

To Associate, Deputy President Gostencnik
Cc AMOD Team

Kennedys

Submissions

File no. AUSN117-869617 (JZLB)
Date 30 September 2020

Fair Work Commission
Modern Award Review

AM2018/12

**Outline of submissions concerning the *Aboriginal Community
Controlled Health Services Award 2010 (Award)***

Prepared by Kennedys (Australasia) on behalf of



NATSIHWA
National Aboriginal and Torres Strait
Islander Health Worker Association

- 1 These further submissions are made by the National Aboriginal and Torres Strait Islander Health Worker Association Limited (ACN 138 748 697) (**NATSIHWA**), and arise from the decision ([2020] FWCFB 3827) handed down by the Full Bench on 22 July 2020 (**Decision**), pursuant to the directions varied by the Honourable Deputy President Gostencnik on 10 September 2020 (**Directions**) (for which NATSIHWA is grateful).
- 2 We adopt the definitions used previously in NATSIHWA's Outline of Submissions dated 18 September 2020 (**September Submissions**) and 18 June 2019 (**June Submissions**).
- 3 In making these submissions, NATSIHWA relies on the September Submissions, the June Submissions, its oral submissions at the hearing before the Full Bench on 25 July 2019 and 26 July 2019 (**Oral Submissions**), and its outline of further submissions dated 9 August 2019.
- 4 The Decision invited interested parties to address the following questions:
 - 4.1 whether the title of the Award should be '*Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award*' (**Question 1 - Award Title**);¹
 - 4.2 whether the proposed exclusion clauses 4.5(c) and (d) should be retained (**Question 2 - Exclusions from Award Coverage**);²
 - 4.3 whether the change in coverage of the Award requires any consequential amendments to clauses 4.3 and 4.4 (**Question 3 - On-hire and group training provisions**);³
 - 4.4 comment on the calculation of the monetary allowances (as a dollar figure rather than a percentage of the standard rate) (**Question 4 - Monetary Allowances**);⁴
 - 4.5 whether the blood check allowance is correctly named, as opposed to a blood count allowance (**Question 5 - Blood Check Allowance**);⁵ and

¹ See [290] of the Decision.

² See [291] of the Decision.

³ See [292] of the Decision.

⁴ See [293] of the Decision.

⁵ See [294] of the Decision.

4.6 submission of a revised classification structure reflecting the Decision at paragraph 193 (**Question 6 - Revised Classification Structure**).

5 NATSIHWA's response to each of the above Questions appears in the paragraphs that follow.

Question 1 - Award Title

6 NATSIHWA agrees with the proposal in the Decision to rename the award as "*Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award*".

Question 2 - Exclusions from Award Coverage

7 Exclusion clauses 4.5(c) and 4.5(d) of the Award presently state:

(c) employees who are covered by a modern enterprise award, or an enterprise instrument (within the meaning of the Fair Work (Transitional Provisions and Consequential Amendments) Act 2009 (Cth)), or employers in relation to those employees; or

(d) employees who are covered by a State reference public sector modern award, or a State reference public sector transitional award (within the meaning of the Fair Work (Transitional Provisions and Consequential Amendments) Act 2009 (Cth)), or employers in relation to those employees.

8 NATSIHWA endorses the removal of exclusions 4.5(c) and 4.5(d) of the Award on the basis that these exclusions have little (if not no) 'work' to do. To the extent that another instrument applies by operation of the *Fair Work Act 2009 (Cth)*, that matter is not conveniently canvassed in the Award.

Question 3 - On-hire and group training provisions

9 Clause 4.3 and 4.4 presently provide:

4.3 This award covers any employer which supplies labour on an on-hire basis in the Aboriginal community controlled health services industry in respect of on-hire employees in classifications covered by this award, and those on-hire employees, while engaged in the performance of work for a business in that industry. Clause [4.3](#) operates subject to the exclusions from coverage in this award.

4.4 This award covers employers which provide group training services for trainees engaged in the Aboriginal community controlled health services industry and/or parts of that industry and those trainees engaged by a group training service hosted

by a company to perform work at a location where the activities described herein are being performed. Clause 4.4 operates subject to the exclusions from coverage in this award.

- 10 NATSIHWA understands that these are standard form exclusions in modern awards. NATISHWA is not aware of circumstances which support amendments.

Question 4 - Monetary Allowances

- 11 The Medication Administration Allowance of 0.25% of the standard rate should be payable per day (not per week). Unless monetary compensation of \$2.44 per day is paid (which is still modest), this allowance will insufficiently compensate employees for this additional responsibility (specifically in circumstances where no uplift in classification/wages for Health Practitioners will occur).

Question 5 - Blood Check Allowance

- 12 NATISHWA does not oppose the renaming of the 'Blood Check Allowance' as the 'Blood Count Allowance'.

Question 6 - Revised Classification Structure

- 14 NATISHWA's revised classification structure appears at **Annexure A** to these submissions. In addition a summary of the changes sought by NATSIHWA compared to those accepted in the Decision appears at **Annexure B**.

- 15 In summary, the decision not to include a new "Grade 6" that would recognise the senior, supervisory work undertaken by the roles of "Senior Health Practitioners" and "Coordinator Care" roles results in 'crowding' "Grade 5".

- 16 The new Grade 5, now must accommodate senior employees *and* their managers. This has the effect of limiting the career path and requiring employees who supervise their co-workers, in some instances, to receive the same award classification (in addition to not recognising their more senior qualifications, responsibilities and duties). Whilst it is imperative that these roles be recognised (even if only through existence at Grade 5 and not a new Grade 6), NATSIHWA reserves its rights to apply to change the Award to provide appropriate minimum standards for senior practitioners and to reflect the true career path for Aboriginal

and/or Torres Strait Islander Health Workers and Aboriginal and Torres Strait Islander Health Practitioners and recognise their qualifications.

- 17 NATSIHWA also notes that the title Aboriginal and/or Torres Strait Islander Health Practitioner is a protected title (as defined in the National legislation) and Health Practitioners must maintain registration as a condition of their employment and hold a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice or Board accredited program of Study. This title should also be adopted in the Award, where appropriate.

KENNEDYS

30 September 2020

Annexure A

Schedule B - Classification Definitions - Aboriginal and/or Torres Strait Islander Health Workers

B.1.1 Aboriginal and/or Torres Strait Islander Health Worker Trainee (Entry) - Grade 1 (Health Worker Trainee) means an employee in their first year of service who will generally have no direct experience in the provision of Aboriginal and/or Torres Strait Islander health services.

They will provide primary health services education and liaison duties under the direct supervision of more senior employees.

The employer will actively assist the employee to pursue entry into an approved course of study to gain a Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent within 18 months.

B.1.2 Aboriginal and/or Torres Strait Islander Health Worker Trainee - Grade 2 (Health Worker Trainee) means an employee in their second year of service or an employee whom has obtained and/or possess a Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent.

They will provide primary health services education and liaison duties under the direct supervision of more senior employees.

B.1.3 Indicative tasks performed by a Health Worker Trainee

Health Worker Trainees will perform a range of duties and services provided by professional, technical, clinical and administrative work categories.

A Health Work Trainee will:

- work under direct supervision, either individually or in a team or group, using routine procedures and established techniques or methods;
- perform a range of routine tasks and operate office and other equipment requiring the use of basic skills, training or experience;
- exercise minimal judgement in deciding how tasks are performed and completed while being responsible for the quality standard of completed work; and
- undertake orientation and training programs as available.

B.1.4 Range of activities undertaken:

- Assist more senior employees in the provision of patient care associated with basic primary health care functions.

- Assist in the delivery of clinical support services by performing a range of basic non-professional tasks and transporting patients from one area to another.
- Establish and maintain a communication network between health providers and the community.
- Assist in identifying health needs of individuals, groups and the community.
- Assist with the provision of health promotion programs, appropriate referrals, advice and information.
- Network and liaise with other service providers to ensure a coordinated approach to health service delivery.
- Undertake incidental administrative tasks including maintenance of records and data collection.
- Assist in ensuring that services are provided in ways that maximise cultural acceptability.
- Maintain the confidentiality of client contacts.
- Deliver health services under supervision including:
 - basic health screening;
 - basic first aid;
 - health education and promotion;
 - client support;
 - identification of health needs;
 - referral to other health professionals and other services;
 - limited advice and information; and
 - other activities as required to meet identified health needs of the community.

B.1.5 Aboriginal and/or Torres Strait Islander Health Worker (Generalist) - Grade 3

Aboriginal and/or Torres Strait Islander Health Worker (Generalist) (Generalist Health Worker) is:

- (a) a person who has completed Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent; or
- (b) a person with other qualifications or experience deemed equivalent through a Registered Training Organisation.

A Generalist Health Worker who:

- (i) who holds a Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent; or
- (ii) has a Medicare provider number (not a prerequisite),

will be classified as no less than a Grade 3 Level 2 Aboriginal Health Worker/Aboriginal Community Health Worker.

B.1.6 Scope of the Role

- (a) A Generalist Health Worker works within delegated model of care, and will perform a range of duties in the delivery of primary health care services and

community care. They will perform duties of a specific nature, or a range of duties designed to assist in the provision of health services in the professional, technical, clinical and administration work categories.

- (b) A Generalist Health Worker will be able to:
- (i) provide a range of health functions of a clinical, preventative, rehabilitative or promotional nature under the general direction of more senior employees;
 - (ii) work under supervision and direction, either individually or in a team or group using routine primary health care practices and procedures and established techniques or methods. Such tasks may include some of all of the following:
 - assisting in the provision of comprehensive primary health care and education of clients, in conjunction with other members of the health care team;
 - under instruction, assisting in the provision of standard medical treatments in accordance with established medical protocols;
 - collecting and recording data from clients which will assist in the diagnosis and management of common medical problems and medical emergencies;
 - in line with policies and programs established by the health team, participate in educating and informing the community about preventative health measures; and
 - undertaking orientation and training programs as available,
 - (iii) perform a range of additional tasks at a standard in accordance with the level of qualification held, to operate office and other equipment, which requires specific levels of skill, training and experience that are not subject to licensing and registration of other professions. Such services may include:
 - first aid;
 - health education and promotion;
 - client support;
 - identification of health needs;
 - referral to other health professionals and other services;
 - advice and information;
 - other activities as required to meet identified health needs; and
 - advocacy,
 - (iv) exercise judgement in deciding how tasks are performed and completed to ensure the quality standard of completed work; and

- (v) demonstrate good communication and interpersonal skills in client liaison advocacy and teamwork.

B.1.7 Required skills and knowledge

- (a) A Generalist Health Worker will possess an ability to apply primary health care generalist knowledge, skills and demonstrated capacity to perform tasks, using defined techniques and knowledge under supervision.
- (b) A Generalist Health Worker will have:
 - (i) good interpersonal skills and abilities to communicate with Aboriginal and/or Torres Strait Islander individuals, families and communities and network with other services and health professions;
 - (ii) demonstrated ability to apply knowledge and skills obtained from Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent; and
 - (iii) knowledge of confidentiality, ethics and duty of care in a primary health care and/or community services environment.

B.1.8 Grade 4 Aboriginal and/or Torres Strait Islander Health Practitioner, Advanced Health Worker - Practice & Advanced Health Worker - Care

The following three roles are classified at Grade 4:

- (a) **Aboriginal and/or Torres Strait Islander Health Worker Advanced (Advanced Health Worker - Practice)**

An Advanced Health Worker - Practice is a person who holds either a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice or equivalent. The employee independently undertakes a full range of duties, including dealing with the most complex matters. An Advanced Health Worker - Practice performs their duties with little supervision, and may work as a sole practitioner remote from the health service.

- (b) **Aboriginal and/or Torres Strait Islander Health Practitioner (Health Practitioner)**

A Health Practitioner who holds a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice and holds current registration with the Australian Health Practitioner Regulation Agency (AHPRA) - Aboriginal and Torres Strait Islander Health Practice Board.

(Note: An Aboriginal and/or Torres Strait Islander Health Practitioner (protected title) are required by National legislation to maintain registration as a condition of their employment and hold a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice, and must be classified as no less than a Grade 5 Level 1).

- (c) **An Advanced Health Worker - Care** is a person who independently undertakes a full range of duties, including dealing with complex matters. An Advanced Health Worker - Care holds either a Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care, or equivalent.

B.1.9 Scope of the Role: Advanced Health Worker - Practice and Health Practitioners

- (a) Advanced Health Workers - Practice and Health Practitioners work at an advanced level with minimal supervision. The employee will:
 - (i) where the employee specialises in practice, perform a variety of tasks that require a sound knowledge of standards, practices and procedures, and apply primary health care skills obtained through significant training and experience and/or formal vocational development;
 - (ii) perform a range of tasks of a complex nature, and operate equipment, that require specific levels of skills, training and experience at an advanced level;
 - (iii) exercise judgement in deciding how tasks are performed and the quality standard of the work;
 - (iv) manage allocated tasks and work with others to meet deadlines;
 - (v) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply; and
 - (vi) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

B.1.10 Required skills and knowledge: Advanced Health Worker - Practice and Health Practitioners

- (a) Advanced Health Workers - Practice and Health Practitioners possess a well developed knowledge and skills base and a capacity for self-directed application of primary health care service delivery. This will include:
 - (i) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;
 - (ii) ability to deliver primary health care programs in response to health needs of individuals, groups and communities;
 - (iii) clinical skills appropriate for the delivery of health assessments, community screening and primary health care intervention;
 - (iv) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice;
 - (v) interpersonal communication skills including client and community liaison, negotiation and networking;

- (vi) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude; and
- (vii) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication.

B.1.11 Range of Activities: Advanced Health Worker - Practice and Health Practitioners

- (a) Advanced Health Workers - Practice and Health Practitioners will undertake some or all of the following tasks:
 - (i) advocate for the rights and needs of community members;
 - (ii) develop and monitor a case plan;
 - (iii) within a delegated model of care, undertake clinical care duties that may include but are not limited to:
 - dressings;
 - suturing;
 - taking blood;
 - evacuation (medical emergencies);
 - accident, medical care and first aid;
 - subject to law, administering medications;
 - liaison with medical officers about medical advice and treatment;
 - observations;
 - participation in doctor clinics;
 - using patient information management systems;
 - full assessments of patients as presented; and
 - supervision of other Health Workers,
 - (iv) undertake health program care duties that may include but are not limited to:
 - antenatal care;
 - womens, mens, child and youth health;

- older peoples' health care;
 - nutrition;
 - substance abuse;
 - health promotion;
 - environmental health;
 - sexual health; and
 - mental health,
- (v) undertake some community care duties that may include but are not limited to:
- interpreting services;
 - first point of contact counselling and referral;
 - developing and implementing community development programs;
 - health promotion programs; and
 - health education program.

B.1.12 Scope of the Role - An Advanced Health Worker - Care

- (a) In addition to the above, an Advanced Health Worker - Care is expected to work at an advanced level with minimal supervision.
- (b) The employee will:
- (i) perform a range of tasks of a complex nature requiring training and experience at an advanced level;
 - (ii) exercise judgement in deciding how tasks are performed and the quality standard of the work;
 - (iii) manage allocated tasks and work with others to meet deadlines; and
 - (iv) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply.

B.1.13 Required skills and knowledge - An Advanced Health Worker - Care

- (a) An Advanced Health Worker - Care will possess a well-developed knowledge and skills base. This will include:

- (i) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;
- (ii) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (or equivalent);
- (iii) interpersonal communication skills including client and community liaison, negotiation and networking;
- (iv) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude; and
- (v) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication.

B.1.14 Range of Activities - An Advanced Health Worker - Care

- (a) An Advanced Health Worker - Care will undertake some or all or the following tasks:
 - (i) advocate for the rights and needs of community members;
 - (ii) provide outreach services;
 - (iii) monitor a case plan; and
 - (iv) undertake community care duties that may include but are not limited to:
 - assist with initial diagnosis and needs analysis;
 - assist with pre-admission clinics;
 - assist with discharge planning;
 - interpreting services;
 - first point of contact counselling and referral;
 - developing and implementing community development programs;
 - health promotion programs; and
 - health education programs.

B.1.15 Grade 5 Senior Health Worker, Senior Health Practitioner, Coordinator Care

The following roles are classified at Grade 5:

- (a) **Senior Health Worker** holds a Diploma in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent. The employee may be responsible for a small team of Aboriginal and/or Torres Strait Islander Health Workers at this level, and will be required to hold expert knowledge of Aboriginal health

issues, as well as assisting with the planning and supervision of other workers' duties;

(b) **Senior Aboriginal and/or Torres Strait Islander Health Practitioner (Senior Health Practitioner)**. A Senior Health Practitioner will hold:

- i. a Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Practice or other qualifications or experience deemed equivalent to be classified at this grade; and
- ii. current registration with the Australian Health Practitioner Regulation Agency (AHPRA) - Aboriginal and Torres Strait Islander Health Practice Board.

A Senior Health Practitioner required by State or Territory legislation to maintain registration as a condition of their employment who holds either a Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Practice or equivalent will be classified as no less than a Grade 5 Level 2; and

(c) **Aboriginal and/or Torres Strait Islander Health Worker Coordinator (Health Worker Coordinator)**. A Coordinator Care holds either a Diploma or Advanced Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care or other qualifications or experience deemed equivalent to be classified at this grade.

B.1.16 Scope of the Role: Senior Health Workers

The employee will:

- (a) where the employee specialises in practice, perform a variety of tasks that require a sound knowledge of standards, practices and procedures, and apply primary health care skills obtained through significant training and experience and/or formal vocational development;
- (b) perform a range of tasks of a complex nature, and operate equipment, that require specific levels of skills, training and experience at an advanced level;
- (c) exercise judgement in deciding how tasks are performed and the quality standard of the work;
- (d) manage allocated tasks and work with others to meet deadlines; and
- (e) exercise good communication and interpersonal skills where client liaison advocacy and supervisory responsibilities apply.

B.1.17 Required skills and knowledge: Senior Health Workers

- (a) Senior Health Workers possess a well-developed knowledge and skills base and a capacity for self-directed application of primary health care service delivery. This will include:
 - (i) knowledge of social determinants of health affecting Aboriginal and/or Torres Strait Islander peoples;
 - (ii) ability to deliver primary health care programs in response to health needs of individuals, groups and communities;

- (iii) clinical skills appropriate for the delivery of health assessments, community screening and primary health care intervention;
- (iv) demonstrated ability to apply knowledge and skills obtained from Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care;
- (v) interpersonal communication skills including client and community liaison, negotiation and networking;
- (vi) ability to manage own work with limited supervision through the use of planning and time management showing initiative and a positive attitude;
- (vii) ability to advocate for Aboriginal and/or Torres Strait Islander health issues, network and demonstrate skills in verbal and written communication; and
- (viii) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

B.1.18 Range of Activities: Senior Health Workers

- (a) A Senior Health Worker will undertake some or all or the following tasks:
 - (i) advocate for the rights and needs of community members;
 - (ii) develop and monitor a case plan;
 - (iii) within a delegated model of care, undertake clinical care duties that may include but are not limited to:
 - liaison with medical officers about medical advice;
 - observations;
 - participation in doctor clinics;
 - using patient information management systems; and
 - supervision of other Health Workers,
 - (iv) undertake health program care duties that may include but are not limited to:
 - antenatal care;
 - womens, mens, child and youth health;
 - older peoples' health care;
 - nutrition;
 - substance abuse;
 - health promotion;
 - environmental health;
 - sexual health; and
 - mental health.
 - (v) undertake community care duties that may include but are not limited to:
 - interpreting services;

- first point of contact counselling and referral;
- developing and implementing community development programs; and
- health promotion programs and health education programs.

B.1.19 Scope of the Role: Senior Health Practitioner

A Senior Health Practitioner works at a senior level and is responsible for the implementation, coordination management and evaluation of health programs and service delivery in one or more specialised programs or sub-programs.

A Senior Health Practitioner is expected to work at an advanced level in a specialised program or sub-program with broad direction and minimal supervision. The position will exercise accountability and responsibility for programs under their control, and for the quality standards of work produced.

B.1.20 Required skills and knowledge: Senior Health Practitioner

(a) A Senior Health Practitioner will have:

- (i) demonstrated knowledge of Aboriginal and/or Torres Strait Islander cultures and their health needs, and the ability to develop strategies to address key outcome areas;
- (ii) knowledge and understanding of the policies, guidelines and practice relevant to a specialised program area targeting Aboriginal and/or Torres Strait Islander peoples;
- (iii) skills to incorporate evidence-based practice in health care at the program level, and facilitate delivery of specialised programs to the community;
- (iv) ability to advocate for the rights and needs of community members and liaise with external stakeholders, including NGOs and other government organisation;
- (v) ability to work autonomously and apply a high level of theoretical and applied knowledge in relation to program management;
- (vi) high level communication and problem solving skills, with the ability to engage and negotiate with communities about program implementation and uptake;
- (vii) ability to work in a cross cultural, multidisciplinary environment delivering specific program care;
- (viii) ability to facilitate workshops and transfer knowledge of best practice in a specialist field to primary health care workers;
- (ix) demonstrated ability to develop and maintain current knowledge in their program area; and
- (x) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

B.1.21 Range of Activities: Senior Health Practitioner

A Senior Health Practitioner will undertake some or all of the following tasks relating to the management and delivery of a specialist health program. Activities expected of this position may include:

- (i) undertake program management duties including:
 - developing operational program plans;
 - identifying performance indicators for health programs;
 - monitoring health programs;
 - establishing evaluation process for health programs;
 - managing resources for the delivery of a health care program;
 - producing community profile report and health needs analyses, and establishing mechanisms for stakeholder feedback; and
 - implementing quality control,
- (ii) within a delegated model of care, undertake clinical care duties which may include:
 - taking blood;
 - child and adult health checks;
 - immunisations;
 - supervision of other Aboriginal and/or Torres Strait Islander Health Workers and Aboriginal and/or Torres Strait Islander Health Practitioners; and
 - safety measures and procedures,
- (iii) undertake community care duties that may include:
 - networking with other agencies and create partnerships;
 - developing at a policy level and implementing community development strategies;
 - implementing health promotion strategies;
 - representing their health service on national, state and regional level activities; and
 - providing mechanisms for community to advocate for the rights and needs of community members and program needs.

B.1.22 Scope of the role: Health Worker Coordinator

A Health Worker Coordinator is expected to manage and coordinate at an advanced level in a specialised program or sub-program with broad direction and minimal supervision. The position will exercise accountability and responsibility for programs under their control, and for the quality standards of work produced.

B.1.23 Required skills and knowledge: Health Worker Coordinator

A Coordinator Care will have:

- (i) demonstrated knowledge of Aboriginal and/or Torres Strait Islander cultures and their health needs, and the ability to develop strategies to address key outcome areas;

- (ii) knowledge and understanding of the policies, guidelines and practice relevant to a specialised program area targeting Aboriginal and Torres Strait Islander peoples;
- (iii) skills to incorporate evidence-based practice in health care at the program level, and facilitate delivery of specialised programs to the community;
- (iv) ability to advocate for the rights and needs of community members and liaise with external stakeholders, including NGOs and other government organisations;
- (v) ability to work autonomously and apply a high level of theoretical and applied knowledge in relation to program management;
- (vi) high level communication and problem solving skills, with the ability to engage and negotiate with communities about program implementation and uptake;
- (vii) ability to work in a cross cultural, multidisciplinary environment delivering specific program care;
- (viii) ability to facilitate workshops and transfer knowledge of best practice in a specialist field to primary health care workers;
- (ix) demonstrated ability to develop and maintain current knowledge in their program area; and
- (x) have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 3.

B.1.24 Range of Activities: Health Worker Coordinator

A Health Worker Coordinator will undertake some or all of the following tasks relating to the management and delivery of a specialist health program. Activities expected of this position may include:

- (i) undertake program management duties including:
 - developing operational program plans;
 - identifying performance indicators for health programs;
 - monitoring health programs;
 - establishing evaluation processes for health programs;
 - managing resources for the delivery of a health care program;
 - producing community profile report and health needs analyses, and establishing mechanisms for stakeholder feedback;
 - implementing quality control;
 - child and adult health checks;
 - supervision of other Aboriginal and/or Torres Strait Islander Health Workers and Aboriginal and/or Torres Strait Islander Health Practitioner; and
 - safety measures and procedures,

- (ii) undertake community care duties that may include:
- networking with other agencies and create partnerships;
 - developing at a policy level and implementing community development strategies;
 - implementing health promotion strategies;
 - representing their health service on national, state and regional level activities; and
 - providing mechanisms for community to advocate for the rights and needs of community members and program needs.

Annexure B Classification Structure - Comparison

CURRENT AWARD CLASSIFICATION STRUCTURE			NATSIHWA'S PROPOSED CHANGES			ALTERNATE CHANGES RELECTING DECISION			
Classification	Role	Qualification requirement ⁶	Classification	Role	Qualification requirement ⁷	Classification	Role	Qualification requirement ⁸	
Grade 1		Nil.	Grade 1	Health Worker Trainee	Nil.	Grade 1	Health Worker Trainee	Nil.	
Level 1			Level 1			Level 1			
			Grade 2		Grade 2	HLT20113 - Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care		Grade 2	HLT20113 - Certificate II in Aboriginal and/or Torres Strait Islander Primary Health Care
Level 2			Level 1		Level 1				
Level 3			Level 2		Level 2				

⁶ Clause B.1 of the current Award.

⁷ Clause 19 of the Final Draft Determination.

⁸ Clause 19 of the Final Draft Determination.

CURRENT AWARD CLASSIFICATION STRUCTURE			NATSIHWA'S PROPOSED CHANGES			ALTERNATE CHANGES RELECTING DECISION		
					Or equivalent			Or equivalent
Grade 2		HLT30113 - Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent	Grade 3	Generalist Health Worker	HLT30113 - Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care Or equivalent	Grade 3	Generalist Health Worker	HLT30113 - Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care Or equivalent
Level 1	Level 1		Level 1					
Level 2	Level 2		Level 2					
Level 3	Level 3		Level 3					
Grade 3*	Senior Aboriginal Health Worker;	HLT40213 and predecessor versions - Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice)	Grade 4*	Advanced Health Worker - Care	HLT40113 - Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care	Grade 4	Advanced Health	HLT40113 - Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care
Level 1			Level 1			Level 1		
Level 2			Level 2			Level 2		
Level 3			Level 3			Level 3		

CURRENT AWARD CLASSIFICATION STRUCTURE			NATSIHWA'S PROPOSED CHANGES			ALTERNATE CHANGES RELECTING DECISION		
		<i>Primary Health Care)</i>						Practice or equivalent
Grade 4		HLT52207 - Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Community) <i>(this is the predecessor qualification to HLT50113 Diploma of Aboriginal and/or Torres Strait Islander</i>	Grade 5**	Advanced Health Worker - Practice; Health Practitioner; Senior Health Worker	HLT40213 - Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice or equivalent HLT50113 - Diploma in Aboriginal and/or Torres Strait Islander Primary	Grade 5**	Senior Health Worker Health Worker Coordinator Care	HLT50113 - Diploma in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent HLT60113 - Advanced Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent
Level 1	Level 1							
Level 2	Level 2							
Level 3	Level 3							

CURRENT AWARD CLASSIFICATION STRUCTURE			NATSIHWA'S PROPOSED CHANGES			ALTERNATE CHANGES RELECTING DECISION		
		Primary Health Care) HLT50213 and predecessor versions - Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care (Practice)			Health Care or equivalent		Senior Health Practitioner	HLT50213 - Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Practice or equivalent
		Or equivalent	Grade 6***	Coordinator Care	HLT60113 - Advanced Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent			Nil.
			Level 1					
			Level 2					
			Level 3					

CURRENT AWARD CLASSIFICATION STRUCTURE			NATSIHWA'S PROPOSED CHANGES			ALTERNATE CHANGES RELECTING DECISION
				Senior Health Practitioner	HLT50213 - Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Practice or equivalent	

* Advanced Health Worker - Care (previously at grade 3 and therefore no change)

** Advanced Health Worker - Practice, Health Practitioners (previously at grade 3 and therefore uplifted (and work value case to be made out to support uplift in wages)). This Grade also covers Senior Health Workers - Care (no uplift in wages)

*** New classification - work value case to be made out concerning insertion of new grade.