

## **Submission in response to Fair Work Commission Statement of 16 April 2018 (AM2014/286)**

1. The Flagstaff Group Ltd (“Flagstaff”) seeks to take the opportunity of providing this submission and annexed material in response to the Fair Work Commission (“FWC”) Statement released on the 16<sup>th</sup> of April 2018 as part of the review of the Supported Employment Services Award (SESA).
2. In preparing this submission, Flagstaff notes and agrees with the following significant findings contained within FWC Statement:

[1] The Supported Employment Services Award 2010 (Award) is expressed, in clause 4.1, to cover employers who operate “supported employment services” and their employees working in the classifications in Schedule B of the Award, but excluding employees covered by the Aged Care Award 2010, the Health Professionals and Support Services Award 2010 or the Social, Community, Home Care and Disability Services Industry Award 2010. The expression “supported employment services” is defined in clause 3 to mean “a service as defined in section 7 of the Disability Services Act 1986 (Cth)”. Section 7 of the Disability Services Act 1986 defines “supported employment services” as follows:

“supported employment services” means services to support the paid employment of persons with disabilities, being persons:

- (a) for whom competitive employment at or above the relevant award wage is unlikely; and
- (b) who, because of their disabilities, need substantial ongoing support to obtain or retain paid employment.

[3] In substance, the Award may be characterised as covering enterprises (known as Australian Disability Enterprises or “ADEs”) established for the purpose of employing persons with disabilities who are unlikely to be able to obtain employment in the open labour market at award wages or higher and who need substantial ongoing support to obtain and retain paid employment. The employees to whom the Award applies consist overwhelmingly of such disabled persons. It also covers some non-disabled support and administrative staff employed at such enterprises, but many support staff are employed under one of the three awards identified in the clause 4.1 exclusion.

[14] During the hearing we conducted inspections of a number of ADEs in Sydney and Wollongong, received witness statements and heard evidence from a large number of witnesses, including expert witnesses, and were assisted by extensive written and oral submissions from the parties. We will in due course, subject to what we state below, issue a full decision stating our findings as to the evidence and our final conclusions as to the matter. However because we do not propose to grant any of the claims relating to wages and wage assessment in the form proposed by the respective claimant organisations but rather consider it likely that it will be necessary to vary the Award in terms not proposed by any party, we consider that the proper course is to state a number of provisional conclusions we have reached and to give the parties an opportunity to consider them, confer and, if necessary, advance further submissions concerning them.

3. Flagstaff believes these findings endorse our views that the SESA is a unique Award operating in a unique & specialised environment and accordingly, the SESA, particularly the classification structure within the Award) can and should be modified to meet the needs of that unique environment and that any such decision to do would not subsequently impact on the classification structure of other Modern Awards.
4. In preparing the materials provided in support of this submission, Flagstaff has noted the following provisional conclusions contained within the FWC Statement:

[15] The provisional conclusions we have reached are as follows:

(1) Supported employment covered by the Award has a valuable and socially significant role in providing employment to primarily intellectually disabled persons for whom, at current or foreseeable levels of government support, the achievement and maintenance of open employment would not be viable. ADEs are able to employ disabled persons by adjusting their daily job tasks to suit their abilities, in circumstances where an equivalent open employment job role may not be able to be completed by a single ADE employee.<sup>7</sup>

(2) The determination of wages for supported employees by the use of the wage assessment tools currently prescribed in clause 14.4 of the Award does not meet the modern awards objective because:

- they produce different wage outcomes for persons performing equivalent tasks at equivalent levels of competency;
- in substance they permit employers to establish their own classification structure and pay rates rather than apply pay rates properly derived from the Award; and
- may in some cases contravene the Disability Discrimination Act 1992 for reasons similar to those found in the Nojin decision in relation to the BSWAT assessment tool.

(5) The existing classification structure in Schedule B of the Award, in relation to which the wage assessment tools are intended to operate, is also inadequate and unlikely to meet the modern awards objective. This is principally because it has not been structured with the specific circumstances of supported employment in mind, has not been drafted in a way which clearly identifies the work tasks and skills required of a fully competent employee at each grade, and may on one view be read as entitling supported employees in ADEs who perform only disaggregated parts of a single job to the full classification rate.

(8) The new classification structure should, at each grade, generally describe the range of tasks which a fully competent employee would have the capacity to perform to the reasonable output and quality standard required by the employer in a given industry or occupational area of work. At Grade 2, this would involve a simple and repetitive range of tasks performed under a normal industry-standard level of supervision, and Grade 3 would involve a range of somewhat more complex tasks.

(9) The new wage assessment mechanism would be a hybrid model involving two elements:

(a) An assessment of the “size” of the job actually assigned to the supported employee compared to a job which would attract the full Award rate of pay at Grade 1, 2 or 3. This would involve a work value assessment with particular focus on the range of tasks required to be performed compared to the relevant Award classification, the complexity of those tasks and the skills required to perform them, and the degree of support necessary to allow the employee to perform those tasks. This might involve, for example, an actual job assigned to a supported employee being “sized” in increments of 20%, 40%, 60%, 80% and 100% of a job to which an Award classification in Grades 1-3 would apply.

(b) Once the job was properly “sized”, a modified SWS-type assessment would be carried out to determine the output of the supported employee in discharging that job compared to the output of a person without that employee’s disability performing the same job. This assessment would have to take into account any non-productive periods on the part of the supported employee and provide for an objective and consistent method of benchmark-setting.

The result would be, for example, that if the job was “sized” at 60% of a full Award classification job, and if the supported employee could perform that job at an output level of 50% compared to another person who can perform to the employer’s reasonable expectation of output, the wage rate would be 30% of the Award classification minimum rate of pay. A minimum of 12.5% of the full award hourly rate would continue to apply.

5. Flagstaff is generally supportive of the Full Bench’s conclusions, however we do respectfully submit that the suggestion of a modified SWS type assessment to *‘determine the output of the supported employee in discharging that job compared to the output of a person without that employee’s disability performing the same job’* would likely be problematic in some circumstances, such as where a specific task is created for the purpose of ‘meeting’ that person’s ability.
- 5.1 In that circumstance, basing productivity on a person without a disability may result in an immediate disadvantage to the person being assessed.
- 5.2 This concern may be addressed depending on the further modifications of the SWS, however Flagstaff proposes that Productivity be measured using an alternative formula rather than the traditional formulas of ‘number of items compared to...’ or ‘as fast as compared to..’.

6. In preparing the material in support of this submission, Flagstaff has sought to:
- a) (reconsider the SESA classification structure for Grade 1, 2 and 3 (contained within Annex 'A'); and
  - b) develop a draft Supported Employment Wage Assessment System (contained within Annex 'B')

**7. *The Classification Structure:***

7.1 Flagstaff submits that the existing SESA classification structure for Grades 1, 2 and 3 are deficient in as far as they do not adequately identify the skills or level of supervision required in the role. Accordingly, the current wording should be significantly re-worded and then a six stage ('a' to 'f') sub classification structure embedded within those grades that identifies the 'Job Sizing' formula.

7.2 Each sub-classification (read as 'Job Sizing') attracts a corresponding percentage of the relevant Grades full award rate to identify a base hourly rate:

[a] = 12.5%

[b] = 20%

[c] = 25%

[d] = 30%

[e] = 40%

[f] = 50%

7.3 Any applied wage assessment system would then build on the base hourly rate.

7.4 Flagstaff believes that this approach would:

- a) negate the need for the ADE sector to develop multiple (likely hundreds) of individual job descriptions; and,
- b) provide a nationally consistent method for job sizing regardless of the role or task(s) undertaken; and,
- c) provide a legitimate and fair rate of base pay (hourly rate) as a starting point for any subsequently applied wage assessment system; and,
- d) provide a practical system whereby a person with a disability could be employed on full award wages (including Grades 1,2, & 3) where they meet the expectations of the Grade in their entirety.

8. In considering alternative Supported Employment Wage Assessment System, it should be noted that Flagstaff has participated in consultation meetings with the National Disability Services (NDS) as well as other ADE's in relation to submissions they are preparing, and whilst supportive in principle of the Australian Business Lawyers & Advisors (ABLA) submission, and recognising the merit of some other submissions, in particular the Greenacres submission, Flagstaff has also developed an alternative draft Supported Employment Wage Assessment System which we believe provides an alternative wage assessment option.

8.1 Flagstaff does however recognise that our proposal is somewhat reliant on the acceptance of the 'Job Sizing' formula being embedded in the classification structure.

8.2 Additionally, as a result of unwillingness of some interested parties to the Award review process to meaningfully engage in the discussions that have taken place under the auspices of the Commission, our draft Supported Employment Wage Assessment System has been developed without the benefit of agreed or clearly defined or established parameters or guidelines.

**9. Supported Employment Wage Assessment:**

After determining a base hourly rate based on the job sizing contained within the Grade classification, the Supported Wage Assessment System then provides additional incremental wage increases are then determined by a measurement of Overall Productivity Assessment comprising:

a) Physical Productivity (actual time remaining on task/role over a 60 minute period); and,

b) Supervision (i.e. the level of supervision the Supported Employee needs to):

- ✓ Meet WHS requirements (for PPE & Behaviour)
- ✓ Continue to undertake tasks as trained
- ✓ Meet reasonable workplace behaviour standards
- ✓ Remain productive
- ✓ Meet Quality standards

9.2 Overall Productivity Assessment determines one of ten distinct Overall Productivity Levels and each level has an associated percentage increase of the base hourly rate (identified by job sizing).

<b>Supervision Band</b>	<b>Physical Productivity Level</b>	<b>Percentage Increase</b>
Very High Supervision	Entry	0%
Very High Supervision	Capable	10%
High Supervision	Entry	20%
High Supervision	Capable	30%
Moderate Supervision	Entry	40%
Moderate Supervision	Capable	50%
Low Supervision	Entry	60%
Low Supervision	Capable	70%
Minimal Supervision	Entry	80%
Minimal Supervision	Capable	90%

9.3 As an example of how the Overall Productivity Assessment influences the task sizing base rate, the following graph provides an example using the Grade 1 full hourly rate of \$18.29

Grade 1 Hourly Rate \$18.29		OVERALL PRODUCTIVITY/SUPPORT LEVEL									
		Supervision		Supervision		Supervision		Supervision		Supervision	
		<i>Very High</i>		<i>High</i>		<i>Moderate</i>		<i>Low</i>		<i>Minimal</i>	
		Physical Productivity		Physical Productivity		Physical Productivity		Physical Productivity		Physical Productivity	
Base Rate (Determined by Task Sizing)		<i>Entry</i>	<i>Competent</i>	<i>Entry</i>	<i>Competent</i>	<i>Entry</i>	<i>Competent</i>	<i>Entry</i>	<i>Competent</i>	<i>Entry</i>	<i>Competent</i>
		0.00%	10.00%	20.00%	30.00%	40.00%	50.00%	60.00%	70.00%	80.00%	90.00%
Grade 1 (a)	12.50% (i.e. \$2.29)	\$2.29	\$2.51	\$2.74	\$2.97	\$3.20	\$3.43	\$3.66	\$3.89	\$4.12	\$4.34
Grade 1 (b)	20.00% (i.e. \$3.66)	\$3.66	\$4.02	\$4.39	\$4.76	\$5.12	\$5.49	\$5.85	\$6.22	\$6.58	\$6.95
Grade 1 (c)	25.00% (i.e. \$4.57)	\$4.57	\$5.03	\$5.49	\$5.94	\$6.40	\$6.86	\$7.32	\$7.77	\$8.23	\$8.69
Grade 1 (d)	30.00% (i.e. \$5.49)	\$5.49	\$6.04	\$6.58	\$7.13	\$7.68	\$8.23	\$8.78	\$9.33	\$9.88	\$10.43
Grade 1 (e)	40.00% (i.e. \$7.32)	\$7.32	\$8.05	\$8.78	\$9.51	\$10.24	\$10.97	\$11.71	\$12.44	\$13.17	\$13.90
Grade 1 (f)	50.00% (i.e. \$9.15)	\$9.15	\$10.06	\$10.97	\$11.89	\$12.80	\$13.72	\$14.63	\$15.55	\$16.46	\$17.38

(adds 0% to Base Rate)   (adds 10% to Base Rate)   (adds 20% to Base Rate)   (adds 30% to Base Rate)   (adds 40% to Base Rate)   (adds 50% to Base Rate)   (adds 60% to Base Rate)   (adds 70% to Base Rate)   (adds 80% to Base Rate)   (adds 90% to Base Rate)

9.4 Flagstaff submits that the concept of a measure of items produced either in a period of time, or compared to a person who does not have a disability is not only potentially intrinsically unfair to some people with a disability, but it also inconsistent with the way the notion of productivity is applied in many generalist employment environments.

9.5 Without replicating extensive extracts of our proposed Supported Wage Assessment System into this document, Flagstaff also submits that any new System should contain:

- 1) A requirement that where a Supported Employee, who meets the eligibility for and elects to remain in Supported Employment, can undertake all Task Sizing components of a Grade and can do so at a the highest Physical Productivity level without any level of supervision or support, then the person should not have their wage calculated using this Wage Assessment System. Rather, the person should be employed at full award wages.
- 2) Methodology and procedure whereby a person with a disability (unless they are on the full Grade 1 hourly rate) does not remain at Grade 1 for an extended period of time and that an increase to the Grade 2 full hourly rate as the basis of task sizing percentage rate is subsequently applied either by undertaking a Grade 2 task or by application of the amount regardless of the task undertaken.
- 3) Limitations on ways in which wage regressions can be applied, for example:
  - a) Where there is deterioration of the Supported Employee’s capacity to undertake their current Task Sized grade and that effect is likely or expected to exceed 3 months;
  - b) The employer organisation can no longer provide their current Task Sized grade due to the ordinary turnover of work;
  - c) The Supported Employee requests to undertake a lower Task Sized grade and it is documented that the Supported Employee is aware of any adverse financial implications as a result of the request.

- d) Methodology and procedure whereby an organisation paying greater wages as the result of the application of an alternative wage tool or wage assessment process introduces the new Supported Wage Assessment System and seeks to apply the new (lower) wage rates.

9.5.1 Flagstaff submits that the methodology and procedure above 9.5(3)(d) should be provided given that the Fair Work Commission heard evidence of ADE's introducing the SWS as a result of incentive by the Commonwealth and whom now have identified that the decision has had significant adverse impact on their profitability & sustainability.

9.5.2 Flagstaff does however acknowledge that any wage regression proposed above in 9.5(3)(d) must be subject to stringent eligibility & procedural requirements.

9.6 In relation to the physical and frequency of application of the new Supported Wage Assessment System, Flagstaff submits that:

- 1) Assessments are completed by the employer organisation in the first instance;
- 2) An independent assessment within 6 months of the person commencing supported employment.
- 3) Subsequent assessments should then be completed by the employer organisation:
  - a) every 12 months from the date of the last assessment completed by an Independent Assessor
  - b) whenever the Supported Employee undertakes a new task(s); and/or,
  - c) whenever the Supported Employee completes any formal workplace training designed to increase the supported employee's capacity to undertake a higher graded task(s)
- 4) Independent assessments should be completed every 3 years from the date of the last assessment completed by an Independent Assessor

9.6.3 In relation to the monitoring and safeguarding of employer organisation assessments, Flagstaff submits that such assessments could be independently reviewed by including such review as part of the comprehensive annual NDIS Quality & safeguarding review conducted by NDIS approved external assessors.

9.7 Flagstaff hopefully anticipates that after consideration of all submissions, the Fair Work Commission will deliver a decision that:

- a. Confirms the new Classification structure for Grades 1, 2 & 3 or otherwise invites parties to contribute to the development of a new Classification structure that is consistent with requirements, parameters and guidelines contained within that decision; and

- b. Confirms the new Supported Wage Assessment System or otherwise invites parties to contribute to the development of a new Supported Wage Assessment System that is consistent with requirements, parameters and guidelines contained within that decision; and
- c. Provides opportunity for extensive testing of any proposed new Supported Wage Assessment System; and,
- d. Provides practical and reasonable transition periods for the implementation of a new Supported Wage Assessment System

9.8 Flagstaff appreciates the opportunity to provide this submission and as an active and contributing participant in the February 2018 hearing into this matter and the many conciliation meetings at the Fair Work Commission preceding the hearing, we would welcome the opportunity to participate in any future consultation process, panels or working parties contributing to the development of a new Award Classification structure for Grades 1, 2 and 3 and/or the design, modelling and/or testing of a new Supported Wage Assessment System.

October 2018

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**Flagstaff Group Submission**

**Annex 'A'**

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# **SUPPORTED EMPLOYMENT SERVICES AWARD**

## **Proposed Wage Classification Structure**

### **Grades 1 - 3**

## PROPOSED GRADE 1:

An employee engaged at this grade is a person who is undertaking a role that is consistent with employment under this Award and:

Is completing or has completed a job induction that includes training and/or assessment on:

- Work Health & Safety (WHS),
- Work and documentation procedures consistent to their Grade of employment;
- Conditions of employment;
- Quality control/assurances consistent to their Grade of employment;
- Workplace behaviour expectation

**and,** is undertaking a role that requires no level of self-discretion, literacy and/or numeracy;

**and,** is undertaking a role requires the completion of a number of tasks (*with or without the use of jigs or guides*) that requires up to 6 (six) sequential activities that require the assembly or pairing of 2 or less separate items;

**and,** is required to recognise product deviation and/or quality faults in their own work and appropriate to their level of training and to the level of the task they are undertaking and stop work until the deviation or fault is rectified;

**and,** requires a level of supervision greater than 'general supervision' in order to consistently undertake their role safely and as instructed whilst meeting agreed productivity levels.

### **Grade 1 Relevance to the Supported Employment Wage System**

Where a person with a disability is undertaking tasks associated with a Grade 1 role, and where the person is:

- a) not undertaking the role in its entirety (i.e. only undertaking task(s) associated with the role; and,
- b) the person's wage is to be assessed by a Supported Employment Wage Assessment System approved under this Award;

Then the Grade 1 Task Sizing for the application of the approved Supported Employment Wage System is as follows:

**1[a]** Is undertaking training and/or assessment on:

- Work Health & Safety (WHS),
- Work and documentation procedures consistent to their Grade of employment;
- Conditions of employment;
- Quality control/assurances consistent to their Grade of employment;
- Workplace behaviour expectation

**1[b]** Meets the requirements and/or expectations of 1[a], **and,** is undertaking a single non-sequential task (*with or without the use of jigs or guides*) that requires no level of self-discretion, literacy and/or numeracy;

**1[c]** Meets the requirements and/or expectations of 1[a] & 1[b], **and,** is undertaking a task that involves up to 3 (three) sequential activities that require the assembly or pairing of 2 or less separate items;

**1[d]** Meets the requirements and/or expectations of 1[a] & 1[b] & 1[c], **and,** is undertaking a task that involves up to 6 (six) sequential activities that require the assembly or pairing of 2 or less separate items;

- 1[e]** Meets the requirements and/or expectations of 1[a] & 1[b] & 1[c] & 1[d], **and**, is able to recognise product deviation and/or quality faults in their own work & appropriate to their level of training and to the level of the task they are undertaking and stop work until the deviation or fault is rectified;
- 1[f]** Meets the requirements and/or expectations of 1[a] & 1[b] & 1[c] & 1[d] & 1[e], **and**, has agreed to, and commenced, training to undertake a higher Graded role.

## **PROPOSED GRADE 2:**

An employee engaged at this grade is a person who is undertaking a role that is consistent with employment under this Award and:

Has completed a job induction that includes training and/or assessment on:

- Work Health & Safety (WHS),
- Work and documentation procedures consistent to their Grade of employment;
- Conditions of employment;
- Quality control/assurances consistent to their Grade of employment;
- Workplace behaviour expectation

**and**, is undertaking a role that requires any level of self-discretion and/or;

- i. Numeracy skills sufficient to accurately count up to 20 (twenty) and/or correct interpretation and compliance with basic instructions which are in either picture, diagram or text form; and/or
- ii. The correct operation of basic office equipment (such as a photocopier), receive & re-direct telephone calls and undertake basic administrative filing (i.e. alphabetically based filing);

**and**, is undertaking a role that requires the completion of a number of tasks (*with or without the use of jigs or guides*) that requires up to 12 (twelve) sequential activities and/or requires the assembly or pairing of up to 6 (six) separate items;

**and**, is undertaking a task that involves the manipulation or handling of multiple product items, and/or small tools and/or the basic operation of machinery (*e.g. operate on/off switches or machine 'feeding' or lawn mowing*);

**and**, is required to recognise product deviation and/or quality faults in their own work and appropriate to their level of training and to the level of the task they are undertaking and subsequently remove any such items from the production process.

**and**, requires a level of supervision greater than 'general supervision' in order to consistently undertake their role safely and as instructed whilst meeting agreed productivity levels.

### ***Grade 2 Relevance to the Supported Employment Wage System***

Where a person with a disability is undertaking tasks associated with a Grade 2 role, and where the person is:

- a) not undertaking the role in its entirety (i.e. only undertaking task(s) associated with the role; and,
- b) the person's wage is to be assessed by a Supported Employment Wage Assessment System approved under this Award;

Then the Grade 2 Task Sizing for the application of the approved Supported Employment Wage System is as follows:

- 2[a] Meets the requirements and/or expectations of Grade 1, and, is undertaking a Grade 2 task/role that requires any level of self-discretion and is undertaking the task for more than 40% of their work time in any given 38 hour period;
- 2[b] Meets the requirements and/or expectations of 2[a], **and**, is undertaking a task (*without the use a jig or guide*) that involves up to 12 (twelve) sequential activities and/or requires the assembly or pairing of up to 6 (six) separate items;
- 2[c] Meets the requirements and/or expectations of 2[a] & 2[b], **and**, is undertaking a task that involves the manipulation or handling of multiple product items, small tools or the basic operation of machinery (*e.g. operate on/off switches or machine 'feeding' or lawn mowing*);
- 2[d] Meets the requirements and/or expectations of 2[a] & 2[b] & 2[c], **and**, is undertaking a task that requires:
- iii. Numeracy skills sufficient to accurately count up to 20 (twenty) and/or correct interpretation and compliance with basic instructions which are in either picture, diagram or text form; and/or
  - iv. correctly operate basic office equipment (such as a photocopier), receive and re-direct telephone calls and undertake basic administrative filing (i.e. alphabetically based filing);
- 2[e] Meets the requirements and/or expectations of 2[a] & 2[b] & 2[c] & 2[d], **and**, is able to recognise product deviation and/or quality faults in their own work and appropriate to their level of training and to the level of the task they are undertaking and subsequently remove any such items from the production process.
- 2[f] Meets the requirements and/or expectations of 2[a] & 2[b] & 2[c] & 2[d] & 2[e], **and**, has agreed to, and commenced, training to undertake a higher Graded role.

### **PROPOSED GRADE 3:**

An employee engaged at this grade is a person who is undertaking a role that is consistent with employment under this Award and:

Has completed a job induction that includes training and/or assessment on:

- Work Health & Safety (WHS),
- Work and documentation procedures consistent to their Grade of employment;
- Conditions of employment;
- Quality control/assurances consistent to their Grade of employment;
- Workplace behaviour expectation

**and**, is undertaking a role that requires any level of self-discretion and/or;

- i. Numeracy skills beyond that of Grade 2 and/or the correct interpretation of, and compliance with, written detailed instructions which are in audio-visual and/or text form (such as a user manual, GPS or User-Interface); and/or,
- ii. The correct operation of numerous items of office equipment (such as a printers, fax machines, photocopiers) professional interaction with visitors/customers and direct inquiries accordingly, and administrative alpha/numeric filing and cash handling/financial transactions.

**and**, is undertaking a tasks that involve more that 12 (twelve) sequential activities (*with or without the use of jigs or guides*) and/or requires the assembly or pairing of more than 6 (six) separate items;

- and,** which requires occasional or on-going manipulation and/or handling of multiple product items and/or electrical tools, and/or the intermediate level of operation of machinery and/or equipment operation where formal trade qualifications are not required (*e.g. ride on mowers, fuelling, oiling & operation of gardening equipment, operation of hospitality equipment such as a coffee machine*);
- and,** is undertaking a role that requires the person to hold a licence, permit or certificate to drive a vehicle or operate machinery but who has no maintenance expectations in relation to the vehicle or machinery (beyond reporting of issues) and who is performing less than 50% of the tasks that would be reasonably be expected of a licence, permit or certificate holder undertaking a higher graded role (*e.g. the person drives a vehicle simply for the purpose of transportation of item(s) from one location to another, or the repetitive operation of a forklift to move consistent sized loads where no load assessments, changing of forks/tynes or other warehousing duties are required*);
- and,** is undertaking a role that requires the person to recognise product deviation and/or quality faults in their own work and the work of others in their immediate area (*appropriate to their level of training and to the level of the task they are undertaking*) and remove any such items from the production process and subsequently advise a Supervisor and/or the other person of the fault;
- and,** requires a level of supervision greater than 'general supervision' in order to consistently undertake their role safely and as instructed whilst meeting agreed productivity levels.

### **Grade 3 Relevance to the Supported Employment Wage System**

Where a person with a disability is undertaking tasks associated with a Grade 3 role, and where the person is:

- a) not undertaking the role in its entirety (i.e. only undertaking task(s) associated with the role; and,
- b) the person's wage is to be assessed by a Supported Employment Wage Assessment System approved under this Award;

Then the Grade 3 Task Sizing for the application of the approved Supported Employment Wage System is as follows:

- 3[a] Meets the requirements and/or expectations of Grade 1, and, is undertaking a Grade 3 task/role that requires any level of self-discretion and is undertaking the task for more than 40% of their work time in any given 38 hour period;
- 3[b] Meets the requirements and/or expectations of 3[a], **and,** is undertaking a task that involves more that 12 (twelve) sequential activities and/or requires the assembly or pairing of more than 6 (six) separate items;
- 3[c] Meets the requirements and/or expectations of 3[a] & 3[b], **and,** is undertaking tasks (*without the use a jig or guide*) that requires the manipulation or handling multiple product items and/or electrical tools and/or the intermediate level of operation of machinery and/or equipment operation where formal trade qualifications are not required (*e.g. ride on mowers, fuelling, oiling and operation of gardening equipment, operation of hospitality equipment such as a coffee machine*);

- 3[d] Meets the requirements and/or expectations of 3[a] & 3[b] & 3[c], **and**, is undertaking a task that requires:
- iii. Numeracy skills beyond that of Grade 2 and/or the correct interpretation of, and compliance with, written detailed instructions which are in audio-visual and/or text form (such as a user manual, GPS or User-Interface); and/or,
  - iv. The correct operation of numerous items of office equipment (such as a printers, fax machines, photocopiers) professional interaction with visitors/customers and direct inquiries accordingly, and administrative alpha/numeric filing and cash handling/financial transactions.
- 3[e] Meets the requirements and/or expectations of 3[a] & 3[b] & 3[c] & 3[d], **and**, who holds a licence, permit or certificate to drive a vehicle or operate machinery but who has no maintenance expectations in relation to the vehicle or machinery (beyond reporting of issues) and who is performing less than 50% of the tasks that would be reasonably be expected of a licence, permit or certificate holder (*e.g. driving a vehicle simply for the purpose of transportation of item(s) from one location to another or the repetitive operation of a forklift where no load assessments or changing of forks/tynes is required*).
- 3[f] Meets the requirements and/or expectations of 3[a] & 3[b] & 3[c] & 3[d] & 3[e], **and**, is able to recognise product deviation and/or quality faults in their own work and the work of others in their immediate area (*appropriate to their level of training and to the level of the task they are undertaking*) and subsequently advise a Supervisor and/or the other person and/or remove any such items from the production process.

# Flagstaff Group Submission

## Annex 'B'

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# **SUPPORTED EMPLOYMENT SERVICES AWARD**

## **Supported Employment Wage Assessment System (Concept design)**

## **PART 1: DETERMINE APPROPRIATE WAGE GRADE**

- 1.1 Where a Supported Employee is undertaking a role that has already been graded (e.g. an existing role), then proceed to Part 2.
- 1.2 Where an organisation is introducing/applying this Supported Employment Wage Assessment System, or where a new role is being specifically created, the Grading of the role must be first determined.
- 1.3 Schedule B of the Supported Employment Services Award outlines the Wage Grade Classifications for the Award. Only grades 1, 2 or 3 can be applied using this Wage Assessment System.
- 1.4 An employer can delegate a person to initially identify an appropriate Grade; however that Grade determination will need to be by the unanimous agreement of 3 (three) staff members who are familiar with the role, (e.g. a Leading/Hand Supervisor, the division Manager and a direct support (HR) team member).
- 1.5 The role titles in section 1.4 are irrelevant and can include the titles of any person who has responsibility for the area mentioned. For organisations where the Organisational structure results in one person undertaking one or more of the areas of responsibility, agreement can be reached by including a Board Member in the deliberation of the grading.
- 1.6 Template '1' in Schedule 'A' of this System provides a suggested outline of the format of a Grade classification confirmation and agreement.
- 1.7 Once a Grade (1, 2 or 3) is confirmed, proceed to Part 2 of this Wage System.

## **PART 2: WAGE ASSESSMENT**

- 2.1 For the purpose of this Wage Assessment System, it should be assumed that Grade 1 is a 'training grade' and employer organisations should wherever possible be proactive in progressing a Supported Employee at Grade 1 to Grade 2.
- 2.1(a) Section 2.1 of this Wage Assessment System notwithstanding, no supported employee can remain on Grade 1 after 2 (two) consecutive wage reviews. If a Supported Employee remains at a Grade 1 Task Sizing capacity at their 2<sup>nd</sup> wage review, the hourly rate of Grade 2 is to be used for all wage calculations and the assessor and employer organisation must retain comprehensive notes indicating why the Supported Employee has not physically progressed. Furthermore, the employer organisation must retain comprehensive notes indicating (a) what support the employer organisation has provided the Supported Employee to progress in the preceding 12 months and (b) what supports the employer organisation will provide to the Supported Employee over the following 12 months to enable the supported employee to physically progress to Grade 2 or higher) regardless of task sizing.
- 2.1(b) A Wage Assessment for a Supported Employee is based on:
  1. Task Sizing; and,
  2. Overall Productivity

*The following table indicates the relationship of Task Sizing & Productivity towards (a) determining an initial hourly rate (i.e. task sizing), and (b) incremental increases that initial hourly rate (i.e. overall productivity)*

	OVERALL PRODUCTION = Supervision Level				and Physical Productivity Level		Entry		Competent	
	Very High Supervision		High Supervision		Moderate Supervision		Low Supervision		Minimal Supervision	
	Entry Level Physical Productivity	Competent Level Physical Productivity	Entry Level Physical Productivity	Competent Level Physical Productivity	Entry Level Physical Productivity	Competent Level Physical Productivity	Entry Level Physical Productivity	Competent Level Physical Productivity	Entry Level Physical Productivity	Competent Level Physical Productivity
Base Rate (i.e. %age of full hourly rate of Grade)	add 0.00% to Base Rate	add 10.00% to Base Rate	add 20.00% to Base Rate	add 30.00% to Base Rate	add 40.00% to Base Rate	add 50.00% to Base Rate	add 60.00% to Base Rate	add 70.00% to Base Rate	add 80.00% to Base Rate	add 90.00% to Base Rate
(Task Sizing Range 1) Grade 1,2 or 3[a] Initial (starting) %age of full hourly rate of Grade 12.50%	(Results in a total of 12.50% of full hourly rate of Grade)	(Results in a total of 13.75% of full hourly rate of Grade)	(Results in a total of 15.00% of full hourly rate of Grade)	(Results in a total of 16.25% of full hourly rate of Grade)	(Results in a total of 17.50% of full hourly rate of Grade)	(Results in a total of 18.75% of full hourly rate of Grade)	(Results in a total of 20.00% of full hourly rate of Grade)	(Results in a total of 21.25% of full hourly rate of Grade)	(Results in a total of 22.50% of full hourly rate of Grade)	(Results in a total of 23.75% of full hourly rate of Grade)
(Task Sizing Range 2) Grade 1,2 or 3[b] Initial (starting) %age of full hourly rate of Grade 20.00%	(Results in a total of 20.00% of full hourly rate of Grade)	(Results in a total of 22.00% of full hourly rate of Grade)	(Results in a total of 24.00% of full hourly rate of Grade)	(Results in a total of 26.00% of full hourly rate of Grade)	(Results in a total of 28.00% of full hourly rate of Grade)	(Results in a total of 30.00% of full hourly rate of Grade)	(Results in a total of 32.00% of full hourly rate of Grade)	(Results in a total of 34.00% of full hourly rate of Grade)	(Results in a total of 36.00% of full hourly rate of Grade)	(Results in a total of 38.00% of full hourly rate of Grade)
(Task Sizing Range 3) Grade 1,2 or 3[c] Initial (starting) %age of full hourly rate of Grade 25.00%	(Results in a total of 25.00% of full hourly rate of Grade)	(Results in a total of 27.50% of full hourly rate of Grade)	(Results in a total of 30.00% of full hourly rate of Grade)	(Results in a total of 32.50% of full hourly rate of Grade)	(Results in a total of 35.00% of full hourly rate of Grade)	(Results in a total of 37.50% of full hourly rate of Grade)	(Results in a total of 40.00% of full hourly rate of Grade)	(Results in a total of 42.50% of full hourly rate of Grade)	(Results in a total of 45.00% of full hourly rate of Grade)	(Results in a total of 47.50% of full hourly rate of Grade)
(Task Sizing Range 4) Grade 1,2 or 3[d] Initial (starting) %age of full hourly rate of Grade 30.00%	(Results in a total of 30.00% of full hourly rate of Grade)	(Results in a total of 33.00% of full hourly rate of Grade)	(Results in a total of 36.00% of full hourly rate of Grade)	(Results in a total of 39.00% of full hourly rate of Grade)	(Results in a total of 42.00% of full hourly rate of Grade)	(Results in a total of 45.00% of full hourly rate of Grade)	(Results in a total of 48.00% of full hourly rate of Grade)	(Results in a total of 51.00% of full hourly rate of Grade)	(Results in a total of 54.00% of full hourly rate of Grade)	(Results in a total of 57.00% of full hourly rate of Grade)
(Task Sizing Range 5) Grade 1,2 or 3[e] Initial (starting) %age of full hourly rate of Grade 40.00%	(Results in a total of 40.00% of full hourly rate of Grade)	(Results in a total of 44.00% of full hourly rate of Grade)	(Results in a total of 48.00% of full hourly rate of Grade)	(Results in a total of 52.00% of full hourly rate of Grade)	(Results in a total of 56.00% of full hourly rate of Grade)	(Results in a total of 60.00% of full hourly rate of Grade)	(Results in a total of 64.00% of full hourly rate of Grade)	(Results in a total of 68.00% of full hourly rate of Grade)	(Results in a total of 72.00% of full hourly rate of Grade)	(Results in a total of 76.00% of full hourly rate of Grade)
(Task Sizing Range 6) Grade 1,2 or 3[f] Initial (starting) %age of full hourly rate of Grade 50.00%	(Results in a total of 50.00% of full hourly rate of Grade)	(Results in a total of 55.00% of full hourly rate of Grade)	(Results in a total of 60.00% of full hourly rate of Grade)	(Results in a total of 65.00% of full hourly rate of Grade)	(Results in a total of 70.00% of full hourly rate of Grade)	(Results in a total of 75.00% of full hourly rate of Grade)	(Results in a total of 80.00% of full hourly rate of Grade)	(Results in a total of 85.00% of full hourly rate of Grade)	(Results in a total of 90.00% of full hourly rate of Grade)	(Results in a total of 95.00% of full hourly rate of Grade)

## 2.2 TASK SIZING

- 2.2(a) Task Sizing accounts for up to 50% of the full award hourly rate for the Grade (1 to 3) and is identified on the Supported Employee's capacity to undertake levels of performance and/or expectation associated with a Grade.
- 2.2(b) Grade 1, 2 and 3 of the Supported Employment Supported Services Award each have 6 (six) defined sub-levels of performance and/or expectation ( [a] to [e] ) defined for the purpose of Task Sizing.
- 2.2(c) Each Task Sizing sub-level has an associated hourly rate identified as a percentage of the relevant Grade hourly rate:

Grade	Task Sizing Sub-Level	Percentage of the Relevant Grade (base hourly rate)
All (1-3)	[a]	12.5%
All (1-3)	[b]	20%
All (1-3)	[c]	25%
All (1-3)	[d]	30%
All (1-3)	[e]	40%
All (1-3)	[f]	50%

- 2.2(d) Where an organisation is introducing this Wage Assessment System, a Supported Employee's Task Sizing (*i.e. [a] to [e] depending on the Grade*) can be initially determined by an assessment of the Supported Employee's performance in their role if the Supported Employee has been undertaking the task/role for a period of 3 months or more.
- 2.2(e) For new Supported Employees (*or for Supported Employees undertaking a role for less than 3 months*) the Supported Employee either:
- Commences on Grade 1[a] until a Task Sizing review can be completed that establishes the Supported Employee's capacity to increase their Task Sizing beyond 1[a]; or,
  - Continues in their role until a Task Sizing review can be completed that establishes the Supported Employee's capacity to meet and exceed their Task Sizing beyond 1[a]; or,

However a review of the Supported Employee's performance against Task Sizing and Productivity (*i.e. a Wage Review*) must be performed no more than six months after the Supported Employee has been undertaking the task/role and any subsequent wage increases applied.

- 2.2[f] Where the provisions of 2.2[e] are applied for an existing Supported Employee who has been undertaking a task for less than 3 months and until a Wage Review is completed, the Supported Employee will be paid at 12.5% of the Grade 1 hourly rate, or at their current hourly rate, whichever is the higher.
- 2.2(g) An employer organisation can delegate a person to initially Task Size a role; however that Task Size determination will need to be by the unanimous agreement of 3 (three) staff members who are familiar with the role, (e.g. a Leading/Hand Supervisor, the division Manager and a direct support (HR) team member).
- 2.2(h) The role titles in section 2.2(g) are irrelevant and can include the titles of any person who has responsibility for the area mentioned. For organisations where the Organisational structure results in one person undertaking one or more of the areas of responsibility, agreement can be reached by including a Board Member in the deliberation of the grading.

- 2.2(i) Task Sizing can be determined by the Employer organisation creating a task specifically for the purpose of creating Supported Employment opportunity(s) and limiting the Task Sizing expectation for that purpose, or where there is agreement between the Supported Employee and the Employer organisation for the Supported Employee to undertake a task(s) resulting in a higher Task Sizing.
- 2.2(j) The potential skills and/or Task Sizing capacity of a Supported Employee do not impose an obligation on an Employer organisation to assign the Supported Employee to, or find a task or role for the Supported Employee that recognises that potential or capacity.
- 2.2(k) Template '2' in Schedule 'A' of this System provides a suggested outline of the format of a Task Sizing Assessment.

### **2.3 OVERALL PRODUCTIVITY**

- 2.3.1 Productivity for a Supported Employee undertaking a task/role identified as a Grade 1 or 2 or 3 grade role under the Supported Employment Services Award has their productivity measured by:
- a) Physical Productivity (actual time remaining on task/role over a 60 minute period); and,
  - b) Supervision (i.e. the level of supervision the Supported Employee needs to):
    - i. Meet WHS requirements (for PPE and Behaviour)
    - ii. Continue to undertake tasks as trained
    - iii. Meet reasonable workplace behaviour standards
    - iv. Remain productive
    - v. Meet Quality standards

### **2.4 PHYSICAL PRODUCTIVITY:**

- 2.4.1 Physical Productivity has two bands ('Entry' and 'Capable') and is measured by the Supported Employee's established capacity to:
- (i) **Entry**  
*Continue undertaking their task/role for up to one hour without interruption other than mandated breaks (such as meal breaks) or reasons outside their control (e.g. workplace or production issues) or,*
  - (ii) **Capable**  
*Continue undertaking their task/role for more than one hour without interruption other than mandated breaks (such as meal breaks) or reasons outside their control (e.g. workplace or production issues).*
- 2.4.2 Physical productivity is established during a formal 'Overall Productivity Assessment' which includes recording of how many prompts the Supported Employee required to remain on task during that assessment period. (see Section 2.7 'Overall Productivity Assessments');
- 2.4(a) Two or more prompts indicates that the Supported Employee has not met the 'Capable' Physical Productivity requirements of 2.4.1(ii) (i.e. 60 minutes without interruption other than mandated breaks or reasons outside their control and, without the need of supervisory prompting to remain on task in that period).
- 2.4(b) No prompting in that period assumes that the Supported Employee meets the 'Capable' Physical Productivity requirements of 2.4.1(ii) unless there is contemporary documented evidence to the contrary (see Section 2.6 'Documented Contrary Evidence').

## **2.5 SUPERVISION**

2.5.1 Supervision is measured in five stages:

- Stage 1 - Very High
- Stage 2 - High
- Stage 3 - Moderate
- Stage 4 - Low
- Stage 5 - Minimal

### **2.5.2 Stage 1 - Very High**

2.5.2(a) At this level of supervision, there is documented evidence that over a consecutive 4 week period, the Supported Employee required prompting (during the majority of their worked shifts) to meet the expectations of 5 or more of the following:

1. Commence a task correctly wearing any required PPE; and/or,
2. Continue to correctly wear PPE; and/or,
3. Continually behave or act in a manner that does not cause any level of risk and/or harm to themselves or any other person;
4. Continually behave or act in a manner that does not cause fear, intimidation of a co-worker;
5. Continually interact with staff and/or visitors and/or customers in a polite and courteous manner;
6. Does not intentionally distract other workers from undertaking their tasks;
7. Meet any quality standards/expectations appropriate to their Grade

### **2.5.3 Stage 2 - High**

2.5.3(a) At this level of supervision, there is documented evidence that over a consecutive 4 week period, the Supported Employee required prompting (during the majority of their worked shifts) to meet no more than 4 of the following expectations:

1. Commence a task correctly wearing any required PPE; and/or,
2. Continue to correctly wear PPE; and/or,
3. Continually behave or act in a manner that does not cause any level of risk and/or harm to themselves or any other person;
4. Continually behave or act in a manner that does not cause fear, intimidation of a co-worker;
5. Continually interact with staff and/or visitors and/or customers in a polite and courteous manner;
6. Does not intentionally distract other workers from undertaking their tasks;
7. Meet any quality standards/expectations appropriate to their Grade.

## 2.5.4 Stage 3 - Moderate

2.5.4(a) At this level of supervision, there is **no documented evidence** that over a consecutive 4 week period, the Supported Employee required prompting to:

1. Commence a task correctly wearing any required PPE; and/or,
2. Continue to correctly wear PPE; and
3. Continually behave or act in a manner that does not cause any level of risk and/or harm to themselves or any other person;

And,

That there is documented evidence that over that same 4 consecutive week period, the Supported Employee required prompting (during the majority of their worked shifts) to meet no more than 3 of the following expectations:

1. Meet any quality standards/expectations appropriate to their Grade
2. Continually behave or act in a manner that does not cause fear, intimidation of a co-worker;
3. Continually interact with staff and/or visitors and/or customers in a polite and courteous manner;
4. Does not intentionally distract other workers from undertaking their tasks;
5. Meet any quality standards/expectations appropriate to their Grade

## 2.5.5 Stage 4 - Low

2.5.5(a) At this level of supervision, there is **no documented evidence** that over a consecutive 4 week period, the Supported Employee required prompting to:

1. Commence a task correctly wearing any required PPE; and/or,
2. Continue to correctly wear PPE; and
3. Continually behave or act in a manner that does not cause any level of risk and/or harm to themselves or any other person; and,
4. Meet any quality standards/expectations appropriate to their Grade

And

That there is documented evidence that over that same 4 consecutive week period, the Supported Employee required prompting (during the majority of their worked shifts) to meet no more than 2 of the following expectations:

1. Continually behave or act in a manner that does not cause fear, intimidation of a co-worker;
2. Continually interact with staff and/or visitors and/or customers in a polite & courteous manner;
3. Does not intentionally distract other workers from undertaking their tasks;

## 2.5.6 Stage 5 - Minimal

2.5.5(a) At this level of supervision, there is **no documented evidence** that over a consecutive 4 week period, the Supported Employee required prompting to:

1. Commence a task correctly wearing any required PPE; and/or,
2. Continue to correctly wear PPE; and
3. Continually behave or act in a manner that does not cause any level of risk and/or harm to themselves or any other person; and,
4. Meet any quality standards/expectations appropriate to their Grade
5. Continually behave or act in a manner that does not cause fear, intimidation of a co-worker;

And

That there is documented evidence that over that same 4 consecutive week period, the Supported Employee required prompting (during the majority of their worked shifts) to meet no more than 1 of the following expectations:

1. Continually interact with staff and/or visitors and/or customers in a polite and courteous manner;
2. Does not intentionally distract other workers from undertaking their tasks;

*(Note that where a Supported Employee requires no supervision to perform the full task sizing (i.e. Task Sizing Level 6), see Section 2.8.3)*

2.5.7 Supervision Level is established during a formal 'Overall Productivity Assessment' (see Section 2.7 'Overall Productivity Assessments') which includes recording of how many prompts the Supported Employee required to meet the expectations of Supervision stages 1-5 as outlined in Section 2.5.2 to 2.5.6 of this Wage Assessment System;

2.5.7(a) After two separate 30 minute observational timings have been completed over a four week period the total number of prompts over that total one hour period measured against performance of the expectations of Supervision stages 1-5 as outlined in Section 2.5.2 to 2.5.6 of this Wage Assessment System determine the Supported Employees Supervision Level unless there is additional and contemporary documented evidence to the contrary regardless of whether the contrary evidence suggests a higher or lower Supervision level. (see Section 2.6 'Documented Contrary Evidence').

## 2.6 DOCUMENTED CONTRARY EVIDENCE

2.6.1 Where there is contemporary documented evidence to the contrary to the assessment of Physical Productivity and/or Supervision level for a Supported Employee, and where that documented evidence occurs over more than one shift for the Supported Employee during the assessment period, the Overall Productivity Assessment process shall be repeated again; however the new process is to be completed without the Supported Employee's knowledge.

2.6.2 If during the period of the second Assessment, any production staff are required to provide any level of Supervision to the Supported Employee, on each occasion a staff member trained in the application of this Wage Assessment System is to be notified and that person will speak to the Supported Employee and take note/record of the circumstances of the additional supervision.



- 2.6.3 The outcome of the new Overall Productivity Assessment process will determine the assessment of the Supported Employees Overall Productivity capacity unless there is a positive or negative variance of 50% of what the assessment would have been based on the documented contrary evidence.
- 2.6.4 Should the circumstances of Section 2.6.3 apply, another Overall Productivity Assessment will take place over the following 4 week period and the outcome of that assessment shall stand.
- 2.6.5 Should the circumstances of Section 2.6.4 apply and, where the second assessment results in an assessment that meets or exceeds the initial (challenged) assessment and, where the assessment results in a wage increase, the wage increase shall apply and be back dated to the date the initial (challenged) assessment was completed.
- 2.6.6 Template '3' in Schedule 'A' of this System provides a suggested outline of the format of Supported Employee Productivity Observation form that can record/document contrary evidence.

## **2.7 OVERALL PRODUCTIVITY ASSESSMENTS**

- 2.7.1 The process for undertaking an Overall Productivity Assessment is:
- a) A dedicated physical observation of the Supported Employee undertaking the task/role (with the Supported Employee's knowledge) for a 30 minute period and completed by an Employer organisation staff member who has been trained in the application of this Wage Assessment System.
  - b) Two separate 30 minute observational timings must be completed within each four week periods of employment for the Supported Employee and with a least a one week period between each assessment (it is irrelevant if the Supported Employee only work one shift per week).
  - c) Each 30 minute observational timing must be completed by a different staff member
  - d) Each 30 minute observational timing physically records the information recorded to complete a Physical Productivity and Supervision level assessment.
  - e) After two separate 30 minute observational timings have been completed over a four week period the total number of prompts and/or performance expectations over that total one hour period are calculated.
- 2.7.3 Template '4' in Schedule 'A' of this System provides a suggested outline of the format of an Overall Productivity Assessment.

## **2.8 OVERALL PRODUCTIVITY & ASSOCIATED WAGE IMPACT**

- 2.8.1 After Physical Productivity and Supervision Bands are determined, this results in 10 distinct Overall Productivity Levels:

2.8.2 Where the Task Sizing determines the hourly base rate, increases in Overall Productivity attract a percentage increase of that Task Sized hourly base rate as follows:

<b>Supervision Band</b>	<b>Physical Productivity Level</b>	<b>Percentage Increase</b>
Very High Supervision	Entry	0%
Very High Supervision	Capable	10%
High Supervision	Entry	20%
High Supervision	Capable	30%
Moderate Supervision	Entry	40%
Moderate Supervision	Capable	50%
Low Supervision	Entry	60%
Low Supervision	Capable	70%
Minimal Supervision	Entry	80%
Minimal Supervision	Capable	90%

### 2.8.3 Definition of 'Sequential Activity'

For the purpose of this Supported Wage Assessment System, 'sequential activity' means any action that changes the appearance, dimensions, presentation or functionality of an original item and/or a distinct movement (or series of movements) required to operate any piece of equipment and/or machinery involved in the production or processing of the original item.

*The table on the following page indicates Supported Employment base rate calculations and the relevance of Overall Productivity Assessments to incremental wage (base rate) increases uses hourly rates for Grades 1,2 & 3 at time of writing.*

Grade 1 Hourly Rate \$18.29		OVERALL PRODUCTIVITY LEVEL									
		Supervision Very High		Supervision High		Supervision Moderate		Supervision Low		Supervision Minimal	
		Physical Productivity		Physical Productivity		Physical Productivity		Physical Productivity		Physical Productivity	
Task Sizing Base Rate		Entry	Competent	Entry	Competent	Entry	Competent	Entry	Competent	Entry	Competent
		0.00%	10.00%	20.00%	30.00%	40.00%	50.00%	60.00%	70.00%	80.00%	90.00%
Grade 1 (a)	12.50%	\$2.29	\$2.51	\$2.74	\$2.97	\$3.20	\$3.43	\$3.66	\$3.89	\$4.12	\$4.34
Grade 1 (b)	20.00%	\$3.66	\$4.02	\$4.39	\$4.76	\$5.12	\$5.49	\$5.85	\$6.22	\$6.58	\$6.95
Grade 1 (c)	25.00%	\$4.57	\$5.03	\$5.49	\$5.94	\$6.40	\$6.86	\$7.32	\$7.77	\$8.23	\$8.69
Grade 1 (d)	30.00%	\$5.49	\$6.04	\$6.58	\$7.13	\$7.63	\$8.23	\$8.78	\$9.33	\$9.88	\$10.43
Grade 1 (e)	40.00%	\$7.32	\$8.05	\$8.78	\$9.51	\$10.24	\$10.97	\$11.71	\$12.44	\$13.17	\$13.90
Grade 1 (f)	50.00%	\$9.15	\$10.06	\$10.97	\$11.89	\$12.80	\$13.72	\$14.63	\$15.55	\$16.46	\$17.38

  

Grade 2 Hourly Rate \$18.81		OVERALL PRODUCTIVITY LEVEL									
		Supervision Very High		Supervision High		Supervision Moderate		Supervision Low		Supervision Minimal	
		Physical Productivity		Physical Productivity		Physical Productivity		Physical Productivity		Physical Productivity	
Task Sizing Base Rate		Entry	Competent	Entry	Competent	Entry	Competent	Entry	Competent	Entry	Competent
		0.00%	10.00%	20.00%	30.00%	40.00%	50.00%	60.00%	70.00%	80.00%	90.00%
Grade 2 (a)	12.50%	\$2.35	\$2.59	\$2.82	\$3.06	\$3.29	\$3.53	\$3.76	\$4.00	\$4.23	\$4.47
Grade 2 (b)	20.00%	\$3.76	\$4.14	\$4.51	\$4.89	\$5.27	\$5.64	\$6.02	\$6.40	\$6.77	\$7.15
Grade 2 (c)	25.00%	\$4.70	\$5.17	\$5.64	\$6.11	\$6.53	\$7.05	\$7.52	\$7.99	\$8.46	\$8.93
Grade 2 (d)	30.00%	\$5.64	\$6.21	\$6.77	\$7.34	\$7.90	\$8.46	\$9.03	\$9.59	\$10.16	\$10.72
Grade 2 (e)	40.00%	\$7.52	\$8.28	\$9.03	\$9.78	\$10.53	\$11.29	\$12.04	\$12.79	\$13.54	\$14.30
Grade 2 (f)	50.00%	\$9.41	\$10.35	\$11.29	\$12.23	\$13.17	\$14.11	\$15.05	\$15.99	\$16.93	\$17.87

  

Grade 3 Hourly Rate \$19.53		OVERALL PRODUCTIVITY LEVEL									
		Supervision Very High		Supervision High		Supervision Moderate		Supervision Low		Supervision Minimal	
		Physical Productivity		Physical Productivity		Physical Productivity		Physical Productivity		Physical Productivity	
Task Sizing Base Rate		Entry	Competent	Entry	Competent	Entry	Competent	Entry	Competent	Entry	Competent
		0.00%	10.00%	20.00%	30.00%	40.00%	50.00%	60.00%	70.00%	80.00%	90.00%
Grade 3 (a)	12.50%	\$2.44	\$2.69	\$2.93	\$3.17	\$3.42	\$3.66	\$3.91	\$4.15	\$4.39	\$4.64
Grade 3 (b)	20.00%	\$3.91	\$4.30	\$4.69	\$5.08	\$5.47	\$5.86	\$6.25	\$6.64	\$7.03	\$7.42
Grade 3 (c)	25.00%	\$4.88	\$5.37	\$5.86	\$6.35	\$6.84	\$7.32	\$7.81	\$8.30	\$8.79	\$9.28
Grade 3 (d)	30.00%	\$5.86	\$6.44	\$7.03	\$7.62	\$8.20	\$8.79	\$9.37	\$9.96	\$10.55	\$11.13
Grade 3 (e)	40.00%	\$7.81	\$8.59	\$9.37	\$10.16	\$10.94	\$11.72	\$12.50	\$13.28	\$14.06	\$14.84
Grade 3 (f)	50.00%	\$9.77	\$10.74	\$11.72	\$12.69	\$13.67	\$14.65	\$15.62	\$16.60	\$17.58	\$18.55

2.8.3 Note that where a Supported Employee can undertake all Task Sizing components of a Grade and can do so at a 'Capable' Physical Productivity level without any level of supervision or support, then the person should not have their wage calculated using this Wage Assessment System. Rather, the person should be employed at full award wages under generalist (or 'open') employment conditions utilising whichever Award is appropriate to the employment (where the Supported Employment Services Award is not sufficient).

## **2.9 Overall Productivity Assessment (Purpose)**

2.9.1 Overall Productivity Assessments are utilised for:

- a) Yearly wage assessments
- b) Wage assessments when a new or higher graded task is commenced
- c) Establishing historical data for audit purposes
- d) Establishing historical data for challenged wage assessments

## **2.10 Overall Productivity Assessment (Frequency)**

2.10.1 The Overall Productivity Assessment process is completed monthly unless the Supported Employee is absent from the workplace during the period of a scheduled assessment. In that instance, the results of the previous month assessment can be used where required.

## **PART 3: WAGE INCREASES**

3.1 A wage review for a Supported Employee is triggered:

- a) 6 months after a Supported Employee commences employment (i.e. within what would traditionally be referred to as 'end of probationary period').
- b) Every year from 12 months after the Supported Employee commenced employment when the employer organisation conducts overall annual wage reviews (whichever is the earlier).
- c) Whenever a Supported Employee commences in a new task/role that has a higher Grade or Task Sizing.

## **PART 4: WAGE REGRESSION (under this System)**

4.1 There is no provision for a wage regression for a Supported Employee under this Supported Employment Wage Assessment System unless in circumstances:

- a) Where there is deterioration of the Supported Employee's capacity to undertake their current Task Sized grade and that effect is likely or expected to exceed 3 months;
- b) The employer organisation can no longer provide their current Task Sized grade due to the ordinary turnover of work;
- c) The Supported Employee requests to undertake a lower Task Sized grade and it is documented that the Supported Employee is aware of any adverse financial implications as a result of the request.

## **PART 5: WAGE REGRESSION (introducing this System)**

- 5.1 The provisions of this Part (Part 5) can only apply where an employer organisation is currently an 'Australian Disability Enterprise' (ADE) and where that ADE can establish (by way of documented evidence) that failing to implement wage decreases (identified by applying this Supported Employment Wage Assessment System), will directly and adversely impact the financial viability and or sustainability of the entire organisation that the ADE operates within.
- 5.2 When contemplating the provisions of Part 5.1, the terms 'financial viability and or sustainability' do not refer to the overall financial performance of an organisation where an ADE may be operating. Rather, adverse impact on financial viability and or sustainability would be considered where it is established that there is an imminent risk of closure and/or the loss of employment for over 40% of the ADE's Supported Employees unless the wage decreases are applied.
- 5.3 The provisions of Part 5 cannot be immediately applied in an organisation that is experiencing profitable performance regardless of the fact that the organisation operates a non-profitable ADE(s) within the organisation, however this clause does not prevent the application of this Part should circumstances of the organisation change to the point where Part 5 should apply.
- 5.4 Where an employer organisation introduces this Supported Employment Wage Assessment System and the application of this System results in a wage decrease for the Supported Employee, any wage decrease must be subject to prior discussion with the effected Supported Employee, their Support Person/Advocate and their Union representative.
- 5.5 Discussions under section 5.4 can only take place with the accompanying presentation of documentation to the Supported Employee, their Support Person/Advocate and their Union representative where that documentation establishes the provisions of sections 5.1 & 5.2. Further, any presented documentation must be prepared and provided by a non-related entity of the employer organisation and the non-related entity must be a recognised and trading financial professional entity.
- 5.6 Any wage decrease is to be subject to a transition period from the date of the decision to implement the decrease and is calculated in the difference between the existing hourly rate and the proposed hourly rate. The transition period table is as follows:

<b>Period</b>	<b>%age of Difference (added to new hourly rate)</b>
First Fortnight	No change
Second Fortnight	(New hourly rate ) + 75%
Third Fortnight	(New hourly rate ) + 50%
Fourth Fortnight	(New hourly rate ) + 25%
Fifth Fortnight	New hourly rate applies

**Example:**

<b>Existing Rate:</b>	<b>\$15.00 p/h</b>	
<b>SE (W.A.S.) Rate:</b>	<b>\$5.00 p/h</b>	
<b>Difference:</b>	<b>\$10.00 p/h</b>	
F/N 1 Hourly Rate:	\$18.20 p/h	(no change)
F/N 2 Hourly Rate:	\$12.50 p/h	(new hourly rate + 75% of difference)
F/N 3 Hourly Rate:	\$10.00 p/h	(new hourly rate + 50% of difference)
F/N 4 Hourly Rate:	\$7.50 p/h	(new hourly rate + 25% of difference)
F/N 5 Hourly Rate:	\$5.00 p/h	(new SE (W.A.S.) hourly rate applies)

## **PART 6: APPLICATION OF THE SUPPORTED WAGE ASSESSMENT SYSTEM**

- 6.1 For new employees the procedure for application of this Supported Wage Assessment System is:
- In the absence of any established task or role, a minimum hourly rate of \$12.5% of the full award hourly rate for Grade 1 under the Supported Employment Services Award will apply.
  - Within 2 working days of the person commencing supported employment, the employer organisation must assign a Grade 1, 2 or 3 task(s) (i.e. 'Task Sizing'), appropriately graded to the person's disability; and conduct an Overall Productivity Assessment and determines a wage in the first instance.
  - Within 6 months of commencement, the wage amount determined as a result of the Task Sizing and Overall Productivity Assessment (i.e. 6.1(b) above) must be reviewed by way of a second application of this Supported Wage Assessment System, completed by a person or entity not related to, and completely independent of, the employer organisation (Independent Assessor).
- 6.2 The wage amount determined as a result of the Task Sizing and Overall Productivity Assessment (i.e. 6.1(b) above) shall be the hourly rate applied for the entire period of the employer pay cycle in which the determination was made pending the result of the external assessment (i.e. 6.1(c) above).
- 6.3 Where an assessment completed by an Independent Assessor identifies a higher wage rate than that identified by the employer organisation, and the employer organisation has no 'documented contrary evidence', the employer organisation will be obliged to immediately adjust the supported employee's pay and provide back pay from the period of the last Assessment and wage determination.

- 6.4 For subsequent reviews (i.e. reviews for supported employees who have been employed for more than 6 months, application of this Supported Wage Assessment System is:
- a) The employer organisation will conduct a new assessment whenever the supported employee:
    - i. undertakes a new task(s); and/or,
    - ii. completes any formal workplace training designed to increase the supported employee's capacity to undertake higher graded task(s); and/or,
    - iii. every 12 months from the date of the last assessment completed by an Independent Assessor.
  - b) An Independent Assessor must complete an Assessment every 3 years from the date an Independent Assessor first assessment for the Supported Employee.

## **PART 7: MONITORING & SAFEGUARDING**

- 7.1 Application of this Supported Wage Assessment System will be monitored as part of the NDIS Quality & Safeguarding external auditing process.

SCHEDULE 'A'      System Templates

SCHEDULE 'B'      Job Descriptions

# SCHEDULE 'A'

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[Employer organisation logo]

## SUPPORTED EMPLOYMENT SERVICES AWARD Supported Employment Wage Assessment System (Template 1)

### TASK/ROLE GRADE CLASSIFICATION DETERMINATION

Name of Employer Organisation: \_\_\_\_\_

Business area where the role is to be undertaken: \_\_\_\_\_

Title of the role subject to this assessment: \_\_\_\_\_

Task Register Ref No (if applicable): \_\_\_\_\_

To complete this assessment, tick each box for each level of performance and/or expectation required for the Task/Role. Where a level of performance and/or expectation required for the Task/Role is indicated (regardless of the Grade) that is the Grade the person is to be paid at. For example, if the assessment indicates all performance level and/or expectations for Grade 1, 2 for Grade 2 and 1 for Grade 3, the task & pay rate is assessed at Grade 3.

#### **GRADE 1** (if any of the following 4 boxes are ticked, the task/role is a grade 1)

- Undertake a single non-sequential task (*with or without the use of jigs or guides*) that requires no level of self-discretion, literacy and/or numeracy
- Undertake a task that involves up to 3 (three) sequential movements that require the assembly or pairing of 2 or less separate items
- Undertake a task that involves up to 6 (six) sequential movements that require the assembly or pairing of 2 or less separate items
- Recognise product deviation and/or quality faults in their own work and appropriate to their level of training and to the level of the task they are undertaking and stop work until the deviation or fault is rectified
- Assessor – Tick this box to indicate you have reviewed the expectations and requirements of Grade 2 in relation to the assessment of this task/role.**

#### **GRADE 2** (if any of the following 4 boxes are ticked, the task/role is a grade 2)

- Undertake a task (without the use a jig or guide) that involves up to 12 (twelve) sequential movements and/or requires the assembly or pairing of up to 6 (six) separate items
- Undertake a task that involves the manipulation or handling of multiple product items, small tools or the basic operation of machinery (*e.g. operate on/off switches or machine 'feeding' or lawn mowing*)
- Undertake a task that requires:
  - numeracy skills sufficient to accurately count up to 20 (twenty) and/or correct interpretation and compliance with basic instructions which are in either picture, diagram or text form; **and/or**
  - correct operation of basic office equipment (such as a photocopier), receive and re-direct telephone calls and undertake basic administrative filing (i.e. alphabetically based filing);
- Recognise product deviation and/or quality faults in their own work (*appropriate to their level of training and to the level of the task they are undertaking*) and subsequently remove any such items from the production process.
- Assessor – Tick this box to indicate you have reviewed the expectations and requirements of Grade 3 (next page) in relation to the assessment of this task/role.**

[Employer organisation logo]

## SUPPORTED EMPLOYMENT SERVICES AWARD Supported Employment Wage Assessment System (Template 1)

### TASK/ROLE GRADE CLASSIFICATION DETERMINATION

#### **GRADE 3** (if any of the following 5 boxes are ticked, the task/role is a grade 3)

- Undertake a task (*without the use a jig or guide*) that requires the manipulation or handling multiple product items and/or electrical tools and/or the intermediate level of operation of machinery and/or equipment operation where formal trade qualifications are not required (e.g. ride on mowers, fuelling, oiling and operation of gardening equipment, operation of hospitality equipment such as a coffee machine)
- Undertake a task that requires more that 12 (twelve) sequential movements and/or requires the assembly or pairing of more than 6 (six) separate items
- Undertake a task that requires:
  - Numeracy skills beyond that of Grade 2 and/or the correct interpretation of, and compliance with, written detailed instructions which are in audio-visual and/or text form (such as a user manual, GPS or User-Interface); **and/or**,
  - The correct operation of numerous items of office equipment (*such as a printers, fax machines, photocopiers*) professional interaction with visitors/customers and direct inquiries accordingly, and administrative alpha/numeric filing and/or cash handling/financial transactions.
- Hold a licence, permit or certificate to drive a vehicle or operate machinery but have no maintenance expectations in relation to the vehicle or machinery (*beyond reporting of issues*) **and** perform less than 50% of the tasks that would be reasonably be expected of a licence, permit or certificate holder (e.g. driving a vehicle simply for the purpose of transportation of item(s) from one location to another or the repetitive operation of a forklift where no warehousing, load assessments or changing of forks/tynes is required).
- Recognise product deviation and/or quality faults in their own work and the work of others in their immediate area (*appropriate to their level of training and to the level of the task they are undertaking*) and subsequently advise a Supervisor and/or the other person and/or remove any such items from the production process.
  - Assessor – Tick this box to indicate you have reviewed the expectations and requirements of higher Grades under the Supported Employment Services Award in relation to the assessment of this task/role**

**Confirmation of Grade Classification:**     Grade 1     Grade 2     Grade 3

**Assessed By (name)** \_\_\_\_\_ **(Signature)** \_\_\_\_\_

#### **Confirmation & Agreement of Grade Classification:**

*I have reviewed this Grade Classification assessment in conjunction with the Supported Employment Services Award and I agree with the above indicated Grade Classification:*

**(Note: do not sign this document if you do not agree with the Grade Classification assessment)**

Name	Role	Signature	Date

**Note that no Supported Employee agreement is required on this document, however there must be subsequent documentation that establishes that the Supported Employee is aware of the Grade Classification methodology and is also aware of their rights and options if at any time they do not agree with the Grade Classification.**

**SUPPORTED EMPLOYMENT SERVICES AWARD  
Supported Employment Wage Assessment System  
(Template 2)**

**TASK SIZING ASSESSMENT**

**Name of Organisation:** \_\_\_\_\_

**Business Area where the role is to be undertaken:** \_\_\_\_\_

**Title of the role subject to this assessment:** \_\_\_\_\_

**Why is this Task Sizing assessment being completed:**

- Creation of a new role       As part of a Supported Employee's wage assessment

**What is the Grade Classification for the Task/Role**     Grade 1     Grade 2     Grade 3

*(Note that a Task/Role must be Grade Classified before a Task Sizing can be completed)*

**Is the Supported Employee undertaking, or required to undertake:**

**GRADE 1**    *(tick every box that applies and the last ticked box indicates the Task Sizing)*

- [a] Training and/or assessment on
- Work Health & Safety (WHS),
  - Work and documentation procedures consistent to their Grade of employment;
  - Conditions of employment;
  - Quality control/assurances consistent to their Grade of employment;
  - Workplace behaviour expectation
- [b] A single non-sequential task *(with or without the use of jigs or guides)* that requires no level of self-discretion, literacy and/or numeracy
- [c] A task that involves up to 3 (three) sequential movements that require the assembly or pairing of 2 or less separate items
- [d] A task that involves up to 6 (six) sequential movements that require the assembly or pairing of 2 or less separate items
- [e] Recognition of product deviation and/or quality faults in their own work *(appropriate to their level of training and to the level of the task they are undertaking)* and stop work until the deviation or fault is rectified
- [f] All of the above 1[a] to [e], **and**, has agreed to and commenced, training to undertake a higher Graded role

**GRADE 2**    *(tick every box that applies and the last ticked box indicates the Task Sizing)*

- [a] Meets the requirements and/or expectations of Grade 1[a] to [e], **and**, is undertaking a Grade 2[b] to [e] task/role that requires any level of self-discretion, **and** is undertaking the task for the majority of their work time in any given 38 hour period;
- [b] Meet the requirements and/or expectations of 2[a], **and** undertake a task *(without the use a jig or guide)* that involves up to 12 (twelve) sequential movements and/or requires the assembly or pairing of up to 6 (six) separate items;
- [c] Meets the requirements and/or expectations of 2[a] & 2[b], **and**, is undertaking a task that involves the manipulation or handling of multiple product items, small tools or the basic operation of machinery *(e.g. operate on/off switches or machine 'feeding' or lawn mowing)*;
- [d] Meets the requirements and/or expectations of 2[a] & 2[b] & 2[c], **and**, is undertaking a task that requires:
- (i) numeracy skills sufficient to accurately count up to 20 (twenty) and/or correct interpretation and compliance with basic instructions which are in either picture, diagram or text form; **and/or**
  - (ii) correct operation of basic office equipment (such as a photocopier), receive and re-direct telephone calls and undertake basic administrative filing (i.e. alphabetically based filing);
- [e] Meet the requirements and/or expectations of 2[a] & 2[b] & 2[c] & 2[d], **and**, is able to recognise product deviation and/or quality faults in their own work & appropriate to their level of training and to the level of the task they are undertaking and subsequently remove any such items from the production process.
- [f] Meets the requirements and/or expectations of 2[a] & 2[b] & 2[c] & 2[d] & 2[e], **and**, has agreed to & commenced, training to undertake a higher Graded role.

**SUPPORTED EMPLOYMENT SERVICES AWARD  
Supported Employment Wage Assessment System  
(Template 2)**

**TASK SIZING ASSESSMENT**

**GRADE 3**

*(tick every box that applies and the last ticked box indicates the Task Sizing)*

- [a] Meets the requirements and/or expectations of Grade 1[a] to [e], **and**, is undertaking a Grade 3[b] to [e] task/role that requires any level of self-discretion, **and** is undertaking the task for the majority of their work time in any given 38 hour period;
- [b] Meet the requirements and/or expectations of 3[a], **and**, undertake tasks *(without the use a jig or guide)* that requires the manipulation or handling multiple product items and/or electrical tools and/or the intermediate level of operation of machinery and/or equipment operation where formal trade qualifications are not required *(e.g. ride on mowers, fuelling, oiling and operation of gardening equipment, operation of hospitality equipment such as a coffee machine);*
- [c] Meets the requirements and/or expectations of 3[a] & 3[b], **and**, is undertaking a task that involves more that 12 (twelve) sequential movements and/or requires the assembly or pairing of more than 6 (six) separate items;
- [d] Meets the requirements and/or expectations of 3[a] & 3[b] & 3[c], **and**, is undertaking a task that requires:
  - (i) Numeracy skills beyond that of Grade 2 and/or the correct interpretation of, and compliance with, written detailed instructions which are in audio-visual and/or text form (such as a user manual, GPS or User-Interface); **and/or**,
  - (ii) The correct operation of numerous items of office equipment (such as a printers, fax machines, photocopiers) professional interaction with visitors/customers and direct inquiries accordingly, and administrative alpha/numeric filing and cash handling/financial transactions.
- [e] Meets the requirements and/or expectations of 3[a] & 3[b] & 3[c] & 3[d], **and**, who hold a licence, permit or certificate to drive a vehicle or operate machinery but who have no maintenance expectations in relation to the vehicle or machinery *(beyond reporting of issues)* and who is performing less than 50% of the tasks that would be reasonably be expected of a licence, permit or certificate holder *(e.g. driving a vehicle simply for the purpose of transportation of item(s) from one location to another or the repetitive operation of a forklift where no load assessments or changing of forks/tynes is required).*
- [f] Meets the requirements and/or expectations of 3[a] & 3[b] & 3[c] & 3[d] & 3[e], **and**, is able to recognise product deviation and/or quality faults in their own work and the work of others in their immediate area *(appropriate to their level of training and to the level of the task they are undertaking)* and subsequently advise a Supervisor and/or the other person and/or remove any such items from the production process

**The Task Sizing for this Task/Role is Level:**

[a]     [b]     [c]     [d]     [e]     [f]    (of Grade \_\_\_\_\_ )

**Assessed By (name)** \_\_\_\_\_ **(Signature)** \_\_\_\_\_

**Confirmation & Agreement of Task Sizing:**

*I have reviewed this Task Sizing assessment in conjunction with the Supported Employment Services Award and the Supported Wage Assessment Method, and I agree with the above indicated Task Sizing:  
(Note: do not sign this document if you do not agree with the Task Sizing assessment)*

Name	Role	Signature	Date

**Note that no Supported Employee agreement is required on this document, however there must be subsequent documentation that establishes that the Supported Employee is aware of the Task Sizing methodology and is also aware of their rights and options if at any time they do not agree with the Task Sizing.**

[Employer organisation logo]

**SUPPORTED EMPLOYMENT SERVICES AWARD  
Supported Employment Wage Assessment System  
(Template 3)**

**SUPPORTED EMPLOYEE PRODUCTIVITY OBSERVATION**

Name of Supported Employee: \_\_\_\_\_

Business Area where the observation was made: \_\_\_\_\_

Role/Task the Supported Employee is undertaking: \_\_\_\_\_

**DETAILS OF OBSERVATION & SUPPORT PROVIDED:**

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Start Time: \_\_\_\_\_ am/pm Duration: \_\_\_\_\_ minutes

**I observed that the Supported Employee did not:**

- Continually undertaking their task/role without interruption other than mandated breaks (*such as meal breaks*) or reasons outside their control
- Commence a task correctly wearing any required PPE
- Continue to correctly wear PPE
- Continually behave or act in a manner that does not cause any level of risk and/or harm to themselves or any other person
- Continually behave or act in a manner that does not cause fear, intimidation of a co-worker
- Continually interact with staff and/or visitors and/or customers in a polite and courteous manner
- Not intentionally distract other workers from undertaking their tasks
- Meet any quality standards/expectations appropriate to their Grade

**Details of your observation and the support/guidance provided to the Supported Employee at the time of the observation:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Did the Supported Employee acknowledge the observation and support/guidance provided?  Yes  No

Observed By (name) \_\_\_\_\_ (Signature) \_\_\_\_\_

Witnessed By (name) \_\_\_\_\_ (Signature) \_\_\_\_\_

*(Note – do not witness this observation unless you actually witnessed the support/guidance provided to the Supported Employee and agree with the contents of this observation)*

Signature of Supported Employee subject to this Observation \_\_\_\_\_

**This completed document is to be immediately submitted to the Human Resources Manager.**

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## SUPPORTED EMPLOYMENT SERVICES AWARD Supported Employment Wage Assessment System (Template 4)

### OVERALL PRODUCTIVITY ASSESSMENT

Name of Employer Organisation: \_\_\_\_\_

Business Area where the assessment is to be undertaken: \_\_\_\_\_

Name of the Supported Employee being assessed: \_\_\_\_\_

Role/Task the Supported Employee is undertaking: \_\_\_\_\_

Why is this Overall Productivity Assessment being completed:

Monthly Assessment [Primary]

Monthly Assessment [Secondary] (first assessment challenged by documented contrary evidence)

Is the Supported Employee aware this Assessment is being undertaken:

Yes, this is a Primary Assessment

No, this is a Secondary Assessment

First Observational Period		Name of Observer:	
Date:		Start Time:	Finish Time:
Did the Supported Employee continually undertaking their task/role without interruption other than mandated breaks (such as meal breaks) or reasons outside their control?			<input type="checkbox"/> Yes <input type="checkbox"/> No
At any time during the assessment period, did the Supported Employee require prompting from a Supervisor or other staff member to:			
<input type="checkbox"/> Yes <input type="checkbox"/> No	Commence a task correctly wearing any required PPE		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Continue to correctly wear PPE		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Continually behave or act in a manner that does not cause any level of risk and/or harm to themselves or any other person		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Continually behave or act in a manner that does not cause fear, intimidation of a co-worker		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Continually interact with staff and/or visitors and/or customers in a polite and courteous manner		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Not intentionally distract other workers from undertaking their tasks		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Meet any quality standards/expectations appropriate to their Grade		
Second Observational Period		Name of Observer:	
Date:		Start Time:	Finish Time:
Did the Supported Employee continually undertaking their task/role without interruption other than mandated breaks (such as meal breaks) or reasons outside their control?			<input type="checkbox"/> Yes <input type="checkbox"/> No
At any time during the assessment period, did the Supported Employee require prompting from a Supervisor or other staff member to:			
<input type="checkbox"/> Yes <input type="checkbox"/> No	Commence a task correctly wearing any required PPE		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Continue to correctly wear PPE		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Continually behave or act in a manner that does not cause any level of risk and/or harm to themselves or any other person		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Continually behave or act in a manner that does not cause fear, intimidation of a co-worker		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Continually interact with staff and/or visitors and/or customers in a polite and courteous manner		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Not intentionally distract other workers from undertaking their tasks		
<input type="checkbox"/> Yes <input type="checkbox"/> No	Meet any quality standards/expectations appropriate to their Grade		

[Employer organisation logo]

## SUPPORTED EMPLOYMENT SERVICES AWARD Supported Employment Wage Assessment System (Template 4)

### OVERALL PRODUCTIVITY ASSESSMENT

Based on my observations and after referencing the Supported Employment Wage Assessment Tool, my Overall Productivity Assessment of this Supported Employee is:

#### Physical Productivity

- Entry:** *(able to undertake task/role for up to one hour without interruption other than mandated breaks or reasons outside their control)*
- Capable:** *(able to continue undertaking their task/role for more than one hour without interruption other than mandated breaks or reasons outside their control)*

#### Supervisory Level

- Stage 1 - Very High
- Stage 2 - High
- Stage 3 - Moderate
- Stage 4 - Low
- Stage 5 – Minimal

**Supported Employee's Current Grade:**  Grade 1  Grade 2  Grade 3

**Supported Employee's Task Sizing:**  [a] & [b]

[a] & [b] & [c]

[a] & [b] & [c] & [d]

[a] & [b] & [c] & [d] & [e] (**Note:** this option only for Grades 2 & 3)

**Is the task/role consistent with their current Task Sizing?**  Yes  No (if 'No' advise HR Manager)

**Observed By (name)** \_\_\_\_\_ **(Signature)** \_\_\_\_\_

#### Confirmation & Agreement of Overall Productivity Assessment:

*I have reviewed this Task Sizing assessment in conjunction with the Supported Employment Services Award and I agree with the above indicated Task Sizing:*

Name	Role	Signature	Date

**Note that no Supported Employee agreement is required on this document; however there must be subsequent documentation that establishes that the Supported Employee is aware of the Overall Productivity Assessment methodology, what the outcome of this Assessment is/was, and is also aware of their rights and options if at any time they do not agree with the Overall Productivity Assessment.**

## **SCHEDULE 'B'**



DRAFT

<b>Position Title:</b>	<i>Production Assistant – Grade 1</i>
<b>Employer:</b>	<i>[Employer Name]</i>
<b>Remuneration:</b>	<i>Determined by the Supported Employment Services Award Supported Employment Wage Assessment System</i>

## ABOUT SUPPORTED EMPLOYMENT

The Supported Employment Services Award provides the provisions for a person with a disability to be employed in organisation that is registered to provide specialised supported employment services under the National Disability Insurance Scheme (NDIS), although being a Participant in the NDIS is not a pre-requisite for obtaining Supported Employment.

Upon gaining Supported Employment, the employee's wages (i.e. their hourly rate) is determined using the Fair Work Commission ratified '*Supported Employment Wage Assessment System*'. An external assessor will conduct the wage assessment after confirming that the task you are doing is consistent with this Grade.

## ABOUT THIS JOB

**If you accept this job, as part of your normal work day you would be expected to:**

- ↳ Undertaking training and/or assessment on:
  - Work Health & Safety (WHS),
  - Work and documentation procedures consistent to their Grade of employment;
  - Conditions of employment;
  - Quality control/assurances consistent to their Grade of employment;
  - Workplace behaviour expectation

**To increase your hourly rate you would be required to:**

- ↳ Undertake a single non-sequential task (*with or without the use of jigs or guides*) that requires no level of self-discretion, literacy and/or numeracy.

**To further increase your hourly rate you would be required to:**

- ↳ Undertake a task that involves up to 3 (three) sequential movements that require the assembly or pairing of 2 or less separate items.

**To further increase your hourly rate you would be required to:**

- ↳ Undertake a task that involves up to 6 (six) sequential movements that require the assembly or pairing of 2 or less separate items.

**To further increase your hourly rate you would be required to:**

- ↳ Recognise product deviation and/or quality faults in their own work and appropriate to their level of training and to the level of the task they are undertaking and stop work until the deviation or fault is rectified.

**Subject to a higher Graded role being available, you could further increase your hourly rate if you:**

- ↳ Agree to, and commence training to undertake a higher Graded role.

**Over the page indicates the sort of industry you will be working in if you accept the job.**

**A person who has a disability and who has not worked in Supported Employment before (or for a long time) may commence in a Grade 1 position and undertake training and assessment to determine the person's capacity and identify a suitable role and industry.**

**Alternatively, the industry for this job description is confirmed as:**

- Assembly
- Catering
- Clean room packaging
- Cleaning
- Clerical support (including office administration)
- Commercial bakery/biscuit/pastry making
- Engineering
- Foam and plastic
- Food Production and/or Packaging
- Gardening
- Horticulture (related activities)
- Hospitality
- Landscaping
- Laundry operations
- Leather and canvas goods and sewing
- Mailing services
- Manufacturing
- Microfilm
- Packaging & Fulfilment
- Plant/Equipment operations
- Printing/Bookbinding
- Recycling
- Retail
- Timberwork
- Transport & Distribution
- Warehousing and logistics
- Other \_\_\_\_\_

<b>Position Title:</b>	<i>Production Assistant – Grade 2</i>
<b>Employer:</b>	<i>[Employer Name]</i>
<b>Remuneration:</b>	<i>Determined by the Supported Employment Services Award Supported Employment Wage Assessment System</i>

## ABOUT SUPPORTED EMPLOYMENT

The Supported Employment Services Award provides the provisions for a person with a disability to be employed in organisation that is registered to provide specialised supported employment services under the National Disability Insurance Scheme (NDIS), although being a Participant in the NDIS is not a pre-requisite for obtaining Supported Employment.

Upon gaining Supported Employment, the employee's wages (i.e. their hourly rate) is determined using the Fair Work Commission ratified '*Supported Employment Wage Assessment System*'. An external assessor will conduct the wage assessment after confirming that the task you are doing is consistent with this Grade.

## ABOUT THIS JOB

### If you accept this job, as part of your normal work day you would be expected to:

- ↳ Undertake a task (without the use a jig or guide) that involves up to 12 (twelve) sequential movements and/or requires the assembly or pairing of up to 6 (six) separate items

### To increase your hourly rate you would be required to:

- ↳ Undertake a task that involves the manipulation or handling of multiple product items, small tools or the basic operation of machinery (e.g. *operate on/off switches or machine 'feeding' or lawn mowing*)

### To further increase your hourly rate you would be required to:

- ↳ Undertake a task that requires:
  - numeracy skills sufficient to accurately count up to 20 (twenty) and/or correct interpretation and compliance with basic instructions which are in either picture, diagram or text form; **and/or**
  - the correct operation of basic office equipment (such as a photocopier), receive and re-direct telephone calls and undertake basic administrative filing (i.e. alphabetically based filing);

### To further increase your hourly rate you would be required to:

- ↳ Recognise product deviation and/or quality faults in your own work (*appropriate to your level of training and to the level of the task you are undertaking*) and subsequently remove any such items from the production process.

### Subject to a higher Graded role being available, you could further increase your hourly rate if you:

- ↳ Agree to, and commence training to undertake a higher Graded role.

**Over the page indicates the sort of industry you will be working in if you accept the job.**

**A person who has a disability and who has not worked in Supported Employment before (or for a long time) may commence in a Grade 1 position and undertake training and assessment to determine the person's capacity and identify a suitable role and industry.**

**Alternatively, the industry for this job description is confirmed as:**

- Assembly
- Catering
- Clean room packaging
- Cleaning
- Clerical support (including office administration)
- Commercial bakery/biscuit/pastry making
- Engineering
- Foam and plastic
- Food Production and/or Packaging
- Gardening
- Horticulture (related activities)
- Hospitality
- Landscaping
- Laundry operations
- Leather and canvas goods and sewing
- Mailing services
- Manufacturing
- Microfilm
- Packaging & Fulfilment
- Plant/Equipment operations
- Printing/Bookbinding
- Recycling
- Retail
- Timberwork
- Transport & Distribution
- Warehousing and logistics
- Other \_\_\_\_\_

<b>Position Title:</b>	<i>Production Assistant – Grade 3</i>
<b>Employer:</b>	<i>[Employer Name]</i>
<b>Remuneration:</b>	<i>Determined by the Supported Employment Services Award Supported Employment Wage Assessment System</i>

## ABOUT SUPPORTED EMPLOYMENT

The Supported Employment Services Award provides the provisions for a person with a disability to be employed in organisation that is registered to provide specialised supported employment services under the National Disability Insurance Scheme (NDIS), although being a Participant in the NDIS is not a pre-requisite for obtaining Supported Employment.

Upon gaining Supported Employment, the employee's wages (i.e. their hourly rate) is determined using the Fair Work Commission ratified '*Supported Employment Wage Assessment System*'. An external assessor will conduct the wage assessment after confirming that the task you are doing is consistent with this Grade.

## ABOUT THIS JOB

### If you accept this job, as part of your normal work day you would be expected to:

- ↳ Undertake a task (*without the use a jig or guide*) that requires the manipulation or handling multiple product items and/or electrical tools and/or the intermediate level of operation of machinery and/or equipment operation where formal trade qualifications are not required (*e.g. ride on mowers, fuelling, oiling and operation of gardening equipment, operation of hospitality equipment such as a coffee machine*)

### To increase your hourly rate you would be required to:

- ↳ Undertake a task that requires more that 12 (twelve) sequential movements and/or requires the assembly or pairing of more than 6 (six) separate items

### To further increase your hourly rate you would be required to:

- ↳ Undertake a task that requires:
  - Numeracy skills beyond that of Grade 2 (i.e. able to count higher than 20) and/or the correct interpretation of, and compliance with, written detailed instructions which are in audio-visual and/or text form (such as a user manual, GPS or User-Interface); **and/or**,
  - The correct operation of numerous items of office equipment (*such as a printers, fax machines, photocopiers*) professional interaction with visitors/customers and direct inquiries accordingly, and administrative alpha/numeric filing and/or cash handling/financial transactions.

### To further increase your hourly rate you would be required to:

- ↳ Hold a licence, permit or certificate to drive a vehicle or operate machinery (*but have no maintenance expectations in relation to the vehicle or machinery beyond reporting of issues*) **and** perform less than 50% of the tasks that would be reasonably be expected of a licence, permit or certificate holder (*e.g. driving a vehicle simply for the purpose of transportation of item(s) from one location to another or the repetitive operation of a forklift where no warehousing, load assessments or changing of forks/tynes is required*).

### To further increase your hourly rate you would be required to:

- ↳ Recognise product deviation and/or quality faults in your own work and the work of others in your immediate area (*appropriate to your level of training and to the level of the task you are undertaking*) and subsequently advise a Supervisor and/or the other person and/or remove any such items from the production process.

**Over the page indicates the sort of industry you will be working in if you accept the job.**

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- Retail
- Timberwork
- Transport & Distribution
- Warehousing and logistics
- Other \_\_\_\_\_