



## DECISION

*Fair Work Act 2009*  
s.185—Enterprise agreement

**Australian Red Cross Blood Service (a division of the Australian Red Cross Society) T/A Australian Red Cross Blood Service**  
(AG2016/6793)

### **AUSTRALIAN RED CROSS BLOOD SERVICE SCIENTISTS ENTERPRISE AGREEMENT VICTORIA 2016**

Health and welfare services

COMMISSIONER GREGORY

MELBOURNE, 16 FEBRUARY 2017

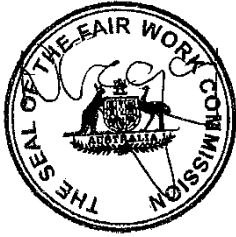
*Application for approval of the Australian Red Cross Blood Service Scientists Enterprise Agreement Victoria 2016.*

[1] An application has been made for approval of an enterprise agreement known as the *Australian Red Cross Blood Service Scientists Enterprise Agreement Victoria 2016* (the Agreement). The application was made pursuant to s.185 of the *Fair Work Act 2009* (the Act). It has been made by Australian Red Cross Blood Service (a division of the Australian Red Cross Society) T/A Australian Red Cross Blood Service. The Agreement is a single enterprise agreement.

[2] I am satisfied that each of the requirements of ss.186, 187 and 188 as are relevant to this application for approval have been met.

[3] The Health Services Union being a bargaining representative for the Agreement, has given notice under s.183 of the Act that it wants the Agreement to cover it. In accordance with s.201(2) I note that the Agreement covers the organisation.

[4] The Agreement is approved and, in accordance with s.54 of the Act, will operate from 23 February 2017. The nominal expiry date of the Agreement is 30 September 2019.



COMMISSIONER

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Australian Red Cross  
**BLOOD SERVICE**

**Australian Red Cross Blood Service  
Scientists Enterprise Agreement  
Victoria 2016**



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## **PART 1 – ADMINISTRATIVE ARRANGEMENTS**

### **1 TITLE**

- 1.1 This Agreement shall be known as the Australian Red Cross Blood Service Scientists Enterprise Agreement Victoria 2016.

### **2 DEFINITIONS**

- 2.1 “Act” means the Fair Work Act 2009 (Cth).
- 2.2 “Agreement” means the Australian Red Cross Blood Service Scientists Enterprise Agreement Victoria 2016.
- 2.3 “Blood Service” means the Australian Red Cross Blood Service
- 2.4 “Employer” means the Australian Red Cross Blood Service (a division of the Australian Red Cross Society) ABN 50169561394.
- 2.5 “FWC” means Fair Work Commission.
- 2.6 “NES” means the National Employment Standards. [Fair Work Act 2009 NES](#) to be referenced with [Fair Work Act 2009 Dictionary](#).
- 2.7 “Ordinary Pay” means remuneration in accordance with the employees’ classification under this Agreement plus higher qualifications allowance and over Agreement payments, if any.
- 2.8 “Scientist” means a person who has:
- 2.8.1 a Bachelor of Applied Science or Applied Science awarded by a university in Australia; or
- 2.8.2 an equivalent qualification (including, but not limited to, a person who:
- a) holds a post graduate qualification in science or applied science awarded by a university in Australia; or
- b) has an overseas qualification in science or applied science recognised by the Australian Institute of Medical Scientists equivalent to an Australian bachelor or higher degree qualification; or
- c) prior to 1 December 1973 held an associate qualification conferred by the (then) Australian Institute of Medical Technologies).
- 2.9 “Service” and continuous service shall be defined by [s.22](#) of the Act.
- 2.10 “Trainee Scientist” means an employee engaged in studies leading to the attainment of a Bachelor of Applied Science or equivalent.
- 2.11 “Union” means the Health Services Union (Victoria No.4 Branch).

### **3 PERSONS COVERED**

- 3.1 Subject to section 53 and 183 of the Act this Agreement covers:
- (a) The Employer;
- (b) The Employees (as defined in clause 4 Scope);
- (c) The Union.

## **4 SCOPE**

- 4.1 This Agreement shall apply to all employees employed by the Blood Service in Victoria in any of the classifications specified in Appendix 1 (Classification Pay Ranges) and further defined in Appendix 4 (Descriptors and Behaviours Guide) who are employed as Scientists.
- 4.2 To avoid doubt, this Agreement does not apply to or cover employees employed in any of the following positions within the Blood Service in Victoria:
- Members of the Executive;
  - Senior Leadership Team;
  - Positions which report directly through to an Executive Director;

## **5 PERIOD OF OPERATION**

- 5.1 This Agreement shall commence operation seven (7) days after the FWC approves the Agreement (Commencement date). The Agreement will expire 30 September 2019. The parties undertake to commence negotiations for a new Agreement at least four (4) months prior to the expiration of this Agreement.
- 5.2 This Agreement will continue to operate until it is terminated or replaced by a new Agreement.

## **6 PURPOSE OF AGREEMENT**

- 6.1 The persons covered by this Agreement are committed to ensuring that the organisation and employees are best placed to meet present and future operational demands in a safe, healthy and equitable work environment in which employees are treated fairly, consistently and with respect, are free from discrimination and are encouraged and supported in achieving their full potential.

## **7 REPLACEMENT AGREEMENT**

- 7.1 This Agreement will regulate conditions of employment to those to whom it applies, unless noted within a specific clause. It replaces, supersedes and operates to the exclusion of the Australian Red Cross Blood Service Scientists Enterprise Agreement 2013.

## **8 NO EXTRA CLAIMS**

- 8.1 No extra claims for additional increases in salaries or changes to terms and conditions of employment will be made by any person covered by the Agreement during the life of this Agreement, apart from during negotiations for a replacement Agreement under clause 5.1.

## **9 FLEXIBILITY**

- 9.1 The Blood Service and an employee covered by this Agreement may agree to make an individual flexibility arrangement to vary the effect of terms of the Agreement if:
- (a) the agreement deals with one (1) or more of the following matters:
- (i) arrangements about when work is performed;

- (ii) overtime rates;
  - (iii) penalty rates;
  - (iv) allowances;
  - (v) leave loading; and
- (b) the arrangement meets the genuine needs of the Blood Service and employee in relation to one (1) or more of the matters mentioned in paragraph (a); and
- (c) the arrangement is genuinely agreed to by the Blood Service and employee.
- 9.2 The Blood Service must ensure that the terms of the individual flexibility arrangement:
- (a) are about permitted matters under section 172 of the Fair Work Act 2009; and
  - (b) are not unlawful terms under section 194 of the Fair Work Act 2009; and
  - (c) result in the employee being better off overall than the employee would be if no arrangement was made.
- 9.3 The Blood Service must ensure that the individual flexibility arrangement:
- (a) is in writing; and
  - (b) includes the name of the Blood Service and employee; and
  - (c) is signed by the Blood Service and employee and if the employee is under eighteen (18) years of age, signed by a parent or guardian of the employee; and
  - (d) includes details of:
    - (i) the terms of the agreement that will be varied by the arrangement; and
    - (ii) how the arrangement will vary the effect of the terms; and
    - (iii) how the employee will be better off overall in relation to the terms and conditions of his or her employment as a result of the arrangement; and
  - (e) states the day on which the arrangement commences.
- 9.4 The Blood Service must give the employee a copy of the individual flexibility arrangement within fourteen (14) days after it is agreed to.
- 9.5 The Blood Service or employee may terminate the individual flexibility arrangement:
- (a) by giving no more than twenty eight (28) days written notice to the other party to the arrangement; or
  - (b) if the Blood Service and employee agree in writing, at any time.



## **PART 2 – TYPES OF EMPLOYMENT**

### **10 EMPLOYMENT CATEGORIES**

10.1 Employees may be employed in any of the following manners:

- a) Permanent (Full time or Part time);
- b) Fixed Term (Full time or Part time);
- c) Casual.

10.2 An employee may be employed on a probationary period for the first six (6) months of employment. The total probationary period cannot be for a period longer than six (6) months.

#### **Full-Time Employees**

10.3 A full time employee is defined as someone who is engaged as such and who is ready, willing and available to work thirty-eight (38) hours per week or an average of thirty-eight (38) hours pursuant to clause 11.1.

10.4 A full time employee as defined by this clause shall be entitled to the full weekly wage prescribed herein irrespective of the number of hours worked not exceeding thirty-eight (38).

#### **Part-Time Employees**

10.5 A part time employee is defined as someone who is engaged as such and works less than the full time ordinary hours of thirty-eight (38) hours per week (or 76 hours per fortnight), has reasonably predictable hours and receives, on a pro rata basis, equivalent pay and conditions to those for full-time employees.

10.6 At the time of engagement, the Blood Service and employee will agree in writing on the following matters:

- (i) a regular pattern of work, specifying the hours worked each day;
- (ii) which days of the week the employee will work; and
- (iii) the actual starting and finishing times each day.

10.7 The Blood Service will take into account a part time employee's family responsibilities and accommodate these as far as practicable.

10.8 The terms of the agreement may be varied by agreement and recorded in writing.

10.9 Paid leave will accrue on all ordinary hours worked.

#### **Casual Employees**

10.10 A casual employee means an employee who is employed on an intermittent and/or irregular basis.

10.11 A casual employee will be paid per hour calculated at the rate of 1/38<sup>th</sup> of the ordinary pay appropriate to the employee's classification. In addition, a loading of twenty-five (25) per cent or seventy-five (75) per cent on weekends or public holidays of that rate will be paid instead of paid leave entitlements.

### **Fixed Term Employees**

- 10.12 The Blood Service may engage employees on fixed term contracts of employment for purposes which may include, but shall not be limited to, special projects; relief for parental leave and other forms of leave or limited funded projects.
- 10.13 The intention of the Blood Service in engaging employees on a fixed term contract basis is to fill short term vacancies where on-going employment would not be suitable.

## **PART 3 – HOURS OF WORK**

### **INTRODUCTION**

All loadings and penalties provided for in this part of the Agreement shall be applied once. Where more than one penalty or loading applies for the same period of work, only the higher will apply. For the avoidance of doubt this clause does not apply to Appendix 2 (Allowances).

### **11 HOURS OF WORK**

- 11.1 The ordinary hours of work shall be thirty-eight (38) hours per week (exclusive of meal times) worked as one hundred and fifty-two (152) hours within a period not exceeding twenty-eight (28) consecutive days (4 weeks).
- 11.2 Ordinary hours of work: for full time employees will be worked as eight (8) hour shifts and by mutual agreement, shifts of up to 9.5 hours (excluding meal times) over four shifts per week may be worked.
- Ordinary hours of part-time employees per day will not exceed the ordinary hours of full-time employees in the same department.
- 11.3 Provided that, subject to the roster provisions eighty (80) hours may be worked in any two (2) consecutive weeks, but not more than fifty (50) ordinary hours may be worked in any one (1) week.
- 11.4 With the exception of time occupied having meals, the work of each day will be continuous.
- 11.5 Each employee shall be free from duty for not less than two (2) consecutive days in each week except where overtime is performed on a rostered day off.
- 11.6 Where mutually agreed between the employee and the Blood Service, this provision may be altered so that the employee has an average of two (2) days per week free from duty and one accrued day off in each four (4) week cycle.

### **12 ACCRUED DAYS OFF (ADO)**

- 12.1 Full time employees will:
- (i) work forty (40) hours per week in shifts of eight (8) hours per day;
  - (ii) will be paid for thirty-eight (38) hours per week; and
  - (iii) will accrue an ADO at the rate of one (1) per four (4) weeks to a maximum of thirteen (13) days per calendar year.
- 12.2 Provided that where ordinary hours exceed eight (8) hours per day worked over four (4) days per week, ADOs will not apply.
- 12.3 Once accrued by an employee, the employee may take the ADO at a time mutually agreed between the employee and the Blood Service. An employee may elect, with the consent of the employer, to take an ADO in half day amounts.
- 12.4 Notwithstanding the provisions of sub clause 12.1, by mutual agreement, an employee may defer the taking of an ADO. Deferred ADOs will accrue to the credit of an employee. An employee may accrue a maximum of five (5) ADO's at any one time.

- 12.5 Where an employee has accrued five (5) ADO's, the Blood Service may direct the employee to take one or more such ADO's or, by mutual agreement, pay the employee in lieu of any or all such accrued ADO's.
- 12.6 On termination of employment the value of any accrued ADO's standing to the employee's credit shall be paid to the employee.

### **13 ROSTERS**

- 13.1 Where an employee's working hours are subject to change from one roster period to the next, a roster which sets out employees' normal working hours, times of commencing and ending duty and times "on call" shall be placed in a readily accessible position and will be available to employees whose working hours are subject to that roster. Except in the case of sickness or other emergency, the roster shall not be altered without at least seven (7) days' notice being given to the employee affected by such alteration.
- 13.2 Where the Blood Service requires an employee without seven (7) days' notice and outside the circumstance prescribed in subclause 13.1 above, to perform duty at other times than previously rostered, the employee shall be paid an allowance as prescribed in Appendix 2 (Allowances) of the Agreement.
- 13.3 The roster should be drawn up so as to provide at least eight (8) hours off duty between successive ordinary hour shifts.

### **14 FLEXIBLE WORK ARRANGEMENTS**

- 14.1 The Blood Services recognises that at times employees may need some flexibility in their starting and finishing times due to specific individual circumstances of a fixed duration. Employees may negotiate changes to the arrangement of their ordinary working hours on a particular day or days, or for a specific period, with their manager to accommodate their individual circumstances, subject to operational requirements. Where changes to working arrangements are intended to be ongoing, the employee and the Blood Service may negotiate changes to arrangements about when work is performed, subject to the provisions of clause 9 (Flexibility).

### **15 OVERTIME**

- 15.1 Overtime shall be calculated on the employees ordinary hourly rate of pay, and shall not be payable unless the period of overtime is authorised.
- 15.2 For all time worked at the direction of the Blood Service in excess of the ordinary hours prescribed in sub clause 11.2, the following overtime rates shall be paid to employees:
- a) First two (2) hours at time and a half and then double time thereafter;
  - b) Outside a spread of twelve (12) hours from the commencement of the rostered period of duty, double time;
  - c) Weekend overtime paid at the rate of double time.

#### **Reasonable Overtime**

- 15.3 Subject to subclause 15.4 below the Blood Service may request or require any full time or part-time employee to work reasonable overtime at overtime rates and such employee shall work overtime in accordance with such requirements. The employee may refuse to work unreasonable overtime.

- 15.4 For the purpose of determining what is reasonable overtime, consideration will be given to the following factors:
- a) any risk to employee health and safety from working the additional hours;
  - b) the employee's personal circumstances, including family responsibilities;
  - c) the needs of the Blood Service;
  - d) any notice given by the Blood Service of any request or requirement to work the additional hours;
  - e) any notice given by the employee of the employee's intention to refuse to work the additional hours;
  - f) the nature of the employee's role, and the employee's level of responsibility;
  - g) any other relevant matter.

### **Part-time Employees**

- 15.5 Overtime shall be paid wherever work is performed in excess of full time rostered shift length for that work area.

### **Time off in Lieu**

- 15.6 Employees employed in Business & Team Management Grade 4 and 5 or Applied Medical & Technical Grade 4 and 5 classifications may elect in lieu of payment of overtime, to take time off equivalent to the time worked at a time mutually agreed between the Blood Service and the employee.
- 15.7 Except as provided for in this clause, overtime shall be paid for and an employee shall not be allowed to take time off in lieu.

### **Ten Hour Break**

- 15.8 When overtime work is necessary, it shall wherever reasonably practicable, be so arranged that employees have at least ten (10) consecutive hours off duty between work on successive shifts.
- 15.9 Where the employee has not had at least ten (10) hours off duty between consecutive shifts, the employee shall be released after the completion of the overtime until he or she has had ten (10) consecutive hours off duty without loss of pay for rostered ordinary working time occurring during such absence.
- 15.10 Provided that where an employee who works overtime is required on the instructions of the Blood Service to return to or continue work without the consecutive ten (10) hour break provided in subclause 15.8, then the employee shall be paid at double time, until released from duty for such a rest period. The employee will then be entitled to ten (10) consecutive hours off duty without loss of pay for ordinary rostered hours occurring during such absence.

## **16 MEAL AND REST BREAKS**

- 16.1 Rest breaks (10 minutes), unlike meal breaks (30 to 60 minutes) are paid breaks.
- 16.2 The entitlement to rest breaks and meal breaks are as follows:

<b>Length of shift</b>	<b>Length of break</b>
4 – 5.00 hours (part-time employees only)	one (1) x ten (10) minute break
5.01 – ≤ 8.00 hours (part-time employees only)	one (1) x 30 minute meal break, one (1) x (10) minute rest break
8 hour shifts and 10 hour shifts	One (1) 30 to 60 minute meal break and two (2) ten minute rest break

- 16.3 The duration of meal break, where a range is indicated above, shall be at the discretion of the Blood Service.
- 16.4 Where an employee is unable to be relieved from duty for a meal break, the employee shall be paid for the break as time worked at the ordinary rate plus fifty (50) per cent.
- 16.5 For the purposes of this clause the term “duty” shall include the requirement to remain contactable by telephone or mobile phone.

## **17 SHIFT WORK**

- 17.1 An employee whose rostered hours of ordinary duty finish between 6.00pm and 8.00am or commence between 6.00pm and 6.30am shall be paid a morning or afternoon shift allowance as prescribed in Appendix 2 (Allowances) per rostered period of duty.
- 17.2 An employee working on any rostered hours of ordinary duty finishing on the day after commencing duty or commencing after midnight and before 5.00am shall be paid a night shift allowance as prescribed in Appendix 2 (Allowances) per rostered period of duty.
- 17.3 An employee permanently working a rostered shift in subclause 17.2 above the employee shall be paid a permanent night shift allowance as prescribed in Appendix 2 (Allowances) per rostered period of duty.
- 17.4 For the purposes of subclause 17.3, permanently working means working for any period in excess of four (4) consecutive weeks.
- 17.5 Change of shift allowance is prescribed by clause 33.

## **18 WEEKEND WORK**

- 18.1 All rostered time of ordinary duty performed between midnight on Friday and midnight on Sunday shall be paid at the rate of time and a half.
- 18.2 Subject to sub clause 15.5, (Part Time - Overtime), where Saturday or Sunday duties are required to be carried out in excess of the ordinary rostered hours, such excess time worked shall be paid for at the rate of double time.

## **19 ON CALL**

- 19.1 An employee required to be on call for the purposes of ensuring they are readily contactable and available to undertake appropriate duties if required, shall receive an allowance as provided for in Appendix 2 (Allowances) of the Agreement.

- 19.2 In respect to any twenty-four (24) hour period or part thereof during which the employee is on-call, commencing from the time of finishing ordinary duty on Monday and the time of termination of ordinary duty on Friday will be paid On Call Allowance (a).
- 19.3 An employee required to be on call outside the period specified in subclause 19.2 or on a public holiday shall receive On Call Allowance (b), in respect to any twenty-four (24) hour period or part thereof.
- 19.4 Rosters shall be planned to ensure that employees receive four (4) clear days per fortnight free from duty including on call.
- 19.5 Where such days free from on call cannot be provided and employees are required to be on-call (including telephone recall of greater than one hour) the employee will receive up to five (5) days additional annual leave in a twelve (12) month period
- (a) during weekend days or public holidays or on days that the employee is rostered for duty; and
  - (b) are rostered to be on-call for a minimum of two (2) days in every four (4) week cycle over twelve (12) cycles in an anniversary year.
- 19.6 Employees who are regularly rostered on call are entitled to receive additional annual leave in accordance with clause 25.12 (Annual Leave).

### **Recall to Work**

- 19.7 Employees recalled to duty after leaving the employer's premises shall be paid from the time of receiving the call until the time of finishing such recall, for a minimum of three (3) hours work for such time so recalled at the following rates:
- (i) within a spread of twelve (12) hours from the commencement of the last previous period of ordinary duty, at time and a half.
  - (ii) outside a spread of twelve (12) hours from the commencement of the last period of ordinary duty, at double time.
- 19.8 Employees who work so much recall between midnight and the commencement of their next succeeding rostered period of duty that they would not have at least ten (10) consecutive hours off duty between those times, shall, subject to subclause 19.11 below, be released after completion of such recall worked until they have ten (10) consecutive hours off duty without loss of pay for rostered ordinary hours occurring during such absence.
- 19.9 If on the instructions of the employer an employee resumes or continues work without having had ten (10) consecutive hours off duty the employee shall be paid at the rate of double time until they are released from duty for a rest period of at least ten (10) hours without loss of pay during such absence. No employee shall present for duty on a voluntary basis unless they have had ten (10) consecutive hours off duty.
- 19.10 In the event of any employee finishing any period of recall at a time when reasonable means of transport are not available for the employee to return to his or her place of residence the employer shall provide adequate transport free of cost to the employee.
- 19.11 No employee shall be permitted to be on call in the twenty-four (24) hour period prior to any change of shift.

### **Telephone Recall**

- 19.12 Where an employee is recalled to duty by telephone, such an employee shall be paid a minimum of one (1) hour's overtime for such recall work.

- 19.13 For subsequent telephone recalls beyond the first hour, the employee will be paid a minimum of one (1) hour's overtime provided that multiple recalls within a discrete hour will not attract an additional payment.
- 19.14 Where the person on-call is not available, or where there is no person rostered on-call or where the professional advice of an un-rostered scientist is required, the telephone recall allowance shall be paid.



## PART 4 – LEAVE

For the purposes of this Part:

- **Child** means as defined by [s.17 of the Act](#)
- **De facto** means as defined [De facto partner of a national system employee by the Act](#)
- **Immediate family:** means
  - (a) a spouse (includes former spouse), de facto partner, child, parent, grandparent, grandchild or sibling of the employee; or
  - (b) a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee.
- **Ordinary pay** means remuneration in accordance with the employee's classification under this Agreement plus higher qualifications allowances, and over Agreement payments, if any.

### 20 PERSONAL LEAVE

20.1 For the purposes of this clause personal leave includes sick, carer's and urgent pressing necessity leave entitlement

20.2 All full time employees shall accrue the following amount of personal leave each anniversary year:

(i)	First year of continuous service	121 hours and 36 minutes
(ii)	Second, third and fourth year of continuous service	136 hours and 48 minutes
(iii)	Fifth year of continuous service and thereafter	190 hours

20.3 Personal leave for part time employees will accrue on a pro rata basis.

20.4 Personal leave will accrue from year to year without limit.

20.5 Personal leave will be debited by the hour.

#### Definitions

20.6 Personal leave shall cover the following types of leave:

- (i) **Sick Leave:** Where an employee is absent on the grounds of personal illness or personal injury, affecting the employee.
- (ii) **Carers Leave:** Where an employee is required to provide support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because of:
  - (a) a personal illness, or personal injury, affecting the employee; or
  - (b) an unexpected emergency affecting the employee.
- (iii) **Urgent Pressing Necessity Leave:** A matter that must be attended to by the employee and which cannot reasonably be deferred.
- (iv) **Domestic Violence:** where required to attend medical appointments, counselling or court appearances, etc.

- 20.7 All employees who are absent from work on account of matters relating to personal leave, as defined above, will be eligible for personal leave without deduction of pay as provided in this clause.
- 20.8 An employee must provide the Blood Service with reasonable evidence in support of an application for leave of absence on the grounds of personal leave. This evidence may include statutory declaration, certificates from relevant medical practitioners and health professionals. Such certificates or statutory declarations may not be authorised by Blood Service employees and/or relatives of the employees concerned, where evidence is required.
- 20.9 To access personal leave the employee shall as soon as is reasonably practicable advise their manager of the employee's inability to attend for work and the estimated duration of such absence, provided that such advice other than in extraordinary circumstances shall be given prior to or within twenty-four (24) hours of the commencement of such absence.
- 20.10 If the period during which an employee takes paid personal/carer's leave includes a day or part-day that is a public holiday, the employee is taken not to be on paid personal/carer's leave on that public holiday, but will be entitled to the ordinary time public holiday payment as per the provisions of this Agreement.

#### **Sick Leave**

- 20.11 An employee may self-certify sick leave with respect to absences on three (3) single days in any one year of service. For sick leave in excess of the limits described the employee is to provide evidence in accordance with sub clause 20.8.
- 20.12 Where an employee is on annual leave and suffers an illness or personal injury, upon receipt of a medical certificate or statutory declaration the annual leave will be re-credited and the employee's personal leave will be debited, provided that sufficient personal leave entitlements exist.

#### **Carer's Leave**

- 20.13 An employee may access an unlimited amount of their accrued personal leave entitlement for the purposes of carer's leave. The employee shall, if required, produce a certificate stating that the illness is such as to require care by another.
- 20.14 Where an employee is on annual leave and is required to, provide support to a member of the employee's immediate family, or a member of the employee's household as defined above, upon receipt of a medical certificate or statutory declaration the annual leave will be re-credited and the employee's personal leave will be debited, provided that sufficient personal leave entitlements exist.

#### **Unpaid Carer's Leave**

- 20.15 Where an employee has exhausted all paid personal leave entitlements, they are entitled to take unpaid personal leave to care for members of their immediate family or household who are sick and require care and support or who require care due to an unexpected emergency. The employer and the employee shall agree on the period. In the absence of agreement, the employee is entitled to take up to two (2) days (up to a maximum of 16 hours) per occasion, provided the requirements 20.8 are met.

#### **Urgent Pressing Necessity Leave**

- 20.16 Access to personal leave for this purpose is intended to cover an unexpected and urgent requirement for the employee to be absent from the workplace. As such,

the leave granted for this purpose will generally cover the time needed for the employee to manage the urgent circumstance.

### **Domestic Violence**

- 20.17 The Blood Service is committed to the personal safety of all employees. The employer recognises domestic violence as a matter of personal safety.
- 20.18 Where an employee faces domestic violence the employer is committed to providing support where practical through:
- (i) Flexible working arrangements and other supporting measures, such as changes to work location where possible;
  - (ii) Access to the Employee Assistance Program;
  - (iii) Treating matters of domestic violence confidentially and only disclosing information if required by law or to maintain the safety of the employee. No information will be kept on an employee's personnel file;
  - (iv) Access to accrued personal leave for the purposes of attending appointments including: medical, legal or court appearances.
- 20.19 An employee may be required to produce evidence to access personal leave such as a medical certificate, a document issued by the police service or court, or a statutory declaration.

### **Personal Leave on Accrued Days Off (ADO)**

- 20.20 Where an employee is suffers an personal illness or injury on an ADO or is required to, provide support to a member of the employee's immediate family, or a member of the employee's household while on an ADO such day will stand as the accrued day off and another day will not be substituted for that accrued day off, nor will the day off be treated as personal leave.
- 20.21 Payment for personal leave absences will not be paid in addition to the payment for the accrued day off and the day will not be debited as personal leave.

### **Management of Absenteeism**

- 20.22 Where there is an identified pattern of absence or a suspected abuse of the entitlements contained within this clause, Blood Service may initiate discussions with the employee concerned and/or take necessary steps to address the problem, including, but not limited to, requesting medical certificates for all absences from a registered medical practitioner.
- 20.23 The intention of this clause is to proactively assist employees to manage their health and safety in addition to the operational requirements of the Blood Service.

## **21 COMPASSIONATE LEAVE**

- 21.1 An employee, other than a casual employee, may access four (4) days paid compassionate leave for the first occasion in a calendar year and then a further two (2) days paid compassionate leave for each occasion thereafter in the calendar year, when a member of the employee's immediate family, or a member of the employee's household:
- (i) contracts or develops a serious personal illness that poses a serious threat to his or her life;

- (ii) sustains a serious personal injury that poses a serious threat to his or her life, or
  - (iii) dies.
- 21.2 Employees may access annual leave and accrued long service leave for the purpose of compassionate leave in addition to the entitlement provided for in sub clause 21.1 above.
- 21.3 Further unpaid compassionate leave may be requested by employees. Requests will be considered by the employer bearing in mind operational requirements, however, such requests shall not be unreasonably refused.
- 21.4 A casual employee is entitled to two (2) days unpaid compassionate leave per occasion.
- 21.5 The Blood Service reserves the right to request reasonable evidence of such death to the satisfaction of the employer, if deemed appropriate.

## **22 PURCHASED LEAVE**

- 22.1 Employees may apply for and be granted purchased leave employment arrangements are subject to agreement with the employer, such agreement not being unreasonably withheld.
- 22.2 These arrangements are defined as meaning a situation where an employee takes an additional four (4) weeks leave per annum in addition to all other leave entitlements but is paid 48/52 of the weekly base rate prescribed by this Agreement for each week during which their employment is subject to these arrangements.
- 22.3 Other entitlements will be unaffected by these arrangements.
- 22.4 Where an employee applies for leave pursuant to this clause the employer shall respond to such request within four (4) weeks.

## **23 PUBLIC HOLIDAYS**

- 23.1 An employee in Victoria shall be entitled to holidays on the following days:  
New Year's Day, Good Friday, Easter Saturday, Easter Monday, Christmas Day, Boxing Day, Australia Day, Labour Day, Anzac Day, Queen's Birthday and Melbourne Cup Day.

### **Substitute Days**

- 23.2 When Christmas Day is a Saturday or a Sunday, a substitute day shall be observed on 27 December.
- 23.3 When Boxing Day is a Saturday or a Sunday, a substitute day shall be observed on 28 December.
- 23.4 When New Year's Day or Australia Day is a Saturday or Sunday, a substitute day shall be observed on the next Monday.

### **Additional Days**

- 23.5 Where in Victoria additional public holidays are declared or prescribed on days other than those set out in 23.1, those days shall constitute additional days for the purpose of this Agreement.

**Payment for Work on Public Holidays When Substitute Days Are Declared**

23.6 If an employee works on a substitute day the employee will receive public holiday entitlements for working the substituted day.

**Public Holiday Pay for Part Time Staff Rostered Off**

23.7 To determine the entitlement to public holidays for part-timers rostered off on a public holiday the following shall apply:

- (i) Where a public holiday occurs on a day a part-time employee normally works, but the employee is not required to work, the employee is entitled to receive the public holiday benefit as prescribed by this Agreement.
- (ii) Where a public holiday occurs on a day a part-time employee is not rostered to work the employee shall receive payment according to the following formula: average weekly hours over the previous six (6) months are to be determined and a pro-rata payment made, regardless of whether the employee would ever work on that day of the week.

*Example:*

Average Hours	Shift Length	Base Payment	Penalty	Payment In hours
24 hours	8 hours	24/38x 8	T 1.0	5.05
24	9.5 hours	24/38 x 9.5	T 1.0	6.0

**Substitution of Religious Public Holidays**

23.8 Subject to the ongoing operational needs of the employer an employee may, with the prior agreement of the employer, substitute a public holiday under this Agreement with a nominated religious holiday. Where a religious holiday is nominated to be a substitute public holiday and the employee works on the actual public holiday he or she will be paid at ordinary time. Applications are to be made at least one month in advance of the date on which the public holiday occurs.

**Payment for Time Worked on a Public Holiday**

23.9 An employee who works (excepting on recall) on any day specified in subclause 23.1, 23.2, 23.3, 23.4 or 23.5 shall:

- (i) be paid for the time so worked with a minimum of four (4) hours' wages at the rate of time and a half in addition to the weekly wage prescribed herein; or
- (ii) be entitled to time off amounting to one (1) and a half (1/2) times the hours worked with a minimum of six (6) hours' time off without loss of pay; such time off to be taken at a time mutually convenient to the employer and employee within one (1) month of the day on which the employee worked, provided that where an employee is entitled to a full working day off, such time off work may be added to the employee's annual leave by mutual consent.

23.10 An employee who is recalled to duty and works on any day specified in sub clause 23.1 shall be paid from the time of receiving the recall until the time of finishing such recall duty with a minimum of two (2) hours payment for each such recall at the rate of time and a half in addition to the weekly wage prescribed herein.

23.11 Where such holiday occurs on his or her rostered day off, the employee shall be entitled to receive one (1) and a half (1/2) day's pay in addition to the weekly wage or one (1) and a half (1/2) days off at a time convenient to the employer without loss of pay in lieu thereof.

- 23.12 In respect of Easter Saturday (Easter Eve), an employee who ordinarily works Monday to Friday and who does not work on Easter Saturday shall be entitled to one (1) day's pay in respect of Easter Saturday or, where there is mutual consent, within four (4) weeks following the date on which such holiday occurred the employee may take one day off in lieu or have one day added to his or her annual leave.
- 23.13 Where Christmas Day and/or Boxing Day and/or New Year's Day fall on a Saturday or a Sunday, an employee, other than a Casual employee, who works ordinary hours on Christmas Day and/or Boxing Day and/or New Year's Day shall be paid at the rate of time and one half for the time worked with a minimum of four (4) hours wages.
- 23.14 In addition to the benefit provided by subclause 23.13 an employee who works on Christmas Day and/or Boxing Day and/or New Year's Day shall, for each day so worked, either be allowed a substitute holiday at a time convenient to the employer or receive an extra day's wages at ordinary rates.
- 23.15 If such an employee works on both the actual day and the day prescribed as a substitute day for the actual day or days, he or she shall be paid at the normal rate prescribed by this Agreement for work on the actual day (weekend rates) and public holiday rates on the substitute day.
- 23.16 If a public holiday occurs during a period of paid personal or carer's leave, the employee is taken not to be on personal or carer's leave on that public holiday.

## **24 PARENTAL LEAVE**

- 24.1 Parental Leave shall be in accordance with the Act, as may be varied from time to time. [NES Parental Leave and related entitlements.](#)

### **Paid Parental Leave Entitlement**

- 24.2 An employee, other than a casual employee, will be entitled to paid parental leave under this clause provided the employee has completed at least twelve (12) months continuous service with the Blood Service, immediately prior to the birth or placement for adoption of a child.
- 24.3 Eligible employees shall receive fourteen (14) weeks paid maternity and adoption leave.
- 24.4 This may be taken at double quantum or half pay over the period.

### **Concurrent (Partner) Leave Entitlement**

- 24.5 An employee, other than a casual employee, whose partner gives birth will be entitled to two (2) weeks paid concurrent leave at the time their partner gives birth to a child or at the time the employee adopts a child, provided the employee has completed at least twelve (12) months continuous service with the Blood Service immediately prior to the commencement of their concurrent leave.
- 24.6 This may be taken at double quantum or half pay over the period. Up to an additional two (2) week's unpaid concurrent leave will be available.

### **Pre-natal Leave**

- 24.7 Where an employee is required to attend pre-natal appointments or parenting classes that are only available or can only be attended during the ordinary rostered

shift of the employee, then the employee on production of satisfactory evidence to this effect may use their Personal Leave for this purpose.

### **Personal Leave and Special Maternity Leave**

- 24.8 Where the pregnancy of an employee not then on maternity leave terminates other than by the birth of a living child, the employee may take leave for such periods as a registered medical practitioner certifies as necessary, as follows:
- (a) where the pregnancy terminates during the first twenty (20) weeks, the employee is entitled to access any paid and/or unpaid sick leave entitlements in accordance with the relevant personal leave provisions;
  - (b) where the pregnancy terminates after the completion of twenty (20) weeks, the employee is entitled to paid special maternity leave not exceeding the amount of paid maternity leave available under subclause 24.3, and thereafter, to unpaid special maternity leave.
  - (c) where an employee not then on maternity leave is suffering from an illness whether related or not to pregnancy an employee may take any paid sick leave to which she is entitled and/or unpaid sick leave in accordance with the relevant personal leave provisions.

### **Right to Request extension of Unpaid Leave and to Return to Work Part-time**

- 24.9 Requests for flexible working arrangements will be dealt with in accordance with the Act (inclusive the amendments passed in the Fair Work Amendment Act 2013 (No. 73 of 2013 - Schedule 1). In addition the parties invest the FWC with jurisdiction to deal with disputes about requests for flexible working arrangements in accordance with the Dispute Settlement Procedure in this Agreement.

### **Unpaid Parental Leave – Less than 12 months Service**

- 24.10 An employee who does not satisfy the qualifying service requirement for the paid components of leave shall be entitled to leave without pay for a period not exceeding fifty-two (52) weeks.

## **25 ANNUAL LEAVE AND LEAVE LOADING**

- 25.1 Full time employees shall accrue progressively four (4) weeks (152 hours) annual leave for each completed twelve (12) months of continuous service.
- 25.2 Employees, where possible, are required to give at least two (2) weeks prior notice of their intent to take leave.
- 25.3 Annual leave may be taken in single day periods not exceeding ten (10) such days in any calendar year at a time agreed between the Blood Service and employee.
- 25.4 The Blood Service shall, as far as practicable, arrange to grant annual leave to suit the convenience of the employee. It is accepted that due to operational requirements, this cannot always be achieved.
- 25.5 All employees are entitled to receive a 17.5% leave loading allowance for four (4) weeks of annual leave, calculated on their base rate of pay and shall be paid to the employees at the time the leave is taken. Leave loading is capped in accordance with Appendix 2 (Allowances).

- 25.6 Annual leave is exclusive of any public holidays as prescribed in clause 23 (Public Holidays) and any other periods of paid leave including personal leave and compassionate leave in accordance with the NES.
- 25.7 Annual leave entitlements may be cashed out in accordance with the Act, by mutual agreement in writing between the employee and the Blood Service, provided that the employees retain an entitlement to at least four (4) weeks annual leave.

#### **Annual Leave Loading**

- 25.8 Annual leave loading will be paid at the time the leave is taken, and to a maximum of four (4) weeks annual leave per annum, plus any additional annual leave accrued by a shift worker under subclause 25.9 below.

For all periods of annual leave employees shall in addition receive the higher of either:

- (a) a loading of 17.5% leave loading allowance calculated on their ordinary pay provided that the maximum allowance payable shall be as per Appendix 2 (Allowances).
- (b) payment for the period of annual leave calculated at the employee's average hourly earnings (excluding overtime) over the previous twelve (12) months, or such shorter period of service which might apply, including shift premiums and/or Saturday, Sunday and public holiday premiums, provided that for workers who work on Saturdays and/or Sundays only, or who are rostered on permanent night shift, payment for the period of annual leave shall be calculated at the rate of pay that they would have earned had they been at work.

#### **Additional Leave for Shift Workers**

- 25.9 For the purposes of an additional week's annual leave provided by the NES a shift worker is defined as an employee who:
- a) is regularly rostered over seven (7) days of the week; and
  - b) regularly works ordinary hours on weekends.
- 25.10 Employees including part-time employees who work shifts in excess of four (4) hours which fall on a Saturday and/or Sunday as part of their ordinary hours will accrue additional annual leave at the rate of 0.5 times the number of ordinary hours worked on any weekend day, up to a maximum of thirty-eight (38) hours additional leave in any twelve (12) month period, in addition to the leave prescribed in subclause 25.1.
- 25.11 Provided that, in the case of part-time workers who work both a Saturday and a Sunday shift on the same weekend, only one shift per weekend will attract the accrual of the additional annual leave (i.e. either the Saturday or Sunday shift, but not both), up to the maximum accrual of thirty-eight (38) hours in any twelve (12) month period. Provided further that where a differing number of hours are worked on a Saturday and Sunday by a part-time worker on any one (1) weekend, the longer shift will be used to calculate the accrual of additional annual leave.
- 25.12 An employee who is regularly rostered to be on-call in accordance with this clause will accrue additional leave on a pro rata basis in accordance with the table below:



<b>No. of 4 week roster cycles on call</b>	<b>No. of Additional Days Leave</b>
Less than 4	0
4 but less than 6	1
6 but less than 8	2
8 but less than 10	3
10 but less than 12	4
12 or more	5

- 25.13 To determine whether an entitlement arises under sub-clause 25.9 the employer will, between 1 December and 30 December in each year, calculate the number of four week roster cycles worked by the employee during the twelve (12) month period immediately preceding the date on which the calculation is made, during which the employee was rostered for on-call duty:
- (i) on days on which the employee was not rostered for duty; and
  - (ii) was rostered for on-call duty for a minimum of two (2) days.
- 25.14 Any leave accrued in accordance with this clause shall be taken by agreement between the employer and the employee subject to the operational needs of the Blood Service.
- 25.15 Any additional leave accrued under this provision (sub-clause 25.12 to 25.14) shall not attract any projected penalties or annual leave loading.

## **26 CONFERENCE, EXAMINATION, PROFESSIONAL DEVELOPMENT AND STUDY LEAVE**

- 26.1 The Blood Service supports employees being provided with access to learning and development opportunities, which will enhance their ability to work competently in their role and fulfil professional development requirements.
- 26.2 An employee who attends Blood Service initiated training will be paid as though they had worked a typical roster that day.
- 26.3 Where possible all requests for conference and professional development leave should be requested in writing six (6) weeks in advance of the proposed leave date.
- 26.4 The Blood Service will, wherever possible notify the employee whether their request for conference, professional development or study leave will be granted within seven (7) days of an application being made.
- Conference Leave**
- 26.5 Each part-time or full time employee shall be entitled to two (2) days paid conference leave per annum to attend scientific or health-related conferences.
- 26.6 An employee seeking leave in accordance with this clause can be requested to provide details of the conference/seminar name, venue and date/time. An employee is not required to report back in any way or provide in-services following conference/seminar attendance.

- 26.7 Where possible the leave should be requested in writing six (6) weeks in advance of the proposed leave date.

### **Examination Leave**

- 26.8 An employee shall be granted leave in order to attend examinations necessary to obtain a higher qualification, where the qualification is of benefit to the individual and the Blood Service, provided that such examinations are held within Australia.
- 26.9 The amount of such leave shall be sufficient to allow the employee:
- a) to proceed to and from the place of examination; and
  - b) in addition, to allow three (3) clear days prior to the oral examination and either three (3) clear days or three (3) single days prior to the written papers with a maximum of six (6) days pre-examination study leave in any calendar year.

### **Professional Development Leave**

- 26.10 All full-time employees shall be entitled to three (3) days professional development leave per annum for the purpose of furthering their professional development, including but not limited to research, home study and attendance at seminars and conferences.

### **Study Leave**

- 26.11 The organisation, where possible will allow for paid study leave where the study is of benefit to the individual and the employer. Prior application must be made to the employer.
- 26.12 Upon approval, a full time employee shall be entitled to study leave of four (4) hours per week for up to twenty-six (26) weeks per annum (104 hours). A part-time employee will be entitled to paid study leave on a pro rata basis.
- 26.13 Paid study leave may be taken as mutually agreed by, for example, four (4) hours per week, eight (8) hours per fortnight or blocks of thirty-eight (38) hours.
- 26.14 Applications for paid study leave will be dealt with on a case by case basis by the Blood Service.

## **27 EMPLOYEE REPRESENTATIVE LEAVE**

- 27.1 The Blood Service will provide up to five (5) days paid leave per annum for union representatives or other workplace representatives to attend union related activities and/or training. The union must provide adequate notice of any such activities. Requests for additional leave may be considered.

## **28 LEAVE WITHOUT PAY**

- 28.1 Employees may apply for, and be granted up to twelve (12) months leave without pay (LWOP) subject to agreement with the employer, such agreement not being unreasonably withheld and must ensure the employer is able to meet operational requirements.
- 28.2 Where an employee applies for leave pursuant to this clause, the employer shall respond within a period of four (4) weeks.

- 28.3 An employee must have twelve (12) months continuous permanent service to be eligible for LWOP.
- 28.4 All existing leave entitlements (annual leave, LSL and ADO) must be exhausted prior to a LWOP request being granted.
- 28.5 A maximum period of twelve (12) months absence from work may be requested. The total absence includes all leave taken along with any requested LWOP.
- 28.6 Whilst on LWOP an employee shall not accrue any form of entitlements to paid leave and/or be entitled to payment for public holidays that occur during this period.
- 28.7 Any granted LWOP shall not be included for purposes of calculating years of service.

## **29 LONG SERVICE LEAVE**

### **Entitlement**

- 29.1 An employee shall be entitled to Long Service Leave, in accordance with section 113 (1) of the Act. The amount of such entitlement shall be:
- (a) On the completion by the employee of fifteen (15) years continuous service twenty-six (26) weeks (988 hours for a full time employee, pro-rata for a part time employee) long service leave and thereafter an additional 8.6 weeks (329.3 hours for a full time employee, pro rata for a part-time employee) long service leave on the completion of each additional five years' service.
  - (b) In the case of an employee who has completed at least ten (10) years' service and less than fifteen (15) years' service whose employment is terminated for any cause other than serious and wilful misconduct, the Blood Service shall pay to the employee such amount of long service leave as stands to his or her credit at the date of termination.
  - (c) Long service leave entitlements shall accrue progressively at the rate of 0.0333 hours for every ordinary hour worked, and for every hour of paid leave, ordinary hours on account of public holidays or any period of absence on account of injury arising out of or in the course of employment for which the employee receives accident make-up pay under clause 37.
  - (d) Where the employment of an employee is for any reason terminated after fifteen (15) years' service the Blood Service shall pay to the employee such amount of long service leave as stands to his or her credit at the date of termination.
  - (e) Where an employee who has at least ten (10) years' service dies while still in the employment of the Blood Service, the Blood Service will pay to the employee's estate such amount of long service leave as stands to his or her credit at the date of death.
  - (f) Where an employee is entitled to a period of long service leave, the employer shall, at the request of the employee and subject to the approval of the employer (such approval shall not be unreasonably withheld) allow the employee to take the whole or any part of the long service leave at double the quantum of leave at half pay or half the quantum of leave at double pay.
- 29.2 All employees who prior to the commencement date of this Agreement have transferred a Long Service Leave balance from an Institution will still have access to that entitlement.

### **Service Entitling To Leave**

- 29.3 For the purposes of this clause service shall be deemed to be continuous notwithstanding:
- (a) the taking of any annual leave or long service leave;
  - (b) any absence from work on paid personal leave, compassionate leave or parental leave;
  - (c) any interruption or ending of the employment by the employer if such interruption or ending is made with the intention of avoiding obligations in respect of long service leave or annual leave;
  - (d) any absence on account of injury arising out of or in the course of the employment of the employee for a period which payment is made under clause 37 (Accident Pay);
  - (e) any leave of absence of the employee where the absence is authorised in writing by the employer to be counted as service;
  - (f) any interruption arising directly or indirectly from industrial action;
  - (g) any period of absence from employment between the engagement with one of the said Institutions and the Blood Service provided it is less than 5 weeks inclusive of annual leave;
  - (h) the dismissal of an employee by the Blood Service if the employee is re-employed by the blood service with a period not exceeding two (2) months from the date of such dismissal;
  - (i) any absence from work of an employee on unpaid leave;
  - (j) any other absence of an employee by leave of the employer, or on account of injury arising out of or in the course of his or her employment not covered by 29.3 (d).
- 29.4 In calculating the period of continuous service of any employee, any interruption or absence of a kind mentioned in 29.3 (a) – (e) shall be countered as part of the period of his or her service. Any interruption or absence of a kind mentioned in 29.3 (f) – (j) shall not be counted, unless it is authorised in writing by the employer.

### **Payment for Period of Leave**

- 29.5 Payment for long service leave shall be at the employee's ordinary hourly rate inclusive of casual loading, higher qualifications allowance and over-agreement payment (where applicable).
- 29.6 Payment to an employee in respect of Long Service Leave shall be made in one of the following ways:
- (a) in full in advance when the employee commences his or her leave; or
  - (b) at the same time as payment would have been made if the employee had remained on duty
- 29.7 Where an increase occurs in the ordinary time rate of pay during any period of long service leave taken by the employee, the employee shall be entitled to receive payment of the amount of any increase in pay from the date that the increase applied.

### **Taking Of Leave**

- 29.8 When an employee becomes entitled to long service leave such leave shall be granted by the employer within six (6) months from the date of the entitlement, but the taking of such leave may be postponed to such date as is mutually agreed., or, in default of agreement, as is determined by the FWC.
- 29.9 Any long service leave shall be inclusive of any public holiday occurring during the period when the leave is taken.
- 29.10 If the employer and an employee so agree:
- (a) the first six (6) months long service leave to which an employee becomes entitled may be taken in one (1), two (2) or three (3) separate periods or as otherwise mutually agreed; and
  - (b) any subsequent period of long service leave to which the employee becomes entitled may be taken in one (1) or two (2) separate periods, or as otherwise mutually agreed.
  - (c) in any other way agreed between the employer and the employee.
- 29.11 The Blood Service may by agreement with an employee grant long service leave to the employee before the entitlement to that leave has accrued, provided that such leave shall not be granted before the employee has completed seven (7) years' service.
- 29.12 Where the employment of an employee with less than fifteen (15) years' service who has taken long service leave in advance is subsequently terminated for serious and wilful misconduct, the Blood Service may, from whatever remuneration is payable to the employee upon termination, deduct and withhold an amount equivalent to the amount paid to the employee in respect of the leave in advance.

### **30 LEAVE TO ENGAGE IN EMERGENCY RELIEF ACTIVITIES**

- 30.1 Employees who are members of the CFA, SES or a similar organisation may be released from duty without loss of pay to attend emergency situations requiring the attendance of the employee. The Blood Service may refuse time release where the employee's absence will adversely impact the capacity to maintain services of the Blood Service.

### **31 JURY SERVICE**

- 31.1 The Blood Service will pay an employee who is required to attend for jury service during their ordinary working hours the difference between the amount paid in respect of their attendance for jury service and their ordinary time earnings.
- 31.2 An employee will notify their manager as soon as possible of the requirement for them to attend for jury service and shall provide proof of attendance and the amount received in respect to their attendance.

## **PART 5 - ALLOWANCES**

### **32 HIGHER DUTIES ALLOWANCE**

- 32.1 An employee engaged for a period of five (5) or more consecutive working days to undertake duties, requested and approved by the Blood Service, carrying a higher rate than their ordinary classification shall be paid no less than the minimum rate prescribed for the higher classification.
- 32.2 Where less than five (5) consecutive days are worked performing the higher duties, no extra payment will be made to the employee.

### **33 CHANGE OF SHIFT ALLOWANCE**

- 33.1 An employee who changes from working on one shift to another and the time of shift commencement differs by four (4) hours from the first shift shall be paid a change of shift allowance per occasion as specified in Appendix 2 (Allowances).

### **34 HIGHER QUALIFICATIONS ALLOWANCE**

- 34.1 All employees who prior to the 30 September 2013, were in receipt of a higher qualification allowance and remain in their current classification will continue to receive this allowance in accordance with Appendix 2 (Allowances), until such time they are appointed to a new classification within the organisation. When an employee is appointed to a new classification the employee will be moved to the nearest pay-point to ensure that their take-home pay is no less than what they earned prior to the appointment to the new classification.
- 34.2 A higher qualifications allowance under this Agreement shall be payable for all purposes.

### **35 MEAL ALLOWANCE**

- 35.1 An employee will be paid a meal allowance as specified in Appendix 2 (Allowances) where overtime is worked in excess of two (2) hours. Provided that where such overtime work exceeds four (4) hours a further meal allowance shall be paid.
- 35.2 Where an employee is recalled to duty outside of usual working hours for a period in excess of two (2) hours (and when the time of such recall coincides with or overruns employees normal meal time), and where such overtime exceeds four (4) hours a further meal allowance shall be paid.
- 35.3 The meal allowance provisions shall not apply where a meal is supplied at the employer's expense.

## **PART 6 – MISCELLANEOUS**

### **36 TERMINATION OF EMPLOYMENT**

#### **Notice of Termination by the Employer**

- 36.1 In order to terminate the employment of a full time or part time employee the Blood Service shall give the employee four (4) weeks' notice.
- 36.2 In addition to this notice, employees over forty-five (45) years of age at the time of giving such notice, with not less than two (2) years continuous service, are entitled to an additional week's notice.
- 36.3 Payment in lieu of notice will be made if the appropriate notice period (or part thereof) is not required to be worked.
- 36.4 In calculating any payment in lieu of notice, the wages an employee would have received in respect of the ordinary time they would have worked during the period of notice had their employment not been terminated, will be used.
- 36.5 The period of notice provided above, shall not apply in the case of dismissal for conduct that justifies instant dismissal, neglect of duty or misconduct, or to casual employees.

#### **Notice of Termination by an Employee**

- 36.6 Notice of termination required to be given by an employee is the same as that required of the Blood Service, except there is no requirement on the employee to give an additional weeks' notice based on the age of the employee concerned.
- 36.7 Where mutually agreed between the Blood Service and the employee a lesser period of notice may be given.
- 36.8 Payment in lieu of notice will be made if the appropriate notice period (or part thereof) is not required to be worked.
- 36.9 If an employee fails to give the appropriate notice, the Blood Service has the right to withhold monies due to the employee to a maximum amount equal to the ordinary time rate of pay for the period of notice.

#### **Job Search Entitlement**

- 36.10 Where the Blood Service has given notice of termination, the employee will be allowed up to one (1) days' time off without loss of pay for the purposes of seeking other employment.

#### **Payment of annual leave on termination**

- 36.11 Employees will be entitled to a payment of all annual leave and loading entitlements accrued but not already paid upon termination.

### **37 ACCIDENT PAY**

- 37.1 The Blood Service shall pay and an employee shall be entitled to receive accident pay in accordance with this clause.

## Definitions

37.2 For the purposes of this clause, the following definitions shall apply:

- (a) Act means the Accident Compensation Act (Victoria) 1985 as amended from time to time.
- (b) Injury means any physical or mental injury within the meaning of the Act, and no injury shall give rise to an entitlement to accident pay under this clause unless an entitlement exists under the Act.
- (c) No current work capacity

Where an employee has or is determined to have no current work capacity within the meaning of the Act, the term Accident Pay means a weekly payment of an amount representing the difference between:

- (i) the total amount of compensation, paid to the employee during the period of incapacity under the Act for the week; and
- (i) the total weekly rate of ordinary pay as defined in clause 2.

- (d) Current work capacity

Where an employee has a current work capacity and returns to work with the Blood Service for fewer hours than were worked at the date of the injury, the term Accident Pay means a weekly payment of an amount representing the difference between:

- (i) The total amount of compensation paid to the employee under the Act for the period in question together with the average weekly amount they are earning; and
- (ii) The total weekly rate of ordinary pay as defined in clause 2.

37.3 Payment for part of a Week

Where an employee has no capacity or current capacity for part of a week, such employee shall receive pro rata accident pay for that part of the week. That is, the employee shall be paid his/her ordinary pay, for that part of the week in which he/she worked or was on paid leave. For the remainder of the week that he/she has no capacity or a current capacity, the employee shall be paid an amount as described in clause 37.2(c) and 37.2(d).

37.4 Qualifications for Payment

- (a) Subject to the terms of this clause, an employee covered by this agreement shall, upon receiving payment of weekly compensation and continuing to receive such payment under the Act, be entitled to be paid accident pay
- (b) In the case of the termination by the Blood Service of an employee who is incapacitated and receiving accident pay, accident pay shall continue to apply subject to the provisions of this clause except in those cases where the termination is due to serious and/or wilful misconduct on the part of the employee.
- (c) In order to qualify for the continuance of accident pay on termination an employee shall if required provide evidence to the Blood Service of the continuing payment of weekly payments of compensation.
- (d) Subject to this clause, accident pay shall not apply in respect of any injury during the first five normal working days of incapacity. In relation to industrial diseases contracted by a gradual process or injury subject to recurrence, aggravation, or acceleration, such injuries or diseases shall not be subject to



accident pay unless the employee has been employed with the employer at the time of the incapacity for a minimum period of one month.

37.5 Maximum period of payment

The maximum period or aggregate period of accident pay is a total of thirty-nine (39) weeks for any one injury.

37.6 Absences on paid leave

An employee shall not be entitled to the payment of accident pay in respect of any period of paid annual leave, or long service leave or for any paid public holiday in accordance with the provisions of this Agreement.

37.7 Cessation of right to accident pay

- (a) Where there is a cessation or redemption of weekly compensation payments under the Act, the employer's liability to pay accident pay shall cease as from that date.
- (b) Accident pay ceases after a maximum period or aggregate period of a total of thirty-nine (39) weeks for any one injury.
- (c) Where the employee resigns from employment with the Blood Service, the entitlement to accident pay shall cease, save that if an employee who has a current work capacity cannot obtain suitable employment from the Blood Service but such alternative employment is available with another employer then the relevant amount of accident pay shall still be payable.
- (d) All rights to accident pay cease on the death of the employee.

**38 DISCIPLINARY PROCEDURE**

38.1 Where disciplinary action is necessary the management representative shall notify the employee of the reason. The first warning shall be verbal and will be recorded on the employee's personal file.

38.2 If the problem continues the matter will be discussed with the employee and a second warning in writing will be given to the employee and recorded on the employee's personal file. A representative of the employee, which may include a union representative, shall be present if desired by either party.

38.3 If the problem continues the employee will be seen again by management. A final warning in writing may be given. The employee has the right to union or other representation.

38.4 In the event of the matter recurring, then the employee may be terminated. No dismissals are to take place without the authority of senior management.

38.5 Summary dismissal of an employee may still occur for acts of "serious and wilful misconduct".

38.6 In cases of serious misconduct where the Blood Service considers dismissal is not appropriate the Blood Service may issue the employee with a final warning, regardless of any previous warnings issued, as an alternative to dismissal.

38.7 If a dispute should arise over the disciplinary action, the course of action to be followed is that the matter shall be referred to FWC for resolution. Such resolution shall be accepted by the parties as final.

38.8 If after any warning a period of twelve (12) months elapses without any further warning or action being required, all adverse reports relating to the warning must be removed from the employee's personal file.

**39 WORK RELATED TRAVEL**

39.1 Where an employee is required to travel during the course of their employment, reimbursement shall be in accordance with the Blood Service Travel Policies (inclusive of the Domestic Travel Policy, Taxi and Cab charge Policy and the National Travel Policy) as may be varied from time to time. This includes the reimbursement of reasonable costs (for example City Link tolls). The Travel Policy is separate from this Agreement and does not form a part of this Agreement. The provisions of these policies will not be reduced during the currency of this Agreement and any disputes about the application of the policies will be dealt with in accordance with the Dispute Settlement Procedure in this Agreement.

## **PART 7 – SALARIES & RELATED INFORMATION**

### **40 SALARIES**

40.1 The following increases shall be paid in accordance with Appendix 1 (Classification Pay Ranges) of the Agreement:

- |   |      |
|---|------|
| (i) 10 October 2016                                     | 3%   |
| (ii) First full pay period on or after 10 October 2017  | 2.5% |
| (iii) First full pay period on or after 10 October 2018 | 2.5% |

### **41 PAYMENT OF WAGES**

41.1 Payment will be made by electronic transfer or other means directly into a nominated bank or like account.

41.2 Salaries will be paid fortnightly, provided no unforeseen event outside the reasonable control of Blood Service frustrates the ability to meet the requirement of this clause.

41.3 Any underpayment of the employee's fortnightly salary will be corrected as soon as practicable.

41.4 If the Blood Service makes an overpayment to an employee, the following process will apply:

- (a) The Blood Service will notify the employee of the error and the amount of the overpayment and advise the employee that, subject to anything the employee may have to say about the recovery of the overpayment, the Blood Service will seek to recover the overpayment through deductions from the employee's fortnightly salary;
- (b) Subject to sub-paragraph 41.4(e) any overpayment is to be repaid within the same financial year in which it occurred;
- (c) The employee will have seven (7) days within which to provide information to the Blood Service to establish that the recovery of the overpayment in the manner proposed will place undue financial hardship on the employee (Application). An employee may request additional time in which to provide information and such a request will not be unreasonably refused.
- (d) If the employee does not make such an application, the employee will be required to authorise the Blood Service such that the Blood Service corrects any such overpayment by fortnightly deductions of ten (10) per cent of the employee's fortnightly salary, or the total amount (if the total amount is less than ten (10) per cent of the employee's fortnightly salary) until the full amount of the overpayment has been reimbursed to the Blood Service, unless otherwise agreed.
- (e) If the employee makes an application that making repayments in the manner set out in subclause 41.4(d) above, places undue financial hardship<sup>1</sup> on the

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<sup>1</sup> The parties acknowledge that any dispute about financial hardship can be subject to the Dispute clause 47.

employee, the Blood Service may in consultation with the employee, vary the repayment schedule.

## **42 INCREMENTS SUBJECT TO PERFORMANCE**

- 42.1 Where applicable, increment movements will occur in the first full pay period from 1 November each year.
- 42.2 All employees who commenced prior to 1 August will be entitled to receive the next increment in their respective grade unless they have been on unpaid leave for a period greater than nine (9) months.
- 42.3 Annual increments will be subject to the employee's satisfactory performance over the preceding twelve (12) months as outlined in their performance and development plan and review objectives.
- 42.4 Where an employee is undergoing a formal performance management process, the Blood Service may exercise its discretion to prevent an employee from progressing a salary increment after giving due consideration to all relevant factors.
- 42.5 The employee's manager, in consultation with Human Resources, must approve an employee not progressing an increment. The employee will be advised that a salary increment is being withheld.
- 42.6 If at the completion of the performance management process the manager, in consultation with Human resources, is satisfied that the acceptable performance standards have been met and maintained as detailed in the employee's performance plan, the annual increment will be applied from the date of completion of the process i.e. back pay will not apply.

## **43 SALARY PACKAGING**

- 43.1 Employees shall be entitled to salary package in accordance with the Blood Service policy and government legislation as amended from time to time.
- 43.2 Should the government legislation change, the Blood Service reserves the right to review its salary packaging arrangements which may include change to, or removal of existing salary packaging arrangements.
- 43.3 Whilst employees are required to comply with Blood Service policies and procedures regarding salary packaging they do not form part of this Agreement or their contract of employment.

## **44 SUPERANNUATION**

- 44.1 The Blood Service shall contribute on behalf of the employee in accordance with the requirements of the Superannuation Guarantee (Administration) Act 1992 of the Commonwealth ("the SGA Act") as varied from time to time subject to:
  - (a) The employee being entitled to nominate the complying superannuation fund or scheme, in accordance with the SGA Act, to which contributions may be made.
  - (b) The Blood Service contributions shall be paid on a monthly basis in line with the superannuation guarantee arrangements.
  - (c) In the event that the employee does not nominate a preferred fund within four (4) weeks of commencing employment Health Employees Superannuation Trust Australia (HESTA) shall become the default fund.

- 44.2 An employee may sacrifice part of their salary as an employer contribution to superannuation. Where this occurs, the SGE contribution by the employer will be calculated on the employee's pre-salary sacrifice rate of pay.
- 44.3 Where pursuant to clause 43, an employee packages part of their salary, the employee's SGE contribution shall be calculated on the pre-packaged rate of pay.

## **PART 8 – CONSULTATION & DISPUTE RESOLUTION**

### **45 CONSULTATION**

45.1 This term applies if the employer:

- (a) has made a definite decision to introduce a major change to production, program, organisation, structure, or technology in relation to its enterprise that is likely to have a significant effect on the employees; or
- (b) proposes to introduce a change to the regular roster or ordinary hours of work of employees.

#### **Major change**

45.2 For a major change referred to in paragraph 45.1 (a)

- (a) the employer must notify the relevant employees of the decision to introduce the major change; and
- (b) subclauses (3) to (9) apply.

45.3 The relevant employees may appoint a representative for the purposes of the procedures in this clause.

45.4 If

- (a) a relevant employee appoints, or relevant employees appoint, a representative for the purposes of consultation; and
- (b) the employee or employees advise the employer of the identity of the representative;

the employer must recognise the representative.

45.5 As soon as practicable after making its decision, the employer must:

- (a) discuss with the relevant employees:
  - (i) the introduction of the change; and
  - (ii) the effect the change is likely to have on the employees; and
  - (iii) measures the employer is taking to avert or mitigate the adverse effect of the change on the employees; and
- (b) for the purposes of the discussion — provide, in writing, to the relevant employees:
  - (i) all relevant information about the change including the nature of the change proposed; and
  - (ii) information about the expected effects of the change on the employees; and
  - (iii) any other matters likely to affect the employees.

However, the employer is not required to disclose confidential or commercially sensitive information to the relevant employees.

45.6 The employer must give prompt and genuine consideration to matters raised about the major change by the relevant employees.

- 45.7 If a term in this enterprise agreement provides for a major change to production, program, organisation, structure or technology in relation to the enterprise of the employer, the requirements set out in subclauses 45.2, 45.3 and 45.5 are taken not to apply.
- 45.8 In this term, a major change is likely to have a significant effect on employees if it results in:
- (a) the termination of the employment of employees; or
  - (b) major change to the composition, operation or size of the employer's workforce or to the skills required of employees; or
  - (c) the elimination or diminution of job opportunities (including opportunities for promotion or tenure); or
  - (d) the alteration of hours of work; or
  - (e) the need to retrain employees; or
  - (f) the need to relocate employees to another workplace; or
  - (g) the restructuring of jobs.

**Change to regular roster or ordinary hours of work**

- 45.9 For a change referred to in paragraph 45.1(b):
- (a) the employer must notify the relevant employees of the proposed change; and
  - (b) subclauses to 45.10 to 45.14 apply.
- 45.10 The relevant employees may appoint a representative for the purposes of the procedures in this term.
- 45.11 If
- (a) a relevant employee appoints, or relevant employees appoint, a representative for the purposes of consultation; and
  - (b) the employee or employees advise the employer of the identity of the representative;
- the employer must recognise the representative.
- 45.12 As soon as practicable after proposing to introduce the change, the employer must:
- (a) discuss with the relevant employees the introduction of the change; and
  - (b) for the purposes of the discussion—provide to the relevant employees:
    - (i) all relevant information about the change, including the nature of the change; and
    - (ii) information about what the employer reasonably believes will be the effects of the change on the employees; and
    - (iii) information about any other matters that the employer reasonably believes are likely to affect the employees; and
  - (c) invite the relevant employees to give their views about the impact of the change (including any impact in relation to their family or caring responsibilities).
- 45.13 However, the employer is not required to disclose confidential or commercially sensitive information to the relevant employees.

45.14 The employer must give prompt and genuine consideration to matters raised about the change by the relevant employees.

45.15 In this term, relevant employees means the employees who may be affected by a change referred to in subclause 45.1.

## **46 REDUNDANCY**

46.1 This clause shall not apply to persons engaged on a fixed term or casual basis.

### **Discussions before Termination**

46.2 Where the Blood Service has made a definite decision that it no longer wishes the job an employee has been doing to be done by anyone and this is not due to the ordinary and customary turnover of labour and that decision will lead to termination of employment, the Blood Service shall hold discussions with the employee(s) directly affected in accordance with clause 45 (Consultation). In determining a redundancy, consideration will be given to the following:

- (a) the need to retain necessary skills for operational reasons;
- (b) where the length of service and/or skills justify the transfer of the employee to a different location within the organisation;
- (c) the cost of the redundancy.

46.3 The discussions shall take place as soon as practicable after the Blood Service has made the decision. Discussions shall cover among other things, any reasons for the proposed terminations, measures to avoid or minimise the terminations and measures to minimise any adverse effect of any terminations on the employees concerned. The Blood Service is not required to disclose confidential information which may adversely affect the Blood Service.

### **Notice of Termination of Employment**

46.4 In order to terminate the employment of a redundant employee the Blood Service will give to the employee notice, or payment in lieu of notice, in accordance with clause 36 (Termination of Employment).

46.5 Payment in lieu of notice prescribed above must be made if the appropriate notice period is not given. For the avoidance of doubt, employment may be terminated by part of the period of notice specified and part payment in lieu thereof.

46.6 The required amount of payment in lieu of notice must be at least equal to the total of all amounts that the employee would have received had the employees employment continued until the end of the required notice period having regard to:

- (a) the employee's ordinary hours of work;
- (b) the amounts ordinarily payable to the employee in respect of those hours, including for example, allowances, loading and penalties; and
- (c) any other amount payable under the employee's contract of employment.

46.7 For the avoidance of doubt, an entitlement to notice or payment in lieu of all or part of notice under this clause arises instead of, and not in addition to, any other entitlements to notice on termination of employment that the employee may have.

46.8 An employee may elect or the Blood Service may direct to terminate an employee's employment at any time from the commencement of the period of notice provided in sub clause 46.4 and before the end of the period of notice the Blood Service will pay out the outstanding notice required.



**Severance Pay**

46.9 In addition to the period of notice an employee whose employment is terminated for reasons of redundancy shall be entitled to severance pay as follows:

<i>Employee's Period of Continuous Service</i>	<i>Redundancy Pay period (based on the ordinary rate of pay for the relevant classification )</i>
1 year	4 weeks
2 years	6 weeks
3 years	7 weeks
4 years	8 weeks
5 years	10 weeks
6 years	12 weeks
7 years	14 weeks
8 years	16 weeks
9 years	18 weeks
10 years	20 weeks
11 years	22 weeks
12 years	24 weeks
13 years	26 weeks
14 years	28 weeks
15 years	30 weeks

**Suitable Alternative employment**

46.10 Where a redundancy situation occurs the Blood Service will make reasonable efforts to identify suitable redeployment opportunities within the state the employee resides.

46.11 The Blood Service will give consideration to employees whose positions have been formally declared as excess to requirements by way of inviting them to apply for internal vacancies comparable to that held by them prior to their position being declared surplus before they are generally advertised. The surplus employee must be able to demonstrate that they meet the selection criteria associated with the role, or could meet the selection criteria within a reasonable time with reasonable training and, if these conditions are met, may be redeployed to such positions subject to sufficient vacancies existing.

46.12 Once a position is formally declared by the Blood Service as excess to requirements, the affected staff member will be supplied with a list of appropriate internal vacancies within the state that the employee resides.

46.13 Consideration will be given to employees referred to in sub clause 46.15 for a maximum period of four (4) weeks after the Blood Service formally notifies the employees that their position will be made redundant. Where an employee is not redeployed within four (4) weeks after receiving formal notice that their substantive position is redundant, the employee may be terminated.

*Note: The four (4) week period referred to herein includes the required period of notice detailed in clause 36 (Termination of Employment).*

46.14 An employee who resigns in this four (4) week period will still be entitled to severance pay (if applicable) as if they had worked until the end of the notice period. However the notice payment they are entitled to under sub clause 46.8 of this Agreement will reduce by the number of weeks that have lapsed since the date

of the formal notification by the Blood Service up to the date of resignation by the employee. The employee will not be entitled to the balance of the four (4) week period after the date of resignation.

- 46.15 An employee who accepts redeployment with the Blood Service is not entitled to any severance pay or notice on termination.
- 46.16 An employee who rejects an offer of acceptable employment with the Blood Service may forfeit their right to severance pay. Any dispute about whether the redeployment opportunity is acceptable employment will be dealt with in accordance with the dispute settlement procedure of this agreement.
- 46.17 Where an employee is transferred to lower paid duties by reason of redundancy the same period of notice must be given as the employee would have been entitled to if the employment had been terminated and the Blood Service may, at its discretion, make payment in lieu thereof of an amount equal to the difference between the former ordinary rate of pay and the new ordinary time rate for the number of weeks of notice still owing.

#### **Career Transition Services**

- 46.18 The Blood Service may select an outplacement agency to assist the redundant employee in obtaining external employment.

#### **Time Off during notice period**

- 46.19 The employee who is under notice of termination shall be allowed a reasonable period of time off without the loss of pay for the purpose of seeking other employment. The time off shall be agreed between the employer and employee and taken at times which are convenient to the employee after consultation with the employer.
- 46.20 The Blood Service may require the employee to produce proof of attendance at an interview, failure of the employee to do so, shall result in this entitlement being forfeited.

#### **Certificate of Service**

- 46.21 On request, the Blood Service will provide an employee terminated due to redundancy with a Certificate of Service setting out:
  - (i) employee's name;
  - (ii) period of employment; and
  - (iii) last position held.

### **47 DISPUTE SETTLEMENT PROCEDURE**

- 47.1 The objectives of the procedure are to promote the prompt resolution of disputes or grievances in relation to the application of this Agreement or the NES by consultation, cooperation and discussion in the workplace.
- 47.2 The term 'parties' referred to in this clause means the Blood Service and its employees and the union
- 47.3 Whilst this procedure is in place work must continue in accordance with usual practice. No stoppage of work or any form of ban or limitation of work shall be applied provided that this does not apply to an employee who has a reasonable concern about an imminent risk to his or her health or safety.

- 47.4 No party shall be prejudiced as to the final settlement by the continuance of work.
- 47.5 The employee(s) may choose to have a representative involved in the grievance process, which may include the union.
- 47.6 Health and Safety Matters are exempted from Step 4.

#### **Step 1**

- 47.7 In the first instance, the employee(s) shall inform their immediate supervisor of the existence of the grievance and they shall attempt to solve the grievance unless the grievance is about the conduct of the aggrieved employee(s)' immediate supervisor in which case the employee(s) will first discuss the matter with another representative of the Blood Service.

#### **Step 2**

- 47.8 If the grievance is still unresolved, the employee(s) will submit the matter in writing to their manager to facilitate further discussion in an attempt to resolve the matter.

#### **Step 3**

- 47.9 If the grievance continues to be unresolved, further discussion shall occur with the manager and/or human resources representative, employee(s) and/or their representative;
- (a) the aggrieved employee(s) and/or their representative will have the opportunity to present all aspects of the grievance;
  - (b) the grievance shall be investigated in a thorough, fair and impartial manner;
  - (c) there will be no undue delay in the progression of the matter, with the intent to resolve disputes and grievances as quickly as is reasonably possible.

#### **Step 4**

- 47.10 Should the dispute or grievance remain unresolved following the exhaustion of the above three (3) steps a party may apply to have the dispute conciliated by the FWC. No party can refer the dispute to conciliation unless and until the above steps have been exhausted and provided that they have been adhered to.

#### **Step 5**

- 47.11 An application to the FWC or its successor to assist the parties to resolve a dispute or grievance by conciliation under this clause can only be made in relation to the application of this Agreement or the NES.
- 47.12 If conciliation fails to resolve the dispute, FWC may arbitrate the matter on the application by any party. FWC may deal with the dispute using all the powers in relation to conciliation and arbitration which are available under the Act or otherwise necessary to make the process effective.

### **48 EMPLOYEE REPRESENTATIVES**

- 48.1 In addition to other leave entitlements, employee representatives (which includes union representatives) are to have reasonable time release from duty to attend to matters relating to industrial or other relevant matters such as grievance procedures, committee meetings etc.

48.2 A notice board for the union's use shall be established in each facility in which persons eligible to be members of the union are employed.

**49 AGREEMENT TO BE AVAILABLE TO EMPLOYEES**

49.1 A copy of this Agreement, which may include an electronic copy, shall be available for the perusal of employees.

## SIGNATORIES TO THE AGREEMENT


*Rhonda Holdsworth*

Name: *Rhonda HOLDSWORTH*  
Title: *NATIONAL MANAGER TRANSPLANTATION*

Authority to sign Employer Representative  
For and on behalf of the Australian Red Cross Blood Service

Address: *100-158 BATMAN ST  
WEST MELBOURNE 3003*

Date: *26/10/16*

  
Name: *Paul Elliott*  
Title: *Secretary*

Authority to sign Employee Representative  
For and on behalf of the Employees covered by the Agreement

Address: *Level 1, 62 Lygon Street  
Carlton VIC 3053*

Date: *28/10/2016*

## APPENDIX 1: Classification pay ranges

Applied Medical & Technical	10 October 2016	FFPPOA 10 October 2017	FFPPOA 10 October 2018
<i>Grade 3</i>	<b>3%</b>	<b>2.5%</b>	<b>2.5%</b>
Increment 1	\$ 63,302	\$ 64,884	\$ 66,506
Increment 2	\$ 65,935	\$ 67,584	\$ 69,273
Increment 3	\$ 68,569	\$ 70,283	\$ 72,040
Increment 4	\$ 71,202	\$ 72,982	\$ 74,806
Increment 5	\$ 73,836	\$ 75,681	\$ 77,573
Increment 6	\$ 76,469	\$ 78,381	\$ 80,341
<i>Grade 4</i>			
Increment 1	\$ 76,723	\$ 78,641	\$ 80,607
Increment 2	\$ 79,634	\$ 81,625	\$ 83,666
Increment 3	\$ 82,546	\$ 84,610	\$ 86,725
Increment 4	\$ 85,458	\$ 87,595	\$ 89,784
Increment 5	\$ 88,370	\$ 90,579	\$ 92,844
Increment 6	\$ 91,282	\$ 93,564	\$ 95,903
<i>Grade 5</i>			
Increment 1	\$ 91,535	\$ 93,823	\$ 96,169
Increment 2	\$ 95,181	\$ 97,561	\$ 100,000
Increment 3	\$ 98,827	\$ 101,298	\$ 103,831
Increment 4	\$ 102,474	\$ 105,036	\$ 107,661
Increment 5	\$ 106,120	\$ 108,773	\$ 111,492
Increment 6	\$ 109,766	\$ 112,510	\$ 115,323
<i>Grade 6</i>			
Increment 1	\$ 110,019	\$ 112,770	\$ 115,589
Increment 2	\$ 114,350	\$ 117,208	\$ 120,139
Increment 3	\$ 118,679	\$ 121,646	\$ 124,687
Increment 4	\$ 123,009	\$ 126,084	\$ 129,236
Increment 5	\$ 127,339	\$ 130,522	\$ 133,785
Increment 6	\$ 131,669	\$ 134,961	\$ 138,335

<b>Business &amp; Team Management</b>	<b>10 October 2016</b>	<b>FFPPOA 10 October 2017</b>	<b>FFPPOA 10 October 2018</b>
<i>Grade 3</i>	<b>3%</b>	<b>2.5%</b>	<b>2.5%</b>
Increment 1	\$ 65,581	\$ 67,221	\$ 68,901
Increment 2	\$ 68,189	\$ 69,894	\$ 71,641
Increment 3	\$ 70,797	\$ 72,567	\$ 74,381
Increment 4	\$ 73,405	\$ 75,240	\$ 77,121
Increment 5	\$ 76,013	\$ 77,913	\$ 79,861
Increment 6	\$ 78,621	\$ 80,586	\$ 82,601
<i>Grade 4</i>			
Increment 1	\$ 78,874	\$ 80,846	\$ 82,867
Increment 2	\$ 81,736	\$ 83,779	\$ 85,874
Increment 3	\$ 84,597	\$ 86,712	\$ 88,880
Increment 4	\$ 87,458	\$ 89,645	\$ 91,886
Increment 5	\$ 90,320	\$ 92,578	\$ 94,892
Increment 6	\$ 93,181	\$ 95,511	\$ 97,898
<i>Grade 5</i>			
Increment 1	\$ 93,434	\$ 95,770	\$ 98,165
Increment 2	\$ 97,004	\$ 99,429	\$ 101,915
Increment 3	\$ 100,574	\$ 103,089	\$ 105,666
Increment 4	\$ 104,144	\$ 106,748	\$ 109,417
Increment 5	\$ 107,715	\$ 110,408	\$ 113,168
Increment 6	\$ 111,285	\$ 114,067	\$ 116,919
<i>Grade 6</i>			
Increment 1	\$ 111,539	\$ 114,327	\$ 117,185
Increment 2	\$ 115,817	\$ 118,713	\$ 121,681
Increment 3	\$ 120,097	\$ 123,099	\$ 126,177
Increment 4	\$ 124,377	\$ 127,486	\$ 130,673
Increment 5	\$ 128,655	\$ 131,872	\$ 135,168
Increment 6	\$ 132,935	\$ 136,258	\$ 139,665

<b>Laboratories &amp; Processing</b>	<b>10 October 2016</b>	<b>FFPPOA 10 October 2017</b>	<b>FFPPOA 10 October 2018</b>
<i>Grade 3</i>	<b>3%</b>	<b>2.5%</b>	<b>2.5%</b>
Increment 1	\$ 63,302	\$ 64,884	\$ 66,506
Increment 2	\$ 65,935	\$ 67,584	\$ 69,273
Increment 3	\$ 68,569	\$ 70,283	\$ 72,040
Increment 4	\$ 71,202	\$ 72,982	\$ 74,806
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Increment 4	\$ 123,009	\$ 126,084	\$ 129,236
Increment 5	\$ 127,339	\$ 130,522	\$ 133,785
Increment 6	\$ 131,669	\$ 134,961	\$ 138,335



## APPENDIX 2: ALLOWANCES

Allowance	Description	10 October 2016	FFPPOA 10 October 2017	FFPPOA 10 October 2018
Change of Roster		\$ 25.59	\$ 26.23	\$ 26.89
On-call (per 24 hours)	Monday to Friday (a)	\$ 55.10	\$ 56.48	\$ 57.89
	Public Holidays (b)	\$ 110.05	\$ 112.80	\$ 115.62
Shift	Morning & Afternoon	\$ 25.59	\$ 26.23	\$ 26.89
	Night Shift	\$ 78.00	\$ 79.95	\$ 81.95
	Permanent Night Shift	\$ 86.85	\$ 89.02	\$ 91.25
Change of Shift		\$ 42.33	\$ 43.39	\$ 44.47
Meal	Overtime > 2 hr	\$ 12.85	\$ 13.17	\$ 13.50
	Overtime > 4 hrs	\$ 8.87	\$ 9.09	\$ 9.32
	Recall > 2 hours	\$ 12.44	\$ 12.75	\$ 13.07
	Recall > 4 hours	\$ 8.59	\$ 8.80	\$ 9.02
Higher Qualifications	Graduate Certificate	\$ 47.69	\$ 48.88	\$ 50.10
	Graduate Diploma	\$ 77.52	\$ 79.46	\$ 81.44
	MSc	\$ 89.45	\$ 91.68	\$ 93.97
	PhD	\$ 119.36	\$ 122.34	\$ 125.40
Annual Leave Loading maximum		\$ 94,516.92	\$ 96,879.84	\$ 99,301.84

## **APPENDIX 3: TRANSLATION TO NATIONAL CLASSIFICATION FRAMEWORK**

### **1 TRANSITION ARRANGEMENTS FOR EMPLOYEES WHOSE EMPLOYMENT COMMENCED PRIOR TO THE COMMENCEMENT DATE OF THE AGREEMENT**

- 1.1 On the commencement of this agreement all employees will translate to the classification and grade framework in Appendix 1 (Classification Pay Ranges) and described in Appendix 4 (Descriptors and Behaviours).
- 1.2 Where an employee's salary on the day before the commencement before this Agreement was below their nominated grade in Appendix 1 they will transition to the first increment of the grade at the commencement date of the Agreement.
- 1.3 Where an employee's salary on the day before the commencement of this Agreement was within the pay range for their nominated grade in Appendix 1 they will translate to the next highest increment point of the framework which is above their salary at the commencement date of the Agreement.
- 1.4 Where an employee's salary on the day before the commencement of this Agreement was above the nominated grade in Appendix 1 (Classification Pay Ranges) to which they are allocated will retain their existing salary and will continue to receive the Agreement increases as detailed in Appendix 1 (Classification Pay Ranges).
- 1.5 In future:
  - (a) if these employees are appointed to an advertised position at the same grade, they will continue to retain their current salary and relevant Agreement increases as detailed Appendix 1 (Classification Pay Ranges).
  - (b) if these employees are appointed to an advertised position at a higher grade and their salary is above the higher grade, they will continue to retain their current salary and the relevant Agreement increases as detailed in Appendix 1 (Classification Pay Ranges).

## APPENDIX 4: DESCRIPTORS & BEHAVIOUR GUIDE

### Applied Medical & Technical

*This job family delivers quality, scientific and clinical outcomes and initiatives through provision of programs, services, advice and support to external and internal stakeholders*

Grade 3	
<b>Primary Purpose</b>	Provides services to donors, internal and external stakeholders through the implementation and administration of specialist processes and the analysis and interpretation of information
<b>Work Context</b>	Roles in this grade utilise expertise and experience to deliver and improve quality, scientific and clinical outcomes. These roles provide support and service to the team and customers, including donors and have regular contact with stakeholders either to source information, identify needs or provide information in regards to administration and application of procedures and policy
<b>Decision Making</b>	Roles in this grade use standard operating procedures, knowledge, experience, and precedent to guide decision making.
<b>Experience and Expertise</b>	Specialist knowledge and broad levels of experience with Blood Service processes and procedures Relevant qualifications and/or relevant experience
<b>Behaviours (see Behaviours Guide for examples)</b>	Delivering customer and stakeholder service
	Effective teamwork
	Adaptability
	Focus on detail & compliance
	Modelling the Blood Service values
<b>Accountabilities</b>	
<b>Delivery of organisational initiatives &amp; processes</b>	Administers procedures and delivers specialist services associated with the ongoing improvement of the operations, including increased, safety and compliance and achievement of service, operational and donation targets and goals
	Implements procedures to meet specific targets, compliance standards or business goals. Supports internal and external quality assurance processes
	Identifies opportunities for improved stakeholder service and support and escalates ideas to others for analysis and assessment
<b>Support of change &amp; improvement</b>	Contributes to development of national standards and procedures including identifying the opportunity for improvement
	Provide expertise or administrative support to projects as required to drive improvement into procedures and processes
	Identifies opportunities for improved stakeholder service and support and escalates ideas to others for analysis and assessment
<b>Stakeholder liaison</b>	Identifies and contacts stakeholders and encourages and supports their involvement in the achievement of Blood Service goals or programs e.g. recruitment or management of donors
<b>Service &amp; support</b>	Informs and supports stakeholders through providing information, facilitating outcomes, understanding risk and helping stakeholders work within Blood Services standard operating procedures and policy
	May be required to counsel staff and donors in relation to particular health issues relating to donations or illness and to identify the need to escalate where outside bounds of authority or expertise
<b>Advice &amp; issue resolution</b>	Provide advice to internal and external customers/stakeholders in relation to specific work process or procedures
	Shares experience, information and expertise with other members of the team. Provide assistance and support to others to problem solve issues. Provided direction and information to internal and external stakeholders to resolve issues or problems
<b>Management of data</b>	Manage the receipt, input, tracking and distribution of data and documentation according to established procedures to enable appropriate access and distribution

	Monitor data integrity and adherence to procedure, audit and confidentiality/privacy requirements
<b>Analysis &amp; reporting</b>	Monitor and report on KPI's and other key business or operational indicators of performance, identifying trends, anomalies, and impact of change
	Interpret trends and identify anomalies in data, prepare reports to provide data for decision making and action of operational or clinical activity.
<b>Building Capability</b>	May train and assess others in identified procedures according to Blood Service policies and procedures
	Shares expertise, education and training to build the capacity of others within the team or external to the team
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others
<b>Quality &amp; Risk management</b>	Identifies and reports on issues of risk or non-compliance and addresses directly with stakeholders. Escalates issues that cannot be resolved immediately. Follows up until resolution is reached
<b>Quality &amp; Safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

## Applied Medical & Technical

*This job family delivers quality, scientific and clinical outcomes and initiatives through provision of programs, services, advice and support to external and internal stakeholders*

<b>Grade 4</b>	
<b>Primary Purpose</b>	Improves donor, patient and external stakeholder outcomes through the utilisation of knowledge and experience of operational policy and procedures to provide service, support and implementation of specialist processes
<b>Work Context</b>	Roles in this grade provide quality, scientific and clinical subject matter expertise to internal and external stakeholders. They utilise expertise to implement procedures, resolve issues and build capability of their stakeholders. They provide expertise to project teams, and support delivery of organisational changes programs. They identify risk to product or donor safety and address according to set procedures.
<b>Decision Making</b>	Roles in this grade utilise their experience, professional expertise and guidelines to provide advice and manage anomalies or issues. These roles provide recommendations for situations outside of the norm drawing upon their analysis and expertise, Blood Service experience, internal standards and external regulations
<b>Experience and Expertise</b>	Specialist in their area and relied on for advice within their team and peers.
	Relevant clinical, scientific or technical qualification and/or relevant experience
<b>Behaviours (see Behaviours Guide for examples)</b>	Delivering customer and stakeholder service
	Effective teamwork
	Facilitating outcomes
	Utilising expertise
	Analysis and Planning
<b>Accountabilities</b>	
<b>Delivery of organisational initiatives &amp; processes</b>	Administers procedures and delivers specialist services associated with the ongoing improvement of the operations, including increased, safety and compliance and achievement of service, operational and donation targets and goals
	Implements procedures and programs and supports change projects in relation to compliance and quality, staff or donor health or improvement of stakeholder outcomes and service.
	Utilises formalised processes to determine risks associated within patient, donor, or product safety and actions with existing procedures or provides recommendations to appropriate roles
<b>Support of change &amp; improvement</b>	Contributes to development of national standards and procedures including identifying the opportunity for improvement
	Assist in providing context and background to organisational change. Resolve and manage questions arising from change.
<b>Stakeholder liaison</b>	Participate in stakeholder forums, work groups and projects to provide expertise and facilitate improved business or service outcomes. Works through issues or processes in conjunction with stakeholders until resolution reached e.g. concerns, or issues associated with donor, patient, product safety
<b>Service &amp; support</b>	Interprets organisational policy and procedure to support others implement appropriately.
	May be required to counsel staff and donors in relation to particular health issues relating to donations or illness and to identify the need to escalate where outside bounds of authority or expertise
<b>Advice &amp; issue resolution</b>	Provides problem solving, ideas, support and education to other specialists and technical staff to resolve clinical issues or problems and ensure safety, quality and business outcomes. Ensures understanding and compliance with procedures, policies and other regulatory requirements through the application of technical or specialist knowledge.
<b>Management of data</b>	Develop and maintain databases to allow for effective search or tracing activities, address and resolve anomalies.
	Lead recommendations to change data management processes to improve integrity of data, compliance with procedures or better data retrieval.

## Applied Medical & Technical

*This job family delivers quality, scientific and clinical outcomes and initiatives through provision of programs, services, advice and support to external and internal stakeholders*

<b>Grade 4</b>	
<b>Analysis &amp; reporting</b>	Undertakes detailed analysis and investigation to report on business initiatives, activities or processes. Presents analysis to identify trends and risks and provides recommendations to others to inform their decision making.
	May undertake analysis to identify appropriate donor/product matches or requirements dealing with external health providers and specialists. Provides reports and recommendations for approval by manager.
<b>Building Capability</b>	May train and assess others in identified procedures according to Blood Service policies and procedures
	Shares expertise, education and training to build the capacity of others within the team or external to the team
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others
<b>Quality &amp; Risk management</b>	Works with stakeholders to identify issues, risks and possibility of non-compliance and facilitates actions to correct or address. Escalates issues to appropriate parties.
<b>Quality &amp; Safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

## Applied Medical and Technical

*This job family delivers quality, scientific and clinical outcomes and initiatives through provision of programs, services, advice and support to external and internal stakeholders*

<b>Grade 5</b>	
<b>Primary Purpose</b>	Undertakes clinical, specialist, technical or analytical processes to deliver services and advice to the Blood Service and/or external health providers. Utilises knowledge and expertise to recommend the appropriate technical/scientific/clinical processes and to inform decision-making of external health providers and Blood Service staff within their area of specialist knowledge.
<b>Work Context</b>	Roles in this grade utilise subject matter expertise to implement processes and deliver advice or service. Roles work closely with internal colleagues to identify improvement opportunities, implement change or support operational outcomes. Roles have a strong focus on product and donor safety and compliance
<b>Decision Making</b>	Roles in this grade undertake analysis to inform choices about processes and business/operational solutions and develop recommendations accordingly. These roles work in collaboration with internal and external colleagues to determine appropriate actions.
<b>Experience and Expertise</b>	Strong subject matter knowledge in operational and clinical and/or scientific area. Relevant clinical or specialist tertiary qualifications and experience in a similar environment or clinical field.
<b>Behaviours (see Behaviours Guide for examples)</b>	Facilitating outcomes Utilising expertise Analysis and planning Delivering customer and stakeholder service Continuously improving Modelling the Blood Service values
<b>Accountabilities</b>	
<b>Delivery of organisational initiatives &amp; processes</b>	Administers specialist procedures and delivers specialist services associated with the ongoing improvement of the operations, including increased, safety and compliance and achievement of service, operational and donation targets and goals Supports the implementation of initiatives and projects to improve processes and efficiencies within area of expertise. Identifies opportunities for improved stakeholder support, service or business improvement. Undertakes analysis and consults with others to identify risk and required actions. Monitors the risk management strategy until the risk is contained. Escalates issues outside of precedence or authority levels
<b>Support of change &amp; improvement</b>	Provides expertise to inform the development and implementation of national standards and procedures. May lead discussions to inform recommendations for procedural or policy change. Uses knowledge, analysis and evaluation of external and internal practices to inform actions and recommendations for change and improvement Partner with the business to implement national change initiatives.
<b>Stakeholder liaison</b>	Works in collaboration with internal operational staff and external health providers and stakeholders to ensure operational and patient outcomes are maximised whilst maintaining compliance with Blood Service and other regulatory procedures and policies. Facilitates discussion and debate with stakeholders to establish the requirements and delivers services in line with the agreed approach Partners with internal peers and external health providers, clinicians or industry experts to facilitate the achievement of shared goals and establish appropriate approach, treatment or application of procedures. Provide specialist advice and interprets results for external health providers, or other internal and external stakeholders. Participate in multidisciplinary teams to plan and problem solve Facilitate stakeholder acceptance and understanding of improvement opportunities or developments through utilising a variety of negotiation, presentation and education techniques
<b>Service &amp;</b>	Interprets organisational policy and procedure to help others implement appropriately

## Applied Medical and Technical

*This job family delivers quality, scientific and clinical outcomes and initiatives through provision of programs, services, advice and support to external and internal stakeholders*

### Grade 5

<b>support</b>	May be required to counsel staff and donors in relation to particular health issues relating to donations or illness and to identify the need to escalate where outside bounds of authority or expertise
<b>Advice &amp; issue resolution</b>	Undertakes analysis and provides specialist advice to inform others decision making (internal and external) and resolve issues in relation to their specific field of expertise. May require facilitating outcomes through others by sourcing further expertise or analysing options and risks before providing advice.
<b>Management of data</b>	Develop and maintain databases to allow for effective monitoring, reporting, search or tracing activities. Identifies and resolves anomalies.
	Lead recommendations to change data management processes to improve analysis, reporting, integrity of data, compliance with procedures or better data retrieval.
<b>Analysis &amp; reporting</b>	Prepares reports for internal management, medical services, clinicians/external health providers for review or approval by manager. Undertakes analysis to identify data, trends and anomalies, and interprets to determine best approach to deal with issues or inform other decision making. Utilises expertise to recommend supplementary action based on results or when required.
	Educates others on how to interpret results or report data and recommendations and supports stakeholder in addressing issues or opportunities raised
<b>Building Capability</b>	Often required to coach and to provide expertise, education and training to build the capacity of others within the team or external to the team. May include the training and assessing of others in approved procedures and processes.
	Inform and educate client, internal team members, end users (hospitals/external health providers), general public in the application and implementation of procedures, processes and interpretation of policy or analysis
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others
	Ensure stakeholders have a clear understanding of the analysis and reasons for decision making and help stakeholder maximise the information through communication and education.
<b>Quality &amp; risk management</b>	Collaborates with internal and external stakeholders to identify and act upon safety, quality and compliance risks and facilitates processes to build strategies to address. Follows through to resolution.
<b>Quality &amp; safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.



## Applied Medical and Technical

*This job family delivers quality, scientific and clinical outcomes and initiatives through provision of programs, services, advice and support to external and internal stakeholders*

Grade 6	
<b>Primary Purpose</b>	Provides specialist or clinical advice and direction within the area of subject matter expertise to the Blood Service and to external health providers. Identifies opportunities for improvement in either operational, technical or scientific processes at an organisational or patient level. Develops recommendations through research and analysis.
<b>Work Context</b>	Roles in this grade work at a an organisational level to build recommendations to improve and deliver policy, business outcomes and processes, and donor safety and product quality. Outcomes include improved Blood Service delivery and resolution of unique or complex stakeholder issues. Roles contribute subject matter expertise to inform future developments and initiatives.
<b>Decision Making</b>	Roles in this grade assess opportunities for the Blood Service and its stakeholders based on best practice or analysis, clinical trends and research. May recommend change to initiatives or procedures based on analysis and research after significant collaboration with internal and external stakeholders.
<b>Experience and Expertise</b>	Significant depth and breadth of knowledge and experience in their technical, clinical or scientific discipline combined with strong operational knowledge.
	Relevant clinical or specialist tertiary qualifications and significant experience in a similar environment or clinical field.
<b>Behaviours (see Behaviours Guide for examples)</b>	Facilitating outcomes
	Utilising expertise
	Analysis and planning
	Delivering customer and stakeholder service
	Continuously improving
	Modelling the Blood Service values
<b>Accountabilities</b>	
<b>Delivery of organisational initiatives &amp; processes</b>	Administers specialist procedures and delivers specialist services associated with the ongoing improvement of the operations, including increased, safety and compliance and achievement of service, operational and donation targets and goals
	Leads and implements initiatives and projects to improve business or patient outcomes, processes and efficiencies in collaboration with other Blood Service operational or specialist team. Investigates complex solutions for clinicians/external health providers
	Identifies and analyses the risks associated with complex or unique situations and recommends a process to engage appropriate experts and consolidate specialist input to inform risk strategies and resolution. Process may result in development of recommendations for organisational change.
<b>Support of change &amp; improvement</b>	Provides expertise to inform the development and implementation of national standards and procedures. May lead discussions to inform recommendations for procedural or policy change.
	Draws upon environmental scanning, research and analysis to identify opportunities for improvement in procedures and work practices or for opportunities for the development of formal research or change projects.
	Lead the implementation of approved change initiatives or programs, engaging with the business to gain support and implement change. Facilitate stakeholder acceptance and understanding of improvement opportunities and initiatives.
<b>Stakeholder liaison</b>	Works in collaboration with internal operational staff and external health providers and stakeholders to ensure operational and patient outcomes are maximised whilst maintaining compliance with Blood Service and other regulatory procedures and policies. Facilitates discussion and debate with stakeholders to establish the requirements and delivers services in line with the agreed approach

## Applied Medical and Technical

*This job family delivers quality, scientific and clinical outcomes and initiatives through provision of programs, services, advice and support to external and internal stakeholders*

### Grade 6

	Partners with internal peers and external health providers, clinicians or industry experts to facilitate the achievement of shared goals and establish appropriate approach, treatment or application of procedures. Provide specialist advice and interprets results for external health providers, or other internal and external stakeholders. Participate in multidisciplinary teams to plan and problem solve
	Facilitate stakeholder acceptance and understanding of improvement opportunities or developments through utilising a variety of negotiation, presentation and education techniques
<b>Service &amp; support</b>	Interprets organisational policy and procedure to help others implement appropriately
	May be required to counsel staff and donors in relation to particular health issues relating to donations or illness and to identify the need to escalate where outside bounds of authority or expertise
<b>Advice &amp; issue resolution</b>	Undertakes analysis to build recommendations for addressing complex or new situations. Builds an evidence based case to support recommendations. Often requires facilitating outcomes through others in terms of sourcing further expertise or analysing options and risks before providing advice
<b>Management of data</b>	Develop and maintain databases to allow for effective monitoring, reporting, search or tracing activities. Identifies and resolves anomalies.
	Lead recommendations to change data management processes to improve analysis, reporting, integrity of data, compliance with procedures or better data retrieval.
<b>Analysis &amp; reporting</b>	Analysis, interprets and presents data, and prepares reports for internal or external stakeholders to inform others decision making. Builds a clinical/scientific and/or business case for implementing change to equipment or processes. This may include the writing of papers and journal articles.
	Educates others on how to interpret results or report data and recommendations and supports stakeholder in addressing issues or opportunities raised
<b>Building Capability</b>	Often required to coach and to provide expertise, education and training to build the capacity of others within the team or external to the team. May include the training and assessing of others in approved procedures and processes.
	Inform and educate client, internal team members, end users (hospitals/external health providers), general public in the application and implementation of procedures, processes and interpretation of policy or analysis
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others
	Provides expert or specialist education to internal and external stakeholders. Shares knowledge and provides guidance to other specialists in the field. This may include representation on advisory groups nationally
<b>Quality &amp; risk management</b>	Evaluates opportunities for risk, non-compliance, or improvement of processes and facilitates improvement through collaboration with internal and external stakeholders. Utilises research, analysis and an in-depth knowledge of the field and stakeholder needs to improve risk management strategies, quality, safety and compliance outcomes
<b>Quality &amp; safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

## Business & Team Management

*This job family delivers business outcomes through the leadership and management of a team*

<b>Grade 3</b>	
<b>Primary Purpose</b>	Manage daily work outcomes for a team (> 3 staff members) as a team leader or supervisor. Provide support to a manager and supervise work flow and activities in the laboratory, processing or business. This may include the supervision of a shift in a 24/7 environment
<b>Work Context</b>	Roles in this grade provide supervision to deliver operational services and actively participate in the work of the team by undertaking routine duties to support the outcomes required.
<b>Decision Making</b>	Roles in this grade use procedures, knowledge, experience, and precedent to guide decision making. Escalates decisions outside of the procedure and makes recommendations for appropriate action. Has a thorough knowledge and experience of the technical aspects of the teams work
<b>Experience and Expertise</b>	Knowledge and experience in the technical or specialist aspects of the teams workflow Relevant qualifications and/or relevant experience
<b>Behaviours (see Behaviours Guide for examples)</b>	Setting goals and reviewing performance
	Developing people
	Delivering
	Fostering collaboration and team work
	Adaptability
<b>Accountabilities</b>	
<b>Set direction</b>	Provide "on floor" supervision to deliver operational services
<b>Management of resources</b>	Prioritise workflow as required and advise staff of requirements
	Assist in the orientation of new staff members
	Manage individual and team performance and development utilising the Blood Service Performance Planning and Review process and ongoing coaching, development & performance management strategies.
<b>Deliver business outcomes</b>	Assist with the implementation of change to standard operating procedures
	Undertake team processes and procedures to ensure business outcomes are delivered
<b>Leadership of change &amp; improvement</b>	Contributes to the development of national standards and procedures including identifying the opportunity for improvement.
	Assist in providing context and background to organisational change, resolve and deal with issues or questions arising from change raised by the team
	Establish and implement evaluation and review processes to identify opportunities to improve/simplify process
<b>Provision of advice &amp; expertise</b>	Provide problem solving advice and support to team members
<b>Building capability</b>	May train and assess others in identified procedures according to Blood Service policies and procedures
	Shares expertise, education and training to build the capacity of others within the team or external to the team
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others
<b>Quality &amp; safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems and ensure team understand and comply with Blood Service OHS and Quality policy and procedure

## Business & Team Management

*This job family delivers business outcomes through the leadership and management of a team*

<b>Grade 4</b>	
<b>Primary Purpose</b>	Delivery of business outcomes through the management of a small technical or multifunctional team or day to day leadership as a deputy or second in charge of a larger more specialised and complex function
<b>Work Context</b>	Roles in this grade are primarily focused on the delivery of business or operational outcomes through a team either as a manager or second in charge. The role may be required to provide expertise to the team, the management of daily workflow and outcomes and the delivery of support and service to customers and stakeholders
<b>Decision Making</b>	Roles in this grade determine the best use of resources and resolve issues to achieve daily outcomes in line with the business or operational plan. Responsible for decision making within established policy and procedures, precedent informs decision-making. Makes recommendations for appropriate action and opportunities for improvement.
<b>Experience and Expertise</b>	Thorough knowledge and experience of the specialist or technical aspects of the teams work
	Team leadership experience and or qualification and relevant qualifications and/or experience
<b>Behaviours (see Behaviours Guide for examples)</b>	Setting goals and reviewing performance
	Developing people
	Communication and direction
	Delivering
	Fostering collaboration and team work
	Utilising expertise
	Analysis and planning
	Modelling the Blood Service values
<b>Accountabilities</b>	
<b>Set direction</b>	Directs the team in line with national direction in the implementation of operational plan
<b>Management of resources</b>	Manage the allocation of team members to deliver day to day work requirements and resolve issues to ensure deliver of business outcomes
	Lead or participate in recruitment and selection activities
	Manage individual and team performance and development utilising the Blood Service Performance Planning and Review process and ongoing coaching, development & performance management strategies.
<b>Deliver business outcomes</b>	Manage the team to deliver outcomes according to national standards
	Lead the team to implement procedural and equipment change as directed
	Undertake team processes and procedures to ensure business outcomes are delivered
<b>Leadership of change &amp; improvement</b>	Contributes to the development of national standards and procedures including identifying the opportunity for improvement.
	Assist in providing context and background to organisational change, resolve and deal with issues or questions arising from change raised by the team
	Establish and implement evaluation and review processes to identify opportunities to improve/simplify process
<b>Provision of advice &amp; expertise</b>	Provide problem solving advice and support to team members
<b>Business improvement</b>	Recommends process improvements based on specialist and technical expertise and understanding of developments in their field.
	Utilise analysis and data to identify opportunities for improvement or to inform team or stakeholder decision making
<b>Building capability</b>	May train and assess others in identified procedures according to Blood Service policies and procedures
	Shares expertise, education and training to build the capacity of others within the team or external to the team
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others

## **Business & Team Management**

*This job family delivers business outcomes through the leadership and management of a team*

<b>Grade 4</b>	
<b>Quality &amp; safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems and ensure team understand and comply with Blood Service OHS and Quality policy and procedure
	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
	Contributes to development of national standards and procedures and leads or supports the implementation of agreed change projects

## Business & Team Management

*This job family delivers business outcomes through the leadership and management of a team*

<b>Grade 5</b>	
<b>Primary Purpose</b>	Delivery of business or operational outcomes through the management of a specialist or technical team undertaking a breadth of standardised or routine activities to deliver to operational or scientific outcomes
<b>Work Context</b>	Roles in this grade are predominately focused on delivering business or operational outcomes through the line management of a team. The team is highly specialised and the role requires technical or specialist leadership and provision of specialist support and services to internal and external stakeholders and customers
<b>Decision Making</b>	Roles in this grade determine the best use of team resources to achieve team business/operational plan. Makes decisions with regard to implementation of projects, allocation of work resources and the management of stakeholder issues. Identifies and acts upon opportunities to deliver and improve the business outcomes. Often required to provide direction in their area of expertise.
<b>Experience and Expertise</b>	Provides expertise to team and stakeholder to improve service or resolve issues. Relevant management experience and usually relevant tertiary qualification and/or significant work experience.
<b>Behaviours (see Behaviours Guide for examples)</b>	Setting goals and reviewing performance
	Developing people
	Communication and direction
	Delivering
	Fostering collaboration and team work
	Utilising expertise
	Analysis and planning
	Modelling the Blood Service values
<b>Accountabilities</b>	
<b>Set direction</b>	Provides leadership and guidance to team members through the communication and implementation of business/operational plan and strategy
<b>Management of resources</b>	Manage the allocation of human resources within the team (matching skills, and experience and work priorities) to meet business/operational plan objectives, both on a long term and day -to-day basis
	Determine recruitment requirements and participate in the identification and selection of candidates for positions, including planning the recruitment process
	Ensure costs are managed within agreed human resource budget parameters – including management of recruitment and annual leave costs
	Manage individual and team performance and development utilising the Blood Service Performance Planning and Review process and ongoing coaching, development & performance management strategies.
<b>Deliver business outcomes</b>	Ensure changes to organisational policies and procedures are implemented by the team according to national standards
	Support the team through the management of complex problems, making recommendations for dealing with issues outside of policy and precedence
	Where required utilise expertise to perform specialised procedures and processes - either to support team or to develop others
<b>Leadership of change &amp; improvement</b>	Contributes to the development of national standards and procedures including identifying the opportunity for improvement.
	Partner with the business to implement national change initiatives. Helps team understand the reason for change or improvement and sets direction
	Establish and implement evaluation and review processes to identify opportunities to improve/simplify process
<b>Provision of advice &amp; expertise</b>	Use technical or specialist knowledge to inform and educate others, or to manage queries and issues through to resolution. This may include providing advice and education on the application and interpretation of policy and procedure or managing external/stakeholder requests and queries

## **Business & Team Management**

*This job family delivers business outcomes through the leadership and management of a team*

<b>Grade 5</b>	
<b>Business improvement</b>	Recommends process improvements based on specialist and technical expertise and understanding of developments in their field.
	Utilise analysis and data to identify opportunities for improvement or to inform team or stakeholder decision making
<b>Building capability</b>	May train and assess others in identified procedures according to Blood Service policies and procedures
	Shares expertise, education and training to build the capacity of others within the team or external to the team
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others
<b>Quality &amp; safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems and ensure team understand and comply with Blood Service OHS and Quality policy and procedure
	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
	Contributes to development of national standards and procedures and leads or supports the implementation of agreed change projects

## Business & Team Management

*This job family delivers business outcomes through the leadership and management of a team*

Grade 6	
<b>Primary Purpose</b>	Delivers business or operational outcomes through the management of a highly specialised or complex work function. Roles include the management of complex decision making & problem solving either as a result of the level of specialisation or breadth and size of the function
<b>Work Context</b>	Roles in this grade are predominately focused on delivering business or operational outcomes through the line management of a team. The team is highly specialised and the role requires technical or specialist leadership and provision of specialist support and services to internal and external stakeholders and customers
<b>Decision Making</b>	Roles in this grade determine the best use of team resources to achieve team business/operational plan. Makes decisions with regard to implementation of projects, allocation of work resources and the management of stakeholder issues. Identifies and acts upon opportunities to deliver and improve the business outcomes. Often required to provide direction in their area of expertise.
<b>Experience and Expertise</b>	Significant expertise relevant to their area and proactively keep up-to-date with trends and best practice externally. Relevant people management experience and tertiary qualification (often post graduate) and/or significant work experience in field of expertise.
<b>Behaviours (see Behaviours Guide for examples)</b>	Setting goals and reviewing performance Developing people Communication and direction Delivering Fostering collaboration and team work Utilising expertise Analysis and planning Modelling the Blood Service values
<b>Accountabilities</b>	
<b>Set direction</b>	Provides leadership and guidance to team members through the communication and implementation of business/operational plan and strategy
<b>Management of resources</b>	Manage the allocation of human resources within the team (matching skills, and experience and work priorities) to meet business/operational plan objectives, both on a long term and day -to-day basis Determine recruitment requirements and participate in the identification and selection of candidates for positions, including planning the recruitment process Ensure costs are managed within agreed human resource budget parameters – including management of recruitment and annual leave costs Manage individual and team performance and development utilising the Blood Service Performance Planning and Review process and ongoing coaching, development & performance management strategies.
<b>Deliver business outcomes</b>	Ensure changes to organisational policies and procedures are implemented by the team according to national standards Support the team through the management of complex problems, making recommendations for dealing with issues outside of policy and precedence Where required utilise expertise to perform specialised procedures and processes - either to support team or to develop others
<b>Leadership change of &amp; improvement</b>	Contributes to the development of national standards and procedures including identifying the opportunity for improvement. Lead the implementation of approved change initiatives or programs both within a team and across teams. Engages with the business to gain support and implement change. Facilitate stakeholder acceptance and understanding of improvement opportunities or developments through utilising a variety of negotiation, presentation and education techniques



## Business & Team Management

*This job family delivers business outcomes through the leadership and management of a team*

Grade 6	
<b>Provision of advice &amp; expertise</b>	Use technical or specialist knowledge to inform and educate others, or to manage queries and issues through to resolution. This may include providing advice and education on the application and interpretation of policy and procedure or managing external/stakeholder requests and queries
<b>Business improvement</b>	Recommends process improvements based on specialist and technical expertise and understanding of developments in their field.
	Utilise analysis and data to identify opportunities for improvement or to inform team or stakeholder decision making
<b>Building capability</b>	May train and assess others in identified procedures according to Blood Service policies and procedures
	Shares expertise, education and training to build the capacity of others within the team or external to the team
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others
<b>Quality &amp; safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems and ensure team understand and comply with Blood Service OHS and Quality policy and procedure
	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
	Contributes to development of national standards and procedures and leads or supports the implementation of agreed change projects

## Laboratories & Processing

*This job family delivers scientific and technical outcomes to support the processing and provision of blood products and testing services*

<b>Grade 3</b>	
<b>Primary Purpose</b>	Undertake processing activities or standard or mandatory testing, analysis and interpretation of results to inform release of product or further analysis.
<b>Work Context</b>	Roles in this grade work in a laboratory or processing environment and implement standard or routine processes, testing and analysis
<b>Decision Making</b>	Roles in this grade work in a structured environment where standard operating procedures and the algorithms guide action and decision making. These roles provide recommendations but decisions are made within the terms of the procedure and precedence
<b>Experience and Expertise</b>	Technical knowledge and broad levels of experience in a laboratory environment and often with Blood Service processes and procedures
	Relevant scientific or technical qualifications and/or relevant experience
<b>Behaviours (see Behaviours Guide for examples)</b>	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Utilising expertise
<b>Accountabilities</b>	
<b>Procedures, processes &amp; testing</b>	Conducts routine scientific, technical or specialist testing and procedures
<b>Results &amp; reports</b>	Undertakes review and interpretation of results and makes recommendations for next steps. May review results for release or further action.
<b>Service &amp; support</b>	Communicates results for internal colleagues and external health providers.
	Participates in problem solving and develops recommendations based on experience and expertise
<b>Equipment</b>	Operates and undertakes preventative maintenance of technical or scientific equipment appropriate to the function and level of approved competence
	Proficient in use of software or technical equipment required to perform agreed testing or processing
	Validates some technical systems or equipment according to procedures and direction
<b>Building Capability</b>	May train and assess others in identified procedures according to Blood Service policies and procedures
	Builds others capability through sharing knowledge, expertise, education and training with members of the team and external stakeholders
<b>Quality assurance</b>	Supports internal and external quality assurances processes
<b>Quality &amp; safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately

## Laboratories & Processing

*This job family delivers scientific and technical outcomes to support the processing and provision of blood products and testing services*

<b>Grade 4</b>	
<b>Primary Purpose</b>	Undertake standardised testing, analysis and interpretation of results to inform release of product or further analysis. Provide specialist scientific support and problem solving to others to deliver the required work outcomes.
<b>Work Context</b>	Roles in this grade work in a laboratory or processing environment and implement standardised testing. They coach and provide expertise to others to overcome issues and help build capability in their team.
<b>Decision Making</b>	Roles in this grade utilise their experience and expertise to provide advice and manage anomalies or issues. These roles provide recommendations for situations outside of the norm drawing upon their scientific and Blood Service experience and expertise.
<b>Experience and Expertise</b>	Specialist in their area and relied on for advice within their team and peers.
	Relevant scientific tertiary qualifications and experience in a similar laboratory environment or scientific field.
<b>Behaviours (see Behaviours Guide for examples)</b>	Focus on detail and compliance
	Utilising expertise
	Analysis and planning
	Adaptability
	Effective teamwork
	Modelling the Blood Service values
<b>Accountabilities</b>	
<b>Procedures, processes &amp; testing</b>	Conducts routine scientific, technical and/or specialist testing and procedures and helps others in these procedures through coaching and problem solving
<b>Results and reports</b>	Undertakes technical and scientific analysis and interpretation to inform results. Reviews and release results from standardised testing or conducts first check or interpretation of results requiring escalation or supplementary action
<b>Service &amp; support</b>	Liaises with internal and external stakeholders to establish appropriate approaches for issues resolution or supplementary testing and analysis. Interpret results for external health providers.
	Is available to support others through conducting testing and analysis or providing technical and scientific advice as required by the business.
<b>Advice &amp; issue resolution</b>	Provides problem solving and on bench support to other scientists and technical staff
<b>Development of standards &amp; procedures</b>	Contributes to development of national standards and procedures and leads or supports the implementation of agreed change projects
<b>Equipment</b>	Operates and undertakes preventative maintenance technical or scientific equipment appropriate to the function and level of approved competence
	Validates and tests equipment. Diagnoses and corrects faults and problems with scientific or technical equipment
<b>Building capability</b>	May train and assess others in identified procedures according to Blood Service policies and procedures
	Builds others capability through sharing knowledge, expertise, education and training with members of the team and external stakeholders
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others
<b>Quality assurance</b>	Leads or supports internal and external quality assurance processes to maintain standards and accreditation
<b>Quality &amp; safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

## Laboratories & Processing

*This job family delivers scientific and technical outcomes to support the processing and provision of blood products and testing services*

<b>Grade 5</b>	
<b>Primary Purpose</b>	Determine and undertake scientific processes to deliver required patient outcomes. Utilises knowledge and expertise to determine the appropriate scientific processes and to support decision-making of clinicians, external providers and Blood Service staff.
<b>Work Context</b>	Roles in this grade work in a laboratory environment. They determine required scientific actions, undertake specialist testing and work closely with internal colleagues and external health care providers
<b>Decision Making</b>	Roles in this grade work autonomously, but with reference to managers for advice and direction when dealing with ambiguous or novel results or situations. Incumbents in this grade liaise directly with clinicians/external health providers to inform decisions.
<b>Experience and Expertise</b>	Specialist in an area of their profession and relied on for advice in this field
	Relevant scientific tertiary qualifications and experience in a similar laboratory environment or scientific field.
<b>Behaviours (see Behaviours Guide for examples)</b>	Focus on detail and compliance
	Utilising expertise
	Analysis and planning
	Adaptability
	Facilitating outcomes
	Modelling the Blood Service values
<b>Accountabilities</b>	
<b>Procedures, processes &amp; testing</b>	Determines and conducts appropriate process and undertakes scientific, technical and/or specialist procedures, tests and analysis
<b>Results and reports</b>	Authorises results and prepares reports for clinicians for review by manager. Utilises scientific expertise to determine and conduct supplementary action for novel results or when required. Undertakes technical and scientific analysis and interpretation and prepare complex reports for medical services, clinicians/external health providers.
<b>Service &amp; support</b>	Partners with external health providers and clinicians to establish appropriate approaches for testing and analysis. Provides scientific advice in field of expertise and interprets results for external health providers. Participates in multidisciplinary teams to plan and problem solve
	Is available to support others through conducting testing and analysis or providing technical and scientific advice as required by the business.
<b>Advice &amp; issue resolution</b>	Provides scientific advice to inform others decision making (internal and external) and resolve issues within their field of expertise
<b>Development of standards &amp; procedures</b>	Contributes to development of national standards and procedures and leads or supports the implementation of agreed change projects
<b>Equipment</b>	Operates and undertakes preventative maintenance technical or scientific equipment appropriate to the function and level of approved competence
	Validates and tests equipment. Diagnoses and corrects faults and problems with scientific or technical equipment
<b>Building capability</b>	May train and assess others in identified procedures according to Blood Service policies and procedures
	Builds others capability through sharing knowledge, expertise, education and training with members of the team and external stakeholders
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others
<b>Quality assurance</b>	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
<b>Quality &amp; safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

## Laboratories & Processing

*This job family delivers scientific and technical outcomes to support the processing and provision of blood products and testing services*

<b>Grade 6</b>	
<b>Primary Purpose</b>	Provide high level advice and direction within Blood Service and to external health professionals in identifying opportunities for improvement in both operational and scientific processes and resolving complex issues at an organisational and patient level.
<b>Work Context</b>	Roles in this grade work at a strategic level to improve scientific outcomes and processes and resolve complex issues
<b>Decision Making</b>	Roles in this grade are required to identify opportunities to improve present work practices utilising research, external scanning and expertise to inform recommendations
<b>Experience and Expertise</b>	High levels of expertise in their scientific discipline and would be relied on for their specialist advice. They would be recognised internally and externally as an industry expert.
	Relevant scientific tertiary qualifications and experience in a similar laboratory environment or scientific field.
<b>Behaviours (see Behaviours Guide for examples)</b>	Focus on detail and compliance
	Utilising expertise
	Analysis and planning
	Influencing change
	Facilitating outcomes
	Modelling the Blood Service values
<b>Accountabilities</b>	
<b>Procedures, processes &amp; testing</b>	Determines and conducts appropriate process and undertakes scientific, technical and/or specialist procedures, tests and analysis
	Draws upon environmental scanning and research to identify opportunities for improvement in procedures and work practices.
<b>Results and reports</b>	Undertakes complex independent scientific, technical or specialist analysis to build recommendations for addressing novel and rare situations. Writes reports, collates data, and prepares reports for external stakeholders. Builds a scientific and business case for implementing change to equipment or processes
<b>Service &amp; support</b>	Shares knowledge and provides guidance to other specialists in the field. Where required, collaborates with Blood Service scientists to improve patient outcomes or investigate complex solutions for clinicians/external health providers
	Is available to support others through conducting testing and analysis or providing technical and scientific advice as required by the business.
<b>Advice &amp; issue resolution</b>	Provides scientific advice to inform others decision making (internal and external) and resolve issues within their field of expertise
<b>Development of standards &amp; procedures</b>	Provides expertise to inform the development of national standards and procedures
<b>Equipment</b>	Operates and undertakes preventative maintenance technical or scientific equipment appropriate to the function and level of approved competence
	Validates and tests equipment. Diagnoses and corrects faults and problems with scientific or technical equipment
<b>Building capability</b>	May train and assess others in identified procedures according to Blood Service policies and procedures
	Builds others capability through sharing knowledge, expertise, education and training with members of the team and external stakeholders
	Maintains knowledge of developments in their field and of Blood Service procedures and policies and uses this to coach and support others
<b>Quality assurance</b>	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
<b>Quality &amp; safety</b>	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

## Behaviours Guide

Use this guide to understand the type of behaviours required for roles in a particular grade.

Level 1 (Grades 1 & 2)		
Our direction	Communication & direction	Proactively share information and ideas to ensure customers and team members are well informed.
		Actively listen to establish understanding.
		Ask for clarification or more information if unsure.
	Adaptability	Ensure adherence to policy and procedure through communicating requirements to others
		Takes on new tasks and responsibilities to help the team
		Make real effort to understand others point of view or to increase understanding of the reasons for change.
Accept the need for adaptability		
Our Business	Delivering	Willing to learn new ways of doing things
		Takes responsibility for working to standards and achieving agreed outcomes
		Demonstrate a commitment to doing the job “right”
		Has the confidence to determine when to seek help from others
	Continuously improving	Takes responsibility for own mistakes and uses to inform future actions
		Reviews personal effectiveness and takes steps to increase productivity
	Analysis and Planning	Escalates ideas that may lead to improvements with own or teams work
		Sets priorities in line with team goals and work required.
	Delivering customer and stakeholder service	Demonstrates persistence in delivering required outcomes.
		Demonstrates an understanding of customer and stakeholder needs when undertaking work or interacting with others
		Takes steps to provide a client service within the procedures
	Utilising expertise	Escalates customer concerns
		Draw upon experience and expertise to deliver work required
	Focus on detail and compliance	Seeks opportunity to learn new techniques and procedures and support others
		Maintains a focus on the accuracy of the work and the required procedures
Identifies anomalies in terms of accuracy or procedure and addresses or escalates		
Our People	Effective teamwork	Cooperates with others in the team to deliver the team goals on a daily basis
		Values the diversity of the team
		Participates willingly in team activities and decision making.
Our Selves	Understanding self	Regularly evaluates self and identifies strengths and weaknesses
		Reflects on own behaviour and work style; recognises the impact this has on others and job performance
		Asks for and acts on feedback
	Interacting respectfully and professionally	Interacts professionally with others at all times
		Actively listens to others opinions
	Modelling the Blood Service values	Treats people fairly, equitably and respectfully
		Acts in accordance with the Blood Service values

## Behaviours Guide

Use this guide to understand the type of behaviours required for roles in a particular grade.

Level 2 (Grades 3 & 4)		
Our direction	Communication & direction	Communicates daily and weekly goals and helps others understand how their daily work contributes to the achievement of the goals
		Share knowledge and learning proactively with team members and participate in opportunities for the team to learn through sharing personal expertise, information and feedback.
		Share information in a manner that encourages others to share their point of view and bring ideas to the discussion
	Influencing Change	Communicate and implement the change
		Enlist others to support the change process
		Share information with others to help them understand and accept the change
		Identify how change impacts others and support them to adjust work accordingly
	Adaptability	Demonstrates self awareness
		Maintains focus on the Team goals and priorities whilst remaining responsive to unexpected demands or frequent change.
		Sees opportunity in change, even though at times the change may be difficult.
		Seek to understand the background and purpose of the change, so can engage positively
	Our Business	Delivering
Follows things through to completion and take steps to address problems or potential risks as they occur		
Actively seeks help and support from others to manage issues		
Continuously improving		Continuously looks for, and encourages others to identify opportunities for better ways to do things.
		Acts upon ideas within the team or escalates, with recommendations to the appropriate internal group
Analysis and Planning		Sets plans in action based on team and Blood Service priorities.
		Takes action to overcome barriers and manage risk
		Undertakes analysis required to inform decision making and determine next step
		Demonstrates initiative and tenacity in delivering according to the plan.
Facilitating Outcomes		Takes steps to inform and educate others outside of the team to help facilitate outcomes
		Engage help of others if required to overcome barriers and ensure goals are met
Delivering customer and stakeholder service		Listens and established the customer and stakeholders needs and makes an effort to address
		Communicates the compliance and Blood Service parameters that affect next steps in a manner that is meaningful to the client
		Escalates opportunities to improve service now or in the future
Utilising expertise		Utilise expertise and experience to inform decisions and next steps
		Help build others understanding through sharing information and demonstrating processes based on my expertise
Focus on detail and compliance		Oversees own and others work for accuracy and compliance.
		Demonstrates an understanding for the purpose of procedures and the impact of any deviation
	Demonstrates a commitment to quality and safety outcomes	
Our People	Setting goals and reviewing performance	Sets clear performance expectations and measures with team
		Holds people accountable for delivering work required
		Reviews work on a daily basis ensuring standards are met
		Addresses non completion of work or poor quality of work
	Developing people	Communicate development and learning opportunities, acknowledge strengths
		Act on opportunities to coach individual in different approaches to their work
		Deliver feedback in a manner that recognises the feelings of others.
		Build individuals confidence and self-esteem
		Support and reassure after a setback and provide suggestions for improvement.
		Demonstrate a commitment to improve an individual's contribution to the team

## Behaviours Guide

Use this guide to understand the type of behaviours required for roles in a particular grade.

Level 2 (Grades 3 & 4)		
	<b>Fostering collaboration and team work</b>	Manages team dynamics as they affect daily work outputs
		Allocates work to team based on achievement of required work outcomes and opportunities for development of team members
		Addresses issues affecting team productivity
	<b>Effective teamwork</b>	Supports the team goals through prioritising work according to team outcomes and supporting others in the team to work together
		Shows commitment to the team goals by identifying and acting upon opportunities to strengthen the team,
		Addresses concerns with individuals in the team constructively with a view to working things out.
<b>Our Selves</b>	<b>Understanding self</b>	Regularly evaluates self and identifies strengths and weaknesses
		Reflects on own behaviour and work style; recognises the impact this has on others and job performance
		Asks for and acts on feedback
	<b>Interacting respectfully and professionally</b>	Interacts professionally with others at all times
		Actively listens to others opinions
		Treats people fairly, equitably and respectfully
	<b>Modelling the Blood Service values</b>	Acts in accordance with the Blood Service values



## Behaviours Guide

Use this guide to understand the type of behaviours required for roles in a particular grade.

Level 3 (Grades 5 & 6)		
Our direction	Communication & direction	Communicates the teams business plan and goals in line with the Blood Service Values, Mission and Strategy
		Provides input from the team to inform the business plan
		Shares information and ideas in a manner that demonstrates a commitment to consistency, transparency and supports open debate and discussion
		Welcomes 2-way communication and the sharing of ideas and information.
	Influencing Change	Challenge the status quo
		Drive processes to facilitate greater engagement and understanding and to address resistance
		Identify and address risks associated with change and develop risk mitigation strategies with appropriate stakeholders
		Evaluate colleagues acceptance to the change and address as needed
	Adaptability	Demonstrates a desire to adapt and embrace change, learn and improve oneself
		Anticipates and plans ahead
		Functions effectively in ambiguous or changing circumstances
		Able to discuss the positive and less positive aspects of the change and engage and support the change as appropriate
Our Business	Delivering	Manages challenges to get results and constantly considers ways to achieve better outcomes.
		Demonstrates a strong focus on achieving results in a manner that reflects the Blood Service strategic goals and values
		Demonstrates a focus on future goals as well as daily results
		Demonstrates an ability to lead without direct authority to achieve planned outcomes.
	Continuously improving	Seeks to improve results, processes or programs through drive, initiative, and determination
		Seeks others feedback to develop ideas
		Facilitates discussion with appropriate internal and external groups to build upon the idea and translate the opportunity to action
	Analysis and Planning	Undertakes complex analysis, problem solving and planning to support the business
		Considers risk, and balances needs of the Blood Service and the customer and stakeholders to build recommendations and manage issues.
		May need to draw upon disparate ideas and concepts, expertise, and changing parameters to build plans and recommendations
	Facilitating Outcomes	Builds collaborative relationships with internal and external stakeholders to facilitate better outcomes for Blood Service
		Influence others, without using authority, to achieve project goals or implement initiatives
		Plans communication and actions to ensure others are fully engaged in the process and required outcomes
	Delivering customer and stakeholder service	Gives priority to actions which will satisfy customer and stakeholder needs whilst maintaining focus on quality and safety outcomes.
		Collaborate with customers and stakeholders to find a solution that meets the needs of both the customer and the Blood Service
		Acts upon opportunities to improve customer and stakeholder outcomes for the future
	Utilising expertise	Draw upon expertise to inform own and others decisions either through resolution of difficult issues or to improve outcomes
		Share expertise through formal and informal coaching opportunities
		Take steps to continue to expand and use expertise to help Blood Service achieve its goals
	Focus on detail and compliance	Promotes and models quality outcomes through a commitment to the regulatory and compliance frameworks.
		Determines actions according to the intent and content of the framework
		Checks own and others work to ensure full compliance and accuracy and addresses issues directly

## Behaviours Guide

Use this guide to understand the type of behaviours required for roles in a particular grade.

Level 3 (Grades 5 & 6)		
Our People	Setting goals and reviewing performance	Establishes and agrees clear performance expectations and measures with team.
		Holds people accountable for achieving results
		Regularly reviews performance and provides timely and constructive feedback
		Managers underperformance or inappropriate behaviour
	Developing people	Communicate the gap between expected standards and present performance and give specific, helpful suggestions for improving performance.
		Work with team members to identify appropriate development activities to enhance their immediate and long-term performance.
		Give feedback through providing concrete examples and in behavioural rather than personal terms (constructive feedback).
		Provide coaching and support without putting the outcomes or the team at risk.
	Fostering collaboration and team work	Plans team work and development to optimise business outcomes through utilising the diversity of the team
		Addresses and resolves team conflict
		Focuses on building team effectiveness through individual and team development
	Effective teamwork	Shows commitment to team goals through modelling team behaviour and representing the team in cross functional teams
		Acts to promote a friendly climate, good morale and team co-operation.
Brings conflict within the team or between colleagues into the open appropriately, and bring to resolution.		
Helps the team to understand the goals and direction		
Our Selves	Understanding self	Regularly evaluates self and identifies strengths and weaknesses
		Reflects on own behaviour and work style; recognises the impact this has on others and job performance
		Asks for and acts on feedback
	Interacting respectfully and professionally	Interacts professionally with others at all times
		Actively listens to others opinions
		Treats people fairly, equitably and respectfully
	Modelling the Blood Service values	Acts in accordance with the Blood Service values