



Health Professionals and Support Services Award 2020, 2023/24 Wage Guide

The wage rates listed in this guide are effective from the first full pay period commencing on or after 1 July 2023.

Use this wage guide only if you are a **NATIONAL SYSTEM EMPLOYER** which includes: **ALL businesses in Australia, except those that are UNINCORPORATED in Western Australia**

N.B. Employers have a legal obligation to ensure that employees are NOT paid below these minimum rates of pay and allowances.

View the full version of the [Health Professionals and Support Services Award \[MA000027\]](#)

Classification	Weekly (38 hours)	Hourly	Casual (25% loading)
SUPPORT SERVICES EMPLOYEES (Over 21 years of age)			
Level 1	\$910.90	\$23.97	\$29.96
Level 2	\$947.00	\$24.92	\$31.15
Level 3	\$983.40	\$25.88	\$32.35
Level 4	\$995.00	\$26.18	\$32.73
Level 5	\$1,028.70	\$27.07	\$33.84
Level 6	\$1,084.10	\$28.53	\$35.66
Level 7	\$1,103.60	\$29.04	\$36.30
Level 8 Pay point 1	\$1,141.10	\$30.03	\$37.54
Level 8 Pay point 2	\$1,171.10	\$30.82	\$38.53
Level 8 Pay point 3	\$1,253.30	\$32.98	\$41.23
Level 9 Pay point 1	\$1,275.80	\$33.57	\$41.96
Level 9 Pay point 2	\$1,321.00	\$34.76	\$43.45
Level 9 Pay point 3	\$1,331.60	\$35.04	\$43.80
Under 17 (50%)	A junior employee may be engaged under any Support Services classification level in this award and will be paid the following percentage of the adult minimum wage rate for the classification level applicable to the junior employee		
17 years of age (60%)			
18 years of age (70%)			
19 years of age (80%)			
20 years of age (90%)			
CONTACT THE HR ADVISORY SERVICE FOR TRAINEESHIP WAGES			

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HEALTH PROFESSIONAL EMPLOYEES				
Level 1	Pay point 1 (UG 2 qualification)	\$1043.80	\$27.47	\$34.34
	Pay point 2 (3 year degree entry)	\$1084.10	\$28.53	\$35.66
	Pay point 3 (4 year degree entry)	\$1132.10	\$29.79	\$37.24
	Pay point 4 (Masters degree entry)	\$1171.10	\$30.82	\$38.53
	Pay point 5 (PhD entry)	\$1275.80	\$33.57	\$41.96
	Pay point 6	\$1321.00	\$34.76	\$43.45
Level 2	Pay point 1	\$1328.20	\$34.95	\$43.69
	Pay point 2	\$1376.50	\$36.22	\$45.28
	Pay point 3	\$1429.00	\$37.61	\$47.01
	Pay point 4	\$1485.90	\$39.10	\$48.88
Level 3	Pay point 1	\$1550.40	\$40.80	\$51.00
	Pay point 2	\$1593.80	\$41.94	\$52.43
	Pay point 3	\$1628.10	\$42.84	\$53.55
	Pay point 4	\$1700.40	\$44.75	\$55.94
	Pay point 5	\$1763.20	\$46.40	\$58.00
Level 4	Pay point 1	\$1877.20	\$49.40	\$61.75
	Pay point 2	\$2003.30	\$52.72	\$65.90
	Pay point 3	\$2178.50	\$57.33	\$71.66
	Pay point 4	\$2404.90	\$63.29	\$79.11
Allowances				
Term	Description	Amount		
Blood check allowance (Clause 23.3(a))	Any employee exposed to radiation hazards in the course of their work will be entitled to a blood count as often as is considered necessary and will be reimbursed for any out of pocket expenses arising from such test.	Reimbursed for any out of pocket expenses arising from such test.		
Uniform Allowance (Clause 23.3(b)(ii))	Instead of the provision of such uniforms, the employer may, by agreement with the employee, pay such employee a uniform allowance. The uniform allowance, but not the laundry allowance, will be paid during all absences on leave, except absences on long service leave and absence on personal/carer's leave beyond 21 days.	\$1.23 per shift or part thereof on duty or \$6.24 per week, whichever is the lesser amount		

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<p>Laundry Allowance (Clause 23.3(b)(iii))</p>	<p>Where such employee's uniforms are not laundered by or at the expense of the employer, the employee will be paid a laundry allowance</p>	<p>\$0.32 per shift or part thereof on duty or \$1.49 per week, whichever is the lesser amount.</p>
<p>Meal allowances (Clause 23.3(e))</p>	<p>(i) When required to work after the usual finishing hour of work beyond one hour or, in the case of shiftworkers, when the overtime work on any shift exceeds one hour, an employee will be:</p> <ul style="list-style-type: none"> - supplied with an adequate meal where an employer has adequate cooking and dining facilities; - or paid a meal allowance of \$15.20. <p>(ii) In addition to the allowance provided for in clause 22.3(e)(i), where overtime work exceeds 4 hours, a further meal allowance of \$13.70 will be paid.</p>	<p>\$15.20 in addition to any overtime payment</p> <p>Where overtime exceeds four hours a further meal allowance of \$13.70 will be paid.</p>
<p>Occasional interpreting allowance (Clause 23.2(c))</p>	<p>An employee not employed as a full-time interpreter who is required to perform interpreting duties will receive an additional \$1.19 on each occasion with a maximum additional payment of \$13.77 per week.</p>	<p>\$1.19 on each occasion with a maximum additional payment of \$13.77 per week</p>
<p>On call allowance (Clause 23.2(d))</p>	<p>An employee required by the employer to be on call will receive the following additional amounts for each 24-hour period or part thereof:</p> <p>(i) when the on-call period is between Monday and Saturday inclusive—\$23.42 per 24 hour period; and</p> <p>(ii) when the on-call period is on a Sunday or public holiday—\$46.72 per 24 hour period.</p>	<p>Mon- Sat \$23.42 per 24-hour period</p> <p>Sun-Public Holiday \$46.72 per 24-hour period</p>
<p>Travelling, transport and fares (Clause 23.3(h))</p>	<p>(i) An employee required and authorised to use their own motor vehicle in the course of their duties will be paid an allowance of not less than \$0.96 per kilometre.</p> <p>(ii) When an employee is involved in travelling on duty, if the employer cannot provide the appropriate transport, all reasonably incurred expenses in respect to fares, meals and accommodation will be met by the employer on production of receipted account(s) or other evidence acceptable to the employer.</p>	<p>\$0.96 per kilometre</p>

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Classifications – Definitions

Support Services employees

Support Services employee – level 1

Indicative Role: General clerk, with less than 3 months experience

An employee with less than three months work experience in the industry and/or an employee who performs basic duties on an ongoing basis.

An employee at this level:

- works within established routines, methods and procedures;
- has minimal responsibility, accountability or discretion;
- works under direct or routine supervision, either individually or in a team; and
- is not required to have previous experience or training.

Support Services employee – level 2

Indicative Role: General clerk, with 3 – 12 months experience

An employee with between three months and less than one years' work experience in the industry and/or an office assistant or receptionist who is performing level 2 duties on an ongoing basis.

An employee at this level:

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

Support Services employee – level 3

Indicative Role: General clerk / Receptionist, more than 12 months experience

An employee, other than an administrative/clerical employee, at this level:

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

An administrative/clerical employee at this level undertakes a range of basic clerical functions within established routines, methods and procedures.

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**Support Services employee – level 4**Indicative Role: Clerk

An employee at this level:

- is capable of prioritising work within established policies, guidelines and procedures;
- is responsible for work performed with a medium level of accountability or discretion;
- works under limited supervision, either individually or in a team;
- possesses good communication, interpersonal and/or arithmetic skills; and
- requires specific on-the-job training, may require formal qualifications and/or relevant skills training or experience at Certificate III level.

Support Services employee – level 5Indicative Role: Secretary

An employee at this level:

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

Support Services employee – level 6Indicative Role: Practice Manager / Pay clerk

An employee at this level:

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

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Support Services employee – level 7

Indicative Role: Practice Manager

An employee at this level:

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

Support Services employee – level 8

Employees at this level will typically have worked or studied in a relevant field and will have achieved a standard of relevant and/or specialist knowledge and experience sufficient to enable them to independently advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field/s of their expertise.

They are responsible and accountable for their own work; and may have delegated responsibility for the work under their control or supervision, in terms of, inter alia, scheduling workloads, resolving operations problems, monitoring the quality of work produced as well as counselling staff for performance as well as work related matters.

They would also be able to train and to supervise employees in lower levels by means of personal instruction and demonstration. They often exercise initiative, discretion and judgment in the performance of their duties.

The possession of relevant post-secondary qualifications may be appropriate but not essential.

Indicative typical duties and skills in this level may include:

- operating and having responsibility for a complex and diverse payroll system;
- applying detailed knowledge of the organization's objectives, performance, projected areas of growth, product trends and general industry conditions for the purposes of assisting in developing policy or new products and services to meet changing market needs or other circumstances;
- using computer software packages including evaluating and determining optimum software solutions or the integration of complex word processing/data/graphics text;
- finalizing quotations or costing by applying a detailed knowledge of variable inputs, margins, market conditions, supply and delivery arrangements; or

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- preparing internal reports for management in any or all of the following areas account/financial; staffing; legislative requirement; other significant company activities/operations.

Support Services employee – level 9

Work at this level is usually performed in relation to established priorities, task methodology and work practices to achieve results in line with the organisation goals.

The work may include preparing papers and reports, drafting complex correspondence for senior employees, undertaking activities of a specialist or detailed nature, assisting in the preparation of procedural guidelines, providing, interpreting and analysing information for clients or other interested parties, exercising specific process responsibilities, and overseeing and coordinating the work of subordinate staff.

Work at this level includes supervision of a work group, small work area or office within the total organisational structure and co-ordination of a range of organisation functions.

Work is performed under general direction as to work priorities and may be of a technical or professional, project, procedural or processing nature, or a combination of these.

Direction exercised over work performed at this level may be less direct than at lower levels and is usually related to task methodologies and work practices. Employees at this level are expected to set priorities and to monitor work flow in the area of responsibility.

The work at this level requires the application of knowledge usually gained through previous experience in the discipline or from post-secondary or tertiary study. The work may require the co-ordination of a range of organisation functions and the exercising of judgment and/or delegated authority in areas where precedents or procedures are not clearly defined.

Independent action may be exercised at this level, e.g. developing procedures, management strategies and guidelines.

Indicative typical duties and skills at this level may include:

- supervising staff, setting priorities, monitoring work flow, and the development of strategies or work practices
- having responsibility for the development of appropriate training programs related to group development;
- applying equal employment opportunity and industrial relations principles;
- providing advice in relation to personal and career development related to work requirements;
- liaising or communicating with clients or other interested groups;
- general knowledge of the organisation's operations, combined with specialist knowledge of major activities within the work area; or
- being able to investigate interpret or evaluate information where legislation, regulations, instructions or procedural guidelines do not give adequate or specific answers.

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Health Professional employees

Health Professional – level 1

Positions at level 1 are regarded as entry level health professionals and for initial years of experience. This level is the entry level for new graduates who meet the requirement to practice as a health professional (where appropriate in accordance with their professional association's rules and be eligible for membership of their professional association) or such qualification as deemed acceptable by the employer. It is also the level for the early stages of the career of a health professional.

Health Professional – level 2

A health professional at this level works independently and is required to exercise independent judgment on routine matters. They may require professional supervision from more senior members of the profession or health team when performing novel, complex, or critical tasks. They have demonstrated a commitment to continuing professional development and may have contributed to workplace education through provision of seminars, lectures or in-services. At this level the health professional may be actively involved in quality improvement activities or research.

At this level the health professional contributes to the evaluation and analysis of guidelines, policies and procedures applicable to their clinical/professional work and may be required to contribute to the supervision of discipline specific students.

Health Professional – level 3

A health professional at this level would be experienced and be able to independently apply professional knowledge and judgment when performing novel, complex, or critical tasks specific to their discipline. At this level health professionals will have additional responsibilities

An employee at this level:

- works in an area that requires high levels of specialist knowledge and skill as recognised by the employer;
- is actively contributing to the development of professional knowledge and skills in their field of work as demonstrated by positive impacts on service delivery, positive referral patterns to area of expertise and quantifiable/measurable improvements in health outcomes;
- may be a sole discipline specific health professional in a metropolitan, regional or rural setting who practices in professional isolation from health professionals from the same discipline;
- is performing across a number of recognized specialties within a discipline;

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- may be accountable for allocation and/or expenditure of resources and ensuring targets are met and is responsible for ensuring optimal budget outcomes for their customers and communities;
- may be responsible for providing regular feedback and appraisals for senior staff to improve health outcomes for customers and for maintaining a performance management system; and
- is responsible for providing support for the efficient, cost effective and timely delivery of services.

Health Professional – level 4

A health professional at this level applies a high level of professional judgment and knowledge when performing a wide range of novel, complex, and critical tasks, specific to their discipline.

An employee at this level:

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

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List of Common Health Professionals

Acupuncturist	Medical Photographer/Illustrator
Aromatherapist	Medical Record Administrator
Art Therapist	Medical Technician/Renal Dialysis Technician
Audiologist	Musculoskeletal Therapist
Biomedical Engineer	Music Therapist
Biomedical Technologist	Myotherapist
Cardiac Technologist Health Information Manager	Naturopathist
Child Psychotherapist	Nuclear Medicine Technologist (NMT)
Chiropractor	Occupational Therapist
Client Advisor/Rehabilitation Consultant	Oral Health Therapist
Clinical Perfusionist	Orthoptist
Community Development Worker	Osteopath
Counsellor	Pastoral Carer
Dental Hygienist	Pharmacist
Dental Prosthetist	PHYSIOTHERAPIST
Dental Therapist	Play Therapist
Dietician	Podiatrist
Diversional Therapist	Prosthetist/Orthotist
Exercise Physiologist	Psychologist
Genetics Counsellor	Radiation Therapy Technologist (RTT)
Homeopathist	Recreation Therapist
Masseur, Remedial	Reflexologist
Medical Imaging Technologist (MIT) (Including: Medical Radiographer; Ultrasonographer; Magnetic Resonance Imaging Technologist; Nuclear Medicine Technologist; and Radiation Therapist)	Research Technologist
Medical Laboratory Technician	Medical Scientist
Medical Librarian	Social Worker
	Sonographer
	Speech Pathologist
	Welfare Worker
	Youth Worker

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