

16.9.7(a)(iii) Whilst this level is primarily a supervisory one, involvement in wider resource management (e.g. budget) is expected, although direction is usually available in this regard.

16.9.7(b) Qualifications, skills and attributes

16.9.7(b)(i) There may be specific mandatory qualifications for appointment to some positions at this level. Considerable relevant experience in a work area such as farm or stores management may be supplemented by formal qualifications. Experience in supervising staff is necessary as the level is primarily a supervisory one.

16.9.7(b)(ii) A knowledge of Occupational Health and Safety Regulations, Standards and Procedures is required.

16.9.7(c) Typical duties

16.9.7(c)(i) Assist in the management of a full laundry service; or

16.9.7(c)(ii) Manage a full domestic service in a small facility or assist in the management of a full domestic service in a large facility; (refer notes); or

16.9.7(c)(iii) Manage a farm at a large facility; or

16.9.7(c)(iv) Manage a significant store or stores and transport service at a larger facility.

Note: Positions also assist in the management of rostering, allocation of duties, leave management, budgeting and counselling staff.

Note: On an indicative basis facilities currently considered to be large are Kew Cottages, Lakeside, Janefield, Mayday Hills, Royal Park and NEMPS.

16.9.7(d) Indicative previous classifications

16.9.7(d)(i) Laundry Supervisor;

16.9.7(d)(ii) Senior Storekeeper/Storekeeper, Grade 2;

16.9.7(d)(iii) Farm Manager;

16.9.7(d)(iv) DSS, Grade 1.

16.9.8 Facility Services Officer, Level 5

16.9.8(a) Definition

Positions at this level work under limited direction in relation to established priorities and work practices to manage a function or service across a large facility or across a number of facilities. Examples include management of a large laundry or a full catering service. Positions manage a significant labour force. Managerial ability, including the ability to supervise staff, set priorities, monitor work flow and to develop local strategies or work practices may be required. Positions have responsibility to oversee staff training programs, and identify training needs. Positions recruit staff within the parameters of determined staffing levels and are expected to be involved in the application of equal employment opportunity principles and to manage occupational health and safety guide-lines and requirements. Staff selection for lower level supervisory positions and staff counselling and assessment are features of this level. Positions set criteria for service quality control and maintain standards within the function or service they manage. Positions determine work programs and priorities and need to closely monitor assigned budgets. Occupants are required to work in accordance with local policies on budgeting, staffing levels, major purchasing, disciplinary and personnel matters.

16.9.8(b) Qualifications, skills and attributes

There may be specific mandatory qualifications for appointment to certain positions at this level, such as in catering. Staff must have extensive relevant experience and this may be supplemented by formal qualifications. Extensive practical experience in supervising a catering, laundry or cleaning function may have been obtained in the Victorian Public Service or private employment. Strong staff management skills are required.

16.9.8(c) Typical duties

16.9.8(c)(i) Manage a full catering service; or

16.9.8(c)(ii) Manage a full domestic service at a larger facility; or

16.9.8(c)(iii) Manage a full laundry service.

16.9.8(d) Indicative previous classifications

- 16.9.8(d)(i)** Catering Services Manager, Grades 1 and 2;
- 16.9.8(d)(ii)** Domestic Services Supervisor, Grades 2 and 3;
- 16.9.8(d)(iii)** Laundry Manager;
- 16.9.8(d)(iv)** Laundry Manager, Senior.

16.10 Tradesperson structure

16.10.1 Group standard

- 16.10.1(a)** The work of positions in this structure requires application or oversight of recognised trade skills. The work also includes tasks incidental to the performance of trade work. Additionally, this structure encompasses trade assistant work where clear direction and instruction is provided to unqualified staff.
- 16.10.1(b)** Supervisory levels in this structure include a supervisory role over a number of trade qualified staff and trade assistants, and a coordination role over a significant workforce.

16.10.2 Qualifications

16.10.2(a) Level 4

A First Class Ministry of Transport Certificate, membership of the Institute of Hospital Engineers, an appropriate equivalent or a trade certificate issued by the Industrial Training Commission of Victoria or equivalent qualification. This mandatory qualification may be supported by other desirable criteria such as formal qualifications and/or proven supervisory and general management skills.

16.10.2(b) Level 2 and 3

A trade certificate issued by the Industrial Training Commission of Victoria, or equivalent trade qualification is required. Standard registration or licence requirements apply for trades such as electrical mechanic and plumber. At Level 3 supervisory ability is required, as is the ability to schedule and cost trade work, monitor maintenance expenditure and assess the work of contractors.

16.10.2(c) Level 1

- 16.10.2(c)(i)** Previous practical experience working as a handyman or working in the building/construction industry, catering, gardening or other trade-related field would be an advantage. On-the-job training in the safe operation of equipment will be provided.
- 16.10.2(c)(ii)** Progression beyond Level 1 requires acquisition of a trade qualification. Staff at this level will be encouraged to undertake adult apprenticeships.
- 16.10.2(c)(iii)** Physical fitness and a licence to drive a motor car may be required at all levels.

16.10.3 Definitions

16.10.3(a) Routine direction means that a person:

- 16.10.3(a)(i)** receives instructions on what is required, on unusual or difficult features and, when new techniques or practices are involved, on the method of approach;
- 16.10.3(a)(ii)** is normally subject to progress checks usually confined to the unusual or difficult aspects and has assignments reviewed on completion; and
- 16.10.3(a)(iii)** has the knowledge and experience to perform basic duties usually without detailed instructions.

16.10.3(b) General direction means that a person:

- 16.10.3(b)(i)** receives general instructions, usually covering only the broader aspects of the work;
- 16.10.3(b)(ii)** may be subject to progress checks usually confined to ensuring that, in broad terms, satisfactory progress is being made; and
- 16.10.3(b)(iii)** although competent and well experienced in the line of work may, on occasion, receive more detailed instructions, usually when special features are involved.

16.10.3(c) Limited direction means that a person:

- 16.10.3(c)(i)** receives limited instructions normally comprising a clear statement of objectives;
- 16.10.3(c)(ii)** has work usually measured in terms of the achievement of stated objectives; and

16.10.3(c)(iii) is fully competent and very experienced in an operational sense and requires little guidance during the performance of the work even when special, unusual or complex features are involved.

16.10.4 Tradesperson, Level 1 (Trade Assistant)

16.10.4(a) Definition

16.10.4(a)(i) Positions at this level are under routine direction from trade qualified staff and perform a range of trade assistant work.

16.10.4(a)(ii) Within practical parameters, trade assistant work may be organised within specific fields as listed below. These are indicative and not exclusive.

16.10.4(a)(iii) Trade Assistant cooking duties include preparing and cooking food.

16.10.4(a)(iv) Trade Assistant engineering duties may include welding and general maintenance.

16.10.4(a)(v) Trade Assistant gardening duties include mowing, weeding, watering, slashing, digging, fertilising, spraying, cutting edges, removing fallen branches and minor maintenance on equipment.

16.10.4(a)(vi) General maintenance work includes replacing washers and globes, replacing tiles and door knobs, carrying out the less complex repairs on motor vehicles, farm, garden and other equipment.

16.10.4(b) Typical duties

16.10.4(b)(i) Assist trade qualified staff;

16.10.4(b)(ii) Undertake general handyman tasks, including mechanical repairs;

16.10.4(b)(iii) Undertake manual tasks such as lifting and moving furniture, monitoring clients' movements around tools and equipment when work is undertaken in Units or areas where clients have access;

16.10.4(b)(iv) Repair tiling;

16.10.4(b)(v) Undertake minor concreting work;

16.10.4(b)(vi) Clean roofs and gutters of leaves;

- 16.10.4(b)(vii)** Replace washers, light globes, door knobs;
- 16.10.4(b)(viii)** Repair items such as washing machines, lawn mowers, wheel chairs, metal fascias;
- 16.10.4(b)(ix)** Undertake general gardening tasks such as weeding, mowing, watering, slashing, digging, fertilising, spraying weeds/roads, cutting lawn/edges, removing fallen branches;
- 16.10.4(b)(x)** Undertake routine maintenance on workshop and gardening equipment;
- 16.10.4(b)(xi)** Clean boiler rooms;
- 16.10.4(b)(xii)** Assist painter in preparing surfaces for painting and undertake routine painting work;
- 16.10.4(b)(xiii)** Repair broken chairs and similar items;
- 16.10.4(b)(xiv)** Assisting in the Carpenter's Workshop, including repainting garden stakes, stacking and dressing timber, assisting in erecting and moving furniture, repairing wooden cupboards, etc;
- 16.10.4(b)(xv)** Monitor clients when maintenance and installation work is being undertaken in areas where clients have access;
- 16.10.4(b)(xvi)** Prepare and cook food;
- 16.10.4(b)(xvii)** Undertake incidental driving duties related to the completion of trade and trades related tasks.

Note: The above is a reasonably comprehensive list of the range of duties, which might be encompassed. Personal ability, interest and training would impact on the range of duties, which might be asked of an individual.

16.10.4(c) Qualifications, skills and attributes

- 16.10.4(c)(i)** A trade is not required. Previous experience as a Handyman or working in the building industry or other trade-related areas would be an advantage. Physical fitness is required and a knowledge of the safe operation of some specific equipment may need to be acquired. On-the-job training may enhance skills already possessed by staff. Direction is provided by trade supervisory staff.
- 16.10.4(c)(ii)** A licence to drive a motor car may be required.

16.10.4(d) Indicative previous classifications

- 16.10.4(d)(i)** General Assistant;
- 16.10.4(d)(ii)** Cook, Grade 1 (Unqualified);
- 16.10.4(d)(iii)** Gardener, Grade 1 (Unqualified);
- 16.10.4(d)(iv)** Fireman;
- 16.10.4(d)(v)** Agricultural Assistant.

16.10.5 Tradesperson, Level 2

16.10.5(a) Definition

Positions at this level work under general direction. This is the recruitment level for trade qualified staff, including trade qualified Cooks and Gardeners. (1) This level includes work incidental to trade work. Work performed at this level includes the full range of trade work for which qualified; perform non-trade tasks incidental to his/her work; perform work which, while primarily involving the skills of the employee's trade, is incidental or peripheral to the primary task and facilitates the completion of the whole task, such incidental or peripheral work would not require additional formal technical training; ensure availability of basic tools and equipment for their trade; supervise unqualified staff and apprentices assisting in the trade work performed. Supervision of trade assistants and apprentices may be required at this level.

16.10.5(b) Typical duties

Precise duties vary from trade to trade. Local job titles may continue to apply.

16.10.5(c) Qualifications, skills and attributes

- 16.10.5(c)(i)** A trade qualification is mandatory. Capacity to safely operate the necessary trade equipment is required. Staff are expected to be thoroughly competent in their trade. Supervision and training of unqualified and apprentice staff may be required.
- 16.10.5(c)(ii)** A licence to drive a motor car may be required.

16.10.5(d) Indicative previous classifications

- 16.10.5(d)(i)** Carpenter;
- 16.10.5(d)(ii)** Carpenter, Leading Hand;

- 16.10.5(d)(iii)** Painter;
- 16.10.5(d)(iv)** Painter, Leading Hand;
- 16.10.5(d)(v)** Plasterer, Leading Hand;
- 16.10.5(d)(vi)** Plumber;
- 16.10.5(d)(vii)** Plumber, Leading Hand;
- 16.10.5(d)(viii)** Electrical Mechanic;
- 16.10.5(d)(ix)** Electrical Mechanic, Senior;
- 16.10.5(d)(x)** Cook, Grade 2A (trade qualified);
- 16.10.5(d)(xi)** Cook, Grade 2 (unqualified and subject to salary barrier);
- 16.10.5(d)(xii)** Gardener, Grades 2A and 3A (trade qualified);
- 16.10.5(d)(xiii)** Gardener, Grades 2 and 3 (unqualified and subject to salary barrier);
- 16.10.5(d)(xiv)** Motor Mechanic;
- 16.10.5(d)(xv)** Bricklayer;
- 16.10.5(d)(xvi)** Hairdresser;
- 16.10.5(d)(xvii)** Engineer Mechanic, Grades 1 and 2.

16.10.6 Tradesperson, Level 3 (Trade Coordinator)

16.10.6(a) Definition

This level works under general direction and is a clear supervisory level of trade qualified staff, including Cooks and Gardeners (2) and includes multi-disciplinary supervisory levels for other trades work. Positions supervise a range of trade qualified staff and trade assistants and other staff. At small facilities this level may be the most senior trade qualified staff member, while at large facilities there may be a number of positions at this level, each responsible for a discreet area of maintenance or for a number of trades staff across a range of trades. Typically, at least four staff would be supervised across a number of trades.

16.10.6(b) Typical duties

Undertake trade work for which qualified; supervise a range of trade and other staff (both Levels 1 and 2) to ensure the maintenance of buildings, equipment and fittings, gardens and grounds, catering services; monitor maintenance expenditure; schedule and cost work; ensure the quality of work performed by assigned trade and related staff and by maintenance contractors; assist in the recruitment and training of staff; assess the merit of work performed by contracts.

16.10.6(c) Qualifications, skills and attributes

16.10.6(c)(i) A trade and sound supervisory skills are both necessary. A trade qualification is mandatory. This could be any building, maintenance, cooking or gardening related trade. Ability to schedule and cost work, assess quotations and oversee the quality of work undertaken is required. Ability to monitor expenditure is required. Sound communication skills are required.

16.10.6(c)(ii) A licence to drive a motor car may be required.

16.10.6(d) Indicative previous classifications

16.10.6(d)(i) This is a new role and approximates the current Building Maintenance Officer role. On implementation of the new structure, it is envisaged that a number of these primarily supervisory positions will be created, providing a career structure for some former Leading Hands and trades qualified staff.

16.10.6(d)(ii) Current classifications included in this level are Engineer Mechanic Grade 3, Cook Grades 3 and 4, Gardener Grade 4, Garden Manager, Garden Foremen, Carpenter Foremen and Buildings Maintenance Officer.

16.10.7 Tradesperson, Level 4 (Trade Coordinator)

16.10.7(a) Definition

Working under limited direction, a position at this level is a manager of a maintenance function including a range of trade activities performed by trade, trade assistant staff, and, often, Level 3 supervisory positions.

16.10.7(b) Typical duties

- 16.10.7(b)(i)** Coordinate a significant workforce of trade qualified and other staff to ensure the maintenance of buildings, fittings, plant and equipment including steam equipment; oversee the recruitment and training of staff; develop rolling maintenance programs; manage a maintenance budget; determine the extent and priority of work to be performed subject to financial, local and practical constraints; monitor contractors' work; provide advice to management on maintenance and installation issues.
- 16.10.7(b)(ii)** At larger institutions, positions at this level coordinate the work of trade classifications at Levels 1, 2 and 3.

16.10.7(c) Qualifications, skills and attributes

- 16.10.7(c)(i)** A first class Ministry of Transport Certificate, membership of the Institute of Hospital Engineers, an appropriate equivalent, or a trade certificate issued by the Industrial Training Commission of Victoria or equivalent is required. Sound proven coordinating and supervisory skills are required. Ability to prepare reports and make recommendations. Demonstrated ability to schedule and cost maintenance work; well developed communication skills. At some locations a practical knowledge of steam generation is required.
- 16.10.7(c)(ii)** A licence to drive a motor car may be required.
- 16.10.7(c)(iii)** Some on-call responsibility may be required for emergency situations.
- 16.10.7(c)(iv)** Some maintenance responsibilities external to the facility may apply.

16.10.7(d) Indicative previous classifications

- 16.10.7(d)(i)** Maintenance Engineer, Grade 2.
- 16.10.7(d)(ii)** Existing Non-Trade qualified Cooks, Grade 2 and Gardeners, Grades 2 and 3, will be included in this level at the inception of the new structure subject to a salary barrier until such time as their trade qualifications or equivalent has been recognised.
- 16.10.7(d)(iii)** Existing Non-trade qualified Cooks, Grades 3 and 4, and Gardeners, Grade 4, Garden Managers and Foremen, will be included in this level at the inception of the new structure subject to a salary barrier until such time as their trade qualifications or equivalent has been recognised.

16.11 Welfare Services Worker

16.11.1 Definition

Under supervision, provides a welfare support service to clients.

16.11.2 Features

- 16.11.2(a)** The tasks require some aptitude for or skills in interviewing and assessing the needs of clients.
- 16.11.2(b)** Direction is regular in that normally the position is supervised and, in any case, given guidance and regular follow-up on casework to ensure that an adequate welfare support service is provided.
- 16.11.2(c)** Decision-making is limited to the confines of the experience of the worker. As the worker becomes more experienced, it would be expected that there would be some scope for increased decision-making.
- 16.11.2(d)** Work usually would be performed as part of a team. However, where workers are geographically isolated, they would receive more direction from headquarters than would be the case with qualified Social Welfare Workers.
- 16.11.2(e)** The position includes new workers with little or no experience or formal qualifications, who receive fairly close supervision, through to more experienced and/or partially qualified workers, who may work under general direction.

16.11.3 Typical duties - Prison Welfare

- 16.11.3(a)** Interview and assess prisoners on reception, including incorporating information from a range of sources. Undertake subsequent assessments as required.
- 16.11.3(b)** Provide an on-going basic counselling service, including appropriate referrals.
- 16.11.3(c)** Act as an advocate for clients and, where appropriate, their families to assist them to gain access to service.
- 16.11.3(d)** Liaise with relevant community groups and agencies to assist in the provision of suitable client programs.
- 16.11.3(e)** Participate in the leave of absence program.

16.12 Group standard - Psychiatric State Enrolled Nurse (PSEN)

- 16.12.1** Psychiatric State Enrolled Nurses are part of the nursing team and perform their duties under the supervision of Registered Psychiatric Nurses. The degree of supervision will depend on the skills and knowledge of the PSEN and the complexity of the nursing care required by the client. For example, in straightforward cases, an experienced PSEN may undertake routine nursing tasks without direct supervision by the Registered Psychiatric Nurse with overall responsibility for the client (e.g. making and recording observations). In more complex cases (e.g. treating an acutely disturbed client), the PSEN will be directed to undertake certain aspects of nursing care by the responsible Registered Psychiatric Nurse, who will supervise these activities directly.
- 16.12.2** PSEN's are deployed in a wide range of work settings, but always under the supervision of a Registered Psychiatric Nurse. These settings may include psychiatric in-patient services, hostels and other settings where services are provided to persons who are mentally ill.
- 16.12.3** No client will be treated solely by a PSEN. Services to each client will be determined by a team, which could include a Registered Psychiatric Nurse, a Medical Officer or another qualified professional.
- 16.12.4** PSEN's perform a range of functions according to work setting and client needs. Their aim is to ensure the physical and psychological well-being of the client.
- 16.12.5** Areas of practice may include:
- 16.12.5(a)** basic nursing observations, recording and reporting (temperature, pulse, respiration, blood pressure, weight, fluid balance, nutritional intake);
 - 16.12.5(b)** attending to clients' physical needs (bathing, toileting, feeding, skin and pressure area care, exercise);
 - 16.12.5(c)** participating, within the bounds of Psychiatric State Enrolled Nurse knowledge, in therapeutic, counselling and rehabilitation activities;
 - 16.12.5(d)** assisting in the creation of safe, stable and therapeutic environments for clients;
 - 16.12.5(e)** provision of first aid.

16.12.6 Work standard levels - Psychiatric State Enrolled Nurse, Grade PSEN-1

16.12.6(a) Definition

Under the supervision of a Registered Psychiatric Nurse and as part of the nursing team, positions at this level provide routine nursing care to clients according to established procedures, specific guide-lines and standard instructions.

16.12.6(b) Features

- 16.12.6(b)(i)** PSEN's will be required to utilise their knowledge of anatomy and physiology, drug and other therapeutic regimes, legal and ethical obligations, and commonly met psychiatric conditions. This knowledge is gained from State Enrolled Nurse training and structured work experience in psychiatric settings and/or the new post-basic course.
- 16.12.6(b)(ii)** Positions will carry out routine nursing procedures under the general supervision of a RPN. More complex nursing matters will be undertaken under direct supervision by a RPN.
- 16.12.6(b)(iii)** Positions are expected to recognise independently the limits of their competence and notify a RPN of any occurrences that require expertise beyond that of a PSEN.

16.12.6(c) Typical duties

- 16.12.6(c)(i)** Establish and maintain a rapport with clients that will contribute to clients' therapeutic treatment/activities. This involves the PSEN behaving and communicating in a manner appropriate to the needs and demands of clients, based on a basic understanding of common psychiatric illnesses and disabilities. Examples include speaking calmly and quietly to a client prone to agitation, responding appropriately to an hallucinating client, dealing constructively in daily matters with clients suffering from depression and lack of self-esteem, and maintain a consistent and appropriate relationship with clients.
- 16.12.6(c)(ii)** Make routine observations of a client's temperature, pulse, respiration and blood pressure, and record and report this data to a RPN according to standard procedures. Positions will recognise abnormalities that may need to be addressed more urgently than dictated by the standard procedures, and such cases will be immediately notified to the RPN in charge.
- 16.12.6(c)(iii)** Undertake routine general observations of clients, including clinical observation of therapeutically administered treatments (e.g. general physical condition, effects of medication) and report any changes in the patient's physical and psychological condition.
- 16.12.6(c)(iv)** Provide basic physiological nursing care, including bath, shower or sponge, assistance in toileting, care of skin, hair, tooth and nails, positioning of clients, assistance in the passive or active exercise of clients, and provision of adequate food and fluids.

- 16.12.6(c)(v)** Teach clients to attain independence in the above areas of self-care.
- 16.12.6(c)(vi)** Make beds and ensure that linen supplies to the ward are adequate.
- 16.12.6(c)(vii)** Assist in routine admission procedures when a new client enters the ward (e.g. record client's property and clothing, and take valuables to trust office as necessary; where appropriate, order and distribute personal provisions, such as toiletries).
- 16.12.6(c)(viii)** Welcome clients to the ward, and orient them to ward routine. Explain ward routine to family/friends of clients.
- 16.12.6(c)(ix)** Contribute to the maintenance of a safe, stable and therapeutic environment for clients by recognising and removing potential hazards, and making suggestions regarding the physical surrounds (e.g. recommending purchase of special furnishings etc.).
- 16.12.6(c)(x)** Under direction, carry out basic therapeutic or rehabilitative tasks with clients, either individually or in groups. This may include conducting recreational or social outings, conducting more formal activities, like cooking classes, training in social skills, etc.
- 16.12.6(c)(xi)** When requested by the Registered Psychiatric Nurse in charge, accompany clients to appointments outside the ward or facility.
- 16.12.6(c)(xii)** Act immediately in emergency situations according to established procedures and within the bounds of PSEN knowledge (e.g. provide first aid in the case of a medical emergency according to ward policy, or assist the Registered Psychiatric Nurse in dealing with a psychiatric emergency).
- 16.12.6(c)(xiii)** Accurately record and label specimens, such as urine, perform urinalysis and report abnormalities.

16.12.7 Work standard levels - Psychiatric State Enrolled Nurse, Grade PSEN-2

16.12.7(a) Definition

This level represents the PSEN who works under the supervision of a Registered Psychiatric Nurse (RPN) and, as part of a nursing team, undertakes advanced PSEN duties.

16.12.7(b) Features

- 16.12.7(b)(i)** PSEN's at this level operate with relative independence, but always under the supervision of a RPN, and of necessity would have a number of years of experience in the mental health field. The work covers the full range of PSEN practices and involves more complex tasks than at Grade 1. Knowledge and skills gained through work experience may be supplemented by in-service training provided by the Psychiatric Services Branch or the individual facility.
- 16.12.7(b)(ii)** The PSEN at this level will be required to conduct regularly the more complex initial interviews of clients, such as compiling a client history for the development of a Nursing Care Plan and/or patient care strategies, rather than routine admission procedures.
- 16.12.7(b)(iii)** At this level, the PSEN is involved in conducting information or didactic sessions to clients in group situations, rather than one-to-one situations and therefore requires high-level interpersonal skills. Group activities derive from team-planning decisions and are of a non-psychodynamic nature (e.g. daily living skills, health education).
- 16.12.7(b)(iv)** Positions are expected to lead sessions independently, to record client progress and report on the effectiveness of the activities in meeting client needs. The PSEN at this level is expected to make a substantial contribution to processes determining the content of these sessions.
- 16.12.7(b)(v)** PSEN-2 positions also may work independently under the direction of a RPN in community settings with selected clients or groups that have been assessed by RPNs as generally stable. Work in such community settings would involve the full range of Psychiatric Services Branch practices.

16.12.7(c) Typical duties

- 16.12.7(c)(i)** Conduct more complex initial interviews with clients involving compiling a detailed patient history to assist in the development of individual patient care strategies and to enable the RPN to develop Nursing Care Plans.
- 16.12.7(c)(ii)** Under direction of a RPN or nursing team, plan, independently implement and evaluate activities for clients within the bounds of PSEN knowledge.
- 16.12.7(c)(iii)** Under the direction of the relevant RPN, assist clients living independently in the community to achieve basic self-care and psychological well-being.

16.13 Psychiatric Services Officer - Group Standard

16.13.1 Psychiatric Services Officers (PSOs) are employed in the Psychiatric Services and Alcohol and Drug Services areas to assist professional staff in the delivery of a range of therapeutic programmes. PSOs are not registered nurses or State Enrolled Nurses, and therefore cannot be utilised to undertake the work classified in the Registered Psychiatric Nurse or PSEN.

16.13.2 PSO duties may be carried out in a range of settings, including Psychiatric Hospitals and Alcohol and Drug Service centres or in community-based programmes. Clients of these services will have varying degrees of psychiatric or mental illness/disability, or alcohol and drug dependency problems, and services will vary according to the needs of each client group.

16.13.3 All duties of the PSO category will be undertaken under the direct or general supervision (as appropriate) of a qualified professional staff member, such as Therapist, a Social Worker, a Registered Psychiatric Nurse or an Alcohol and Drug Service Nurse.

16.13.4 Direct care duties undertaken by PSOs in the following functional areas in the delivery of psychiatric services and alcohol and drug services include:

16.13.4(a) Social Work Employer

The provision of information and practical assistance to clients and their families in relation to income security and material welfare communicating with clients and families about a range of issues, including accommodation, placements and follow up action.

16.13.4(b) Occupational Therapy

The direct participation with clients in programmes and the provision of assistance to clients to enhance their participation in activities and programmes in such areas as vocational training, recreational and social outings, and related skills development activities.

16.13.4(c) Physiotherapy

The direct participation with clients in programmes and the provision of services which are concerned with the treatment and prevention of physical injury and diseases affecting movement.

16.13.5 In addition to the direct care duties, in which PSOs will work directly with clients, PSOs may undertake as a secondary component of duties a range of support services to their functional group. Such services include:

16.13.5(a) maintain client records;

16.13.5(b) ordering stores and specialist needs (e.g. industrial materials);

16.13.5(c) scheduling clients, recording attendance;

16.13.5(d) transporting clients;

16.13.5(e) maintaining information resources.

16.13.6 In no circumstances is it envisaged that a PSO will be the sole provider of services to clients in the absence of at least broad direction from a relevant professional staff member who has responsibility for the initial assessment, preparation of a client programme plan and on-going identification of client needs.

16.13.7 There is no mandatory qualification for entry into the Psychiatric Services Officer category.

16.13.8 Psychiatric Services Officer, Grade PSO-1

16.13.8(a) Definition

Under the supervision of a more senior PSO or other professional staff, positions at this level provide a variety of direct care services to clients according to established procedures, specific guide-lines and standard instructions.

16.13.8(b) Features

16.13.8(b)(i) At this level, activities will be carried out according to direct instructions or straightforward standing procedures, and subject to check or review by the supervisor.

16.13.8(b)(ii) After a period of closely supervised work experience, positions will be required to develop a knowledge of their programme area and how it relates to the client group. On the basis of this knowledge, positions may be required to adapt work patterns/schedules. However, these adaptations will be in line with the overall service programme managed by more senior staff.

16.13.8(b)(iii) Positions at this level may be required to provide reliable data for the supervisor, and/or may have to present this data at case planning meetings.

16.13.8(b)(iv) Positions at this level will work within a single functional area (e.g. one department, or within one programme).

16.13.8(c) Typical duties

- 16.13.8(c)(i)** Accompany clients (from ward to therapy area to outside appointments, on social outings etc.), if necessary according to instructions from the Unit Manager, Nurse Senior or Chief Therapist.
- 16.13.8(c)(ii)** Establish a rapport (e.g. by casual chatting, non-judgemental attitude) with clients to assist in their participation in the therapy programme.
- 16.13.8(c)(iii)** Prepare, set up, and maintain physiotherapy equipment, and ensure that the environment is safe for the patients and staff working in it.
- 16.13.8(c)(iv)** Within guide-lines established by the Supervisor, utilise such physiotherapy equipment as the short wave machine, ultra violet lamp, ultra sound machine and the application of waxbaths and vibration appliances to assist in the rehabilitation of clients. Note the client diagnosis and choice of therapy required is determined by the Physiotherapist.
- 16.13.8(c)(v)** Organise and implement social and recreational outings for clients.
- 16.13.8(c)(vi)** Provide clerical and housekeeping support to the home department (e.g. recording appointments, ordering stores, organising maintenance and repairs).
- 16.13.8(c)(vii)** Under routine supervision as to what activities are to be carried out, prepare and run groups for clients including such subjects as cooking, gardening, art, music, games and puzzles etc. Positions may be required to evaluate and report on participants' level of participation and provide encouragement in conjunction with therapist/nurse co-leader.
- 16.13.8(c)(viii)** Devise and deliver activities programmes for individual clients, e.g. art, needlework and craftwork.
- 16.13.8(c)(ix)** Act as advocate for individual clients in gaining access to needed community services.

16.13.9 Psychiatric Services Officer, Grade PSO-2

16.13.9(a) Definition

Within established procedures and guide-lines and under general direction from a more senior PSO or professional staff, positions are regularly required to either:

- 16.13.9(a)(i)** undertake the more complex non-nursing direct care functions; or
- 16.13.9(a)(ii)** perform significant non-direct care duties; or
- 16.13.9(a)(iii)** contribute to the design and independent implementation of developmental and therapeutic programmes.

16.13.9(b) Features

- 16.13.9(b)(i)** At this level, positions have more latitude in the selection of established techniques without specific instruction from the supervisor. Positions will independently carry out duties on the basis of general direction, and are expected to handle day-to-day issues arising in relation to these activities.
- 16.13.9(b)(ii)** There is a regular requirement for positions to prepare modifications to programme components based on observation of the effectiveness in meeting clients' needs. Changes would be reported to the supervisor who retains overall accountability for the programme.
- 16.13.9(b)(iii)** Positions may have responsibility for inducting newly recruited PSO's into the work area, or providing guidance to more experienced PSO 1's in areas of expertise.
- 16.13.9(b)(iv)** Positions may be required to work across a range of different settings or programmes, or have a breadth of information about the facilities operations which would not be expected at Level 1. In addition, positions may be required to liaise on behalf of the agency with outside community groups, government departments, private business etc.
- 16.13.9(b)(v)** PSO's at this level generally have had at least four years of relevant experience or at least two years relevant experience and an appropriate qualification.
- 16.13.9(b)(vi)** PSO's working in such areas as industrial therapy, social work departments, occupational therapy and physiotherapy would be expected to independently carry out duties on the basis of general direction. Ability to conduct straightforward programmes and handle day-to-day issues arising from them would be gained after several years under close supervision within such areas.

16.13.9(c) Typical duties

- 16.13.9(c)(i)** Under general direction, independently select the activities for and run formal group sessions in such activities as art and craft, music, film, games, physical activities, simple working, basic vocational skills and other independent living skills.
- 16.13.9(c)(ii)** Manage the activities of an occupational therapy workshop, including supervision of subordinate staff, responsibility for maintenance of the environment and specialist stores, and the development and implementation of suitable programmes under the general direction of an occupational therapist or other professional staff.
- 16.13.9(c)(iii)** Assist in assessing clients' suitability for certain programmes according to established methodologies.
- 16.13.9(c)(iv)** Within a psychiatric hospital or an alcohol and drug service facility, establish and maintain effective links between the facility and clients' parents, friends and guardians.
- 16.13.9(c)(v)** Provide information and practical assistance to clients and their families in relation to income security and material welfare.
- 16.13.9(c)(vi)** Liaise on behalf of clients with a broad range of human services agencies and Government departments.
- 16.13.9(c)(vii)** Establish and maintain filing systems, records, client statistics, draft correspondence etc.
- 16.13.9(c)(viii)** Develop and maintain a register of community resources for use in the facility; inform nursing and other staff of the availability of these resources and their suitability for individual clients.
- 16.13.9(c)(ix)** Participate or assist in the provision of services to clients now living in the community, and where directed by the responsible staff member, deal to finality with day-to-day problems arising in straightforward circumstances (e.g. lack of access to transport to available programmes, difficulty in finding accommodation etc.).
- 16.13.9(c)(x)** Prepare social history reports on clients' identifying the client's family background, education level, personal needs.

16.13.10 Psychiatric Services Officer, Grade PSO-3

16.13.10(a) Definition

At this level, under the broad direction of professional staff, senior direct-care staff have responsibility for independently running substantial programmes or welfare services for clients.

16.13.10(b) Features

- 16.13.10(b)(i)** At this level, positions must use considerable judgement in determining courses of action that will impact on services to clients.
- 16.13.10(b)(ii)** As with Grade 2, positions will be required to prepare modifications to programmes they are involved in delivering. At Grade 3, these changes will be implemented according to the incumbent's judgement as the supervisor will not normally provide guidance on day to day issues.
- 16.13.10(b)(iii)** Positions at this level may lead teams of non-nursing direct care workers, and have responsibility for their induction, in-service training, formal assessment and counselling with respect to work performance, and supervision.
- 16.13.10(b)(iv)** PSOs at this level would generally have at least seven years of relevant experience, or at least five years of experience and an appropriate qualification.
- 16.13.10(b)(v)** Positions may be required to deal with a range of community agencies, Government departments, client advocacy groups etc. on matters requiring tact and diplomacy, and a sound understanding of agency and Government policy in relation to the provision of services to psychiatric, mentally ill and disabled clients, or clients suffering from alcohol and/or drug dependency.

16.13.10(c) Typical duties

- 16.13.10(c)(i)** Coordinate 'welfare' activities for a significant number of clients in a complex environment.
- 16.13.10(c)(ii)** Independently run a major recreational or social programme, including budgeting, negotiating acceptance of proposals, liaising with outside agencies.

16.13.10(c)(iii) Under direction, coordinate the provision of a major therapy programme across a range of settings (e.g. a major facility, or between facility and outposted community agencies), e.g. coordinate a numeracy and literacy programme between the facility, the clients now living at home, and specialist education staff. The position assists in the selection of suitable clients and coordinates all facets of programme delivery.

16.13.10(c)(iv) In a large and/or complex facility, have responsibility for the provision of information on existing community resources for facility staff, clients and their families. At this level, the position is required to have chief responsibility for this function in addition to the Grade 2 requirement to provide authoritative advice on the appropriateness of these facilities for clients.

16.14 Registered Psychiatric Nurse

16.14.1 Guide-lines for the use of Registered Psychiatric Nurse (RPN) Classification Standards

16.14.1(a) The broad definitions of work at each level should be met by any individual position being classified at that level. No single example of work (e.g. one duty) can be used as the basis on which to classify a job.

16.14.1(b) The Group Standard describes four main work areas (i.e. Clinical, Community, Education, Administration) which group similar tasks together. Positions are likely to be required to undertake duties from a number of work areas, particularly where a nurse is required to work in both ward and program project areas or is required to undertake nursing administration tasks in addition to tasks from another of the areas.

16.14.1(c) The grouping of duties in the section 'Typical Duties' does not necessarily represent actual jobs. In no case should duties from this document be used as a definitive duty statement for an individual position.

16.14.1(d) No hospital will utilise the full range of work described at every level in the classification standards. The number and level of positions in a hospital will be determined by the need to undertake certain tasks. Some of the work described in the classification standards (e.g. some project duties) may be temporarily assigned to nurses classified at a suitable level where there is not an on-going requirement to perform such tasks, and therefore to create a permanent position. Victorian Public Service policy and guide-lines on the use of fixed term positions and secondments will apply.

16.14.1(e) Positions may be routinely required to undertake some duties normally expected of positions classified at lower levels in the structure. The basis of classification of all positions will be according to the chief focus of a job and the highest function regularly performed by the incumbent.

16.14.2 Group Standard

16.14.2(a) Introduction

- 16.14.2(a)(i)** This statement has been developed to explain the basis of the role and functions performed by Psychiatric Nurses in the field of psychiatric service provision in Victoria.
- 16.14.2(a)(ii)** Psychiatric nursing is a distinct branch of the science of nursing and is based upon a body of knowledge and a philosophy of biological, social and psychological elements of the human organism.
- 16.14.2(a)(iii)** The knowledge base of nursing historically has been derived from two major areas:
- 16.14.2(a)(iii)(1)** attendance to the physically ill and convalescent (general nursing);
 - 16.14.2(a)(iii)(2)** the provision of asylum and care for the mentally ill and mentally handicapped (psychiatric and mental retardation nursing respectively).
- 16.14.2(a)(iv)** In Victoria, the body that formally regulates the registration of nurses is the Victorian Nurses Board (VNB), which was established under the *Nurses Act 1993*.

16.14.2(b) Psychiatric services

- 16.14.2(b)(i)** Psychiatric services are human services concerned with the prevention of mental illness and the assessment, treatment, rehabilitation, maintenance and support of those persons within society who may be at risk of or suffering from mental illness or disability.
- 16.14.2(b)(ii)** Within these services, it is recognised that mental illness may occur at any stage in life and is manifested through behavioural disorders that may result from an imbalance or change occurring in the physical, emotional, psychological or social state of an individual in the context of his or her environment. Comprehensive psychiatric care is provided through the integration of the following services:
- 16.14.2(b)(ii)(1)** crisis intervention;
 - 16.14.2(b)(ii)(2)** assessment, treatment and rehabilitation;
 - 16.14.2(b)(ii)(3)** residential, recreational, employment and education;

16.14.2(b)(ii)(4) advocacy, welfare and support.

16.14.2(b)(iii) The role of the Psychiatric Nurse may incorporate some or all of these aspects of psychiatric client care and is exercised within the limits permitted by the relevant legislation.

16.14.2(c) Function of Psychiatric Nursing

16.14.2(c)(i) In the practice of psychiatric nursing, the practitioner is required to utilise psychiatric nursing theory and practices, interpersonal skills and available environment to assess the biological, psychological and social status of the individual at risk of or suffering from mental illness or disability and to plan, initiate and evaluate interventions to effect therapeutic change.

16.14.2(c)(ii) The holistic approach that is taken to the delivery of service requires the practitioner to treat not only the manifestations of psychiatric illness but to be aware that such manifestations may result from underlying imbalances in the client's physical, emotional, psychological or social state, and to employ strategies designed to redress or attenuate such imbalances.

16.14.2(c)(iii) The manifestations of a psychiatric disorder that Psychiatric Nurses would be required to treat may include some combination of the following:

16.14.2(c)(iii)(1) lack of orientation to surroundings, time (hour, day, week, year) or people;

16.14.2(c)(iii)(2) lack of or inappropriate judgement;

16.14.2(c)(iii)(3) disordered perceptions of the environment, such as hearing hallucinatory voices;

16.14.2(c)(iii)(4) fixed delusional beliefs;

16.14.2(c)(iii)(5) extreme mood states (e.g. deep depression, uncontrollable euphoria, wild rage);

16.14.2(c)(iii)(6) markedly fluctuating moods;

16.14.2(c)(iii)(7) confusion;

16.14.2(c)(iii)(8) socially unacceptable behaviours or practices (e.g. disinhibition);

- 16.14.2(c)(iii)(9)** inability to care for self, either physically or hygienically
- 16.14.2(c)(iii)(10)** desire to inflict harm upon self;
- 16.14.2(c)(iii)(11)** lack of motivation to become or remain socially active;
- 16.14.2(c)(iii)(12)** dependence on institutionalised care;
- 16.14.2(c)(iii)(13)** familial crisis;
- 16.14.2(c)(iii)(14)** absence of social conscience;
- 16.14.2(c)(iii)(15)** physical ailments;
- 16.14.2(c)(iii)(16)** side-effects from medication;
- 16.14.2(c)(iii)(17)** effects of brain damage or trauma;
- 16.14.2(c)(iii)(18)** memory disturbances;
- 16.14.2(c)(iii)(19)** panic;
- 16.14.2(c)(iii)(20)** relationship difficulties;
- 16.14.2(c)(iii)(21)** preoccupation with disordered perceptions (withdrawal);
- 16.14.2(c)(iii)(22)** inability to communicate in normally accepted ways.

Note: The above list is not exhaustive, but is intended to give an indication of the range of symptoms that may be encountered in psychiatric illness.

16.14.2(d) Within this conceptual framework, a number of elements underpin the role performed. They may be found to a greater or less extent depending upon the practitioner's experience and position, and are summarised as follows:

16.14.2(d)(i) Primary Care Provider

This element relates to such acts as feeding, bathing, dressing, comforting and supporting clients, and the setting of limits to their behaviour. As a result of mental illness, many clients display immature or regressive behaviour patterns. This requires of the practitioner the replication of parenting patterns, which are progressively altered as the client progresses. The ultimate aim is to decrease the dependency of the client and develop independent functioning consistent with the client's presenting illness or condition.

16.14.2(d)(ii) Technician

This element can be related to the role performed by the General Nurse in the provision of physiological care. It involves the administration of medication, application and changing of dressings, preparation for and participation in medical procedures, etc. (Only medical staff, however, are permitted, under the *Medical Practitioners Act 1970*, to prescribe medication.) It also equips the practitioner to assess the physical status of clients and ensure maintenance of optimal levels of physical health.

16.14.2(d)(iii) Socialising Agent

This element of the practitioner's role involves the development of a social relationship with the client through participation with the client in unstructured activities and contact. The purpose is to develop within the client confidence and security in social situations.

16.14.2(d)(iv) Therapist

This element relates to the practitioner's involvement in recognised therapies aimed at the prevention, treatment and rehabilitation of mental illness and disability. This may require the practitioner to work with a client or group of clients either individually as prime therapist or conjointly with other professionals.

16.14.2(d)(v) Advocate

This element provides a number of facets, which may include advocacy to ensure appropriate service provision to a client, advocacy on behalf of a client with other agencies or within the psychiatric services continuum. It may involve advocacy in the community generally on behalf of psychiatric services or the profession of psychiatric nursing.

The nursing practitioner is well placed to be an advocate on behalf of the client as a result of the detailed knowledge acquired of the client's physical, mental or social state, and his/her environment.

16.14.2(d)(vi) Counsellor/Adviser

16.14.2(d)(vi)(1) This element may involve provision of specific advice to a client, other service providers, community groups or Government agencies.

16.14.2(d)(vi)(2) It can include assistance to clients in resolving specified problems, providing professional advice to colleagues/services providers (i.e. case management, therapeutic regimes or assistance to agencies in developing, implementing and managing client services).

16.14.2(d)(vii) Case Manager

16.14.2(d)(vii)(1) Nursing practice is delivered through a systematic approach that involves observation, assessment, planning, implementation and evaluation of strategies and approaches to client treatment, rehabilitation, support and maintenance.

16.14.2(d)(vii)(2) It also may involve management in the traditional sense of running a program or group of programs, treatment support and maintenance facilities in order to provide an appropriate therapeutic milieu.

16.14.2(d)(viii) Educator

This element requires of the practitioner the obligation and responsibility of educating clients, other service providers, agencies and the community generally regarding the causes of mental illness, its treatment and its prevention.

16.14.2(e) Unique Responsibilities of Psychiatric Nurses

Within mental health settings, the following responsibilities are unique to Psychiatric Nurses or are undertaken by a limited number of other specified categories:

16.14.2(e)(i) Psychiatric Nurses have responsibility for the development, maintenance and administration of nursing care plans incorporating the nursing process and providing a therapeutic environment.

16.14.2(e)(ii) Among non-medical mental health staff, Psychiatric Nurses have the unique responsibility for initial and overall mental and physical status assessments.

16.14.2(e)(iii) Among non-medical mental health staff, Psychiatric Nurses have the unique responsibility for administration of intramuscular and other medications, detection of side-effects of medication, taking blood samples and serology. A Psychiatric Nurse is not permitted to prescribe medication or administer medication without a prescription from medical staff.

16.14.2(e)(iv) Psychiatric Nurses have responsibility for the supervision of nursing students on placement in mental health settings. Training and supervision must ensure adequate standards of practice are communicated to students and that these standards are maintained by students.

16.14.2(f) Main areas of work

Four areas of work - clinical, community, education and administration - can be identified within the psychiatric nursing structure.

16.14.2(f)(i) Clinical area

Clinical psychiatric nursing duties involve the application of skills and technical knowledge associated with professional procedures to achieve a high standard of nursing care or advice in a range of facility-based settings. Clinical activities include:

- 16.14.2(f)(i)(1)** direct patient care, including the assessment, planning, implementation and evaluation of nursing care;
- 16.14.2(f)(i)(2)** the provision of guidance in clinical matters to less-experienced practitioners;
- 16.14.2(f)(i)(3)** research into the clinical nursing function; and
- 16.14.2(f)(i)(4)** the provision of clinical advice and leadership or a clinical service within a recognised nursing specialty on a facility-wide or State-wide basis in a specific discipline.

16.14.2(f)(ii) Community area

- 16.14.2(f)(ii)(1)** Community psychiatric nursing duties involve the application of skills and technical knowledge associated with professional procedures to achieve a high standard of psychiatric nursing care or advice in a community setting.
- 16.14.2(f)(ii)(2)** For a position to be defined as a Community Psychiatric Nurse (CPN), the position must encompass all of the following features:
 - the development, maintenance and administration of nursing case plans incorporating the nursing process and providing a therapeutic environment in situations where the higher level clinical support available to nurses in a hospital setting is often not readily available;

- undertaking initial or overall mental and physical status assessments in the community, including those of new clients and reviews of existing clients;
- maintaining contact with community agencies, both to assist them in dealing with psychiatric clientele in the community and to have a knowledge of the services available to their clients to assist them in settling back into the community after being in an institution;
- providing an educational service to both clients and agencies on mental health issues, with the aim of preventing development of mental illness in the 'at risk' population.

16.14.2(f)(ii)(3) In undertaking initial and overall mental and physical status assessments in the community, CPN's may decide whether or not to offer treatment and use judgement, within the limits of their experience gained as nurses, in deciding if the case should be brought to the immediate attention of a psychiatrist. However, all assessments and reviews are made available to the appropriate Psychiatrist as part of the case management process. CPN's may not make formal psychiatric diagnoses, but a mental status assessment made by a CPN can be used by a Psychiatrist to establish a formal psychiatric diagnosis within the consultation process.

16.14.2(f)(ii)(4) In the absence of medical personnel and pharmacists, and within the limits of their knowledge and experience as nurses, CPN's also may act as consultants to non-medical staff on psychopharmacology issues (i.e. the applications and side-effects of medication).

16.14.2(f)(iii) Education area

16.14.2(f)(iii)(1) On-going staff development needs of nurses to be met within the Service.

16.14.2(f)(iii)(2) Education activities in the Victorian Public Service include:

- the provision of theoretical and practical tuition at basic and post-basic level;

- the provision of informal tuition and clinical guidance to less-experienced psychiatric nursing staff;
- the use of formal programs and informal means to educate clients and their relatives;
- the management of the basic and post-basic and in-service teaching function and coordination of curricula implementation and provision of the teaching service;
- the identification of educational needs and curriculum development;
- the planning, design and evaluation of courses.

16.14.2(f)(iv) Administration area

16.14.2(f)(iv)(1) Administrative duties typically involve the management of the psychiatric nursing function at various levels and the provision of non-clinical support to clinical practitioners. Administrative activities include:

- management of the psychiatric function at unit, ward or program level, or in the community;
- staff management, deployment and development;
- budget activities, including assessment of human resource requirements in the psychiatric nursing and related direct-care field;
- development of policies and procedures in relation to clinical, community, administrative and/or education practices in a facility or other setting.

16.14.2(f)(iv)(2) Administrative duties usually do not form entire jobs on their own, but are combined with duties from the other three areas. 16.14.4 charts possible career paths within the RPN structure and together with notes from the Psychiatric Services Branch aims to assist staff in understanding in broad terms the likely organisation of work and career streams under the new structure.

16.14.2(f)(v) Training for Psychiatric Nursing

- 16.14.2(f)(v)(1)** Psychiatric nursing requires of the practitioner skills and knowledge that are drawn from an experimental and theoretical base in both the life and social sciences. It requires highly developed skills in interpersonal relationships and communication, together with a knowledge of psychiatric nursing practices, procedures and ethics, anatomy and physiology, law, and pharmacology as it relates to mental illness.
- 16.14.2(f)(v)(2)** The course of training of a Psychiatric Nurse is provided over three years in which the intending practitioner attends 1050 hours of theoretical lectures and tutorials within schools of nursing or at a College of Advanced Education, and extensive supervised clinical practice in a structured program of experiential learning within a variety of service settings.
- 16.14.2(f)(v)(3)** Training and experience are undertaken in psychiatric settings in which extensive experience working with highly disturbed and difficult clients is acquired. The training encompasses medical, psychological, sociological and nursing models and concepts.
- 16.14.2(f)(v)(4)** Particular expertise is gained in mental status assessment, crisis assessment and intervention, management of violence and aggression, appropriate use and assessment of adverse effects of psychotropic medications, and various forms of psychotherapy.
- 16.14.2(f)(v)(5)** Successful completion of the course of training entitles the trainee to registration as a Psychiatric Nurse and to practise in the field.
- 16.14.2(f)(v)(6)** Following registration, practitioners must complete twelve months of supervised practice before further progression within the discipline.
- 16.14.2(f)(v)(7)** Upon registration with the Victorian Nurses Board, practitioners are expected to be able to:
- actively create and control a psychosocial environment conducive to the treatment and rehabilitation of the psychiatrically ill;

- observe, record and assess the mental, emotional, physical, social and spiritual needs of psychiatric clients;
- recognise the patterns of pathological behaviour and their clinical significance;
- formulate and regularly evaluate and modify a client care plan for each client incorporating all therapeutic measures prescribed and carry out the plan in cooperation with other members of the psychiatric team;
- select appropriate psychiatric nursing strategies to meet the needs of the individual psychiatric client;
- participate in and, where appropriate, carry out treatments prescribed by medical staff and monitor the effects thereof;
- display nursing care skills that will be effective in alleviating disturbance and distress and in modifying maladaptive behaviour;
- design programs containing activities and personal interaction aimed at the improvement in mental health and independent functioning of specific clients;
- meaningfully communicate with individuals and groups exhibiting abnormal behaviour patterns, including aggression, withdrawal, self-destruction, hyperactivity and confusion;
- utilise helping skills therapeutically in caring for psychiatric clients by being available, listening, clarifying, concentrating, conveying empathy, utilising self-disclosure and confrontation constructively, encouraging decision-making and evaluating outcomes;
- be active in the psychological approaches to treatment, including psycho-dynamic, humanistic, behavioural, group, and family and marital therapies, the use of creative media, socialisation therapies, and independence skills;

- identify and liaise with agencies helpful to psychiatric clientele and where appropriate assume an advocate role on behalf of the client;
- plan an important role in primary prevention by utilising knowledge of mental health and mental illness to groups at risk in the community;
- participate in the management of client care areas;
- participate in the teaching, supervision, performance and evaluation of junior staff, peers and other health-workers;
- initiate and participate in psychiatric nursing research;
- recognise and intervene in anxiety-provoking or threatening situations for individuals with abnormal behaviour patterns;
- design and conduct independence, socialisation activity and recreational-based therapies designed to decrease client dependence and enhance the social functioning of the client.

Note: The skills listed in point 9 and 13 of this subclause are not exclusive.

16.14.3 Qualifications and training required for entry to and promotion within Psychiatric Nurse Category

16.14.3(a) Current registration in Division one or Division three in the Register of with the Victorian Nurses Board is a mandatory qualification for any practising RPN.

16.14.3(b) To become registered as a RPN a three year training course leading to a Degree in Nursing (however it may be titled) must be undertaken at a school of nursing at a relevant tertiary education institution. Nurses who have gained registration, or they are eligible for registration with the Nurses Board Victoria as a result of a course of training other than the abovementioned may be registered or to continue to be registered with the Victorian Nurses Board and eligible to practice as a Registered Psychiatric Nurse (as defined).

16.14.3(c) Registered MRN's and General Nurses also can become eligible for registration as Psychiatric Nurses by undertaking a fifteen month bridging course.

- 16.14.3(d)** It has been determined that the mandatory qualification necessary to effectively carry out the tasks required of a Psychiatric Nurse is registration as a Psychiatric Nurse. Whilst this is the minimum requirement, at least two years experience in an adult psychiatric hospital is desirable for nurses entering community nursing in the adult nursing sub-discipline, in order to equip the nurse with sufficient knowledge and direct experience of a range of psychiatric conditions and disorders, in order to undertake mental status assessments in the community without direct guidance, and to act as a case manager for psychiatric clientele.
- 16.14.3(e)** For nurses entering the community in other sub-disciplines, one year's experience in a psychiatric hospital, followed by further experience whilst working in the community under supervision within the particular sub-discipline, is considered desirable.
- 16.14.3(f)** The possession of further qualifications and/or experience is not mandatory for promotion to positions classified at Psychiatric Nurse, Grades RPN-1, RPN-2, RPN-3, RPN-4, RPN-5, RPN-6, RPN-7 or RPN-8, with the exception of positions designated as Nurse Educator. However, as can be seen from the Work Level Standards that follow, to perform competently the duties of positions at these levels requires skills over and above those required to perform the duties of positions classified at RPN-1.
- 16.14.3(g)** The Psychiatric Services Branch considers continuing training and development beyond the basic nursing qualification to be desirable in order that staff can acquire the skills, both in the professional and management sense, that need to be exercised at these levels. Appropriate training and development could include formal training programs, in-service experience and post-registration studies, either in the field of psychiatric nursing generally and/or in the particular area in which the nurse is practising.

Note: however, that classification of positions within the Psychiatric Nurse occupational category will not be on the basis of personal qualifications held or experience gained, but will be established on the basis of the actual work to be performed.

16.14.4 Registered Psychiatric Nurse Structure

	Administration	Clinical	Community	Education
RPN8	Principal Nurse Adviser			
RPN7A	DON (NEMPS)			
RPN7	DON (Medium Facility) Officer			Principal Nurse Education

	Administration	Clinical	Community	Education
RPN5	DON (Small Facility) Nurse Manager Nurse Manager (Designated Units) Nurse Supervisor (Large Facility)	Nurse Manager Manager of Community Employer or Clinic	CPN-4	Nurse Educator Head of Education Centre
RPN4	Night Supervisor (Small-Medium Facility) Nursing Administrator	Clinical Consultant	CPN-3 Team Leader Developer of OPS Programs	Nurse Educator
RPN3	Charge Nurse Nursing Tutor, Clinical Administrator	Clinical Clinical Specialist Team Leader Developer of Residential Living Program Manager of Crisis Intervention Program	CPN-2 Student Coordinator	Nurse Educator Instructor
RPN2	Deputy Charge Nurse	Clinician	CPN-1	
RPN1	RPN Practitioner			

16.14.4(a) The following notes have been provided by the Psychiatric Services Branch to assist staff in understanding in broad terms the likely organisation of work and career streams under the new structure:

- 16.14.4(a)(i)** Administrative tasks performed at RPN-3 and 4 levels generally will be incorporated into positions that also contain tasks that are from other areas (e.g. in a position that involves both administrative and clinical work). However, fixed term positions performing only administrative tasks are likely to be developed for specific projects for specified time periods.
- 16.14.4(a)(ii)** While on RPN-3 positions in the clinical stream have been identified in the Nursing and Direct Care Review, it is expected that such positions will be identified and/or developed as required. These positions will not be ward-based.
- 16.14.4(a)(iii)** It is considered that the Unit Manager has a direct role that combines both the functions of an expert clinical practitioner and manager of a ward.
- 16.14.4(a)(iv)** Clinical Manager positions will be in charge of a program that is not ward-based.
- 16.14.4(a)(v)** Although at RPN-2 level the roles of Clinician and Deputy Unit Manager are distinct, all RPN-2 level nurses are considered primarily to be advanced practitioners and, from time to time, might be required to assume either of the roles, according to the needs of the facility. Nurses at this level may be required to assume ward or program supervisory responsibility for a span of duty.

16.14.5 Work level standards - Registered Psychiatric Nurse, Grade RPN-1

16.14.5(a) Definition

Positions require a knowledge of psychiatric nursing principles and practices as provided by the current mandatory basic course, and decision-making is required consistent with the extent of this knowledge. RPN-1 nurses are professionally accountable for these decisions.

16.14.5(b) Features

- 16.14.5(b)(i)** Positions perform tasks according to established procedures, specific guide-lines and standard instructions from more senior nurses. Positions at this level may be required to select certain methods or procedures to meet client needs.
- 16.14.5(b)(ii)** Positions at this level will work within a psychiatric nursing team and receive general supervision from a more senior nurse (RPN-2 or above). In all cases, there is a ready source of nursing advice in the event of unusual incidents or the requirement for specialised nursing knowledge.

- 16.14.5(b)(iii)** Included at this level are newly registered Psychiatric Nurses and the more experienced practitioner whose work contribution increases as experience and knowledge are gained. More experienced RPN-1 nurses may require only limited direction in their day-to-day activities.
- 16.14.5(b)(iv)** Positions may be required to provide peer support to newly registered Psychiatric Nurses, and may oversee the work of Psychiatric State Enrolled Nurses according to ward policies and the instruction of the Senior Nurse.

16.14.5(c) Typical duties

Within the context of the definitions above, the following duties have been assessed as being able to be undertaken by RPNs at this level. Note that no single duty can be used as the final determinant of job level.

- 16.14.5(c)(i)** Undertake mental state, social and physical assessments of clients, which will lead to a recommendation of a course of action being taken such as the formulation of individual programs, plans or nursing care plans.
- 16.14.5(c)(ii)** Assist in the provision of an environment conducive to the physical, emotional and social well-being of clients.
- 16.14.5(c)(iii)** Prepare nursing case management strategies for clients.
- 16.14.5(c)(iv)** As a co-therapist, be involved in running psycho-dynamic groups.
- 16.14.5(c)(v)** Assess the effects of and on the authority of a medical officer/psychiatrist, and within the bounds of professional nursing practice, administer drug therapies.
- 16.14.5(c)(vi)** Undertake counselling and therapy of clients, and provide specific rehabilitative or education projects with clients.
- 16.14.5(c)(vii)** Act as advocate for clients within the facility, and with relevant community agencies such as special accommodation houses and the Commonwealth Employment Service.
- 16.14.5(c)(viii)** According to ward and facility policies, provide assistance during psychiatric or medical emergencies.
- 16.14.5(c)(ix)** According to ward policies, prepare for the client's discharge by making suitable arrangements for on-going out-patient services, local doctor and CPN visits, and medication supplies, etc.
- 16.14.5(c)(x)** Take blood as required (e.g. to monitor medication levels).

- 16.14.5(c)(xi)** Oversee the provision of basic nursing care by PSEN's.
- 16.14.5(c)(xii)** Assist in the orientation and training of student nurses when directed by the Senior Nurse in charge of the ward or program.
- 16.14.5(c)(xiii)** Conduct daily living skills and activities groups (e.g. cooking, budgeting), observe client interaction and record participation.

16.14.6 Work level standards - Registered Psychiatric Nurse, Grade RPN-2

16.14.6(a) Definition

At this level, positions utilise the knowledge gained from the basic RPN course, which has been consolidated by a range of relevant work experience, usually at least two years.

16.14.6(b) Features

- 16.14.6(b)(i)** Clinical duties at this level will include more complex tasks than at Level 1. Positions operate with a higher degree of clinical autonomy and will be required to handle all the commonly occurring situations or cases within their area of practice. Positions also may utilise a knowledge of nursing systems and service delivery structures to deliver specialised services in some areas.
- 16.14.6(b)(ii)** Positions at this level will undertake the duties of an advanced practitioner. Typically, they will lead a nursing team on a shift, but there is scope for positions at this level in a clinical area who do not necessarily supervise other nurses. Community-based positions receive clinical guidance, where necessary, from a more senior CPN, but are expected to be adept at making mental status assessments of clients, including new clients not previously seen by a doctor. In all cases, positions receive general direction from and report direct to a more senior nurse (RPN-3 or above) who has overall accountability for the are or program.
- 16.14.6(b)(iii)** Positions at this level will be accountable for decisions made on clinical or ward management matters according to professional practice and facility/Psychiatric Services Branch policies. Positions at this level will determine day-to-day matters and report regularly to a more senior nurse.

16.14.6(c) Typical duties

Within the context of the definitions above, the following roles within each work area have been assessed as being able to be undertaken by RPNs at this level. However, particular positions may combine duties from more than one role. Note that no single duty can be used as the final determinant of job level.

16.14.6(c)(i) Deputy Unit Manager

- 16.14.6(c)(i)(1)** Undertake nursing assessments and independently institute a nursing care plan for clients and staff. This includes supervising other nursing staff involved (if any), coordinating various treatment components and liaising with other professional staff.
- 16.14.6(c)(i)(2)** Conduct complex group therapy such as psycho-dynamic groups. At this level, positions assess clients' suitability, choose the actual form of therapy, train and instruct their peers in therapeutic techniques, and supervise the co-therapist.
- 16.14.6(c)(i)(3)** Assist a RPN-3 or above to whom the position reports to develop and implement the philosophy and objectives of a ward or client care program.
- 16.14.6(c)(i)(4)** Provide clinical supervision to RPN-1s, RPN students, PSENs and any other ward staff, and allocate tasks on the basis of the available staff's knowledge and developmental needs, and to meet the standard of nursing care in the ward as defined by the Unit Manager.
- 16.14.6(c)(i)(5)** On a shift for which the position is responsible for the ward or program, coordinate the provision of non-nursing functions to the workplace. Oversee the activities of non-nursing staff while in the ward to ensure relevant standards are met.
- 16.14.6(c)(i)(6)** Contribute to the development of RPN practices and procedures and provide guidance and informal training on the shift to subordinate staff working in the ward or program area.
- 16.14.6(c)(i)(7)** Establish the psychiatric nursing service delivery priorities in the work setting for the shift.
- 16.14.6(c)(i)(8)** Ensure the accurate documentation of client records during the shift.

16.14.6(c)(ii) Clinician

- 16.14.6(c)(ii)(1)** Undertake nursing assessments and independently institute a nursing-care plan for clients and staff. This includes supervising other nursing staff involved (if any), coordinating various treatment components and liaising with other professional staff.
- 16.14.6(c)(ii)(2)** Conduct complex group therapy such as psycho-dynamic groups. At this level, positions assess clients' suitability, choose the actual form of therapy, train and instruct their peers in therapeutic techniques, and supervise the co-therapist.
- 16.14.6(c)(ii)(3)** Assist a RPN-3 or above to whom the position reports to develop and implement the philosophy and objectives of a ward or client care program.
- 16.14.6(c)(ii)(4)** Following assessment by or in conjunction with a Medical Officer, undertake nursing assessments of severely disturbed psychiatric clients and independently institute a range of measures to stabilise each client's psychiatric and physical symptoms.
- 16.14.6(c)(ii)(5)** Undertake specifically designated and more complex rehabilitative or education projects with clients that would not be undertaken by RPN-1s.

Note: Ward-based positions of this type would be specifically designated and would report direct to a RPN-3, Unit Manager.

16.14.6(c)(iii) Community Psychiatric Nurse

- 16.14.6(c)(iii)(1)** Undertake mental, social and physical assessments of clients in the workplace or in the community that will lead to recommendation of a course of action being taken (such as hospitalisation) and possible formation of psychiatric diagnosis by a psychiatrist.
- 16.14.6(c)(iii)(2)** On the authority of a medical officer/psychiatrist, administer and assess effects of intramuscular psychotropic medications.
- 16.14.6(c)(iii)(3)** Undertake home visits to clients in the community.
- 16.14.6(c)(iii)(4)** Take steps to resolve or ameliorate emotional distress of clients.
- 16.14.6(c)(iii)(5)** Undertake counselling and therapy of clients.

- 16.14.6(c)(iii)(6)** Undertake community agency consultation and education.
- 16.14.6(c)(iii)(7)** Develop particular community projects under supervision or with assistance from a more senior nurse.
- 16.14.6(c)(iii)(8)** Undertake specific rehabilitative or educational projects with clients.
- 16.14.6(c)(iii)(9)** Prepare nursing case management strategies for clients being assessed or receiving counselling or therapy.
- 16.14.6(c)(iii)(10)** Provide support to chronic clientele (i.e. those with little chance of any marked improvement).
- 16.14.6(c)(iii)(11)** Refer clients to other mental health professionals or human service agencies in the community.
- 16.14.6(c)(iii)(12)** Act as advocate on behalf of clients with relevant community agencies.
- 16.14.6(c)(iii)(13)** Assess level of urgency in situations of psychiatric crisis assessment and undertake a course of action to resolve or ameliorate the crisis accordingly.
- 16.14.6(c)(iii)(14)** Maintain an already established residential living program that houses psychiatric clients, providing support and counselling as well as assistance with daily living skills to enable them to live independently in the community, and assessing the clients to make sure they are suitable to live together.
- 16.14.6(c)(iii)(15)** Coordinate a moderate clinic, involving the organising of staff to administer medication, ensuring that clients are followed up if they fail to attend the clinic and making recommendations regarding the staff resource requirements required to provide an efficient moderate service.

16.14.7 Work level standards - Registered Psychiatric Nurse, Grade RPN-3

16.14.7(a) Definition

Positions utilise basic RPN training and a substantial period of work experience (usually at least five years) to achieve expert knowledge of Psychiatric Nurse practices and procedures. Positions may utilise relevant post-basic studies to ensure the achievement of RPN standards across a work area, program or clinical speciality for which the position is responsible. Nurse Educator positions may be required to hold a recognised nurse education qualification according to Victorian Nurses Board regulations.

16.14.7(b) Features

- 16.14.7(b)(i)** Positions at this level undertake the most complex ‘hands-on’ clinical practice in this structure. Community or facility nurses at this level will be experts whose clinical judgements will be recognised as authoritative. In clinical matters, positions will undertake the full range of cases within their area of practice and neither will require nor receive clinical guidance from a more senior nurse. Non-clinical project and program positions will have carriage of complex matters without requiring technical advice, guided only by the broad policy constraints of the facility’s nursing department. Unit Manager positions will be expected to independently manage all nursing services in an area and provide leadership to staff in clinical matters. Nurse Educators utilise their expert knowledge to instruct students in the practical and theoretical aspects of their course.
- 16.14.7(b)(ii)** Positions are professionally accountable for their nursing decisions, RPN-3s in charge of wards or programs will manage their areas with independence, and will be accountable to the Nursing Executive for the delivery of a high-quality psychiatric nursing service. Positions will participate in peer reviews and will report as required on the areas under their control. Direct supervision is not compatible with the high level of expertise expected of positions at this level.

16.14.7(c) Typical duties

Within the context of the definitions above, the following roles within each work area have been assessed as being able to be undertaken by RPNs at this level. However, particular positions may combine duties from more than one role. Note that no single duty can be used as the final determinant of job level.

16.14.7(c)(i) Unit Manager

- 16.14.7(c)(i)(1)** Manage the provision of psychiatric nursing services in a ward to enable the effective utilisation of available resources to achieve ward and facility objectives.
- 16.14.7(c)(i)(2)** Provide the highest level of ‘hands-on’ clinical practice and advice and participate in the delivery of care.
- 16.14.7(c)(i)(3)** Participate in the development of psychiatric nursing policy and procedures relating to the ward and the facility as a whole.

- 16.14.7(c)(i)(4)** Manage the provision of all nursing and non-nursing services to the ward.
- 16.14.7(c)(i)(5)** Coordinate the provision of mental health professional services to clients.
- 16.14.7(c)(i)(6)** Maintain standards of professional psychiatric nursing care and promote the training and professional development of all nursing staff on the ward.
- 16.14.7(c)(i)(7)** Ensure that the relevant provisions of the *Mental Health Act 1986* are followed.
- 16.14.7(c)(i)(8)** Monitor and evaluate ward program activities and outcomes and report as required to the facility's nursing executive on progress towards objectives, resourcing difficulties, staff training requirements, emerging clinical issues that may be addressed across a number of wards, etc. Develop and manage change as appropriate.
- 16.12.7(c)(i)(9)** Supervise maintenance of client records by ensuring that ward staff complete all necessary paperwork.
- 16.14.7(c)(i)(10)** Ensure that staffing rosters and staff deployment are organised to achieve effective program delivery and efficient use of staff resources.

16.14.7(c)(ii) Clinical Manager

- 16.14.7(c)(ii)(1)** Manage and participate in the activities of a significant clinical non-ward based program, including establishing the parameters of services, clinical standards and program objectives, and ensuring effective resource utilisation.
- 16.14.7(c)(ii)(2)** Provide clinical leadership and program guidance to subordinate nurses working in the program.
- 16.14.7(c)(ii)(3)** Monitor and evaluate program outcomes and develop and manage changes as appropriate.
- 16.14.7(c)(ii)(4)** Liaise and negotiate with significant facility and community-based agents regarding the program.

16.14.7(c)(iii) Clinical Specialist

- 16.14.7(c)(iii)(1)** Undertake clinical consultancy and provide direct care in wards or direct-care programs as a sole practitioner reporting to a more senior Clinical Manager. The primary focus is clinical services to clients.

- 16.14.7(c)(iii)(2)** Conduct research projects into clinical matters under the broad direction of a more senior Clinical Manager.
- 16.14.7(c)(iii)(3)** Utilise advanced clinical nursing knowledge and skills to influence quality of care within a specialised aspect of nursing practice across a number of wards or programs (e.g. infection control).
- 16.14.7(c)(iii)(4)** Be responsible for maintaining state of the art knowledge of the nursing speciality.
- 16.14.7(c)(iii)(5)** Contribute to the training and development of nursing and direct-care staff regarding the speciality area.

16.14.7(c)(iv) Community Nurse, Student Coordinator

- 16.14.7(c)(iv)(1)** Plan and control or coordinate the placement of nursing students in the work setting.
- 16.14.7(c)(iii)(2)** Be responsible for establishing placement objectives, supervisory guide-lines and allocation of staffing resources to the task of student supervision.
- 16.14.7(c)(iii)(3)** Undertake associated organising, liaison and monitoring duties.
- 16.14.7(c)(iii)(4)** Develop supervision practices and procedures and training of field staff to be involved in supervision of students.
- 16.14.6(c)(iii)(5)** Undertake a community nursing caseload.

16.14.7(c)(v) Community Nursing, Team Leader

- 16.14.7(c)(v)(1)** In work settings with up to two subordinate Community Psychiatric Nurse positions, undertake planning, control and coordination of CPN functions within the work setting, in a particular sub-discipline or across a number of sub-disciplines.
- 16.14.7(c)(v)(2)** Undertake associated organising, liaison, monitoring and service development duties.
- 16.14.7(c)(v)(3)** Provide nursing supervision for subordinate CPN staff.
- 16.14.7(c)(v)(4)** Develop CPN practices and procedures, and undertake training of field staff.
- 16.14.7(c)(v)(5)** Advise administrative coordinator on appointment of nursing staff to the team.

16.14.7(c)(v)(6) Establish CPN service delivery priorities in the work setting.

16.14.7(c)(v)(7) Undertake the development of sub-discipline procedures and practices in the work setting and training of staff.

16.14.7(c)(v)(8) Establish priorities in delivery of CPN services within the sub-discipline for the work setting, in conjunction with senior staff of other professions in the work setting.

16.14.7(c)(vi) Community Nurse, Developer Of Residential Living Program

16.14.7(c)(vi)(1) Establish and maintain a residence to house psychiatric clients.

16.14.7(c)(vi)(2) Obtain funds for the purchase/rental of accommodation.

16.14.7(c)(vi)(3) Find appropriate accommodation.

16.14.6(c)(vi)(4) Identify and monitor staff resource requirements (i.e. the number and type of staff required to enable the clients to look after themselves and live independently in the community). Types of staff may include Community Psychiatric Nurses, Therapists and Social Workers.

16.14.7(c)(vii) Community Nurse, Manager Of Crisis Intervention Program

A crisis intervention program involves making staff available to respond to urgent requests for assistance in the community (e.g. a disruptive client in a public place or a suicide threat). Typically, a two-person team (two nurses or a nurse and a social worker) would go out to assess the situation and take whatever action required. The management of the service involves:

16.14.7(c)(vii)(1) Rostering of staff to requests for assistance.

16.14.7(c)(vii)(2) Determining the extent of service required for the catchment area serviced by the workplace (i.e. numbers of hours per week and number and type of staff).

16.14.7(c)(vii)(3) Marketing the service to the community.

16.14.7(c)(vii)(4) Ensuring that the service is responsive to the needs of the catchment area without disrupting the clinic/workplace routines.

16.14.7(c)(viii) Nurse Educator

- 16.14.7(c)(viii)(1)** Prepare and conduct lectures, tutorials, laboratory work, workshop skills training or small group discussions in allocated areas of the syllabus for basic and post-basic Student Nurses.
- 16.14.7(c)(viii)(2)** Evaluate student progress. This includes acting as an Examiner for the Victorian Nurses Board for the external examination of Student Nurses.
- 16.14.7(c)(viii)(3)** Contribute to development and evaluation of the curriculum for student Psychiatric Nurses.
- 16.14.7(c)(viii)(4)** Coordinate the program for allocated intake groups of Student Nurses.
- 16.14.7(c)(viii)(5)** Contribute to the on-going development of nursing education and practice by having input to internal and external committees and working parties.
- 16.14.7(c)(viii)(6)** In the clinical work setting, facilitate the effective transfer of student Psychiatric Nurses' theoretical learning into practical experience through the provision of clinical education sessions and supervision of the students' nursing practice, and provide a structured program of education and ward experience to general nursing students during their clinical psychiatric nursing placement.
- 16.14.7(c)(viii)(7)** Undertake direct client care in order to act as role model for students and create learning situations for students by role-playing where actual experience is not available.
- 16.14.7(c)(viii)(8)** Negotiate with schools of nursing and Student Nurses regarding the number and dates of clinical placements to be undertaken under the teacher's supervision.
- 16.14.7(c)(viii)(9)** Answer queries from Student Nurses regarding the interpretation of the *Nurses Act* and Victorian Nurses Board.
- 16.14.7(c)(viii)(10)** Provide counselling and advice to Student Nurses in relation to their academic progress and course regulations.

16.14.7(c)(viii)(11) Organise external placements for Student Nurses, including at community-based settings.

16.14.7(c)(viii)(12) Organise education visits for Student Nurses.

16.14.7(c)(ix) Nursing Administrator

16.14.7(c)(ix)(1) Undertake research into complex non-clinical nursing matters under the broad direction of a more senior nurse (e.g. alterations to rostering methods, changes to incident reports, introduction of computerised client records and introduction of staff-appraisal guide-lines).

16.14.7(c)(ix)(2) Implement administrative changes of the above type by liaising with Unit Managers and nurses managing other clinical programs, explaining new systems to affected staff and reporting the outcomes of implementation to more senior managers.

16.14.7(c)(ix)(3) Provide information sessions/seminars and assistance to staff in other facilities undertaking similar projects.

16.14.8 Work level standards - Registered Psychiatric Nurse, RPN-4

16.14.8(a) Definition

Positions will utilise clinical and administrative knowledge based on further reading and study over the years (and/or post-basic qualification), and enhanced by many years of appropriate RPN work experience.

16.14.8(b) Features

16.14.8(b)(i) Positions at this level involve significant problem-solving activities that may require considerable understanding and interpretation of facility and Department policy. RPN-4 nurses typically are involved in the development of complex nursing programs or curricula. Clinical and non-clinical projects or programs would be of such breadth as to have implications for all nursing services within the facility as a whole, usually involving the development of adaptations to the way work is performed.

16.14.8(b)(ii) Positions may provide a consultancy to ward- based staff in an area of expertise, but would not directly supervise Unit Managers or their subordinates. Project positions may supervise small teams of RPNs working on clinical or nursing services support developmental matters. In community settings, RPN-4 nurses would lead small teams in a multi-disciplinary setting or be responsible for the development of Psychiatric Services Branch programs for a defined catchment area. Educators at this level would provide high-level assistance to the positions with regional responsibility for RPN education.

16.14.8(b)(iii) Positions are Senior Nurses who will independently undertake their duties according to broad policy guide-lines and professional standards. Positions will set objectives and negotiate their acceptance with the Nursing Executive, and report in terms of progress towards these objectives. At this level, RPN positions are typified by substantial responsibility for an area of nursing practice as outlined in the role statements below.

16.14.8(c) Typical duties

Within the context of the definitions above, the following roles within each work area have been assessed as being able to be undertaken by RPNs at this level. However, particular positions may combine duties from more than one role. Note that no single duty can be used as a final determinant of job level.

16.14.8(d) Clinical Consultant

16.14.8(d)(i) Provide high-level clinical consultation and advice to Unit Managers or nurses managing programs.

16.14.8(d)(ii) Develop, establish, maintain and evaluate a specialist clinical program, such as a psycho-geriatric or rehabilitation program, across a number of wards/facilities. The primary focus is program development, rather than delivery of clinical services to clients.

16.14.8(d)(iii) Provide a Psychiatric Nurse consultancy service regarding specialist programs as required to other hospitals and/or public sector and voluntary health service agencies.

16.14.8(d)(iv) Be responsible for maintaining state of the art knowledge across a broad area of expertise.

Note: This position might supervise a small team of nursing staff.

16.14.8(e) Community Nursing, Team Leader

- 16.14.8(e)(i)** Undertake direction of a team of at least three subordinate CPN's working in a multi-disciplinary setting where overall direction of the workplace is undertaken by a higher-level community position.
- 16.14.8(e)(ii)** Supervise work of subordinate CPN staff.
- 16.14.8(e)(iii)** Coordinate work of the CPN team.
- 16.14.8(e)(iv)** Provide input to mental health policy development in the community workplace.
- 16.14.8(e)(v)** Monitor and evaluate adequacy of the CPN services provided.
- 16.14.8(e)(vi)** Undertake coordination, planning, development and liaison functions in the workplace on behalf of CPN team.
- 16.14.8(e)(vii)** Recruit CPN staff.
- 16.14.7(e)(viii)** Undertake administrative work for the CPN team.
- 16.14.8(e)(ix)** Establish priorities for CPN service delivery in the workplace.

16.14.8(f) Community Nurse, Developer of Psychiatric Branch Programs

- 16.14.8(f)(i)** Develop Psychiatric Services Branch programs for a defined catchment area, which often might be geographically distant from other psychiatric services (e.g. a country town).
- 16.14.8(f)(ii)** In addition to undertaking the full range of community psychiatric training activities without clinical guidance from a more senior nurse to whom the position reports, the position would have responsibility for establishing priorities for community psychiatric nursing and clinical service delivery and for the development of psychiatric service provision in the area.

16.14.8(g) Night Supervisor (Small-Medium Facility)

- 16.14.8(g)(i)** Undertake the management of a small to medium facility at night, according to policies and procedures established by the facility executive, to ensure that a high standard of operation and service delivery is provided to clients.
- 16.14.8(g)(ii)** Take responsibility for all nursing and direct-care matters, including clients and staff, in the event of any psychiatric/medical emergency or any other incident and instigate remedial action.

- 16.14.8(g)(iii)** Provide authoritative clinical and nursing administrative guidance and supervision to nursing staff.
- 16.14.8(g)(iv)** Ensure that there are adequate staff and other resources available to all areas at the facility at night to maintain service quality.
- 16.14.8(g)(v)** Provide a contact point, and advice and counselling where appropriate, for members of the public or others who may contact the facility during the night for a broad range of matters (e.g. admissions, etc.).

16.14.8(h) Nurse Educator

- 16.14.8(h)(i)** Provide administrative support to a RPN-6 Nurse Educator in coordinating psychiatric nurse education programs and curriculum development at a number of nurse education centres.
- 16.14.8(h)(ii)** Carry out aptitude testing of aspiring student Psychiatric Nurses to comply with standards set by the Victorian Nurses Board.
- 16.14.8(h)(iii)** As part of a regional team of nurse education officers, coordinate the development and preparation of allocated sections of the curriculum to comply with VNB standards.
- 16.14.8(h)(iv)** Supervise or monitor the development and implementation of allocated sections of the curricula.
- 16.14.8(h)(v)** Assist the head of the school in the overall management of the school (e.g. by establishing appropriate record-keeping systems).

16.14.8(i) Nursing Administrator

- 16.14.8(i)(i)** Direct and supervise the project work of Psychiatric Nurses in non-clinical areas, including allocating projects to staff, setting deadlines and acting as a consultant when problems are encountered.
- 16.14.8(i)(ii)** Initiate the development of such projects and negotiate their acceptance with the nursing administration (e.g. patient dependency studies, the investigation of ward-based rosters, etc.).
- 16.14.8(i)(iii)** Negotiate with senior nursing, medical and administrative staff in the facility to gain acceptance for major policy and procedure changes.

16.14.9 Registered Psychiatric Nurse, Grade RPN-5

16.14.9(a) Definition

Positions are senior Psychiatric Nurse Managers who have a thorough knowledge of the RPN profession and will have considerable proficiency in the art of management in a substantive role. Positions with a clinical focus at this level would have knowledge commensurate with a recognised State-wide expertise in an area of RPN practice.

16.14.9(b) Features

- 16.14.9(b)(i)** At this level, guide-lines may be unclear and policies ill-defined, involving major intellectual challenge to resolve nursing service delivery problems or undertake research and development projects.
- 16.14.9(b)(ii)** Positions either will manage the total nursing function in the nominated small facilities or community services provided by nursing only teams, or direct a substantial clinical area across an entire facility, or administer a school of nursing.
- 16.14.9(b)(iii)** Positions are bound by Psychiatric Services Branch policies and practices and are subject to executive management direction only. Within areas of practice as outlined below, positions will be able to commit the facility or education service within the constraints of the executive management model to a particular course of action or nursing policy. Positions at this level therefore are expected to lead the investigation of major mental health issues and develop strategies to overcome problems affecting the nursing department/school/community service. Also included at this level are Senior Nurse Managers, who may share accountability for the management of the nursing service with the Director of Nursing (DON) (e.g. Night Supervisors in large facilities and Assistant Directors of Nursing in medium to large facilities).

16.14.9(c) Typical duties

Within the context of the definitions above, the following roles within each work area have been assessed as being able to be undertaken by RPNs at this level. However, particular positions may combine duties from more than one role. Note that no single duty can be used as a final determinant of job level.

16.14.9(d) Nurse Manager, Clinical Area

- 16.14.9(d)(i)** Monitor the facility environment, nursing practices and patterns of care to ensure that high levels of clinical nursing standards are established and maintained. This may involve nursing research being conducted by a RPN-5 or other RPN clinicians. The position at this level then would make proposals to senior service management to improve clinical standards and efficient use of staff (e.g. effective bed utilisation across a substantial facility).
- 16.14.9(d)(ii)** Having regard to facility-wide trends, initiate and implement clinical audits.
- 16.14.9(d)(iii)** Develop the psychiatric nursing functions within the service by chairing various committees (e.g. infection control, clinical emergency, safe manual-handling issues, nursing audit and nursing practice, etc.).
- 16.14.9(d)(iv)** Provide leadership in implementing change to nursing philosophies and practices and assist other Nurse Managers and practitioners within the facility to achieve their clinical goals.
- 16.14.9(d)(v)** Assist in the professional development of psychiatric nursing within the facility by providing career guidance to other Psychiatric Nurses, and ensure that employees have access to clinical areas that will enhance their professional development.

16.14.9(e) Community Nurse, Manager of Community Employer or Clinic

- 16.14.9(e)(i)** Manage and be fully responsible for delivery of psychiatric and CPN services in a centre staffed by at least three subordinate CPN's, with any other disciplines being available on a part-time or sessional basis only for referral of specific cases if required.
- 16.14.9(e)(ii)** Plan, develop, organise and monitor delivery of Psychiatric Services Branch programs for the department or clinic's catchment area in accordance with policies, practices, programs and resource allocations to the CPN service prepared jointly with regional psychiatric services management.
- 16.14.9(e)(iii)** Participate in major human service delivery developments in the region (e.g. community health) as the representative of psychiatric services.

16.14.9(e)(iv) Undertake evaluation of services provided by the centre to facilitate the best use of allocated resources and representation of psychiatric services in regional initiatives.

16.14.9(e)(v) Advise regional planners on psychiatric service delivery issues.

16.14.9(f) Night Supervisor (Large Facility)

Typical duties are the same as for the RPN-4 Night Supervisor. Positions at this level will perform these tasks in larger facilities with higher staff numbers, more in-patient clients and hence higher levels of responsibility for the position in charge at night.

16.14.9(g) Nurse Educator, Head of Education Centre

16.14.9(g)(i) Administer nurse education for basic and post-basic students at a school of nursing.

16.14.9(g)(ii) Manage and be responsible for the development, implementation and evaluation of curricula for basic and post-basic nurse training within a school.

16.14.9(g)(iii) Monitor and review the work performance of Nurse Education Officers, Grade 2 and ensure that the performance of all Nurse Educators within a school is appropriately monitored.

16.14.9(g)(iv) Manage the human and physical resources of the school of nursing.

16.14.9(g)(v) Ensure that the selection of Student Nurses for the school follows established policy and is carried out appropriately.

16.14.9(h) Nurse Manager, Administration Area

16.14.9(h)(i) Under the direction of the Director of Nursing (medium to large facility), provide leadership in allocation and monitoring of nursing resources to most effectively meet service delivery requirements.

16.14.9(h)(ii) Manage the recruitment and retention of nursing staff according to VPS guide-lines and Psychiatric Services Branch policies.

16.14.9(h)(iii) Play a professional leadership role in the effective forward planning of nursing services.

16.14.9(h)(iv) Monitor the non-clinical nursing operations of the facility, and meet emerging needs by initiating changes to systems and procedures. Positions may initiate special projects (either short - or long-term), which may be carried out by subordinate nurses.

16.14.9(i) Nurse Manager (Designated Units)

- 16.14.9(i)(i)** Under the direction of the Director of Nursing, manage the nursing services in a specified section of the facility, and involving a significant number of units or equivalent spread of responsibility.
- 16.14.9(i)(ii)** Monitor the standards of clinical practice, program efficiency and effectiveness, and report as required to the facility's executive.
- 16.14.9(i)(iii)** Provide professional oversight and guidance on RPN-3s in charge of wards and programs, and ensure that staff development needs are met across the areas for which the position is responsible.
- 16.14.8(i)(iv)** Initiate and monitor administrative systems to allow the full use of available nursing resources to meet client needs.

16.14.9(j) Director of Nursing (Small Facility)

- 16.14.9(j)(i)** Be responsible for the overall functional and line management of nursing services and resources.
- 16.14.9(j)(ii)** Promote the development and enhancement of the participation and skills of nurses and other direct-care staff in accepting and responding to changes that are occurring in the development of psychiatric services.
- 16.14.9(j)(iii)** Be responsible for the development and preparation of policy and guide-lines pertaining to all aspects of psychiatric nursing and related direct-care service delivery within a small Psychiatric Services Branch service, and for the provision of high-level psychiatric nursing advice to other members of the facility's executive.
- 16.14.9(j)(iv)** Represent the total RPN function on the facility executive and negotiate at senior levels for the adequate resourcing of the RPN clinical function and its associated activities.
- 16.14.9(j)(v)** Ensure the RPN services are of the highest possible quality across the facility through establishing effective reporting relationships between ward, community and Nurse Managers.
- 16.14.9(j)(vi)** Participate as necessary in the negotiation of local industrial relations issues and report to senior Psychiatric Services Branch management in the event of major disputes.

- 16.14.9(j)(vii)** Provide professional leadership to all RPNs and other nursing staff in the facility, and encourage staff development and retention.

16.14.10 Registered Psychiatric Nurse, Grade RPN-6

16.14.10(a) Definition

Positions are senior Psychiatric Nurse Managers who have a thorough knowledge of the RPN profession and will have considerable proficiency in the art of management in a substantial role.

16.14.10(b) Features

- 16.14.10(b)(i)** At this level, guide-lines may be unclear and policies ill-defined, involving major intellectual challenge to resolve nursing service delivery problems or significant nurse education issues.
- 16.14.10(b)(ii)** Positions either will manage the total nursing function in the nominated medium facilities or administer nurse education throughout a region.
- 16.14.10(b)(iii)** Positions are bound by Psychiatric Services Branch policies and practices and are subject to executive management direction only. Positions will be able to commit the facility or education service to a particular course of action or nursing policy. Positions at this level therefore are expected to lead the investigation of major mental health issues and develop strategies to overcome problems affecting the nursing department's or region's education service.
- 16.14.10(b)(iv)** Work at this level is distinguished from that of RPN-5s by the size of the nursing service managed and the span of control across a region for the RPN education function.

16.14.10(c) Typical duties

16.14.10(c)(i) Director of Nursing (medium-facility)

- 16.14.10(c)(i)(1)** Be responsible for the overall functional and line management of nursing services and resources.
- 16.14.10(c)(i)(2)** Promote the development and enhancement of the participation and skills of nurses and other direct-care staff in accepting and responding to changes that are occurring in the development of psychiatric services.

- 16.14.10(c)(i)(3)** Be responsible for the development and preparation of policy and guide-lines pertaining to all aspects of psychiatric nursing and related direct-care service delivery within a medium Psychiatric Services facility (as defined), and for the provision of high-level psychiatric nursing advice to other members of the facility's executive.
- 16.14.10(c)(i)(4)** Represent the total RPN function of the facility executive and negotiate at senior levels for the adequate resourcing of the RPN clinical function and its associated activities.
- 16.14.10(c)(i)(5)** Ensure the RPN services are of the highest possible quality across the facility through establishing effective reporting relationships between ward, community and Nurse Managers.
- 16.14.10(c)(i)(6)** Participate as necessary in the negotiation of local industrial relations issues and report to senior Psychiatric Services Branch management in the event of major disputes.
- 16.14.10(c)(i)(7)** Provide professional leadership to all RPNs and other nursing staff in the facility, and encourage staff development and retention.

16.14.10(c)(ii) Principal Nurse Education Officer

- 16.14.10(c)(ii)(1)** As head of a regional school and as the most senior level of Nurse Educator in the Psychiatric Services Branch, provide authoritative professional leadership in identifying direct-care staff education/training needs and develop appropriate resources.
- 16.14.10(c)(ii)(2)** Provide policy advice to the Principal Nurse Adviser on nurse education and direct-care staff training for the region.
- 16.14.10(c)(ii)(3)** Engage in course design, curricula development and education strategies with external educational bodies to access basic and on-going training for all direct-care staff in the region. Undertake regional manpower planning for educational purposes.
- 16.14.10(c)(ii)(4)** Be accountable for all Psychiatric Nurse education across a region.

16.14.10(c)(ii)(5) In accordance with Victorian Nurses Board and Psychiatric Services Branch requirements, design a theoretical and clinical education curriculum for student Psychiatric Nurses and ensure appropriate organisation and standards for clinical placements within a region.

16.14.10(c)(ii)(6) Manage relevant human and material resources.

16.14.10(c)(ii)(7) Negotiate with psychiatric, general health and community facilities to arrange suitable placements for student Psychiatric Nurses.

16.14.10(c)(ii)(8) Prepare a program of theoretical education and clinical placements each year for each student Psychiatric Nurse within the region, to meet the Victorian Nurses Board requirements.

16.14.10(c)(ii)(9) Determine processes for design, construction, evaluation and revision of curricula or parts of curricula pertaining to Psychiatric Nurse education.

16.14.10(c)(ii)(10) Ensure that curriculum requirements are being met, and promote consultation between Nurse Educators and senior hospital-based RPNs who are involved in both the theory and clinical components of Psychiatric Nurse training.

16.14.10(c)(ii)(11) As the most senior level of Nurse Educator in the Psychiatric Services Branch, meet with other Nurse Educators at this level to formulate suggestions and recommendations pertaining to policies and professional standards for Psychiatric Nurse education in Victoria, for submission to the Principal Nurse Adviser.

16.14.11 Registered Psychiatric Nurse, Grade RPN-7

16.14.11(a) Definition

Positions at this level are in charge of the largest Psychiatric Services Branch psychiatric nursing services and are the most senior RPN managers in Victoria. Positions thus will utilise the highest level of knowledge and skills in managing the RPN function in large mental health facilities.

16.14.11(b) Typical duties

16.14.11(b)(i) Director PF Nursing (large facility)

16.14.11(b)(i)(1) Be responsible for the overall functional and line management of nursing services and resources.

- 16.14.11(b)(i)(2)** Promote the development and enhancement of the participation and skills of nurses and other direct-care staff in accepting and responding to changes that are occurring in the development of psychiatric services.
- 16.14.11(b)(i)(3)** Be responsible for the development and preparation of policy and guide-lines pertaining to all aspects of psychiatric nursing and related direct-care service delivery within a large Psychiatric Services facility (as defined), and for the provision of high-level psychiatric nursing advice to other members of the facility's executive.
- 16.14.11(b)(i)(4)** Represent the total RPN function on the facility executive and negotiate at senior levels for the adequate resourcing of the RPN clinical function and its associated activities.
- 16.14.11(b)(i)(5)** Ensure the RPN services are of the highest possible quality across the facility through establishing effective reporting relationships between ward, community and Nurse Managers.
- 16.14.11(b)(i)(6)** Participate as necessary in the negotiation of local industrial relations issues and report to senior Psychiatric Services management in the event of major disputes.
- 16.14.11(b)(i)(7)** Provide professional leadership to all RPNs and other nursing staff in the facility, and encourage staff development and retention.

16.14.12 Registered Psychiatric Nurse, Grade RPN-7A

16.14.12(a) Definition

- 16.14.12(a)(i)** The position of Director of Nursing RPN Grade 7A is in charge of the most diverse and complex nursing services and is the most senior RPN Manager in Victoria.
- 16.14.12(a)(ii)** The position utilises the highest level of knowledge and skills in managing the RPN function and is a member of the sub-regional sector Executive which develops policies and manages programs on a sector wide basis.

16.14.13 Registered Psychiatric Nurse, Grade RPN-8

16.14.13(a) Definition

The position is accountable for the planning and development of the profession of psychiatric nursing in the context of Psychiatric Services Branch policy and program directions. The position advises the Manager, Psychiatric Services Branch and generates policies that impact on RPN services provided in the field. However, the Principal Nurse Adviser does not have line authority over RPN-5, RPN-6 and RPN-7 Nurse Managers.

16.14.13(b) Typical duties

16.14.13(b)(i) Principal Nurse Adviser

- 16.14.13(b)(i)(1)** Provide a focus for policy development and analysis, service planning and program development in relation to psychiatric nursing in Victoria.
- 16.14.13(b)(i)(2)** Provide the central focus and professional leadership for psychiatric nursing and direct-care services, including the enhancement of direct-care services, philosophies, objectives, workforce needs and education requirements.
- 16.14.13(b)(i)(3)** Provide major professional input into the development of policy and programs for psychiatric services and into State-wide service-planning activities.
- 16.14.13(b)(i)(4)** Undertake workforce planning and evaluation of RPN education and training requirements to ensure that DHS policy objectives can be met. Similar consultancy will be given in relation to other direct-care categories, including PSEN and PSO.
- 16.14.13(b)(i)(5)** On a State-wide basis, set and evaluate nursing standards within the Psychiatric Services Branch, and negotiate with DON's to ensure that these standards are implemented throughout facilities and community settings.
- 16.14.13(b)(i)(6)** Decisions made by the position will influence the direction and development of psychiatric nursing, and will require the position to engage in sensitive discussions and negotiations at the most senior levels with the Psychiatric Services Branch.

17. SALARIES AND INCREMENTS

17.1 Commencing salaries

17.1.1 Where a minimum and maximum salary are prescribed in 17.8 for a position an employee appointed transferred or promoted to the position:

17.1.1(a) shall commence at the minimum salary; and

17.1.1(b) shall proceed by the prescribed increments to the maximum salary.

17.1.2 Where the employer is satisfied that the employee has special qualifications or experience which warrant commencement at a salary above the minimum rate, the employer may commence an employee at a higher rate (but not exceeding the maximum rate) than the base as the employer deems appropriate to the qualifications or experience.

17.2 Increments

Subject to satisfactory work performance over the preceding twelve months, an employee shall accelerate one incremental point having regard to the acquisition and utilisation of skills and knowledge through experience in his or her work setting over such period.

17.3 Increments - general

17.3.1 Where provision is made for annual increments of salary in respect of any position, payment of the increment may be granted, refused or deferred by the employer providing:

17.3.1(a) the employer shall advise an employee in writing within fourteen days after the employee becomes eligible for an increment if the employer:

17.3.1(a)(i) refuses to grant the increment; or

17.3.1(a)(ii) defers the granting of the increment;

17.3.1(b) the advice shall set out the decision and the reasons for the decision and inform the employee of the right of appeal against the decision;

17.3.1(c) the next increment granted after an increment is refused shall be the increment that was refused;

17.3.1(d) at the time of deferring the granting of an increment, the employer shall specify a period of not more than twelve months after which the decision to defer the granting of the increment will be reviewed;

17.3.1(e) at or before the end of the specified period, the employer shall review the decision to defer and decide:

17.3.1(e)(i) to grant the increment; or

17.3.1(e)(ii) to refuse to grant the increment; or

17.3.1(e)(iii) to defer the granting of the increment for a further period,

17.3.1(f) an increment that is granted after it has been deferred is payable from the day on which the decision to grant is made and any subsequent increment is due on the appropriate anniversary of that day.

17.3.2 Any employee who feels aggrieved by a decision of the employer under 17.3.1 above may appeal using the grievance procedure set out in this award.

17.3.3 Where the employer has failed to make a determination in respect of an annual increment in the period of one month before the annual increment is due, the employer shall be deemed for the purposes only of an appeal under 17.3.2, to have refused the payment of the annual increment.

17.4 Part-time employees

A part-time employee shall receive only a proportionate amount of prescribed salary computed from the fixed number of working hours in a fortnightly pay period in relation to normal hours of duty.

17.5 Fixed term employees

The remuneration of a fixed term employee shall be as prescribed for an employee holding such position on an on-going basis.

17.6 Limits of salary on transfer or promotion

17.6.1 An employee transferred or promoted to any position shall be paid a salary not less than that which such employee was receiving immediately before such transfer or promotion, provided that the maximum salary payable pursuant to this provision shall be the maximum rate prescribed for the position to which such employee is transferred or promoted.

17.6.2 Notwithstanding the provisions of 17.6.1, an employee who is transferred to a position in a lower class or grade and the transfer is made:

17.6.2(a) at the request of the employee in cases where the position is in the same occupational category as the position occupied by such employee or a like occupational category requiring possession of the same academic qualifications; or

17.6.2(b) where:

- 17.6.2(b)(i) the employee has requested to be transferred to that position;
- 17.6.2(b)(ii) the transfer is made by reason of the employee being unable or unfit to discharge the duties of his or her position, or pursuant to the disciplinary procedures of this award; or

17.6.2(c) the qualifications for the position the employee holds include a requirement that the holder of the position:

- 17.6.2(c)(i) obtain or achieve the progress specified in such requirement towards the obtaining of a particular qualification;
- 17.6.2(c)(ii) possess or obtain a particular practising or trade or other certificate or licence;

and the employee fails to obtain or achieve the necessary progress towards the obtaining of the qualifications or ceases to possess or fails to obtain the certificate or licence as the case may be shall be paid a salary at such rate (not exceeding the maximum rate prescribed for the position) as the employer deems appropriate to the qualifications and experience of the employee.

17.6.3 Where an employee transferred or promoted to any position does not receive an immediate increase in salary on such transfer or promotion, the period of service in the position from which such employee is transferred or promoted since his or her last increment shall be counted in reckoning the interval for the first increment in the new position.

17.7 Salaries

[17.7 substituted by PR970259 ppc 19Dec05]

17.7.1 Disability services

17.7.1(a) Level 1 - Disability Development and Support Officer (DDSO 1)

	\$
Trainee (unqualified)	
Year 1	29576
Year 2	30335
Year 3	31446
Year 4	32234
Qualified (Cert IV) (DDSO 1Q)	
Year 1	33020
Year 2	33810
Year 3	35216
Year 4	35611

17.7.1(b) Level 2 - Disability Development and Support Officer (DDSO 2)

	\$
Cert IV	
Year 1	36006
Year 2	36798
Year 3	37591

Adv Diploma (Cert VI) (DDSO 2A)

Year 1	35652
Year 2	37271
Year 3	38990
Year 4	40508

Adv Diploma (Cert VI) (DDSO 2A)

Year 5	42127
Year 6	43746
Year 7	45367
Year 8	46986

17.7.1(c) Level 3 - Disability Development and Support Officer (DDSO 3)

	\$
Cert IV	
Year 1	39203
Year 2	40029
Year 3	40874
Year 4	41709
Year 5	42544
Year 6	43247

17.7.1(d) Level 4 - Disability Development and Support Officer (DDSO 4)

	\$
Year 1	53866
Year 2	55083
Year 3	56295
Year 4	57508

17.7.1(e) Level 5 - Disability Development and Support Officer (DDSO 5)

	\$
	63137

17.7.1(f)	Level 6 - Disability Development and Support Officer (DDSO 6)	
		\$
		67861
17.7.1(g)	Level 7 - Disability Development and Support Officer (DDSO 7)	
		\$
		72581
17.7.1(h)	Level 8 - Disability Development and Support Officer (DDSO 8)	
		\$
		77977
17.7.1(i)	Level 9 - Disability Development and Support Officer (DDSO 9)	
		\$
		86072
17.7.1(j)	Health Welfare Officer	
		\$
	Year 1	35,095
	Year 2	36,963
	Year 3	38,836
	Year 4	40,788
	Year 5	42,770
	Year 6	44,749
17.7.1(k)	General Nurse	
		\$
	Level 1/2	
	Year 1	34,678
	Year 2	35,693
	Year 3	37,508
	Year 4	39,710
	Year 5	41,255
	Year 6	43,176
	Year 7	45,098

		\$
	Level 3A	
	Year 1	47,867
	Year 2	48,611
	Level 4A	
	Year 1	52,229
	Year 2	53,637
17.7.1(l)	Dental Nurse	
		\$
	Level 1	
	Year 1	31,683
	Year 2	32,292
	Year 3	32,841
	Level 2	
	Year 1	33,087
	Year 2	33,798
	Level 3	
	Year 1	35,255
	Year 2	36,338
	Level 4	
	Year 1	40,372
	Year 2	42,023
17.7.1(m)	Client Service Worker	
		\$
		44,086
17.7.1(n)	Interpreter/Translator	
		\$
	Level 1	
	Year 1	33,574
	Year 2	34,390
	Year 3	35,298
	Year 4	36,201
	Year 5	37,048

\$

Level 2

Year 1	37,939
Year 2	38,852
Year 3	39,782
Year 4	40,843

17.7.1(o) Non-Direct Care

\$

FSO-1

Year 1	29,472
Year 2	29,867
Year 3	30,261
Year 4	31,091

FSO-2

Year 1	30,855
Year 2	31,446
Year 3	32,039
Year 4	32,869

FSO-3

Year 1	32,894
Year 2	33,750
Year 3	34,605
Year 4	35,435

FSO-4

Year 1	35,723
Year 2	36,842
Year 3	37,962
Year 4	38,792

FSO-5A

Year 1	39,773
Year 2	40,603

17.7.1(p) Linen Manager

\$

59,680

17.7.1(q) Trades

17.7.1(q)(i) Level 1 - (Trades Assistant) - (TA 1)

	\$
Year 1	30,855
Year 2	31,446
Year 3	32,039
Year 4	32,869

17.7.1(q)(ii) Level 2 - (Tradesperson) - (TA 2)

	\$
Year 1	34,012
Year 2	35,131
Year 3	36,249
Year 4	37,080

17.7.1(q)(iii) Level 3 - (Trades Coordinator)

	\$
Level 3 G1 (TA 3)	
Year 1	39,278
Year 2	40,594
Year 3	41,424
Level 3 G2 (TA 4)	45,202

17.7.1(q)(iv) Level 4 - (Maintenance Manager)

	\$
	54,416

17.7.1(q)(v) Level 4 - Senior (Maintenance Manager)

	\$
	55,402

17.7.1(q)(vi) Technical Assistant, Level 1

	\$
Year 1	31,152
Year 2	32,203
Year 3	32,821
Year 4	33,079

17.7.1(q)(vii) Technical Assistant, Level 2

	\$
Year 1	33,838
Year 2	34,458
Year 3	35,069
Year 4	35,682
Year 5	36,301

17.7.2 Other than Disability services

17.7.2(a) Registered Psychiatric Nurse, Alcohol Drug Services Nurse

	\$
Level 1	
Year 1	32,935
Year 2	34,291
Year 3	35,647
Year 4	37,002
Year 5	38,358
Year 6	39,714
Year 7	41,071
Year 8	42,427
Level 2	
Year 1	43,782
Year 2	44,687
Year 3	45,590
Year 4	46,494
Level 3	
Year 1	48,189
Year 2	49,207
Year 3	50,224
Year 4	51,240

	\$
Level 4	
Year 1	56,664
Level 5	
Year 1	60,520
Level 6	
Year 1	64,574
Level 7	
Year 1	69,093
Level 7A	
Year 1 (RPN only)	72,484
Level 8	
Year 1	75,873
17.7.2(b) Student Nurse	
	\$
Level 1	
Year 1	25,394
Year 2	25,547
Year 3	26,178
Year 4	26,806
Level 2	
Year 1	26,668
Year 2	26,823
Year 3	27,472
Year 4	28,115
17.7.2(c) Psychiatric Services Officer (Junior)	
	\$
Year 1	26,409
17.7.2(d) Trainee Psychiatric State Enrolled Nurse	
	\$
Adult	
Year 1	28,558
Year 2	29,193
Junior	26,409

17.7.2(e) Psychiatric State Enrolled Nurse, Alcohol Drug Services Aide

\$

Level 1

Year 1	30,124
Year 2	30,783
Year 3	31,442
Year 4	32,104

Level 2

Year 1	33,281
Year 2	33,943
Year 3	34,606
Year 4	35,270

17.7.2(f) Psychiatric Services Officer (Adult)

\$

Level 1

Year 1	28,558
Year 2	29,193
Year 3	30,124
Year 4	30,783
Year 5	31,443
Year 6	32,104

Level 2

Year 1	33,281
Year 2	33,944
Year 3	34,606
Year 4	35,270

17.7.2(g) Psychiatric Services Officer

\$

Level 3

Year 1	36,620
Year 2	37,312
Year 3	38,019

17.7.2(h) General Nurse

\$

Level 1/2

Year 1	32,831
Year 2	33,681

	\$
Year 3	35,201
Year 4	36,734
Year	38,339
Year 6	39,947
Year 7	41,557
Level 3A	
Year 1	45,425
Year 2	46,067
Level 4A	
Year 1	49,216
Year 2	50,442
17.7.2(i) Dental Nurse	
	\$
Level 1	
Year 1	30,322
Year 2	30,832
Year 3	31,292
Level 2	
Year 1	31,498
Year 2	32,094
Level 3	
Year 1	33,314
Year 2	34,221
Level 4	
Year 1	38,018
Year 2	38,982
17.7.2(j) Anaesthetic And Operating Theatre Technician	
	\$
Year 1	29,934
Year 2	30,454
Year 3	30,554

17.7.2(k) Child Care Officer

	\$
Year 1	24,579
Year 2	27,220
Year 3	29,847

17.7.2(l) Chiropodist

	\$
Year 1	32,718
Year 2	33,473
Year 3	33,822

17.7.2(m) Client Services Worker, Grade III

	\$
	40,710

17.7.2(n) Dental Technician

	\$
Year 1	31,540
Year 2	32,096
Year 3	32,311

17.7.2(o) EEG Recordist

	\$
(Adult)	
Year 1	28,112
Year 2	28,640
Year 3	28,726
(Junior)	
Year 1	16,680
Year 2	18,490
Year 3	20,963
Year 4	23,147
Year 5	25,737

17.7.2(p) Health Welfare: Officer

	\$
Year 1	33,180
Year 2	34,745
Year 3	36,313
Year 4	37,948
Year 5	39,607
Year 6	41,265

17.7.2(q) Interpreter/Translator

	\$
Grade 1	
Year 1	31,906
Year 2	32,589
Year 3	33,349
Year 4	34,105
Year 5	34,815
Grade 2	
Year 1	35,562
Year 2	36,326
Year 3	37,105
Year 4	37,993

17.7.2(r) Radiographer (Adult)

	\$
Year 1	33,298
Year 2	35,420
Year 3	37,241
Year 4	39,530

17.7.2(s) Radiographer (Senior)

	\$
Year 1	43,150
Year 2	45,355
Year 3	47,383
Year 4	49,628

17.7.2(t) XRAY Technician (Assistant)

\$

Year 1	26,861
Year 2	27,367

17.7.2(u) XRAY Technician

\$

(Adult)

Grade 1

Year 1	28,723
Year 2	29,418
Year 3	29,707

(Junior)

Grade 1

Year 1	19,591
Year 2	21,970
Year 3	24,452
Year 4	26,699

17.7.2(v) Trade Structure

17.7.2(v)(i) Trades Assistant

\$

Grade 1

Year 1	29,628
Year 2	30,124
Year 3	30,620

17.7.2(v)(ii) Technical Assistant

\$

Grade 1

Year 1	20,343
Year 2	22,798
Year 3	25,398
Year 4	27,778

		\$
	Grade 2	
	Year 1	32,127
	Year 2	32,645
	Year 3	33,158
	Year 4	33,672
17.7.2(v)(iv)	Tradesperson	
		\$
	Level 2	
	Year 1	32,273
	Year 2	33,210
	Year 3	34,147
17.7.2(v)(v)	Trades Coordinator Grade 1	
		\$
	Level 3	
	Year 1	36,683
	Year 2	37,785
17.7.2(v)(vi)	Trades Coordinator Grade 2	
		\$
	Level 4	
	Year 1	41,644
17.7.2(v)(vii)	Maintenance Manager	
		\$
	Level 4	
	Year 1	49,360
17.7.3	Non-Trades Structure	
17.7.3(a)	Facility Services Officer	
		\$
	Level 1	
	Year 1	28,470
	Year 2	28,801
	Year 3	29,131

\$

Level 2

Year 1	29,628
Year 2	30,124
Year 3	30,620

Level 3

Year 1	31,336
Year 2	32,053
Year 3	32,769

Level 4

Year 1	33,706
Year 2	34,643
Year 3	35,580

17.7.3(b) Domestic Services Supervisor

17.7.3(b)(i) Facility Services Officer

\$

Level 5A

Grade 2	37,097
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Level 5B

Grade 3	38,612
---------	--------

17.7.3(c) Catering Services: Manager

17.7.3(c)(i) Facility Services Officer

\$

Level 5C

Grade 1	46,053
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Level 5D

Grade 1	48,258
Grade 2	

17.7.3(d) Laundry Manager

17.7.3(d)(i) Facility Services Officer

\$

Level 5E

Grade 1	43,848
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17.7.3(e) Linen Services Manager

17.7.3(e)(i) Facility Services Officer

\$

Grade 1 53,770

17.7.4 Junior rates

17.7.4(a) Non Trade Structure

\$

**Level 1
Junior**

Year 1	17,105
Year 2	19,070
Year 3	21,637
Year 4	23,887
Year 5	26,569

17.7.4(b) Trade Structure

**Level 1
Junior**

\$

Year 1	17,688
Year 2	19,764
Year 3	22,453
Year 4	24,824
Year 5	27,636

17.8 Higher duties allowance

17.8.1 General provisions

17.8.1(a) Where an employee is required to perform the whole of the duties of a higher classification for longer than one week, the employee shall be paid an allowance equal to the difference between the employees substantive salary and the minimum salary of the higher classification.

17.8.1(b) Where an employee is required to perform a portion of the duties of a higher classification for longer than one week, the employee shall be paid an allowance equal to the difference between the employee's substantive salary and the minimum salary of the higher classification for the portion of the higher duties the employee is assigned to perform.

17.8.1(c) This subclause is subject to the employer advising an employee in writing of the portion of higher duties at a higher classification to be performed.

17.8.2 Promotion/appointment while on assignments

Where an employee assigned to act in a higher position:

17.8.2(a) performs the full duties of the higher position, the employee shall:

17.8.2(a)(i) if promoted or appointed to a position of the same classification of the higher position, be paid a salary at least equivalent to the emolument payable in accordance with this clause immediately prior to such promotion or appointment and shall be eligible to receive increments in the same manner as if he or she had been promoted or appointed to such higher office or position on the date of his or her assignment;

17.8.2(a)(ii) if promoted or appointed to a position of a lower classification than that of the higher position, be paid such salary and be eligible to receive such increments as if he or she had been promoted or appointed to such position on the date of his or her assignment;

17.8.2(b) does not perform the full duties of the higher office or position, the period of the assignment shall, for the purposes of incremental advancement on promotion or appointment, be reduced by a percentage equal to that percentage of the duties not performed.

17.8.3 Treatment as salary and payment during leave

17.8.3(a) Allowances granted under this clause shall be regarded as salary for the purposes of calculation of payments under the provisions of 21.1, 22.2, 18.1 to 18.5 inclusive, 18.7, 18.8, 22.1.6, 25 and 26.

17.8.3(b) Notwithstanding anything in this clause an employee so assigned at the time he or she commences long service leave in accordance with 29.15 shall not be paid an allowance in accordance with this clause, during such leave unless such assignment has continued for a period of twelve months.

17.8.3(c) Notwithstanding anything in this clause, an employee so assigned at the time he or she commences sick leave or workers' compensation leave, shall be paid an allowance in accordance with this clause:

17.8.3(c)(i) for a total period not more than three days of such leave in the first year of such assignment; or

17.8.3(c)(ii) for a total period of not more than two weeks for such leave if such assignment has continued for a period exceeding twelve months.

17.8.3(d) Notwithstanding anything in this clause, an employee who is on higher duties assignment immediately prior to the time she commences paid maternity leave in accordance with 26.5 or paid adoption leave in accordance with 26.3 shall be paid an allowance in accordance with this clause during the period of paid leave, provided that:

17.8.3(d)(i) the employee would have continued to act uninterrupted on the higher class duties if she had not taken paid maternity leave; and

17.8.3(d)(ii) the payment of the higher duties allowance during paid maternity or paid adoption leave ceases at the time the assignment would have ceased if the employee had remained on duty.

17.8.4 Part-time assignments

17.8.4(a) A part-time employee may be assigned the duties of a higher position, and an employee may be assigned the duties of a higher part-time position, provided that more than 38 hours are to be worked during the assigned period.

17.8.4(b) Where a part-time employee is assigned the duties of a higher position, the prescribed allowance must be paid at a rate proportionate to the duties performed, pro-rated according to the hours worked.

17.8.4(c) Where an employee is assigned the duties of a higher part-time position, the prescribed allowance must be paid at a rate proportionate to the duties performed, pro-rated accordingly to the hours of work of the part-time position.

17.8.5 Assignments to cover rostered days off

17.8.5(a) Notwithstanding anything in this clause an allowance shall not be paid to an employee assigned to act in a position higher than that which the employee occupies where the assignment has been necessitated by the absence of an employee on a rostered day or days off duty, except that where the assignment includes acting in a position higher than that which the employee occupies on the working day on either side of the rostered day or days off duty, an allowance shall be paid in respect of such rostered day or days off.

17.8.5(b) For the purpose of 15.5 **a rostered day or days off duty** means a day or days rostered off in a given cycle or hours where the employee is not required to perform duty on that day or days in order to work his or her normal fortnightly hours of duty, but does not include other days on which the employee is not required to work his or her normal fortnightly hours of duty, such as the taking of leave for which provision is made in clause 28 - Long service leave.

17.9 Salary maintenance

17.9.1 An on going employee who is redeployed, or a fixed term employee with not less than five years continuous service who is redeployed as a result of his/her position being made redundant to a position having a lower salary than the salary of his or her former position must be paid a salary which is not less than the actual salary of the employee at the date of transfer adjusted from time to time in accordance with National Wage or like general salary increases determined by the Commission and adjusted to reflect each incremental step through the former classification on the anniversary of each increment.

17.9.2 An employee must be paid:

17.9.2(a) for a period of twelve months from the date of transfer a total emolument which is not less than the salary payable immediately prior to the date of transfer and the all purpose allowances paid to the employee over the preceding twelve months;

17.9.2(b) for the purposes of this subclause **all purpose allowances** means:

17.9.2(b)(i) any allowance (other than a higher duties allowance) which an employee would have been entitled to be paid whilst on recreation leave; and

17.9.2(b)(ii) shift allowances paid to the employee during the twelve months immediately preceding the day of transfer.

17.10 Fortnightly salary - full-time employee

The ordinary fortnightly salary for a full-time employee shall be his or her applicable annual salary, excluding allowances, divided by 365.25 and multiplied by 14.

17.11 Hourly rate - full-time employee

The ordinary hourly rate for a full-time employee shall be his or her applicable ordinary fortnightly salary divided by 76.

17.12 Hourly rate - part-time employee

The ordinary fortnightly salary and ordinary hourly rate for a part-time employee shall be calculated on a pro rata basis of a full-time employee.

17.13 Juniors

A junior employee shall be paid a fixed percentage of the adult rate and upon attaining the age of 21 years shall be paid the same as an adult employee appropriate to the position and classification held.

At age 15 years	55% of the adult rate
At age 16 years	60% of the adult rate
At age 17 years	70% of the adult rate
At age 18 years	80% of the adult rate
At age 19 years	90% of the adult rate

17.14 Arbitrated safety net adjustment

[17.14 inserted by PR970259 ppc 19Dec05]

The rates of pay in this award include the arbitrated safety net adjustment payable under the *Safety Net Review—Wages June 2005* decision [PR002005]. This arbitrated safety net adjustment may be offset against any equivalent amount in rates of pay received by employees whose wages and conditions of employment are regulated by this award which are above the wage rates prescribed in the award. Such above-award payments include wages payable pursuant to certified agreements, currently operating enterprise flexibility agreements, Australian workplace agreements, award variations to give effect to enterprise agreements and overaward arrangements. Absorption which is contrary to the terms of an agreement is not required.

Increases made under previous National Wage Case principles or under the current Statement of Principles, excepting those resulting from enterprise agreements, are not to be used to offset arbitrated safety net adjustments.

18. OVERTIME AND STANDBY ALLOWANCES

18.1 Entitlement to overtime

18.1.1 Except for rostered nursing staff, employees whose salary exceeds \$42,527 shall not be entitled to overtime payments. All other employees shall be entitled to overtime payments for all time worked in excess of the normal hours of duty.

18.1.2 In computing overtime, each day's work shall stand alone provided that any continuous period of overtime that extends after midnight shall be considered as having been performed on the day the overtime commenced.

18.2 Overtime - maximum rate

[18.2.1 varied by PR970259 ppc 19Dec05]

18.2.1 The hourly rate shall not exceed that calculated on an annual salary of \$36,898.

18.2.1(a) Preliminary

18.2.1(a)(i) Where, outside his or her normal hours of duty, an employee is required:

18.2.1(a)(i)(1) to continue on ordinary daily duty; or

18.2.1(a)(i)(2) to undertake official duty regularly at specified times; or

18.2.1(a)(i)(3) to stand by on call for duty:

He or she shall be entitled to receive an allowance (or time off) as prescribed.

18.2.2 No allowances (or time off) shall be granted unless the employer is satisfied that:

18.2.2(a) the overtime work was necessary and unavoidable; and

18.2.2(b) the work was carried out under proper supervision and control; and

18.2.2(c) it is proper that such allowances should be granted.

18.2.3 Overtime rates shall be calculated on the employee's hourly rate excluding allowances.

18.2.4 Shift allowance shall not be used in the calculation of overtime.

18.3 Overtime - general rates

18.3.1 The following overtime rates shall be paid for work performed outside the normal hours of duty: Monday to Saturday (inclusive except for public holidays).

18.3.2 At the rate of time and a half of the ordinary rate for the first three hours and double time thereafter.

18.3.3 Sunday

In all cases except public holidays at the rate of double time of the ordinary rate.

18.4 Public holidays

18.4.1 Where the public holiday falls on a Monday to a Friday and the time worked is in excess of the normal daily hours of duty - at the rate of double time and a half of the ordinary rate in respect of the time worked in excess of the normal daily hours of duty.

18.4.2 Where the public holiday falls on a Saturday or Sunday, for which no other day is proclaimed as a public holiday and deemed to be the holiday in lieu thereof - at the rate of double time and a half of the ordinary rate.

18.4.3 Where an employee who is normally required to perform rostered time of ordinary duty on a day which is a public holiday, performs ordinary duty on that day and also performs work outside the normal hours of duty on that day, payment for the work performed outside the ordinary hours of duty shall be at the rate of double time and a half of the ordinary rate.

18.4.4 Where a rostered day off duty of an employee who is normally required to perform rostered time of duty on days which may be public holidays, falls on a public holiday and the employee is required to perform duty on such rostered day off, payment shall be at the rate of double time and a half of the ordinary rate.

18.5 Overtime - part-time employees

Notwithstanding the provisions of 18.1 and 18.2.1 and 18.3, a part-time employee shall not be entitled to payment of the prescribed allowances unless the total number of hours worked in a fortnightly pay period by the part-time employee exceeds 76. Payment, or equivalent time off, in all other instances for extra work performed in excess of the fixed number of working hours for a part-time employee in a fortnightly pay period shall be at the ordinary hourly rate.

18.6 Overtime - full-time employees working less than 38 hours in a given week

Employees, other than part-time employees referred to in 18.5 whose normal hours of duty are less than 38 hours a week shall be entitled to payment at overtime rates only for the time worked in excess of daily hours derived from a 38 hour week.

18.7 Overtime - time off in lieu of payment

The employer may, on application by the employee, grant time off in lieu in respect of overtime worked by the employee provided that no time off shall be granted in respect of any overtime for which payment is made.

18.8 Overtime - minimum payments on recall

18.8.1 An employee, who due to emergency or other unforeseen circumstances is recalled to perform overtime duty, shall be paid for a minimum of three hours work at the appropriate overtime rate prescribed in this clause.

18.8.2 An employee, recalled to work within three hours of starting work on previous recall, shall not be entitled to any additional payment for the time worked within a period of three hours from the time of commencement of duty on the previous recall.

18.8.3 The provisions of this subclause shall not apply:

18.8.3(a) where overtime duty is continuous, or separated only by a meal break, with the completion or commencement of ordinary hours of duty;

18.8.3(b) to an employee who is on standby or on call duty for which an allowance is paid;

18.8.3(c) to an employee who is on sleepover in a Community Residential Unit.

18.9 Sleepover in Community Residential Units, overtime payment

Any duty performed by an employee required to sleep-over on the premises of a Community Residential Unit in excess of a total of one hour per sleep over period shall be paid in accordance with the overtime provisions notwithstanding the provisions of 18.5 relating to overtime provisions for part-time staff. Such part-time staff are entitled to receive overtime payment whilst on sleepover duty without the requirement to work 76 hours in the fortnight.

18.10 Overtime meal allowances

18.10.1 An employee who is required to work a period of overtime which:

18.10.1(a) immediately follows or immediately precedes a scheduled period of ordinary duty and is not less than two hours; or

18.10.1(b) does not immediately follow or immediately precede a scheduled period of duty; and

18.10.1(c) includes a meal break of not less than twenty minutes taken prior to the completion and not less than four hours after the commencement of the overtime; or

18.10.1(d) where the taking of a meal break is precluded by reason of safety requirements, is not less than four hours;

18.10.1(e) shall be eligible to receive the meal allowance payable in accordance with this clause.

18.10.2 Subject to the overtime meal allowance clause contained above an employee required to work overtime shall receive:

18.10.2(a) in the case where the duration of the overtime includes the period between 6.00 p.m. and 7.00 p.m.:

[18.10.2(a)(i) varied by PR970259 ppc 19Dec05]

18.10.2(a)(i) \$14.53 where an employee takes a meal break of one hour at any time prior to completing the overtime; or

[18.10.2(a)(ii) varied by PR970259 ppc 19Dec05]

18.10.2(a)(ii) \$9.73 where an employee either takes a meal break of less than one hour but not less than twenty minutes prior to completing the overtime or is prevented from taking a meal break by reason of safety requirements; and

[18.10.2(b) varied by PR970259 ppc 19Dec05]

18.10.2(b) in all other cases \$10.95 where the employee either takes a meal break of not less than twenty minutes prior to completing the overtime or is prevented from taking a meal break by reason of safety requirements.

18.11 Meals purchased in a canteen

An employee otherwise eligible for a meal allowance provided for in this clause who purchases a meal of two or more courses at a canteen, cafeteria, mess-room or dining room of the employer the cost of which is less than the allowance, shall be reimbursed the actual cost of such meal in lieu of the allowance.

18.12 House Supervisors - Overtime, Community Residential Units, Disability Services

Any duty performed by a house supervisor who works the roster which involves working (a) nineteen shifts and 35 day roster cycle (pro rata for part-time staff) and, (b) daily rostered span of hours from 7.00 a.m. to 10.00 p.m. (fifteen hour span) and, (c) a total of ten hours duty per day with five hours per day rostered off duty, including meal breaks shall be paid all time worked in excess of a total of ten hours during the period 7.00 a.m. to 10.00 p.m. at overtime rates in accordance with the provisions of 21.1, notwithstanding the provisions of 21.4.

PART 6 - HOUR OF WORK

19. MEAL AND REST BREAKS

19.1 Payment in lieu of night meal break

An employee on night duty must be released from duty for a meal break wherever practicable.

19.2 Night duty - unable to take a meal

Where the employer considers it necessary for two employees to be rostered on night duty in a unit or combined units within the same building because of the degree of dependency of residents and no relief is available, and consequently it is not possible for either staff member to take a meal break at any time during the shift, overtime payment in accordance with the provisions of this award shall be paid in recognition that the employee has been required to be on duty for the additional half hour.

19.3 Payment not to be made where a meal break can be taken

The provision of 19.2 shall not apply where a relief employee is available to enable a meal break to be taken nor will it apply where there are two or more employees rostered on duty in a unit or combined units within the same building and it is considered by the employer that the pattern in the work load is such that each employee can take a meal break without unreasonably lessening the level of care or safety of clients and staff required during the meal break.

20. HOURS OF DUTY

20.1 Normal hours of duty

- 20.1.1** With the exception of part-time employees and casual employees, the normal hours of duty of employees shall be 76 hours per fortnight or 76 hours per fortnight averaged over the relevant roster cycle.
- 20.1.2** The normal hours of duty shall be worked in accordance with the directions of management whether those hours are worked on a rostered or fixed hours of duty basis.
- 20.1.3** An employee shall be entitled to a meal break of not less than 30 minutes at a time or times determined by the employer.
- 20.1.4** Subject to the general approval of the employer, an employee may be directed to remain on duty or to stand by on call for duty beyond the ordinary hours of duty of the employee.

20.2 Rest breaks - eight hour break

- 20.2.1** Where reasonably practicable, overtime duty should be arranged so that an employee has at least eight consecutive hours off duty between the work of successive days or shifts.
- 20.2.2** Where emergency overtime requirements unavoidably prevent a minimum period of eight hours off duty, an employee should be released from further duty on his or her next regular day or shift without loss of salary until such rest break is observed.

20.3 Overtime payment where rest break not granted

Where a period of rest relief is granted which permits a person to return to duty later than the time rostered for commencement, overtime payments, in accordance with the provisions of this award are to be made where continuation on duty is required beyond the normal finishing time applying to that shift.

20.4 Rest break provisions - (not applicable to sleepovers)

The provisions of 20.2 and 20.3 shall not apply where an employee receives the sleepover provisions relating to Community Residential Services contained in this award.

20.5 Rostered day's off

The practices that pertain at the time of making of this award in regard to the rostering of "rostered day's off" shall continue to prevail unless varied by mutual agreement.

21. SHIFT DUTY

21.1 Basic entitlements

21.1.1 Salary barrier

[21.1.1 varied by PR970259 ppc 19Dec05]

Employees other than those whose salary exceeds \$442,958 shall be paid an allowance for rostered time off ordinary duty.

21.1.2 Hourly barrier

[21.1.2 varied by PR970259 ppc 19Dec05]

The rate of allowance shall not exceed the hourly rate based on a full-time salary of \$36,898 per annum.

21.2 Payment for shift duty - Monday to Friday

21.2.1 When required, on any day Monday to Friday inclusive (excluding a public holiday):

21.2.1(a) afternoon or night shift - an allowance at the rate of 15% additional of the appropriate hourly rate for each hour of duty; and

21.2.1(b) night shift continuously beyond four weeks on a shift commencing before 8.00 p.m. and continuing beyond 6.00 a.m., falling wholly within the hours of 8.00 p.m. and 6.00 a.m., or commencing between 8.00 p.m. and midnight and lasting for at least eight hours - to be 15% allowance of the appropriate hourly rate, additional to the rate prescribed in 21.2.1(a), for each hour of duty; provided that this additional payment shall not apply where, but for mutual agreement, the employee would be required to work rotating shift duty.

21.3 Payment of shift duty - Saturdays, Sundays and public holidays

[21.3.1 varied by PR970259 ppc 19Dec05]

21.3.1 Employees (other than those who receive commuted allowances or whose salary exceeds \$44,673) who are required to perform rostered time of ordinary duty on Saturdays, Sundays or public holidays shall be paid an allowance for rostered time of ordinary duty.

21.3.1(a) Saturday duty (excluding a public holiday) - 50% additional to the appropriate hourly rate for each hour of duty;

21.3.1(b) Sunday duty (excluding a public holiday) - 100% additional to the appropriate hourly rate for each hour of duty; and

21.3.1(c) Public holiday duty - 150% additional to the appropriate hourly rate for each hour of rostered time of ordinary duty performed;

21.4 Definition - afternoon and night shift

21.4.1 For the purpose of this clause:

21.4.1(a) **Afternoon shift**, other than for a part-time employee referred to in 21.3.1(c) below, means a period of duty commencing at or after 10.00 a.m. and before 8.00 p.m.

21.4.1(b) **Night shift**, other than for a part-time employee referred to in 21.3.1(c) below, means a period of duty commencing at or after 8.00 p.m. and before 6.00 a.m.

21.4.1(c) **Afternoon or night shift** for a part-time employee working less than a full-time shift means any period of duty commencing at or after 6.00 p.m. and before 8.00 a.m.

21.5 Public holidays - alternative remuneration

Where an employee notifies the employer not later than two weeks following a public holiday that instead of being paid at the rate of 150% of the appropriate hourly rate as aforesaid he or she elects to be paid at the rate of 50% of the appropriate hourly rate for each hour of rostered time of ordinary duty performed on that day he or she shall be paid accordingly and in that case shall be granted one day's leave in lieu of such holiday. This clause does not apply to staff in receipt of commuted allowance.

21.6 Shift duty extending into the next day

For the purpose of computing allowances, a shift that finishes on the day after it commences shall be deemed to have been worked in its entirety on the day on which the majority of the shift occurs.

22. ALLOWANCES

22.1 Acting domestic services supervisor

[22.1 varied by PR970259 ppc 19Dec05]

An allowance of \$15.69 per shift shall be paid to an employee normally under the supervision of a person designated as a Domestic Services Supervisor who is required to act in such position on a Saturday, Sunday or public holiday in the absence of the Domestic Services Supervisor.

22.2 Allowance for use of private means of transport

22.2.1 Employees who are authorised by the employer to use their own private vehicles either in the course of their duties, or for a specific official journey, may be entitled to allowances as follows:

22.2.1(a) Cents per kilometre

22.2.1(a)(i) Motor cars

[22.2.1(a)(i) substituted by PR970259 ppc 19Dec05]

	\$
35 PMU and over	64.00
Under 35 PMU	53.00

22.2.1(a)(ii) Motor cycles

[22.2.1(i)(b) renumbered as 22.2.1(a)(ii) substituted by PR970259 ppc 19Dec05]

	\$
250 cc and over	30.00
Under 250 cc	23.00

22.3 Allowances for relocation and location

22.3.1 Preliminary

22.3.1(a) Subject to and in accordance with this clause employees shall be granted allowances for travelling and personal expenses.

22.3.1(b) Allowances for personal expenses shall, except where otherwise stated, be in addition to the cost of conveyance.

22.3.2 Location expenses

22.3.2(a) Where an employee other than a part-time employee is reasonably required as a result of appointment, promotion, transfer as the case may be, to reside at a new location and, being unable to obtain a suitable residence at such location, reasonably incurs additional expenditure in respect of meals and accommodation, the employer may authorise the payment of:

22.3.2(a)(i) in the case of an employee with a substantially dependant spouse or substantially dependant children who (not being accompanied to the new location by such dependants) continues to maintain a residence at the previous location:

[22.3.2(a)(i)(1) varied by PR970259 ppc 19Dec05]

22.3.2(a)(i)(1) the actual cost of meals and accommodation or, as the case may be, board and lodging (up to a maximum rate of \$192.64 per week) in respect of the initial period of three weeks;

[22.3.2(a)(i)(2) varied by PR970259 ppc 19Dec05]

22.3.2(a)(i)(2) the amount by which the actual cost of such items exceeds \$45.42 per week (up to a maximum rate of \$140.88) in respect of the following period of ten weeks;

[22.3.2(a)(i)(3) varied by PR970259 ppc 19Dec05]

22.3.2(a)(i)(3) the actual cost of laundry and incidental expenses (up to a maximum rate of \$21.96; and

22.3.2(a)(i)(4) travelling costs at the rate specified in this award respect of the use of a private vehicle of such employee in visiting such dependants once a month; or

[22.3.2(a)(ii) varied by PR970259 ppc 19Dec05]

22.3.2(a)(ii) in the case of an employee without such dependants or who having such dependants does not maintain a residence at the previous location (not being in either case an employee who rented furnished accommodation or obtained full board at the previous location), the amount by which the actual cost of meals and accommodation or, as the case may be, board and lodging (for a maximum period of thirteen weeks) exceeds that amount appropriate to the salary or wage rate and dependants of such employee as shown in the table below excepting that the amount payable shall not exceed \$148.51 per week in the case of an employee with such dependants and \$98.90 in the case of an employee without such dependants.

22.3.2(a)(iii) Table - Location expenses - employee contributions

Salary \$/year	Employee \$/week	Child and spouse rate \$/week	8 years and over \$/week	DEPENDANT
				Under 8 years \$/week
Under 18217	99	150	Note 1	Note 2
18218 - 21009	110	167	Note 1	Note 2
21010 - 24064	122	185	Note 1	Note 2
24065 - 26910	129	196	Note 1	Note 2
26911 - 29905	135	205	Note 1	Note 2
29906 - 33117	144	218	Note 1	Note 2
33118 - 36328	150	227	Note 1	Note 2
36329 - 40039	160	242	Note 1	Note 2
40040 - 43749	169	256	Note 1	Note 2
43750 - 48319	175	266	Note 1	Note 2
48320 - 52887	181	274	Note 1	Note 2
52888 - 59782	191	287	Note 1	Note 2
59783 - 66677	197	299	Note 1	Note 2
and above	211	319	Note 1	Note 2

Note 1 - 6% of the Employee and spouse rate for a dependant child eight years and under.

Note 2 - 4% of the Employee and spouse rate for a dependant child under eight years.

22.3.2(b) Any employee who but for this subclause would be eligible to receive any payment provided for above and whose spouse (whether an employee or not) receives or is eligible to receive any allowance or reimbursement of expenses in the nature of such payment shall be paid such allowance or allowances as the employer may authorise.

22.3.2(c) Where an employee other than a part-time employee under the age of 21 years with no substantially dependant spouse or substantially dependant children is reasonably required as a result of appointment, promotion, transfer as the case may be, to live away from home and to pay a weekly amount for board and lodging which exceeds one-third of the weekly equivalent of the salary or wage rate of such employee, the employer may (where such allowance will exceed \$0.51) authorise payment of an allowance equivalent to one-half of such excess calculated to the nearest ten cents (any amount in excess of five cents being taken to the nearest ten cents above).

22.3.2(d) Notwithstanding anything else in this clause where an employee is eligible to receive an allowance and the employer is of the opinion that special circumstances exist, the employer may authorise the payment of such additional amount as deemed appropriate.

22.3.3 Expenses associated with relocation - general provisions

Where the employer considers that it is reasonable and necessary for an employee to move residence as a result of a relocation from one work station to another, and relocation arises either as a result of a promotion or transfer to a vacancy advertised in the VPS Public Service Notices, or as a result of management direction, not being for disciplinary reasons, the employee shall be reimbursed:

22.3.3(a) the actual reasonable and necessary costs of conveyance of such employee and his or her substantially dependant spouse or substantially dependant children;

[22.3.3(b) varied by PR970259 ppc 19Dec05]

22.3.3(b) the actual reasonable and necessary costs of conveyance of furniture and personal effects, including the cost of comprehensive insurance cover for such furniture and effects whilst in transit, up to a maximum cover amount of \$51,766;

22.3.3(c) Provided that where the spouse of the employee receives or is entitled to receive some form of an allowance in relation to the conveyance and accommodation of their children or the removal of personal effects, the employee shall be reimbursed a reduced amount as approved by the employer.

22.3.3(d) Where the employer is satisfied that an employee, who is eligible to receive reimbursement under 22.3.3(a), has suffered loss through accelerated depreciation and extra wear and tear on furniture and effects and/or has incurred cost in replacing or altering carpets, linoleum, curtains and blinds as a result of removal:

[22.3.3(d)(i) varied by PR970259 ppc 19Dec05]

22.3.3(d)(i) an amount equivalent to \$319; or

[22.3.3(d)(ii) varied by PR970259 ppc 19Dec05]

22.3.3(d)(ii) an amount equivalent to \$678.00 where the employee has a substantially dependant spouse or substantially dependant children:

Provided that where the spouse of the employee receives or is entitled to receive some form of allowance for losses or costs as described in 22.3.3(a), 22.3.3(b) and 22.3.3(c), the employee shall be reimbursed a reduced amount for such losses or costs as approved by the employer.

22.3.3(e) the following costs subject to the provisions of 19.40 associated with:

22.3.3(e)(i) sale of the residence in which the employee ordinarily resided immediately prior to notification in writing of the promotion or transfer of such employee to another station:

22.3.3(e)(i)(1) professional costs and disbursements paid to a solicitor;

22.3.3(e)(i)(2) the commission paid to an estate agent, or reasonable advertising charges where no agent is engaged;

22.3.3(e)(i)(3) other reasonable costs (including stamp duty and registration fees on discharge of mortgages); and

22.3.3(e)(ii) purchase of a residence for the permanent occupation of such employee at the new location:

22.3.3(e)(ii)(1) professional costs and disbursements paid to a solicitor;

22.3.3(e)(ii)(2) other reasonable costs (including stamp duty and registration fees on the transfer and any mortgages, valuation fees but not a procuracy fee associated with a mortgage).

22.3.4 Sale and purchase of residences

Reimbursement under 22.3.3(d) shall be subject to the production of evidence of the transactions which is satisfactory to the employer that all amounts are necessarily based on the relevant authorised scale of fees up to a maximum reimbursement of the fees specified for:

22.3.4(a) the sale and purchase of properties at prices not in excess of \$170,385 (excluding the value of chattels) in each case; and

22.3.4(b) a first mortgage not in excess of \$88,391:

Provided that, unless the employer is of the opinion that special circumstances exist:

22.3.4(b)(i) the employee sells the residence at the former station of such employee within the period commencing on the day on which the employee received notification in writing of the transfer to another station and ending on the day two years after the day on which such employee commenced duty at the new station, or sells such a residence after the expiration of that period pursuant to a contract of sale entered into within that period; and

22.3.4(b)(ii) in respect of costs associated with the purchase of a residence, the employee has become entitled to reimbursement of costs in accordance with 22.3.3(d)(i) and has within the period commencing on the day on which such employee received notification in writing of the transfer to another station and ending on the day four years after the day on which the employee commenced duty at the new station:

22.3.4(b)(ii)(1) become the owner of a residence at the new station and that residence has become the residence in which such employee ordinarily resides; or

22.3.4(b)(ii)(2) entered into a contract within the period to purchase a residence at the new station with the intention to reside ordinarily in the residence and, after the expiration of the period, becomes the owner of the residence; and

22.3.4(b)(iii) where an employee, being an employee who would, upon purchasing a residence, be entitled to reimbursement of costs under 22.3.4(b)(ii) and who has not so purchased a residence, is promoted or transferred from his new station to another before the expiration of the relevant period for purchase applicable to the first-mentioned station, the relevant period for purchase in relation to the second-mentioned station shall commence on the day on which the relevant period for purchase in relation to the first-mentioned station commenced and shall be extended by a period equal to the period commencing on that day and ending on the day on which the employee commenced duty in the second-mentioned station; and

22.3.4(b)(iv) where an employee, being an employee who did not, immediately before being notified of his or her promotion or transfer to the new station, ordinarily reside in a residence owned by such employee, before that date:

22.3.4(b)(iv)(1) contracted to purchase a residence in which such employee intended to reside or;

22.3.4(b)(iv)(2) contracted to build a residence, or commenced to build a residence, being a residence in which such employee intended to reside;

then 22.3.3(d)(i) applies in relation to that employee as if such employee owned that residence and had been ordinarily residing in it immediately before being notified of his or her promotion or transfer to the new station; and

22.3.4(b)(v) where an employee who is entitled to reimbursement of costs in accordance with 22.3.3(d)(i):

22.3.4(b)(v)(1) has, before the expiration of the relevant period for purchase, contracted to build a residence in which such employee intends to reside on land at his or her new station of which he or she has become the owner; or

22.3.4(b)(v)(2) commences, before the expiration of the relevant period for purchase, to build a residence in which such employee intends to reside on land at his or her new station of which he or she has become the owner; or

22.3.4(b)(v)(3) becomes, or is to become, under the terms of a contract entered into by such employee before expiration of the relevant period for purchase, the owner of the land at the new station on which a residence in which he or she intends to reside is to be erected;

then the employee shall, on the erection of the residence, for the purpose of this determination be deemed to have purchased, or to have contracted to purchase, the residence; and

22.3.4(b)(vi) where the employee is promoted or transferred to a station:

22.3.4(b)(vi)(1) and is required to occupy a residence of the employer; or

22.3.4(b)(vi)(2) for a specified term on the basis that at the conclusion of that term such employee will be further promoted or transferred or to another station;

then the employee may at the time of commencing duty at the first-mentioned station inform the employer in writing that he or she elects either:

- to defer entitlements under 22.3.3(d)(ii); or

- to defer entitlements under 22.3.3(d);

and where such employee so elects then the relevant period for purchase or the relevant periods for sale and for purchase, as the case may be, shall commence on the day on which the employee is no longer required to occupy a residence of the employer, or is promoted or transferred to another station but not for a specified term or is no longer subject to promotion or transfer for a specific term, as the case may be; and

- 22.3.4(b)(vii)** where an employee who, having been promoted or transferred to a new station, contracts to sell his or her residence at his or her former station subsequent to notification in writing of such promotion or transfer back to that station, then no reimbursement shall be made in respect of costs associated with the sale of that residence.

22.3.5 Removal expenses

A person who, in consequence of an appointment to the public service, necessarily incurs expenditure on his or her conveyance and on the conveyance of his or her substantial dependent spouse or substantially dependent children or of furniture and effects from his or her place of residence to another in Victoria shall:

- 22.3.5(a)** where the appointee is resident or overseas, be entitled to:

- 22.3.5(a)(i)** payment of economy class air fare for the appointee, his or her substantially dependent spouse or substantially dependent children;

[22.3.5(a)(ii) varied by PR970259 ppc 19Dec05]

- 22.3.5(a)(ii)** payment of an allowance determined by the employer up to a maximum of amount \$7.028 per annum for removal of effects; and

- 22.3.5(a)(iii)** in the case of an appointee with a substantially dependent spouse or substantially dependent children, payment of the allowances prescribed in 22.3.2 as compensation for temporary accommodation expenses; or

- 22.3.5(b)** where the appointee is resident in Australia be entitled to:

- 22.3.5(b)(i)** payment of economy class air fare or first class rail fare for the appointee, his or her substantially dependent spouse or substantially dependent children, or, if the appointee uses his or her private motor vehicle, a care mileage allowance as prescribed in this award plus the actual reasonable accommodation and meal costs incurred whilst travelling;

[22.3.5(b)(ii) varied by PR970259 ppc 19Dec05]

- 22.3.5(b)(ii)** reimbursement of the actual expenses reasonably and necessarily incurred for the removal of furniture and effects, including the cost of comprehensive insurance cover for such furniture and effects whilst in transit up to maximum cover of amount \$51,766 per annum up to the maximum amounts specified in Table 5;
- 22.3.5(b)(iii)** in the case of an appointee with a substantially dependent spouse or substantially dependent children, payment of the accommodation expenses prescribed in 22.3.2 as compensation for temporary accommodation expenses;

Provided that any appointee whose spouse (whether an on-going employee or employee or not) receives or is eligible to receive any allowance or reimbursement of expenses in the nature of any payment provided for in this subclause shall be paid such allowance or allowances as the employer may authorise.

Provided further that the employer may, if satisfied that special circumstances exist, authorise the reimbursement of part or all of the expenses actually incurred by such person for the removal of furniture and effects (including the cost of comprehensive insurance cover for such furniture and effects whilst in transit) which are in excess of the amounts reimbursable pursuant to 22.3.5(a) and 22.3.5(b) in this subclause.

22.3.5(c) Table 5

[22.3.5(c) substituted by PR970259 ppc 19Dec05]

Relocation from	Maximum reimbursement
Elsewhere in Victoria	\$2,798.00 per annum
New South Wales, South Australia and Australian Capital Territory	\$4,466.00 per annum
Queensland, Tasmania, Western Australia and Northern Territory	\$5,994.00 per annum

22.3.6 Full-time study in Australia

An on-going employee, who is granted special extended leave on full pay to pursue an approved course of post-graduate study at a University or institution in Australia that requires residence at a new location for the duration of the course, shall be entitled to the following:

22.3.6(a) payment of economy class fare or first class rail fare for the officer, his or her substantially dependent spouse or substantially dependent children or, if the officer uses his or her private motor vehicle, a distance rates allowance as prescribed this award plus the actual reasonable accommodation and meals costs incurred whilst travelling to and from the new location at the commencement and completion of the course respectively;

[22.3.6(b) varied by PR970259 ppc 19Dec05]

22.3.6(b) reimbursement of the actual reasonable and necessary costs of conveyance of the furniture and personal effects of such officer, including the cost of comprehensive insurance cover for such furniture and effects up to a maximum cover of \$51,766 per annum whilst in transit to and from the new location at the commencement and completion of the course respectively;

Provided that where the spouse of the officer receives or is entitled to receive some form of allowance in relation to the conveyance and accommodation of their children or the removal of personal effects, the officer shall be reimbursed a reduced amount as authorised by the employer.

[22.3.6(c) varied by PR970259 ppc 19Dec05]

22.3.6(c) a settling-in allowance for the period of ten days commencing on his or her arrival at the new location at the rate of \$181.00 per day for an officer without a substantially dependent spouse or substantially dependent children or at twice such rate for an officer accompanied by his or her substantially dependent spouse or substantially dependent children;

[22.3.6(d) varied by PR970259 ppc 19Dec05]

22.3.6(d) reimbursement of rent payable in excess of \$171.12 per week subject to a maximum reimbursement of \$170.04 per week, provided that any officer entitled to reimbursement of rent under this determination as in force immediately prior to 12 May 1991 shall, for the unexpired period of the course in question, be entitled to reimbursement at the rate then payable or at the rate thereafter payable, whichever is the higher.

Provided that, where an employee who resides alone at the new location and continues to maintain a substantially dependent spouse or substantially dependent children at the previous location, such employee shall in addition to amounts payable under 22.3.6(a), be entitled to reimbursement of:

[22.3.6(d)(i) varied by PR970259 ppc 19Dec05]

22.3.6(d)(i) the cost of board and lodging up to \$193.61 per week; and

[22.3.6(d)(ii) varied by PR970259 ppc 19Dec05]

22.3.6(d)(ii) laundry and incidental expenses up to \$21.96 per week, in lieu of the entitlements conferred 22.3.6(b), 22.3.6(c) and 22.3.6(d).

22.3.7 Full-time study outside Australia

An employee who is granted leave of absence with full pay to pursue a course of post-graduate study at a university or institution in a country other than Australia shall be paid:

22.3.7(a) the return economy class air fare to such country;

22.3.7(b) an allowance for the period of ten days commencing on his or her arrival in such country at the rate prescribed for such country as described in 19.40.

[22.3.7(c) varied by PR970259 ppc 19Dec05]

22.3.7(c) the amount (to a maximum rate of \$196.00 per week) by which the rent payable by such employee on initial occupancy of accommodation in such country exceeds \$192.00 per week, provided that any employee entitled to reimbursement of rent under this determination as in force immediately prior to 12 May 1991 shall, for the unexpired period of the course in question, be entitled to reimbursement at the rate then payable or at the rate thereafter payable, whichever is the higher; and

22.3.7(d) where the period of leave granted is equivalent to or greater than an academic year and is accompanied by his or her substantially dependent spouse or substantially dependent children:

22.3.7(d)(i) the return economy class air fare to such country for such spouse or children, as the case may require;

22.3.7(d)(ii) in respect of such spouse - an allowance equivalent to that provided for in 22.3.7(b);

22.3.7(d)(iii) in respect of such children - a total allowance equivalent to one half of that provided for in 22.3.6(b);

Provided that the employer is satisfied that special circumstances exist in a particular case may in granting such leave impose such other less favourable terms and conditions as to travelling allowances and expenses as he/she thinks fit.

22.3.8 Relocation expenses on retirement

An employee who during his or her period of service is required by his or her administrative unit to transfer from one station to another, and whose removal expenses for that transfer have been reimbursed under 22.3.3, shall be reimbursed on retirement:

- 22.3.8(a)** the actual reasonable and necessary costs of conveyance of the employee and his or her substantially dependent spouse or substantially dependent children and of furniture and personal effects, if such employee or employee elects to transfer from the second mentioned station to another selected location in the State of Victoria; or
- 22.3.8(b)** the actual reasonable and necessary costs of conveyance of furniture and personal effects from a residence of an administrative unit in the second mentioned station to other accommodation at the same location;

Provided that:

- 22.3.8(b)(i)** the employee has completed at least ten years service prior to retirement; and
- 22.3.8(b)(ii)** the application for reimbursement of costs is submitted prior to or on retirement.

22.3.9 Relocation expenses on death

Where an employee has been required by an administrative unit to transfer from one station to another (during the period of service of the employee) and removal expenses for that transfer have been reimbursed under 22.3.3, the substantially dependent spouse or substantially dependent children of such employee shall be reimbursed on the death of the employee:

- 22.3.9(a)** the actual reasonable costs of conveyance of such substantially dependent spouse or such substantially dependent children and of any personal effects if the substantially dependent spouse elects to transfer from the second mentioned station to another selected location in the State of Victoria; or
- 22.3.9(b)** the actual reasonable and necessary costs of conveyance of furniture and personal effects of such substantially dependent spouse or such substantially dependent children from a residence of an administrative unit in the second mentioned station to other accommodation at the same locality:

Provided that:

- 22.3.9(b)(i)** the employee had completed ten years service prior to his or her death; and

22.3.9(b)(ii) the application for reimbursement of costs is submitted within three months of the date of death of the employee.

22.3.10 Provisos to determinations 22.3.8 and 22.3.9

Reimbursement under 22.3.8 or 22.3.9 shall be subject to the employer being satisfied that:

22.3.10(a) the office or position was relocated on a specified date and the employee was, at the time of appointment, promotion or transfer to the office or position, not advised that the office or position would be transferred to a new location;

22.3.10(b) the employee occupied an office that was to be relocated and was promoted or transferred to another office that was to be relocated, and was so relocated; or

22.4.10(c) the employee was required to reside at a new location in the usual course of promotion or transfer where relocation is regarded as a normal incident of employment, involving movement from time to time around the State, either for work experience purposes or to meet changes in the workload.

22.3.11 Interviews and appeals

Where in the course of an appointment, promotion or transfer having been made to a position, an employee is required to travel to support an application, provisional promotion or appeal (as the case may be) the employer may authorise reimbursement to the employee reasonable and necessary expenses incurred.

22.3.12 Special circumstances

Where, in circumstances not provided for in this clause, an employee, in the course of or arising out of his or her employment, incurs an expenditure which such employee would not have incurred in ordinary circumstances, the employer may grant an allowance to compensate for any such expenses reasonably and necessarily incurred.

22.4 Boiler house attendant

A Trade Assistant who is in charge of plant containing fully manned boilers and is a fireman who is the only person of his or her class employed on the plant and who does the general repair work of the plant in addition to the work of firing or greasing, but not when assisting a fitter, engine driver or engineer to do such work, shall be paid an allowance of \$712.00 per annum.

22.5 Casual interpreting or translating

[22.5.1 varied by PR970259 ppc 19Dec05]

22.5.1 An employee who performs casual interpreting or translating duties shall be paid an allowance to bring the rate of total emolument of that employee to a rate equivalent to \$25,020 per annum, for the total period of such duties in any one month, calculated to the next hour above.

22.5.2 Provided that where the employee has performed such duties at the level prescribed for the office of Interpreter/Translator, Grade II but does not possess an appropriate qualification in interpreting/translating or has not passed a test conducted by or on behalf of the Minister to measure aptitude for such interpreting or translating, the allowance payable shall be calculated by reference to the salary prescribed for an Interpreter/Translator Grade 1.

22.6 Clinics - standby allowances

[22.6 varied by PR970259 ppc 19Dec05]

An employee specified below who by reason of being rostered to provide after hours consultative advice at a Clinic, may be required to be on standby, shall be paid an allowance of \$5.97 when on standby provided that only one employee shall be on standby at any one time:

Registered Psychiatric Nurse	RPN-2, RPN-3, RPN-4, RPN-5
Psychiatric Services Officer	PSO-2
Health Welfare Employee	

22.7 Commuted shift allowances

Full-time direct care employees occupying positions of the classifications set out in 12.3 and 12.5, other than Health Welfare Employee employees with the designation of Director or Assistant Director of Nursing, and Manager or Deputy Manager, Direct Care Services, who are required to perform rostered time of ordinary duty on Saturdays, Sundays and public holidays shall be paid an annual allowance at a rate equivalent to 18% of the employee's annual salary. That allowance shall be paid for all forms of leave with pay except as specified under 23.1.4. Commuted allowance shall be recognised as salary for superannuation purposes.

22.8 Confined space allowance

[22.8 varied by PR970259 ppc 19Dec05]

A Tradesperson or Trade Assistant who is required to work in a confined space shall be paid an allowance of \$0.50 per hour or part whilst working in that confined space. For the purposes of this provision, confined space means a place the dimensions or nature of which necessitate working in a cramped position without sufficient ventilation and includes ceiling spaces, drains, and wearing of full protective suits and respirators.

22.9 CRU clothing allowance

[22.9 varied by PR970259 ppc 19Dec05]

Employees employed in Community Residential Units in intellectual disability services shall be paid an allowance of \$236 per annum on account of their inability to wear uniforms normally available free on issue, the laundering costs of their own clothes and the requirement that they wash nauseous linen.

22.10 CRU Sleepover shift allowances

[22.10.1 varied by PR970259 ppc 19Dec05]

22.10.1 An employee employed in a Community Residential Unit of the Disability Services Branch who is required to sleep-over on the premises shall be paid an allowance at the rate \$55.85, for the duration of such period provided that:

22.10.1(a) payment of the allowance shall be deemed to provide compensation for the sleepover and for all work performed up to a total of one hours duration; and

22.10.1(b) no employee shall be required to sleep-over outside of the normal hours of rostered duty except by mutual agreement between the employee and the employer; and

22.10.1(c) no employee shall be engaged to perform sleepover duty only; and

22.10.1(d) no sleep-over period shall commence prior to 10.00 p.m. or extend beyond 7.00 a.m.; and

22.10.1(e) any employee who works twelve hours in addition to a sleep-over within any 24 hour period shall be entitled to three hours off duty prior to recommencing. An employee not so released shall be paid overtime rates or granted at the employee's option, time in lieu of all time spent working in excess of 21 hours.

22.10.1(f) the employer shall provide and maintain suitable sleeping accommodation and amenities for the exclusive use of employees performing sleep-over duty.

22.11 Director of Nursing and Night Supervisor - Melbourne Assessment Prison (MAP)

[22.11 varied by PR970259 ppc 19Dec05]

Employees designated Director of Nursing or Night Supervisor who are regularly employed at MAP shall be paid an allowance of \$580 per annum for all disabilities associated with their environment.

22.12 Dirty work allowance

[22.12.1 varied by PR970259 ppc 19Dec05]

- 22.12.1** Where an employee classified as a Tradesperson or Trade Assistant is required to undertake work which the employer and the HSUA agree is of an unusually dirty or offensively dirty nature, such employee shall be paid an allowance of \$0.38 per hour or part thereof.
- 22.12.2** Provided that where there is no such agreement, the employee, or the HSUA on behalf of the employee shall be entitled to ask for a decision on the employee's claim by the senior management representative of the workplace concerned, not being the management representative. In such case a decision shall be made on the employee's claim within two working days of the employee's request, or else the allowance shall be paid.
- 22.12.3** An employee aggrieved by a management decision made within the allotted two days shall be entitled to pursue through the grievance process in this award.
- 22.12.4** Provided further that an employee who is in receipt of an allowance under 22.20 shall not be eligible for payment of an additional allowance in respect of coming into contact with live sewage.

22.13 Disturbance allowance

- 22.13.1** An ongoing employee who is redeployed; or a fixed term employee with not less than five years continuous service who is redeployed and who is required to travel to a new work location is entitled to be paid an allowance in compensation for all disturbance factors, which are not otherwise provided for in this award.
- 22.13.2** No allowance will be paid if the employee is required to travel less than ten kilometres extra per day.
- 22.13.3** The allowance is paid in the following circumstances:

[22.13.3(a) varied by PR970259 ppc 19Dec05]

- 22.13.3(a)** \$740.00 per annum if the employee is required to travel up to an extra 30 minutes or an extra 30 kilometres per day; and

[22.13.3(b) varied by PR970259 ppc 19Dec05]

- 22.13.3(b)** at rate of and then \$740.00 per annum, for each additional 30 minutes or 30 kilometres or part thereof.

- 22.13.4** An employee entitled to an allowance under this subclause may, in lieu, elect to be reimbursed all additional travel costs at public transport rates for a period of one year.

22.13.5 A redeployed employee who is not entitled to the disturbance allowance contained in this award but who is required to pay additional travel costs as a result of relocation is entitled to be reimbursed those additional costs at public transport rates for a period of one year.

22.13.6 The disturbance allowance may be paid only once in compensation for all disturbance factors incurred by the single transfer.

22.14 Entitlements when on training courses

22.14.1 Employees required to attend a training course arranged and conducted by the employer shall continue to receive shift allowance based on the average shift allowances received in the period of twelve working weeks prior to the commencement of the training course.

22.14.2 This clause shall not apply to:

22.14.2(a) employees entitled to an annual allowance or other specified addition to normal salary in consideration of shift or Saturday and Sunday duty; or

22.14.2(b) employees who have not been in receipt of shift allowances in the period preceding the commencement of the training course.

22.15 Excess travelling time

22.15.1 An employee who is required to undertake duties at a location other than the usual place of work of the employee shall, in respect of any period of excess travelling time, be granted an equivalent period of time off during normal hours of duty. A part-time worker is not eligible for excess travelling time.

22.15.2 In this clause **excess travelling time** means:

22.15.2(a) the time necessarily spent outside an employee's ordinary hours of duty and in excess of that usually spent in travelling to and from his or her usual work place:

22.15.2(a)(i) in travelling to a designated location or return; or

22.15.2(a)(ii) where it is necessary for such employee to secure temporary; or

22.15.2(a)(iii) accommodation in order to undertake duty at such location - in travelling from his or her usual place of residence to such accommodation and return and from such accommodation to such location and return; or

22.15.2(a)(iv) between temporary accommodation at successive locations.

22.15.3 Provided that in computing excess travelling time periods spent in travelling the following shall not be taken into account:

22.15.3(a) of less than 30 minutes a day; or

22.15.3(b) of more than five hours per day; or

22.15.3(c) by ship when meals and accommodation are provided; or

22.15.3(d) by aircraft, train, or bus between the hours of 10.00 p.m. and 7.00 a.m.

22.16 First aid duties

Where a non-direct care employee holds a first aid certificate issued by the St John Ambulance Association or a qualification deemed equivalent and is directed by the Employer to be available and undertake first aid duties an annual allowance of \$308 shall be paid to the employee.

22.17 IDSO-1-Sandhurst Centre

[22.17 varied by PR970259 ppc 19Dec05]

An Disability Development Support Officer, Grade DDSO-1 who is required to take charge of Sandhurst Centre, Bendigo shall for each shift when required to take charge be paid an allowance at a rate of \$6,767.00 per annum.

22.18 In charge of facility allowance Disability Services

Any qualified nurse employed in intellectual disability services classified below the level of D,DSO Level 6 who is required to take charge of any centre shall for each shift such nurse is required to take charge of such centre, be paid an allowance equal to the difference between the salary of such nurse and the minimum salary prescribed for DDSO Level 6 if the centre has a Manager, Director Care Services position classified at the DDSO Level 8 salary level, or otherwise an allowance equal to the difference between the salary for such nurse and the minimum salary level prescribed for Mental DDSO Level 5.

22.19 In charge of facility allowance - Psychiatric Services

Any qualified nurse employed in psychiatric services classified below the level of Registered Psychiatric Nurse, Grade RPN-5, who is required to take charge of any hospital or centre shall for each shift such nurse is required to take charge of such hospital or centre, be paid an allowance equal to the difference between the salary of such nurse and the minimum salary prescribed for Registered Psychiatric Nurse, Grade RPN-5 if the hospital or centre has a Director of Nursing position classified at the Registered Psychiatric Nurse, Grade RPN-7 level, or otherwise an allowance equal to the difference between the salary for such nurse and the minimum salary level prescribed for Registered Psychiatric Nurse, Grade RPN-4.

22.20 Instructor/trainee allowance

[22.20 varied by PR970259 ppc 19Dec05]

A non-direct care employee of the Disability Services Branch, who is certified by the employer as being required to perform duties involving an instructor/trainee relationship with resident clients working under the guidance of that employee shall receive an allowance of \$329.11 per annum.

22.21 Interpreting or translating allowances

[22.21.1 varied by PR970259 ppc 19Dec05]

22.21.1 An employee who performs casual interpreting or translating duties shall be paid an allowance to bring the rate of total emolument of that employee to a rate equivalent to \$25,968 per annum, for the total period when such duties are performed in any one month.

22.21.2 Provided that where the employee has performed such duties at the level prescribed for the office of Interpreter/Translator, Grade II but does not possess an appropriate qualification in interpreting/translating or has not passed a test conducted by or on behalf of the Minister to measure aptitude for such interpreting or translating, the allowance payable shall be calculated by reference to the salary prescribed for an Interpreter/Translator Grade 1.

22.22 Laundry nauseous linen allowance

[22.22 varied by PR970259 ppc 19Dec05]

An employee classified as Facility Services Employee, Grades 1, 2, 3, 4, 5A, 5B, 5C, 5D, 5E, and Linen Services Manager employed in a hospital laundry who is required to handle linen of a nauseous nature, prior to it being washed, shall be paid an allowance \$0.296 per hour, with a minimum payment \$1.47 per week.

22.23 Maintenance Engineers - on call allowance

[22.23 varied by PR970259 ppc 19Dec05]

An employee holding a position of Maintenance Engineer (or any person designated to act in the place of the holder for such purpose) who is instructed, prior to ceasing duty, that he or she may be required to attend for extra duty some time before his or her next normal time of commencing duty and that he or she is to be contactable and available to return to duty without delay or within a reasonable period of being recalled, shall be paid an allowance \$6.20 per night and \$15.58 per day and night as appropriate when on call.

22.24 Nursing employees working in prisons and correctional services

Any employees having a nursing classification (including Dental Nurses), who are regularly employed at the Melbourne Assessment Prison, shall be paid an allowance of per annum for all disabilities associated with their environment.

22.25 Offensive substance allowance

[22.25 varied by PR970259 ppc 19Dec05]

A Tradesperson or Trade Assistant handling charcoal, pumice, granulated cork, silicate of cotton, insulwool, slag wool or other recognised insulating material of a like nature or working in the immediate vicinity so as to be affected by the use thereof shall be paid an allowance \$0.52 per hour or part thereof.

22.26 Overnight expenses

[22.26 substituted by PR970259 ppc 19Dec05]

	Time of leaving	Time of returning	Capital cities \$	Other places \$
Breakfast	7.00 a.m.	8.30 a.m.	13.83	8.84
Lunch	12 noon	2.00 p.m.	23.48	17.84
Dinner	6.00 p.m.	7.00 p.m.	33.08	25.29
Bed			101.61	52.29
Incidentals			13.00	13.00

22.26.1 Where planned visits are between three to eight weeks, 75% of the above rates shall apply.

22.26.2 For unplanned extension of visits that extend between three to eight weeks, reasonable expenses shall be paid but will not exceed the rates specified above.

22.26.3 For absences exceeding eight weeks, reimbursement of reasonable expenses incurred shall be made.

22.26.4 Where sleeping berths on trains are paid by the employer the bed cost listed will not be paid.

22.27 Part day absences

[22.27 substituted by PR970259 ppc 19Dec05]

22.27.1 Where it has been necessary for an employee to purchase a meal the employer may authorise the payment of an allowance equivalent to:

22.27.1(b) \$10.75 for breakfast where an employee is required to leave before 7.00 a.m. unable to return before 9.30 a.m.;

22.27.1(c) \$12.75 for lunch where an employee is required to leave before 12.00 p.m. and is unable to return before 3.00 p.m. and is absent for a period of at least seven hours;

22.27.1(d) \$14.26 for tea where an employee is required to leave before 5.00 p.m. and is unable to return until after 7.00 p.m.

22.28 Part-time staff

Except where specified as an hourly or daily rate, the allowances to which a part-time employee shall be entitled under this clause shall be computed in proportion to the relationship between the fixed number of working hours in a fortnightly pay period and normal hours of duty.

22.29 Plumber, oxyacetylene or electric welding allowance

[22.29 varied by PR970259 ppc 19Dec05]

A plumber, who holds a Victorian Government pressure pipeline oxyacetylene or electric welding certificate and is authorised by the employer to act on either of these certificates shall be paid an allowance at \$0.36 per hour for each certificate whilst so authorised.

22.30 Plumbers and related classifications

[22.30.1 varied by PR970259 ppc 19Dec05]

22.30.1 An employee who is designated as a Plumber who is registered as a Plumber with the Plumbers and Gasfitters Board shall receive an allowance of \$939 per annum and such allowance is to be treated as salary for all purposes.

[22.30.2 varied by PR970259 ppc 19Dec05]

22.30.2 An employee who is designated as a Plumber, Leading Hand (Tradesperson Level 2) or Plumber and is authorised by the employer to act on his or her plumber's licence by signing notices and assuming responsibility to relevant authorities shall be paid an allowance of \$0.63 per hour while so authorised.

22.31 Recreation leave allowances

22.31.1 Basic entitlements

22.31.1(a) An employee shall, in respect of recreation leave, be entitled to be paid in addition to amounts payable by way of salary and other emoluments included in the table below, the greater of the two amounts calculated in accordance with the following:

- 22.31.1(a)(i)** an allowance at the rate of 17.5% of the total remuneration of the employee for the period of recreation leave, subject to remuneration for the purposes of calculating this allowance being deemed to be the remuneration of the employee as at the first day of January of the year in which the recreation leave is taken; or
- 22.31.1(a)(ii)** an allowance equal to any additional payments to which an employee would be entitled for shift, Saturday or Sunday duty not in excess of prescribed weekly hours which the employee would be required to perform if he or she were not proceeding on recreation leave; provided where the employer is unable to calculate the allowance to which an employee would be entitled above on the basis of an actual or projected roster, the allowance shall be the average weekly additional payments which an employee has received or is entitled to receive in respect of shift, Saturday or Sunday duty not in excess of prescribed weekly hours performed in the period of twelve weeks terminating three weeks prior to the commencement of the recreation leave period.

22.31.2 Maximum payment

[22.31.2(a) varied by PR970259 ppc 19Dec05]

- 22.31.2(a)** Provided that the maximum allowance payable above shall not exceed an amount calculated in respect of the annual salary of \$48,676.00 at the first day of January of the year in which recreation leave is taken.
- 22.31.2(b)** The following allowances shall be paid while an employee is on recreational leave (in addition to recreation leave allowance):

	Clause
Higher duties allowance, providing the employee was performing higher duties on the day before going on recreation leave	17.8
Commuted allowance	22.7
Instructor/Trainee relationship allowance	22.20
Qualification allowance registered Class 1 Plumber	22.30
Allowances for performing partial duties of FSO, Grade 5C at LaTrobe Regional Hospital or Bendigo Health care Group	22.33
Allowance paid to Trade Assistant in charge of plant containing fully manned boilers	22.34

22.32 Trade Assistants - Boiler attendant certificate

[22.32 varied by PR970259 ppc 19Dec05]

Trade Assistants required to hold a boiler attendant certificate shall be paid an annual allowance of \$280.15.

22.33 Trade Coordinator, Grade I; LaTrobe Regional Hospital (LRH) Bendigo Health Care Group (BHCG)

[22.33 varied by PR970259 ppc 19Dec05]

A Trades Coordinator, Grade I, at LRH and BHCG who performs part of the duties of a Facility Services Officer, Grade 5C shall be paid an allowance \$2,094.00 per annum.

22.34 Training allowance

[22.34 varied by PR970259 ppc 19Dec05]

A non direct care employee classified as Facility Services Employee, Grades 1, 2, 3, 4, 5A, 5B, 5C, 5D, 5E, Linen Services Manager, Trade Assistant, Tradesperson, Trades Coordinator, Grades 1 and 2, and Maintenance Manager. who is involved in the development, planning, monitoring, training or implementation of an authorised skills activity with clients or patients shall be paid an allowance at the rate of \$7.25 per day provided that staff who receive an allowance under this subclause shall not receive an Instructor Trainee/allowance.

22.35 Training course allowances

[22.35 varied by PR970259 ppc 19Dec05]

An employee who is required to attend training courses and conferences where the cost of accommodation and meals is paid for by the employer may be granted the following allowances in respect of incidental expenses:

Location of course or conference	Rate per day \$
Dept of Human Services premises	12.75
Other premises within Victoria	15.71
Interstate	19.31

22.36 Travelling and personal expenses

Where an employee is required to travel more than 24 kilometres in radius from the employees workstation, the employer may grant an allowance for travelling and personal expenses incurred that would not have been incurred in ordinary circumstances.

22.37 Wet clothing allowance

[22.37 varied by PR970259 ppc 19Dec05]

A Tradesperson or Trade Assistant working in any one place where his or her clothing or boots become saturated, whether by water, oil or otherwise, shall be paid an allowance \$0.40 per hour or part thereof.

22.38 Working inside boilers

[22.38 varied by PR970259 ppc 19Dec05]

An employee shall receive an allowance of \$0.58 per hour while engaged in working inside boilers.

23. ROSTER CHANGE - ALL EMPLOYEES

- 23.1** The following procedures shall be observed when the employer intends to alter roster arrangements.
- 23.2** Any proposed alterations to rosters, which are of an operational kind, shall be discussed between local management and the employee or his or her representative before implementation and in sufficient time to allow proper negotiations to occur.
- 23.3** Alterations which go to the character of the roster, such as the alteration of two on two off system, or the number of days worked in a 28 day period, should be the subject of consultation. Sufficient time should be given to allow that consultation to occur at a convenient time and to permit consultation with the employees concerned to ensure that whatever is agreed is implemented in a smooth and harmonious manner.
- 23.4** In the event that no agreement is reached after consultation in accordance with 23.2 and 23.3 has taken place, new or altered rosters may be posted by management to come into operation no less than fourteen days after the date of posting.
- 23.5** The employee or his or her representative shall, if it objects to the new or altered rosters, notify the employer and the Commission within seven days of the posting, or such earlier date prior to the posting, of its objections and that it requires the Commission to convene an urgent hearing.
- 23.6** On receipt of the objection, the commencement date of the new or altered rosters will be postponed to a date 28 days (scheduled date) after the date of posting of the new or altered rosters.
- 23.7** During a hearing convened under 23.5 the employee or his or her representative may, without limiting other rights it may have, request the Commission to make an order that the posted roster not come into operation on its scheduled date, and seek any variations to the posted roster as it considers desirable.
- 23.8** Unless such an order is made by the Commission the posted roster shall come into effect on its scheduled date in accordance with 23.6 and work shall be performed according to its terms.

PART 7 - TYPES OF LEAVE AND PUBLIC HOLIDAYS

24. RECREATION LEAVE

24.1 An employee may be directed to take any leave of absence for recreation to which the employee is entitled at such time as is convenient to the needs of the employer, but as far as practicable the wishes of the employee concerned shall be taken into consideration when fixing the time for the taking of leave.

24.2 Full-time staff

24.2.1 An employee is entitled to four weeks' paid recreation leave in respect of each calendar year of service. For the purposes of this entitlement, four weeks leave is equivalent to 152 hours of duty for a full-time employee.

24.2.2 In respect of the calendar year in which an employee commences or ceases employment, he or she shall be entitled to recreational leave for a period of 12-2/3rd hours for each completed month of service.

24.3 Part-time staff

A part-time employee is entitled to recreation leave on a pro rata basis.

24.4 Shift workers - additional leave

24.4.1 An employee who is on rostered shift duty and who is regularly required to perform his/her duty over seven days a week including Sundays and public holidays shall be entitled to additional recreation leave:

24.4.1(a) where his/her rostered time of ordinary duty includes at least ten Sundays during the period of recreation leave accrual, he or she shall be granted an additional one week's recreation leave; or

24.4.1(b) where his/her rostered time of ordinary duty includes less than ten Sundays during the period of recreation leave accrual, additional leave at the rate of one-tenth of a working week in respect of each Sunday so rostered. Rostered Sunday overtime duty shall be deemed to be counted where such duty is of more than three hours duration and further that a period of rostered duty which commences on a Saturday and extends into a Sunday or commences on a Sunday and extends into a Monday shall be deemed to be a period of Sunday duty.

24.5 Leave not counted for recreation leave accrual

24.5.1 The following shall not be counted as service for the purposes of determining recreational leave entitlements in respect of a calendar year:

24.5.1(a) general nursing training leave; or

- 24.5.1(b)** sick leave without pay which in the aggregate exceeds three months in such a calendar year; or
 - 24.5.1(c)** any other periods of leave (other than sick leave or full-time study leave) which in the aggregate exceeds one month in such calendar year; or
 - 24.5.1(d)** any period of leave without pay carrying over into the following calendar year and leave without pay immediately following a period of maternity, paternity or adoption leave without pay.
- 24.5.2** When in any calendar year an employee is absent on leave for any period which under this subclause and is not to be regarded as service, the period of leave of absence for recreation to which the employee would otherwise be entitled in respect of that calendar year shall be reduced by 12-2/3rd hours for each complete month of the aggregate of such periods of absence during such year.
- 24.5.3** Provided that for where leave of absence for recreation has already been taken in excess of the reduced period so computed the period of leave of absence for recreation to which the employee shall be entitled in respect of the following year shall be reduced by the period of excess leave so taken.

25. PARENTAL LEAVE

[25 substituted by PR970361 ppc 02Mar06]

Subject to the terms of this clause employees are entitled to maternity, paternity and adoption leave and to work part-time in connection with the birth or adoption of a child.

The provisions of this clause apply to full-time, part-time and eligible casual employees, but do not apply to other casual employees.

An **eligible casual employee** means a casual employee:

- (a) employed by an employer on a regular and systematic basis for several periods of employment or on a regular and systematic basis for an ongoing period of employment during a period of at least 12 months; and
- (b) who has, but for the pregnancy or the decision to adopt, a reasonable expectation of ongoing employment.

For the purposes of this clause, **continuous service** is work for an employer on a regular and systematic basis (including any period of authorised leave or absence).

An employer must not fail to re-engage a casual employee because:

- (a) the employee or employee's spouse is pregnant; or
- (b) the employee is or has been immediately absent on parental leave.

The rights of an employer in relation to engagement and re-engagement of casual employees are not affected, other than in accordance with this clause.

25.1 Definitions

25.1.1 For the purpose of this clause **child** means a child of the employee under school age except for adoption of a child where 'child' means a person under school age who is placed with the employee for the purposes of adoption, other than a child or step-child of the employee or of the spouse of the employee or a child who has previously lived continuously with the employee for a period of six months or more.

25.1.2 Subject to 25.1.5, in this clause, **spouse** includes a de facto or former spouse.

25.1.3 In relation to 25.7, spouse includes a de facto spouse but does not include a former spouse.

25.2 Basic entitlement

25.2.1(a) Maternity leave

A female employee who has at least 12 months continuous paid service will be entitled to the equivalent of 12 weeks paid maternity leave, to be taken in connection with the birth of her baby either before and/or after the birth. If she is the primary care giver, she will be entitled to a further period of unpaid leave, but the total of her paid and unpaid leave must not exceed 52 weeks. If she does not qualify for paid maternity leave, she will be entitled to take up to 52 weeks unpaid maternity leave.

25.2.1(b) Paternity leave

A male employee who has at least 12 months continuous paid service will be entitled to one weeks paid paternity leave in connection with the birth of a child for whom he has accepted responsibility, to be taken either before and/or after the birth. If he is the primary care giver he will be entitled to a further 51 weeks of unpaid paternity leave. A male employee will also be entitled to one weeks paid paternity leave if the mother of the child has a miscarriage of her pregnancy where it has advanced to at least 20 weeks.

25.2.1(c) Adoption leave

If an employee is adopting a child and has at least 12 months continuous paid service, he or she will be entitled to six weeks paid adoption leave in connection with the adoption of the child if he or she is the primary care giver or one weeks paid adoption leave if he or she is the secondary care giver. Adoption leave can be taken either before and/or after the adoption. If the employee is the primary care giver he or she will be entitled to a further 46 weeks of unpaid adoption leave.

25.2.2 Subject to 25.5.6, parental leave is to be available to only one parent at a time, in a single unbroken period, except that both parents may simultaneously take:

25.2.2(a) for maternity and paternity leave, an unbroken period of up to one week at the time of the birth of the child;

25.2.2(b) for adoption leave, an unbroken period of up to three weeks at the time of placement of the child.

25.3 Variation of period of parental leave

Unless agreed otherwise between the employer and employee, where an employee takes leave under 25.2.1 and 25.4.1(b) an employee may apply to their employer to change the period of parental leave on one occasion. Any such change to be notified as soon as possible but no less than four weeks prior to the commencement of the changed arrangements.

25.4 Right to request

25.4.1 An employee entitled to parental leave pursuant to the provisions of 25.2 may request the employer to allow the employee:

25.4.1(a) to extend the period of simultaneous unpaid parental leave provided for in 25.2.2(a) and 25.2.2(b) up to a maximum of eight weeks;

25.4.1(b) to extend the period of unpaid parental leave provided for in 25.2.1 by a further continuous period of leave not exceeding 12 months;

25.4.1(c) to return from a period of parental leave on a part-time basis until the child reaches school age;

to assist the employee in reconciling work and parental responsibilities.

25.4.2 The employer shall consider the request having regard to the employee's circumstances and, provided the request is genuinely based on the employee's parental responsibilities, may only refuse the request on reasonable grounds related to the effect on the workplace or the employer's business. Such grounds might include cost, lack of adequate replacement staff, loss of efficiency and the impact on customer service.

25.4.3 Employee's request and employer's decision to be in writing

The employee's request and the employer's decision made under 25.4.1(b) and 25.4.1(c) must be recorded in writing.

25.4.4 Request to return to work part-time

Where an employee wishes to make a request under 25.4.1(c), such a request must be made as soon as possible but no less than seven weeks prior to the date upon which the employee is due to return to work from parental leave.

25.5 Maternity leave

25.5.1 An employee must provide notice to the employer in advance of the expected date of commencement of parental leave. The notice requirements are:

25.5.1(a) of the expected date of confinement (included in a certificate from a registered medical practitioner stating that the employee is pregnant) - at least ten weeks;

25.5.1(b) of the date on which the employee proposes to commence maternity leave and the period of leave to be taken - at least four weeks.

25.5.2 When the employee gives notice under 25.5.1(a) the employee must also provide a statutory declaration stating particulars of any period of paternity leave sought or taken by her spouse and that for the period of maternity leave she will not engage in any conduct inconsistent with her contract of employment.

25.5.3 An employee will not be in breach of this clause if failure to give the stipulated notice is occasioned by confinement occurring earlier than the presumed date.

25.5.4 Subject to 25.2.1 and unless agreed otherwise between the employer and employee, an employee may commence parental leave at any time within six weeks immediately prior to the expected date of birth.

25.5.5 Where an employee continues to work within the six week period immediately prior to the expected date of birth, or where the employee elects to return to work within six weeks after the birth of the child, an employer may require the employee to provide a medical certificate stating that she is fit to work on her normal duties.

25.5.6 Special maternity leave

25.5.6(a) The employee will be entitled to the equivalent of 12 weeks paid maternity leave if she has a miscarriage of her pregnancy where it has advanced to at least 20 weeks.

25.5.6(b) Where an employee is suffering from an illness not related to the direct consequences of the confinement an employee may take any paid sick leave to which she is entitled in lieu of, or in addition to, maternity leave related to a miscarriage of her pregnancy.

25.5.6(c) Where an employee not then on maternity leave suffers illness related to her pregnancy, she may take any paid sick leave to which she is then entitled and such further maternity leave related to a miscarriage of her pregnancy. The aggregate of paid sick leave and maternity leave, including parental leave taken by a spouse, may not exceed 52 weeks.

25.5.7 Where leave is granted under 25.5.4, hereof, during the period of leave an employee may return to work any time, as agreed between the employer and the employee provided that time does not exceed four weeks from the recommencement date desired by the employee.

25.6 Paternity leave

25.6.1 An employee will provide to the employer at least ten weeks prior to each proposed period of paternity leave, with:

25.6.1(a) a certificate from a registered medical practitioner which names his spouse, states that she is pregnant and the expected date of confinement, or states the date on which the birth took place; and

25.6.1(b) written notification of the dates on which he proposes to start and finish the period of paternity leave; and

25.6.1(c) a statutory declaration stating:

25.6.1(c)(i) except in relation to leave taken simultaneously with the child's mother under 25.2.2(a) or 25.4.1(a) he will take the period of paternity leave to become the primary care-giver of a child;

25.6.1(c)(ii) particulars of any period of maternity leave sought or taken by his spouse; and

25.6.1(c)(iii) that for the period of paternity leave he will not engage in any conduct inconsistent with his contract of employment.

25.6.2 The employee will not be in breach of 25.6.1 if the failure to give the required period of notice is because of the birth occurring earlier than expected, the death of the mother of the child, or other compelling circumstances.

25.7 Adoption leave

25.7.1 The employee will notify the employer at least ten weeks in advance of the date of commencement of adoption leave and the period of leave to be taken. An employee may commence adoption leave prior to providing such notice, where through circumstances beyond the control of the employee, the adoption of a child takes place earlier.

25.7.2 Before commencing adoption leave, an employee will provide the employer with a statutory declaration stating:

25.7.2(a) the employee is seeking adoption leave to become the primary care-giver of the child;

25.7.2(b) particulars of any period of adoption leave sought or taken by the employee's spouse; and

25.7.2(c) that for the period of adoption leave the employee will not engage in any conduct inconsistent with their contract of employment.

25.7.3 An employer may require an employee to provide confirmation from the appropriate government authority of the placement.

25.7.4 Where the placement of child for adoption with an employee does not proceed or continue, the employee will notify the employer immediately and the employer will nominate a time not exceeding four weeks from receipt of notification for the employee's return to work.

25.7.5 An employee will not be in breach of this clause as a consequence of failure to give the stipulated periods of notice if such failure results from a requirement of an adoption agency to accept earlier or later placement of a child, the death of a spouse, or other compelling circumstances.

25.7.6 An employee seeking to adopt a child is entitled to unpaid leave for the purpose of attending any compulsory interviews or examinations as are necessary as part of the adoption procedure. The employee and the employer should agree on the length of the unpaid leave. Where agreement cannot be reached, the employee is entitled to take up to two days unpaid leave. Where paid leave is available to the employee, the employer may require the employee to take such leave instead.

25.8 Parental leave and other entitlements

An employee may in lieu of or in conjunction with parental leave, access any annual leave or long service leave entitlements which they have accrued subject to the total amount of leave not exceeding 52 weeks or a longer period as agreed under 25.4.

25.9 Transfer to a safe job

25.9.1 Where an employee is pregnant and, in the opinion of a registered medical practitioner, illness or risks arising out of the pregnancy or hazards connected with the work assigned to the employee make it inadvisable for the employee to continue at her present work, the employee will, if the employer deems it practicable, be transferred to a safe job at the rate and on the conditions attaching to that job until the commencement of maternity leave.

25.9.2 If the transfer to a safe job is not practicable, the employee may elect, or the employer may require the employee to commence parental leave for such period as is certified necessary by a registered medical practitioner.

25.10 Returning to work after a period of parental leave

25.10.1 An employee will notify of their intention to return to work after a period of parental leave at least four weeks prior to the expiration of the leave.

25.10.2 An employee will be entitled to the position which they held immediately before proceeding on parental leave. In the case of an employee transferred to a safe job pursuant to 25.9, the employee will be entitled to return to the position they held immediately before such transfer.

25.10.3 Where such position no longer exists but there are other positions available which the employee is qualified for and is capable of performing, the employee will be entitled to a position as nearly comparable in status and pay to that of their former position.

25.11 Replacement employees

- 25.11.1** A replacement employee is an employee specifically engaged or temporarily promoted or transferred, as a result of an employee proceeding on parental leave.
- 25.11.2** Before an employer engages a replacement employee the employer must inform that person of the temporary nature of the employment and of the rights of the employee who is being replaced.

25.12 Communication during parental leave

- 25.12.1** Where an employee is on parental leave and a definite decision has been made to introduce significant change at the workplace, the employer shall take reasonable steps to:
- 25.12.1(a)** make information available in relation to any significant effect the change will have on the status or responsibility level of the position the employee held before commencing parental leave; and
 - 25.12.1(b)** provide an opportunity for the employee to discuss any significant effect the change will have on the status or responsibility level of the position the employee held before commencing parental leave.
- 25.12.2** The employee shall take reasonable steps to inform the employer about any significant matter that will affect the employee's decision regarding the duration of parental leave to be taken, whether the employee intends to return to work and whether the employee intends to request to return to work on a part-time basis.
- 25.12.3** The employee shall also notify the employer of changes of address or other contact details which might affect the employer's capacity to comply with 25.12.1.

26. PAID PERSONAL LEAVE

26.1 Personal leave

26.1.1 Paid personal leave will be available to an employee when they are absent due to:

- 26.1.1(a)** personal illness or injury (sick leave); or
- 26.1.1(b)** for the purposes of caring for an immediate family or household member who is sick and requires the employee's care and support (carer's leave); or
- 26.1.1(c)** bereavement on the death of an immediate family or household member (bereavement leave).

26.2 Sick leave

26.2.1 Entitlement - full-time employees

26.2.1(a) An employee shall be entitled to the amount of sick leave with pay set out below.

Employees	Leave on full pay	Leave on half pay
At commencement of duty	152 hours	152 hours
On completion of two years service and each year's service thereafter	76 hours	76 hours
Fixed term employees	Leave on full pay	Leave on half pay
On completion of four weeks' service - with respect to the first year of service	46 hours	46 hours
On completion of one years' service	106 hours	106 hours
On completion of two years' service and each year's service thereafter	76 hours	76 hours

26.2.2 Accumulation

26.2.2(a) Sick leave is cumulative and:

- 26.2.2(a)(i)** the scale of credits prescribed for employees shall be computed from the date of commencement of employment;

26.2.2(a)(ii) in respect of sick leave taken without pay by an employee in his or her first year of employment and in respect of which sick leave credits accrue or additional sick leave credits accrue on completion of one year's employment, the employee shall be entitled to use such credits in order to receive payment for leave previously taken without pay on account of sickness in the first year of employment.

26.2.3 Part-time employees

A part-time employee shall be entitled to sick leave on a pro rata basis.

26.2.4 Leave without pay - adjustment of sick leave credits

Employment in respect of which sick leave is calculated means continuous employment inclusive of any leave but excludes leave without pay in excess of six months or any absence on leave without pay immediately following parental leave.

26.2.5 Exhaustion of sick leave credits

Where sick leave credits are exhausted, leave may be deducted from an employee's recreation leave credits or leave without pay granted, whichever the employee elects.

26.2.6 Sick leave without a medical certificate

For any period exceeding three days continuous sick leave an employee shall furnish either a certificate by a registered medical practitioner or a statutory declaration setting out the cause of the sick leave, provided that, where the number of sick leave days taken by an employee in any one year without a certificate by a registered medical practitioner exceeds five days in aggregate, the number of days' absence in excess of five days shall be deducted as recreation leave or leave without pay on the employee's election and not as sick leave.

26.2.7 Certificate from non-medical practitioner

Where an employee is absent from duty on account of a disability which required or requires attendance upon a registered chiropract, chiropractor, dentist, optometrist, osteopath, physiotherapist or a psychologist, he or she may be granted, out of their sick leave entitlement, leave for a period not exceeding one week in aggregate (in respect of any one or a combination of such practitioners) in any twelve month period provided he/she furnishes a certificate from such practitioner(s).

26.2.8 Misconduct

No leave shall be granted with pay on account of illness caused by the misconduct of the employee, or in any case of absence from duty without sufficient cause.

26.2.9 Pregnancy

No female employee shall be entitled to sick leave on account only of being pregnant or having recently given birth to a child, but nothing in this subclause shall prevent an employee being entitled to sick leave on account of illness resulting from pregnancy or childbirth.

26.2.10 Sick leave in excess of thirteen weeks

Continuous leave with pay shall not be granted to an employee for any period exceeding thirteen weeks, unless an Authorised Medical Practitioner approved by the employer certifies that the leave is necessary and where an employee is continuously absent from duty on account of illness for a period beyond thirteen weeks, such employee shall not be permitted to return to duty until the Authorised Medical Practitioner certifies that he or she is fit to resume work.

26.3 Alcohol and drug related leave

Where an employee is suffering misuse of alcohol and or other drugs and has exhausted all accrued sick leave entitlements and agrees to undergo and is accepted to an approved rehabilitation program, that employee shall be granted leave of absence without pay.

26.4 Dangerous medical conditions

26.4.1 If the employer has reason to believe that an employee is in such a state of health so as to render such an employee a danger to his or her fellow employees, the employer may require the employee to obtain and furnish a report as to his or her condition from a duly qualified medical practitioner, or may require such employee to be examined by a duly qualified medical practitioner nominated by the employer.

26.4.2 Upon receipt of the medical report, the employer may direct the employee to be absent from duty for a specified period, or, if already on leave of absence, direct such employee to continue on leave for a specified period, and the absence of such employee shall be regarded as absence owing to illness.

26.5 Paid personal leave availability

26.5.1 Paid personal leave comprising sick leave plus bereavement leave will be available in the first year of service.

26.5.2 For subsequent years, current sick leave plus bereavement leave award entitlements will be available.

26.5.3 In any year unused personal leave accrues at the rate of the lesser of:

26.5.3(a) current award sick leave entitlement as detailed above less the amount of sick leave taken from the current year's personal leave entitlement in that year; or

26.5.3(b) the balance of that year's unused personal leave.

26.5.4 Personal leave accumulates at the rate of any unused sick leave.

26.6 Eligibility for carer's and bereavement leave

26.6.1 The entitlement to use personal leave for the purposes of carer's or bereavement leave is subject to the person being either:

26.6.1(a) a member of the employee's immediate family; or

26.6.1(b) a member of the employee's household.

26.6.2 The term **immediate family** includes:

26.6.2(a) spouse (including a former spouse, a de facto spouse and a former de facto spouse) of the employee. A de facto spouse means a person of the opposite sex to the employee who lives with the employee as his or her husband or wife on a bona fide domestic basis; and

26.6.2(b) child or an adult child (including an adopted child, a step-child or an ex-nuptial child), parent, grandparent, grandchild or sibling of the employee or spouse of the employee.

26.7 Sick leave - use of accumulated personal leave

An employee is entitled to use accumulated personal leave for the purposes of sick leave where the current year's sick leave entitlement has been exhausted.

26.8 Bereavement leave

26.8.1 An employee is entitled to use up to three days per annum personal leave as bereavement leave.

26.8.2 Where an employee has exhausted all personal leave entitlements, including accumulated entitlements, they will be entitled to unpaid bereavement leave.

26.9 Carer's leave

An employee is entitled to use up to five days personal leave each year as carer's leave. An employee may take unpaid carer's leave by agreement with the employer. A medical certificate or a statutory declaration as to the illness of the person concerned will be required in circumstances where a total of five days sick leave without a medical certificate/statutory declaration either for sick leave or carers leave is used in the leave accrual year.

26.10 Unpaid leave for family purpose

An employee may elect, with the consent of the employer, to take unpaid leave for the purpose of providing care to a family member who is ill.

27. OTHER FORMS OF LEAVE

27.1 Citizen Military Forces Requirement

- 27.1.1** Service with the Defence Reserve is regulated by the *Commonwealth Defence Reserve Service (Protection) Act 2001* as amended from time to time.
- 27.1.2** Employees volunteering to perform defence reserve service provide a valuable contribution to the Australian community recognised by both parties to this agreement.
- 27.1.3** Where an employee is required to provide ordinary reserve service, such as attending an annual training camp or meeting other reservist training requirements: or where the Australian Defence Force requests the voluntary services of an employee reservist: or where an employee reservist volunteers to provide defence services without an Australian Defence Force request for their service, the employee may be granted such leave with pay:
- 27.1.3(a)** for its duration where the requirement does not exceed fourteen days; or
 - 27.1.3(b)** for its duration in excess of fourteen days up to a maximum of 78 weeks continuous service where the Commanding Officer of the relevant service certifies such service and where the employee support an application under the Commonwealth Employer Support Payment Scheme.
- 27.1.4** The employer will not ordinarily withhold approval for requests under 27.2 unless there are exceptional circumstances involving the employee's work or the number of training courses exceeds two in any one year. In such circumstances the employee's manager will negotiate with the employee and the Australian Defence Force to arrive at a mutually agreeable outcome.
- 27.1.5** In connection with leave approved under 27.2.2 the employee may be paid only the amount (if any) by which the pay (exclusive of any overtime, penalties rates, higher duties or other allowance or payment of a temporary character) such employee would have received had he or she remained on duty exceeds the pay (including marriage and separation allowances) received by reason of attendance at a camp or training course or by providing voluntary service.
- 27.1.6** Where an employee is unable to meet the requirements under 27.2 or where the call out provisions of the Commonwealth Act are used, the employee may be granted leave without pay to meet the defence service requirements.
- 27.1.7** An employee may, at his or her election, be granted any recreation leave due to him or her in lieu of an equivalent period of leave under this clause.

27.1.8 Proof of attendance

An employee who requires leave under this clause shall submit, in writing, an application to the employer and the relevant application form for the Commonwealth Employer Support Payment Scheme. and, upon completion of the period of such leave shall furnish satisfactory evidence that he or she has attended for the purpose for which the leave was granted.

27.1.9 Effects on continuity of service and accrual of benefits

Any period of leave granted to an employee under this clause shall not affect the incremental progression, accruing recreation and sick leave credits, or eligibility for long service leave of such employee.

27.1.10 Injury or illness while on defence force leave

An employee who, while serving with the Australia Defence Force, sustains injury or contracts illness necessitating absence from duty beyond the period of leave granted under this clause may be granted leave on the following terms.

21.1.11 If compensation is not paid to the employee by the appropriate Commonwealth Employer in respect of such absence the leave may be granted as sick leave; or

27.1.12 If compensation is paid and is equal to or exceeds the amount of pay which the employee would have received had he or she been granted sick leave, the leave shall be granted without pay; or

27.1.13 If compensation is paid and is less than the amount of pay which the employee would have received had the employee been granted sick leave, he or she may be paid an amount equal to the difference, and his or her sick leave credit with full pay or half pay (as the case may be) reduced as if sick leave had been granted for such number of days as is appropriate to the amount of the difference.

27.2 War service

27.2.1 Where the employer is satisfied that the illness of an employee with at least six months' service is directly attributable to or is aggravated by the service of the employee in connection with the war like operations in Vietnam after 31 July, 1962, such employee shall, apart from any sick leave which may be standing to the credit of such employee be credited with special leave with full pay amounting to 114 hours in respect of each year of service from and inclusive of the following dates:

27.2.2 Leave under this shall be cumulative provided that the total of such accumulated leave standing to the credit of an employee shall not exceed 760 hours.

27.3 Trade Union training leave

- 27.3.1** An employee who has been nominated to attend a Union training course specifically directed at the enhancement of the operation of dispute settling procedures may be granted trade Union training leave on full pay for up to five days in any one calendar year subject to the employer being satisfied that the course of training is likely to contribute to a better understanding of, dispute settling procedures and provided that the granting of leave will not unduly affect the operations of the employer.
- 27.3.2** Leave on full pay in excess of five days and up to ten days may be granted in any one calendar year subject to the total Union training leave in that year and the subsequent year not exceeding ten days.

27.4 Health and safety training leave

- 27.4.1** Upon election as a health and safety representative, an employee shall be granted leave on full pay for up to five days, as soon as practicable after appointment having regard to the availability of course places and the work of the employer, to attend an introductory health and safety representative's course which has been approved or conducted by the employer.
- 27.4.2** An employee shall be granted this leave on no more than one occasion.

27.5 Jury service

If an employee is required to appear and serve as a juror under the *Juries Act 1967*, the employee is entitled to leave with pay for the period during which the employees attendance at court is required, subject to the production of satisfactory evidence of such attendance. Remuneration paid to the employee in lieu of lost wages for serving as a juror must be repaid to the employer.

28. LONG SERVICE LEAVE

28.1 Entitlement

- 28.1.1** An employee who has ten years service is entitled to three months long service leave with pay and one and a half months' long service leave with pay in respect to each additional period of five years completed service.
- 28.1.2** An employer may allow an employee who is entitled to long service leave to take the whole or any part of that leave at half pay for a period equal to twice the period to which the employee is so entitled.
- 28.1.3** The employer shall have discretion as to the time of granting long service leave so that the workplace will not be unduly affected by the granting of such leave to numbers of employees at or about the same time.

28.2 Pay in lieu of long service leave for part service

- 28.2.1** An employee is entitled to, or (in the case of death) deemed to have been entitled to be granted an amount of long service leave with pay equalling one fortieth of the employee's period of service if:
- 28.2.1(a)** the period of service of the employee, is not less than four years but less than ten years that period of service; and
 - 28.2.1(b)** the period of service is more than ten years, then that part of the period of service which does not give rise to an entitlement under 28.1.1 and then only if:
 - 28.2.1(c)** on account of age or ill health:
 - 28.2.1(c)(i)** the on-going employee, fixed term employee retires or is retired; or
 - 28.2.1(c)(ii)** the employment of the employee is terminated; or
 - 28.2.1(d)** for any other reason except a breach of discipline, the employment of the on-going employee, fixed term employee is terminated; or
 - 28.2.1(e)** the employee dies.

- 28.2.2** Any entitlement under this subclause is additional to an entitlement under 28.2.1.

28.3 Payment in lieu of long service leave

- 28.3.1** An employee may elect to take pay in lieu of the whole or any part of any long service leave to which he or she is entitled if because of age or ill health:

28.3.1(a) the on-going employee retires or is retired; or

28.3.1(b) the employment of the employee is terminated.

28.3.2 The employee must elect in writing in order to receive pay in lieu of long service leave.

28.3.3 The employer must grant the employee pay in lieu of long service leave in accordance with the election.

28.4 In the case of an employee who has died or is physically or mentally incapacitated the application may be made by the legal personal representative of such employee for payment in lieu of long service leave owed.

28.5 Pay in lieu of long service for other circumstances; if

28.5.1 an on-going employee, fixed term employee with service of not less than ten years resigns or his or her employment terminated; or

28.5.2 a fixed term employee or a fixed term employee with service of not less than ten years resigns or for any other reason other than age or ill health has his or her employment terminated;

the employer must grant the employee a sum determined by the employer in lieu of long service leave.

28.6 The sum determined by the employer:

28.6.1 must be in accordance with the employer's guidelines upon written application from the employee; and

28.6.2 must not exceed a sum representing pay for service equal to 1/40th of the period of service; and

28.6.3 must not be paid in respect of any period of service in respect of which long service leave with pay or pay in lieu has been taken by the employee.

28.7 For the purpose of this clause the employment of a fixed term employee is to be taken to be terminated:

28.7.1 because of age - if on or after attaining the age of 60 years he or she ceases to be an employee;

28.7.2 on account of ill health - if he or she produces to the employer satisfactory evidence that the cessation of employment is due to ill health which is likely to be permanent.

- 28.8** The approved service which shall entitle an employee to be granted long service shall include:
- 28.8.1** any period of service in the public service or with a declared authority; and
 - 28.8.2** any period of service of a type described in the Schedule to the *Public Sector Management Regulations 1993* as varied from time to time;
 - 28.8.3** where the approved service under 28.8.1 and 28.8.2 is not continuous - the aggregate of that service;
 - 28.8.4** any approved service during which the employee was absent from duty on recreation leave, sick leave with full pay or half pay, maternity, paternity, adoption leave with pay; study leave with pay, bereavement leave, jury service leave, Union training leave with pay, citizen military force leave;
 - 28.8.5** to the extent determined by the employer in any particular case, the whole or portion of approved service which the employee was absent from duty on leave other than leave specified under 28.9;
 - 28.8.6** any approved service not exceeding twelve months during which a pension under s.83(3) of the *State Superannuation Act 1988* (or similar provision applying to persons on the staff of a declared authority) was paid.
- 28.9** In computing entitlements for the purposes of this clause, a period of service shall not include:
- 28.9.1** which preceded a continuous gap in approved service of greater than twelve months other than:
 - 28.9.1(a)** an absence of leave referred to in 28.8.4, 28.8.5 and 28.8.6;
 - 28.9.1(b)** an absence in the nature of retirement occasioned by disability;
 - 28.9.1(c)** an absence of less than five years where such absence was occasioned by retrenchment;
 - 28.9.1(d)** an absence of less than five years where such absence was occasioned by resignation which, in the opinion of the employer, was affected by special circumstances including but not limited to:
 - 28.9.1(d)(i)** pressing personal or domestic emergency, strain or stress deserving of compassionate consideration;
 - 28.9.1(d)(ii)** changes in the work environment or career direction or orientation of an employee considered to have reasonably required an interruption to the course approved service;

- 28.9.2** which followed a date on which the employee attained the age of 65 years and, having attained that age, knowingly failed to disclose that event to the employer;
- 28.9.3** which followed a date on which a pension under the *State Superannuation Act 1988* (or similar provision applying to persons on the staff of a declared authority) became payable by reason of retirement on the ground of disability, other than a pension of the kind referred to in 28.8.6, but including a pension payable under s.83(6) of the *State Superannuation Act 1988* (or similar provision applying to persons on the staff of a declared authority) to an on-going employee in receipt of weekly payments under the *Accident Compensation Act 1985*;
- 28.9.4** during any period from duty on maternity leave without pay;
- 28.9.5** unless otherwise provided for in this award during a period of suspension from duty under that Part; or
- 28.9.6** from the employee was dismissed for causes within his or her control.
- 28.10** Where during any absence to which that 28.9.1(d) is applicable an employee has engaged in any employment or other gainful occupation otherwise than in approved service, the period of service which terminated upon such resignation shall not be reckoned as a period of service entitling an employee to be granted long service leave unless the employer, being satisfied that the circumstances of a particular case are such that it is an extraordinary case, otherwise determines.
- 28.11** An application pursuant to 28.9.1(d) may be made at any time up to the expiration of three months of the date the employee dies, retires, resigns, is dismissed or has his or her services dispensed with or terminated as the case may be.
- 28.12** The pay to which an employee is entitled for the period during which long service leave is granted shall:
- 28.12.1** if the leave is granted with full pay - be computed in the same manner as if the employee had remained on duty during that period; or
- 28.12.2** if the leave is granted at half pay - be computed at half the rate the employee would have received had the leave been granted with full pay.
- 28.12.3** **Pay** means the annual rate of pecuniary emoluments that were payable periodically and regularly to the employee concerned in respect of or incidental to their employment immediately preceding:
- 28.12.3(a)** the commencement of long service leave; or
- 28.12.3(b)** death; or
- 28.12.3(c)** retirement; or

28.12.3(d) the termination of service,

as the case may be, but shall not include any payments by way of overtime, shift penalty rates or allowances (other than commuted shift allowance), travelling or transport allowances, allowances in the nature of reimbursement of expenditure or an allowance or gratuity payable for the performance of a higher classification, grade or designation, unless such duties have been performed for a period of not less than twelve months

28.13 Where the service of an employee includes a period during which the normal hours of duty of such employee were less than full-time the pay to which he or she is entitled while on long service leave or the pay in lieu thereof (as the case may be) shall be computed on a proportionate basis.

28.14 If a public holiday occurs during a period of long service leave granted to an employee, the employer shall grant the employee a day off in lieu convenient to the employer and employee.

29. PUBLIC HOLIDAYS

29.1 Prescribed public holidays

An employee shall be entitled to holidays on the following declared or proclaimed days:

- New Year's Day;
- Good Friday;
- Easter Saturday;
- Easter Monday;
- Christmas Day and Boxing Day;
- Australia Day;
- Anzac Day;
- Queens' Birthday;
- Eight Hour's Day or Labour Day; and
- Melbourne Cup Day or in lieu of Melbourne Cup Day some other day as determined in a particular locality.

29.2 Substitute days

29.2.1 When Christmas Day is a Saturday or a Sunday, a holiday in lieu thereof shall be observed on 27 December.

29.2.2 When Boxing Day is a Saturday or a Sunday, a holiday in lieu thereof shall be observed on 28 December.

29.2.3 When New Year's Day or Australia Day is a Saturday or Sunday, a holiday in lieu thereof shall be observed on the next Monday.

29.3 Additional public holidays

Where public holidays are declared or prescribed on days other than those set out in 29.1.1 those days shall constitute additional holidays for the purpose of this agreement.

29.4 Alternative public holidays

29.4.1 The employer, with the agreement of the HSUA, may substitute another day for any prescribed in this clause.

29.4.2 The employer and employees may agree to substitute another day for any prescribed in this clause. For this purpose, the consent of the majority of affected employees shall constitute agreement.

29.4.3 An agreement pursuant to 29.4.1 shall be recorded in writing and be available to every affected employee.

29.4.4 The HSUA shall be informed of an agreement pursuant to 29.4.2 and may within seven days refuse to accept it but will not unreasonably refuse to accept the agreement.

23.4.5 Any dispute arising out of this matter shall be dealt with in accordance with clause 11 - Dispute settlement.

29.5 Entitlements

29.5.1 Notwithstanding 29.2, an employee, other than a casual employee, who works on Christmas Day and/or Boxing day and/or New Year's day shall be:

29.5.1(a) paid at the appropriate holiday rate as provided in the agreement; and

29.5.1(b) if such an employee also works on the substitute day or days, he or she shall be paid at the normal rate of work of this day or these days.

29.5.2 If the employee works on the substituted day and not the declared public holiday, the employee shall receive award public holiday entitlements for working the substituted day. The employee shall only receive the benefit for either the declared public holiday or the substituted day contingent upon the day worked.

29.5.3 In addition to the benefits referred to in 29.5.1 and 29.5.2, an employee who works on Christmas Day shall receive a loading of one half of an ordinary day's salary when Christmas Day falls on a weekend.

29.5.4 A rostered employee who is rostered off duty on a public holiday shall receive substituted leave for that holiday.

29.5.5 An employee who is rostered to perform ordinary duty on a public holiday but who is granted leave in respect of that day shall be granted one day's leave in lieu of such holiday, except where that public holiday occurs after the commencement of leave without pay and before the employee resumes duty and the period of leave without pay is equal to or greater than normal weekly hours of duty.

29.5.6 Rostered days off on public holidays

An employee whose rostered day off falls on a holiday observed in accordance with this award shall be granted one day's leave in lieu of such holiday.

30. SUBSTITUTED LEAVE

Where the nature of the employment of an employee does not permit the observance of public holidays as they occur, such employee shall be entitled to such substituted leave provided that, for a part-time worker, payment of a public holiday granted as a day's leave shall be made only in respect of those public holidays on which a part-time worker would have worked had there been no public holiday.

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