

ACT EBA update: Wardie Classification Structure

Dear Member,

Members have been fighting for a new Wardsperson Classification Structure. This was part of our log of claims and we provided the attached draft classification structure to ACT Health on 9 July 2018 (Attachment A).

ACT Health response was to propose broadbanding of Grade 2 and 3 and to 'review' HSO3 positions to determine whether they should be upgraded to HSO4 (Attachment B). Broadbanding is available under clause Q5 of your Enterprise Agreement and enables an agreement to be reached to remove the hard barrier between the grades (a soft barriers make it easier to move up the pay scale).

Your HSU reps responded by seeking broadbanding of HSO 3-5 to allow employees to move from entry level to the top of HSO5 and for the HSU's proposed classification structure to be reviewed during the life of the Agreement (Attachment C).

ACT Health responded by agreeing to the entry level at HSO3 and broadbanding to HSO4, with certain specialised areas of the Mental Health Unit and the De-escalation Unit and Theatres to be upgraded to HSO5 and a commitment to review the draft classification structure during the life of the Agreement (Attachment D).

Your reps met with again with management on 20 September and argued that those working as part of a code response team should be upgraded to HSO5 also and Theatres should be upgraded to HSO6. Representatives explained the complexity of the work in areas such as Block, ED, ICU and in Theatres. Reps also sought these upgrades to apply at Calvary.

ACT Health advised at the meeting that they will respond to the HSU in a fortnight and a meeting is now scheduled for 4 October. After this meeting the HSU will hold members meetings to discuss and vote on any final proposals from ACT Health. If you have any questions or comments please contact your delegates, HSU Industrial Officer, Julie Gordon on julie.gordon@hsu.asn.au or 0477 744 795 or your new Organiser, Ben Halliday on ben.halliday@hsu.asn.au or 0427 081 887.

Members are doing the heavy lifting to win respect for the work that you do. The more members we have the stronger are to win our claims. Invite a workmate to join the HSU and be part of a fighting union that is standing up for health workers. They can join by visiting www.hsu.asn.au/join or by calling the union on 1300 478 679.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

DRAFT CLASSIFICATION STRUCTURE FOR WARDSPERSONS – ACT Public Sector Support Services Enterprise Agreement 2013-2017 - Without Prejudice

Proposed Title		Proposed alignment
	<p>Overview: Entry level, over time, has become HSO3. Once employed a wardsperson stays at HSO3, unless they are working in theatres. So, you have new inexperienced entrants and staff performing higher level more complex work, such as high risk patient relocations from the Heliport and responding to code black and code blue. As discussed at the first EBA meeting, ACT Health needs to consider the benefits to the organisation of recognising the differences in tasks performed at each level and that is unfair to pay the same rate to a new entrant as to an experienced employee doing higher level more complex work.</p>	
<p>Clinical Support Officer Level 1</p>	<p>Indicative Duties - Entry level</p>	<p>HSO3</p>
	<ul style="list-style-type: none"> • Relocation of patients and equipment throughout the campus; 	
	<ul style="list-style-type: none"> • Handle and escort confidential information with a high level of probity; 	
	<ul style="list-style-type: none"> • Perform pre-operative shaves, where instructed, under direct supervision; 	
	<ul style="list-style-type: none"> • Operate vehicles, machinery or equipment requiring more than a basic level of skill eg vehicles under C class license. 	
	<p>Satisfactory completion of training/demonstrated competence in accordance with requirements for this level.</p>	
	<p>Minimum ACT-C class driver's license</p>	

Clinical Support Officer 2	Transport (no response to Codes and or direct patient care)	HSO4
	<ul style="list-style-type: none"> Relocation of patients and equipment throughout the campus; 	
	<ul style="list-style-type: none"> Handle and escort confidential information with a high level of probity; 	
	<ul style="list-style-type: none"> Perform pre-operative shaves, where instructed, under direct supervision; 	
	<ul style="list-style-type: none"> Operate vehicles, machinery or equipment requiring more than a basic level of skill eg vehicles under C class license. 	
	<ul style="list-style-type: none"> Specialised waste removal from sensitive areas under supervision; 	
	<ul style="list-style-type: none"> Driving vehicles for mental health patient transfers within the hospital campus; 	
	<ul style="list-style-type: none"> Conduct high risk patient relocations from Heliport; 	
Qualifications/experience	3-6 months experience at entry level	
	Completed competency assessment at entry level	
Clinical Support Officer 3	Wardsperson - Response Team - ED/Emergency/ICU	HSO5
	<ul style="list-style-type: none"> Relocation of patients and equipment throughout the campus; 	
	<ul style="list-style-type: none"> Handle and escort confidential information with a high level of probity; 	
	<ul style="list-style-type: none"> Perform pre-operative shaves; 	
	<ul style="list-style-type: none"> Operate vehicles, machinery or equipment requiring more than a basic level of skill eg vehicles under C class license. 	
	<ul style="list-style-type: none"> Specialised waste removal from sensitive areas; 	
	<ul style="list-style-type: none"> Driving vehicles for mental health patient transfers within the hospital campus; 	
	<ul style="list-style-type: none"> High level of negotiation skills when dealing with aggressive and potentially aggressive patients, staff and visitors; 	

	<ul style="list-style-type: none"> • Conduct high risk patient relocations from Heliport; 	
	<ul style="list-style-type: none"> • Assist professional, nursing and technical staff by performing tasks requiring knowledge of functions within a specific field or discipline eg preparation of bodies for post-mortem examination and relocation of bodies at the conclusion of post-mortem examinations; 	
	<ul style="list-style-type: none"> • Assist and perform mortuary duties as directed; 	
	<ul style="list-style-type: none"> • Assist in the movement, lifting and positioning of patients in wards; 	
	<ul style="list-style-type: none"> • Perform pathology related courier functions; 	
	<ul style="list-style-type: none"> • Provide assistance upon request to all other areas of Ward Services team members; 	
	<ul style="list-style-type: none"> • Handle and escort confidential information with a high level of probity; 	
	<ul style="list-style-type: none"> • Knowledge of emergency procedures and codes; 	
	<ul style="list-style-type: none"> • Attend all medical emergencies; 	
	<ul style="list-style-type: none"> • Perform CPR as directed by clinical staff; 	
	<ul style="list-style-type: none"> • Attend all personal internal emergencies. 	
	<ul style="list-style-type: none"> • The ability to prioritise workload and the ability to adapt to specific patient requirements; 	
	<ul style="list-style-type: none"> • Have an extensive knowledge of Manual Handling techniques; 	
	<ul style="list-style-type: none"> • Support and assist with the training and orientation of new recruits; 	
Qualifications/experience	Advanced First Aid	
	Child Protect Level 3 (Certificate)	
	Part training - to be replaced by a recognised qualification	
Mental Health/Code Black Allowance	For employees required to attend code blacks	\$50 per shift

Clinical Support Officer 4	Wardsperson - Theatres	HS06
	<ul style="list-style-type: none"> • Assist professional, nursing and technical staff by performing tasks requiring knowledge of functions within a specific field or discipline eg Theatres 	
	<ul style="list-style-type: none"> • Assist in the movement, lifting and positioning of patients in operating theatres; 	
	<ul style="list-style-type: none"> · Assist in the movement of patients to and from theatre recovery area; 	
	<ul style="list-style-type: none"> · Assist and perform mortuary duties as directed; 	
	<ul style="list-style-type: none"> · Perform pathology related courier functions; 	
	<ul style="list-style-type: none"> • Provide assistance upon request to all other areas of Ward Services team members; 	
	<ul style="list-style-type: none"> • Have knowledge of what is required when Emergency Procedures are activated; 	
	<ul style="list-style-type: none"> • The ability to prioritise workload and the ability to adapt to specific patient requirements; 	
	<ul style="list-style-type: none"> • Have an extensive knowledge of Manual Handling Techniques; 	
	<ul style="list-style-type: none"> • High level of negotiation skills when dealing with aggressive and potentially aggressive patients, staff and visitors; 	
	<ul style="list-style-type: none"> • Specialised waste removal from sensitive areas; 	
	<ul style="list-style-type: none"> · Relocation of patients and equipment to theatres; 	
	<ul style="list-style-type: none"> • Handle and escort confidential information with a high level of probity; 	
	<ul style="list-style-type: none"> • Conduct pre-operative shaves where instructed; 	
	<ul style="list-style-type: none"> • Convey medical equipment throughout Theatres; 	
	<ul style="list-style-type: none"> • Have a working knowledge of all theatre equipment; 	
	<ul style="list-style-type: none"> • Maintain and distribute existing medical equipment; 	
	<ul style="list-style-type: none"> • Conducting iMRI safe training to ward persons and relevant staff; 	
	<ul style="list-style-type: none"> • Attend all medical emergencies; 	
	<ul style="list-style-type: none"> • Perform CPR as directed by clinical staff; 	

	<ul style="list-style-type: none"> Attend all personal internal emergencies. 	
	<ul style="list-style-type: none"> Support and assist with the training and orientation of new recruits; 	
Qualifications/Experience	Certificate III in Health Services Assistance (HLT3315) Operating Theatre	
	or equivalent experience	
Clinical Support Officer 5	Team Leader	HS07
	<ul style="list-style-type: none"> Assist professional, allied health professional, nursing and technical staff by performing tasks requiring knowledge of functions within a specific field or discipline eg preparation of bodies for post-mortem examination and relocation of bodies at the conclusion of post-mortem examinations; 	
	<ul style="list-style-type: none"> Assist in the movement, lifting and positioning of patients in operating theatres; 	
	<ul style="list-style-type: none"> Assist in the movement of patients to and from theatre recovery area; 	
	<ul style="list-style-type: none"> Assist and perform mortuary duties as directed; 	
	<ul style="list-style-type: none"> Perform pathology related courier functions after hours 2000 to 0800 	
	<ul style="list-style-type: none"> Under clinical advice, provide assistance with patient related to the Manual Handling Policy; 	
	<ul style="list-style-type: none"> Provide assistance upon request to all other areas of Ward Services team members; 	
	<ul style="list-style-type: none"> Have knowledge of what is required when Emergency Procedures are activated; 	
	<ul style="list-style-type: none"> The ability to prioritise workload and the ability to adapt to specific patient requirements; 	
	<ul style="list-style-type: none"> Have an extensive knowledge of Manual Handling Techniques; 	
	<ul style="list-style-type: none"> The ability to have a high level of negotiation skills when dealing with aggressive and potentially aggressive patients, staff and visitors; 	

	· Specialised waste removal from sensitive areas;	
	· Driving vehicles for patient transfers within the hospital campus;	
	· Relocation of patients and equipment throughout the campus;	
	· Handle and escort confidential information with a high level of probity;	
	· Conduct pre-operative shaves where instructed;	
	· Conduct high risk patient relocations from Heliport;	
	· Convey medical equipment throughout Theatres;	
	· Support and assist with the training and orientation of new recruits;	
	· Have a working knowledge of all theatre equipment;	
	· Maintain and distribute existing medical equipment;	
	· Conducting iMRI safe training to ward persons and relevant staff;	
	· Attend all medical emergencies;	
	· Perform CPR as directed by clinical staff;	
	Attend all personal internal emergencies.	
Qualifications/ Experience	minimum 6 years' experience	
Clinical Support Officer Level 6	Co-ordinator	HS08
	High level data entry skills, including handling confidential information	
	Supervise and coordinate a large number of staff	
	High level interpersonal skills	
	Knowledge of all TCH hospital campus and departments	
	Appropriate delegation of tasks to meet operational requirements	
	Liaising between departments	
	Have knowledge of what is required when Emergency Procedures are activated;	

	The ability to prioritise workload and the ability to adapt to specific patient and department requirements	
	Handle and escort confidential information with a high level of probity;	
Clinical Support Officer Level 7	Floor Supervisor	
	High levels of data entry, involving confidential information	HS09
	Supervise and coordinate a large number of staff	
	High level inter-personal skills	
	Knowledge of all TCH hospital campus and departments	
	Appropriate delegation of tasks to meet operational requirements	
	Liaising between departments	
	Have knowledge of what is required when Emergency Procedures are activated;	
Clinical Support Officer Level 8	In-house training	HS10

Without prejudice

Health response re Wardsperson classification structure

Health notes the HSU proposal and the discussions held to date to agree on duties currently performed and to understand the proposal. It is noted that, in recent times, all wardspersons have been appointed at HSO3 level and theatre wardspersons have been upgraded to HSO4. Further, the current HSO5 positions are currently under review, which is likely to result in an upgrading of those positions.

Health agrees to the HSU proposal for an Entry Level and conditional progression to the next Level, based on competency. This will be achieved by broadbanding the HSO2 and HSO3, in accordance with clause Q5 of the current EA (which will be retained in the new EA). Health will discuss this broadbanding with relevant employee representatives to seek their agreement in accordance with subclause Q5.1. If agreed, the broadbanding could be confirmed by including it in Section S in the new EA.

In accordance with subclause Q5.3, Health would then develop progression requirements, which might include completion of the PART training, acquisition of a C Class license and appropriate relevant experience.

Concurrently, Health will review all current HSO3 wardsperson positions to determine if they are appropriately classified, which may result in upgrading of some of the current HSO3s to HSO4. During that review, Health can consider whether there are additional requirements/duties that might enhance the justification for upgrading positions to HSO4.

Following this, whether new Team Leader/Co-ordinator/Floor Supervisor roles are required would be a matter for consideration following the transition to 2 organisations (scheduled for 1 October).

All the changes proposed above can be achieved within the current EA, and would not unnecessarily delay the finalisation of the new EA. Further, there will be a whole of service review of all classification structures following completion of enterprise bargaining for all ACT Government EAs, and the HSU proposal for an entirely new classification structure will be given priority in that forthcoming review.

Clinical Support Officer classification structure						
			Broad band - HSO3-5	Competencies for Progression		GSO alignment in support of proposal
CSO1	Entry Level	HSO3	\$48,385	To be developed by the parties	GSO3	<ul style="list-style-type: none"> work under direct supervision
			\$48,913			<ul style="list-style-type: none"> perform a range of routine manual tasks and/operate equipment with little or no previous training or experience
			\$49,443			<ul style="list-style-type: none"> exercise <u>minimal judgement</u>
			\$49,958			
			\$50,041			
CSO2	Transport	HSO4	\$49,958		GSO4	<ul style="list-style-type: none"> Work under general supervision individually and as a team and perform a variety of tasks. Has <u>in depth knowledge of standardised practices</u> and procedures and have skills obtained through training and experience.
			\$50,582			<ul style="list-style-type: none"> Operates vehicles and supervises new staff members at the entry level. Ensuring new staff members become competent in the patient transfer processes and standardised practices involved in patient transport.
			\$51,205			<ul style="list-style-type: none"> <u>Exercises judgement in how tasks are going to be performed.</u> For example, transferring of confused elderly patients, determining whether a nurse escort is needed due to illness or patient's behavior.

			\$51,869			<ul style="list-style-type: none"> Exercises good communication and interpersonal skills. For example, often wardspersons are responsible for the relay of information between members of the multidisciplinary team upon arrival of destination. Informs nurses of any patient request upon arrival at destination (i.e. request for pain relief and other medications, request to inform family of any clinical developments, etc.)
CSO3	Response Team/Theatre		\$52,606		GSO5	<ul style="list-style-type: none"> Works under general/limited supervision either individually or in a team, requiring a high level of skills and knowledge.
			\$53,494			<ul style="list-style-type: none"> Under general/limited supervision operates equipment requiring a high level operational skill e.g. Jordan Frames, Spinal Boards.
			\$54,380			<ul style="list-style-type: none"> Exercises <u>independent judgement</u> in deciding how tasks are to be performed and have authority to adapt work methods in dealing with non-standard problems. For example, when maneuvering patients where basic manual handling training is not applicable and de-escalation of aggressive and unpredictable consumers.
			\$55,221			<ul style="list-style-type: none"> Exercises good communication and interpersonal skills. At this level, in addition to the skills at CSO2, have more in-depth interactions with patients and members of the multidisciplinary team, as a part the team administering care. It is effective interpersonal and communication skills that enable Wardspersons to perform the duties at this level. E.g. Building rapport with long term clients, de-escalating aggressive consumers etc.

Classification review to be conducted as a matter of priority to consider the following:

Team Leader

Co-ordinator

Floor Supervisor

Appropriate level for Theatres

Without prejudiceHealth response re Wardsperson classification structure

Health confirms discussions about this structure held on 6 September 2018. It is noted that currently all wards persons are appointed at HSO3 level and theatre wardspersons are at HSO4. Further, the current HSO5 positions have been reviewed and will be upgraded to HSO6.

Health agrees to the HSU proposal for an Entry Level and conditional progression to the next Level, based on competency. This will be achieved by broadbanding the HSO3 and HSO4 Levels, in accordance with clause Q5 of the current EA (which will be retained in the new EA). Health will agree with relevant employee representatives to implement this in accordance with subclause Q5.1 and will commence work to achieve this. The HSO3/4 broadband will be included in Section S in the new EA.

In accordance with subclause Q5.3, Health will develop progression requirements, including but not limited to, PART training, acquisition of a C Class license and appropriate relevant experience.

Concurrently, Health will review all current HSO4 positions and upgrade them to HSO5. Further, specific positions in the Adult Mental Health Unit and the Emergency Department De-Escalation Unit will also be upgraded to HSO5 with additional consideration given to a Higher Duties Allowance for HSO4 Wards persons who are required to "special" a patient for a "shift".

All the changes proposed above can be achieved within the current EA, and will not delay the finalisation of the new EA. Further, there will be a whole of service review of all classification structures following completion of enterprise bargaining for all ACT Government EAs, and the HSU proposal for a separate classification structure will be given priority in that review.