



FAIR WORK
AUSTRALIA

DECISION

Fair Work Act 2009

s.185 - Application for approval of a single-enterprise agreement

Australian Red Cross Blood Service

(AG2011/12071)

AUSTRALIAN RED CROSS BLOOD SERVICE SOUTH AUSTRALIA EMPLOYEE ENTERPRISE AGREEMENT 2011

Health and welfare services

COMMISSIONER HAMPTON

ADELAIDE, 11 OCTOBER 2011

*Application for approval of the Australian Red Cross Blood Service South Australia
Employee Enterprise Agreement 2011.*

[1] An application has been made for approval of an enterprise agreement known as the *Australian Red Cross Blood Service South Australia Employee Enterprise Agreement 2011* (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. The Agreement is a single-enterprise agreement.

[2] The CPSU, the Community and Public Sector Union (CPSU), the Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union known as the Australian Manufacturing Workers' Union (AMWU) and the Association of Professional Engineers, Scientists and Managers, Australia (APESMA), being bargaining representatives for the Agreement, have each given notice under s.183 of the Act that they want the Agreement to cover them. In accordance with s.201(2) of the Act I note that the Agreement covers each of the organisations.

[3] On 22 September 2011, I conducted a hearing in order to consider the application generally, including the basis of objections from the AMWU and APESMA, and to seek clarification on aspects of the Agreement. All parties made comprehensive submissions which have been followed up by supplementary written submissions.

[4] The employer has also subsequently provided two formal written undertakings concerning aspects of the operation of the Agreement and these are appended to the instrument as approved. I have sought the views of the bargaining representatives and considered the support of the CPSU for both undertakings and the continuing concerns of the other unions in relation to one of those matters. Having done so, I have accepted the undertakings pursuant to s.190 of the Act. As a result, the attached undertakings are taken to be a term of the Agreement.

[5] I also note that the undertaking as applying to part-time employees has the additional effect of confirming the establishment of minimum hours and rostered ordinary hours for such employees and that these will be relevant for the purposes of s.62 of the Act. Further, the operation of the Agreement as modified by the undertakings, and the National Employment Standards in that context, will all be subject to the “General Protections” provisions of the Act and the dispute resolution procedures of the Agreement.

[6] I am satisfied that each of the requirements of ss.186, 187 and 188 of the Act as are relevant to this application for approval have been met. I will subsequently issue more comprehensive reasons for this decision and these will also address the specific grounds of objection raised by the AMWU and APESMA and the acceptance of the undertakings provided.

[7] The Agreement is approved and, in accordance with s.54 of the Act, will operate from 18 October 2011. The nominal expiry date of the Agreement is 30 June 2014.



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Australian Red Cross Blood Service South Australia Employee Enterprise Agreement 2011

Note - this agreement is to be read together with an undertaking given by the employer. The undertaking is taken to be a term of the agreement. A copy of it can be found at the end of this agreement.

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PART 1 – ADMINISTRATIVE ARRANGEMENTS

1 TITLE

- 1.1 This Agreement shall be known as the Australian Red Cross Blood Service South Australia Enterprise Agreement 2011.

2 DEFINITIONS

- 2.1 'Blood Service' shall mean the Australian Red Cross Blood Service.
- 2.2 'Union' shall mean a Union which is a party to this Agreement.
- 2.3 'Agreement' shall mean the Australian Red Cross Blood Service South Australia Enterprise Agreement 2011.
- 2.4 'NES' shall mean the National Employment Standards.
- 2.5 'the Act' shall mean the *Fair Work Act 2009* (Cth).
- 2.6 'FWA' shall mean Fair Work Australia.

3 PARTIES BOUND

- 3.1 The parties to this Agreement are the Blood Service, Union/s which become parties to this agreement in accordance with the Act, and all Blood Service employees employed in South Australia under classifications contained in this agreement.

4 SCOPE

- 4.1 Subject to clause 4.2, this Agreement shall apply to all staff who are employed by the Blood Service in South Australia in accordance with the classifications and rates of pay provided for in Appendix 1 and Appendix 1A Classification Pay Ranges.
- 4.2 Employees may mutually agree to have their terms and conditions of employment provided in accordance with an individual contract of employment as determined by the Blood Service, as may be varied from time to time. These contracts of employment remain separate from this Agreement and are in no way incorporated into this Agreement. The positions to which contracts of employment may apply (as determined by the Blood Service) are as follows:
- Members of the Executive Leadership Team;
 - Senior Leadership Team;
 - Positions which report through to an Executive Director;
 - Other senior positions as defined/determined by the Blood Service within the organisation.

5 REPLACEMENT AGREEMENT

- 5.1 This Agreement will regulate all conditions of employment and operates to the exclusion of, replaces and supersedes the Australian Red Cross Blood Service Employee Collective Agreement 2007.

6 PERIOD OF OPERATION

- 6.1 This Agreement shall operate from the date it is approved by FWA and shall remain in place until 30 June 2014. The parties undertake to commence negotiations for a new Agreement at least three (3) months prior to the expiration of the Agreement.
- 6.2 This Agreement will continue to operate until it is terminated by mutual agreement of the parties or replaced by a new Agreement.

7 PURPOSE OF AGREEMENT

- 7.1 The purpose of this Agreement is to enable the parties to develop and implement on a cooperative basis, working arrangements that increase flexibility in the organisation and further improve productivity and efficiency at the enterprise through enhanced access to services and facilities by donors and for the benefit of patients. The benefits from these improvements will be shared by employees and the Blood Service, ensuring an attractive and competitive work environment.
- 7.2 The Blood Service and its employees are committed to the achievement of its vision and mission in accordance with the Blood Service values.
- 7.3 The parties to 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, and are encouraged and supported in achieving their full potential.

8 NO EXTRA CLAIMS

The parties acknowledge that this Agreement settles all claims in relation to terms and conditions of employment of all employees to whom it applies and agree that they will not pursue any extra claims during the term of this Agreement. Subject to the Blood Service meeting obligations to consult arising under this Agreement it is not the intention of this provision to inhibit, limit or restrict the right of the Blood Service to introduce change to the workplace.

9 FLEXIBILITY IN OPERATION OF CLAUSES

- 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

- (i) Permanent (Full time or Part time)
- (ii) Fixed Term (Full time or Part time)
- (iii) Casual

10.2 All new employees will be employed on a probationary period. This will normally be for a period of three (3) months; however this may be extended to a maximum of six (6) months if the Blood Service deems it appropriate in the particular circumstances. The total probationary period for any individual employee, cannot be for a period longer than six (6) months.

10.3 The Blood Service may engage employees on a fixed term contract for a specified period of time, in accordance with operational requirements.

Full time Employees

10.4 A full time employee is defined as someone who is engaged as such and required to work ordinary hours as prescribed in subclause 11.2.

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 prescribed in subclause 11.2.

10.6 Hours of part time employees may vary from week to week in accordance with a roster which meets operational requirements. Notwithstanding this, an employee will be appointed to a minimum number of hours per week.

10.7 A part time employee shall accrue leave on a pro rata basis in accordance with actual hours worked.

Casual Employees

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

10.9 Where an employee is employed under the provisions of this clause, the employee shall be paid at the rate pro rata to the rate prescribed for the class of work on which the employee is engaged in proportion to which weekly hours bear to thirty eight (38).

10.10 In lieu of annual and personal leave entitlements prescribed in this Agreement, a casual employee shall be paid a loading of twenty five (25) per cent.

PART 3 – HOURS OF WORK

INTRODUCTION

All loadings and penalties provided in this part of the Agreement shall only be applied once. Where more than one (1) penalty or loading applies for the same period of work, only the higher will apply. For clarity, there will be no 'double dipping'.

Other allowances are applied in circumstances detailed in the Agreement and may be applied in addition to a loading or penalty rate e.g. meal allowance.

11 HOURS OF WORK

- 11.1 The provisions of this clause do not apply to persons who are classified at Grade 6 in any of the Job Families in the classification structure at Appendix 1 or ASO 6 or above in Appendix 1A.
- 11.2 The ordinary hours of work for a full time employee shall be an average of thirty eight (38) hours per week, exclusive of meal times, of either:
- 76 hours within a period of fourteen (14) consecutive days (fortnight) or
 - 152 hours within a period not exceeding twenty eight (28) consecutive days (4 weeks)
- 11.3 Employees shall be free from duty for not less than two (2) days in each week or four (4) days in each fortnight. Where practicable, such days off duty shall be consecutive, however, this will be subject to operational requirements.
- 11.4 Work performed in excess of ordinary hours provided for in subclause 11.2 will be paid at overtime rates in accordance with clause 16 Overtime.
- 11.5 The length of any ordinary shift on any one day shall not exceed ten (10) hours.

Span of Hours

- 11.6 The ordinary span of hours during which employees may be required to work are between 7.00am to 7.00pm Monday to Friday and from 7.00am to 12.00 noon on Saturday. The span of ordinary hours may be varied by mutual agreement in accordance with clause 9 Flexibility in the Operation of Clauses. In such instances, this shall become the ordinary hours of work for the employee(s).

12 ROSTERS

- 12.1 The provisions of this clause only apply to persons whose work is scheduled by a roster.
- 12.2 The ordinary hours of work for each employee shall be displayed in a place conveniently accessible. Wherever possible, rosters shall be displayed two (2) weeks prior to the commencing date of the first working period in the roster.
- 12.3 Rosters may change subject to operational requirements.
- 12.4 Where an unexpected roster change is required and involves an employee working on a day which would have been their day off and is not notified at least the day before, such time worked shall be paid in accordance with clause 16 Overtime.

13 FLEXIBLE WORK/LEAVE ARRANGEMENT

- 13.1 The Blood Service is committed to flexible working arrangements that meet the needs of its staff and the business. Employees and their managers may negotiate working hours to accommodate the business and employee's needs. This may include compressed working weeks, purchased leave, staggered hours or other arrangements.
- 13.2 Deferred Salary Scheme for Twelve (12) Months Leave
- (a) By written agreement between the employer and the employee an employee may enter into a deferred salary scheme over a five (5) year period in which the employee may be paid 80% of their ordinary salary over a four (4) year period with the unpaid component accrued over the four (4) years and paid out in equal instalments during the fifth year;
 - (b) For the purpose of this clause, ordinary salary will include commuted allowances where applicable;
 - (c) The fifth year will be treated as continuous service but will not count as service for the purpose of accruing leave entitlements;
 - (d) Access to the leave when it falls due will not be unreasonably refused by the employer but in any case the leave may only be deferred by agreement between the employer and employee;
 - (e) When deciding whether to support a particular request for this arrangement, the employer will take into account factors such as operational requirements. In order to satisfy operational requirements, the number of employees allowed to work under the arrangement may be restricted at any one time and or the timing of the arrangement may need to be staggered;
 - (f) By agreement, the four year accrual period may be suspended. The employee will revert back to 100% of salary or access leave without pay, provided that such non participatory periods will not exceed 6 months except where longer periods of unpaid leave are otherwise prescribed by this Agreement (e.g. parental leave). The commencement of the leave year will be delayed by the length of the non participatory period;
 - (g) Where an employee withdraws from this arrangement in writing, or the employee's contract of employment terminates for any reason, the employee will receive a lump sum equal to the accrual credit. The payment of the lump sum may be deferred for a period of up to three (3) months upon the employee's request, provided that where the contract has terminated the payment will be made in the employee's final pay;
 - (h) Any paid leave taken during the first four years of this arrangement will be paid at 80% of the employee's ordinary salary.
- 13.3 It is the responsibility of the employee to investigate the impact of any of the arrangements under this clause on the employees allowances, superannuation and taxation, and the options, if any, available for addressing these.

14 SHIFT WORK

- 14.1 Where the Blood Service determines that the nature of the work requires it to be performed outside of the ordinary span of hours on a regular basis, the Blood Service may establish a shift roster system to cover those hours which are necessary for the efficient operation of Blood Service activities.

Shift Patterns and Rosters

- 14.2 The Blood Service, where practical, will give 2 months notice of intent to introduce shift work in an area of the organisation. The pattern and method of rostering will be the subject of consultation between the Blood Service and the majority of affected employees. In recognition of the impact that changes to working hours may have on the ability of employees to balance work and family life, the Blood Service is committed to giving as much notice as possible of such changes.
- 14.3 Where the Blood Service, due to significant operational needs, is unable to provide the normal two (2) months notice of intent to implement shift work, the Blood Service may, by seven (7) days notice given to the affected employees, institute shift work. The affected employees, for a period of two (2) months will be entitled to be paid for each shift an amount as if each shift was unrostered. In addition and where practical, without affecting parking available for donors, affected employees will be given access to on-site car parking and kilometre allowance, based on vehicle engine capacity, for a 'return home' journey. Otherwise taxi fares for a 'return home' journey will be provided.

Shift Loadings

- 14.4 For the purposes of this clause:
- (i) "Day Shift" shall mean a shift which commences at or after 7.00am and finishes at or before 7.00pm.
 - (ii) "Afternoon Shift" shall mean a complete rostered shift commencing not earlier than 12.00 Noon and finishing after 6.00pm.
 - (iii) "Night Shift" shall mean a complete rostered shift worked between the hours of 6.00pm and 7.30 am.
- 14.5 An employee shall be paid the following loadings:
- (i) Day Shift – no loading
 - (ii) Afternoon Shift – 15% for ordinary hours
 - (iii) Night Shift – 20% for ordinary hours

"Unrostered shift"

- 14.6 Where an employee is required to work an unrostered shift and has not been given at least 24 hours of this change, the shift will be paid at overtime rates.

Regular Night Shift

- 14.7 Except where it is at an employee's own request, a full-time shift worker who is rostered on night shift for more than two-third of his or her shifts within a roster cycle or other agreed period, will be paid for each such shift thirty (30) per cent more than such an employee's ordinary rate.

- 14.8 In addition, a regular night shift worker will be entitled to one (1) week's additional leave, or part thereof, for each twelve (12) month period of regular night shift work. An entitlement to additional annual leave will be assessed based on the amount of night shift worked during a calendar month.

Saturday or Sunday Shift Work

- 14.9 An employee whilst working ordinary (ie not overtime) shift hours on a Saturday or Sunday will be paid an allowance of fifty (50) per cent of their ordinary rate of pay.
- 14.10 A casual employee who works on a Saturday or Sunday will be paid an allowance of seventy-five (75) per cent for all time worked instead of the casual loading of twenty-five (25) per cent.

Public Holiday Shift Work

- 14.11 An employee whilst working ordinary hours on a Public Holiday will be paid an allowance of one hundred and fifty (150) per cent of their ordinary rate of pay in addition to the ordinary rate of pay for the hours worked.
- 14.12 A casual employee who works on a Public Holiday will be paid an allowance of one hundred and seventy five (175) per cent for all time worked instead of the casual loading of twenty five (25) per cent.
- 14.13 Where an employee is rostered for a shift which crosses midnight on a public holiday, and the total rostered hours on the public holiday are less than the equivalent of a full shift, the shift will be deemed to have been worked on the day on which the majority of the time was actually worked.

Additional Annual Leave for Shift Workers

- 14.14 For the purpose of accrual of additional annual leave, a Shift Worker is defined as an employee who is rostered to work shifts over 24 hours, 7 days per week and is required to work Sundays and Public Holidays.
- 14.15 A Shift Worker shall be entitled to receive additional annual leave as follows –
- a) if thirty five (35) or more ordinary shifts occurring on Sundays and/or public holidays have been worked – one (1) week,
 - b) if less than thirty five (35) ordinary shifts on such days have been worked the employee shall be entitled to have one additional day's leave for each seven ordinary shifts so worked, provided that the maximum additional leave shall not exceed five working days.
 - c) Clause 14.14 does not apply to Regular Night Shift workers whose additional annual leave entitlement is specified in Clause 14.8.

Shift Allowance Payment for Part-time Employees during ordinary span of hours.

- 14.16 All part time employees who work less than 38 hours per week shall not be entitled to the payment of shift allowances for any shifts which commence and finish between 7.00am and 7.00pm Monday to Friday or 7.00am to 12.00 Noon Saturday.

15 ON-CALL / RECALL

- 15.1 Employees required to be on call shall receive an allowance as provided for in Appendix 2 Allowances of this Agreement, for the purposes of ensuring they are readily available to undertake appropriate duties if required.
- 15.2 No employee should be rostered or required to be on-call more frequently than a total of seven (7) days every fourteen (14) days. Any arrangement that would require an employee to be on-call more frequently than this must only be introduced where the employee concerned genuinely agrees to same unless a temporary arrangement is necessary to ensure the continuance of Blood Service services.
- 15.3 Employees who are on-call must be contactable whilst on-call but will not be restricted to their residence.
- 15.4 Reasonable telephone rental and business calls costs will be reimbursed.

Recall to Work

- 15.5 Employees will be entitled to payment for all time worked, with a minimum of three (3) hours paid, at overtime rates (or time off in lieu by agreement) when on-call and recalled to work necessitating their attendance at the workplace or other worksite.

Remote work in relation to On-call

- 15.6 Employees will be entitled to payment at overtime rates (or time off in lieu by agreement) for work performed from home when on-call. Overtime should be paid on the basis of half an hour for the disruption and a minimum half an hour for the actual work performed. If the time taken for the work exceeds half an hour the actual time taken should be claimed as overtime.
- 15.7 The rate of pay to be used for calculating the payment for overtime worked in the circumstances described in clause 15.5 and 15.6 is an employee's normal rate for overtime. Where an employee's rate of pay exceeds the maximum salary of Grade 5 or equivalent, overtime is to be calculated at the rate of Grade 5, increment 6, of their Job Family as set out in Appendix 1. An employee classified at ASO6 or above will be paid overtime at an equivalent rate as set out in Appendix 1A.
- 15.8 An employee recalled to work within three (3) hours of starting work on a previous recall shall not be entitled to any additional payment for the time worked within the period of three (3) hours and from the time of commencement of the previous recall.
- 15.9 The above recall provisions shall not apply where it is customary for an employee to return to work to perform specific work outside ordinary working hours, or where the overtime is continuous with the completion or commencement of ordinary working hours.
- 15.10 All employees who travel to work as a result of receiving a recall to work will:
- (i) be reimbursed for use of a private motor vehicle for the journey to and from the workplace using the shortest, most practicable route (together with any parking fees) (provided that no employee will be required to use a private vehicle for work purposes); or
 - (ii) be permitted to use a taxi at the Blood Service's expense to travel to and from the workplace; or

- (iii) be permitted to use a Blood Service vehicle to travel to and from the workplace (with any parking fees to be reimbursed).

16 OVERTIME

- 16.1 The provisions of this clause do not apply to any persons employed at or above Grade 6 or equivalent salary levels in the classifications contained in Appendix 1 or ASO 6 and ASO 7 in Appendix 1A.
- 16.2 Overtime shall be calculated on the employees base hourly rate of pay, and shall not be payable unless the period of time worked is authorised.
- 16.3 For all time worked in excess of the full-time employees' ordinary hours prescribed in clause 11 Hours of Work the following overtime rates shall be paid:
 - (i) Monday to Saturday, first three (3) hours of each day at 150% and 200% thereafter, provided that any hours worked after 12.00 noon on a Saturday will be paid at 200%.
 - (ii) Sunday at 200% for all hours worked
 - (iii) Public Holiday at 250% for all hours worked

Reasonable Overtime

- 16.4 Subject to subclause 16.5 below, the Blood Service may require any full time or part time employee to work essential reasonable paid overtime and employee(s) shall work overtime in accordance with such requirements.
- 16.5 For the purpose of determining what reasonable overtime is, consideration will be given to the following factors:
 - (i) any risk to employee health and safety;
 - (ii) the employee's personal circumstances including family responsibilities;
 - (iii) the needs of the workplace or enterprise
 - (iv) whether the employee is entitled to receive overtime payments, penalty rates or other compensation for, or a level of remuneration that reflects an expectation of working additional hours
 - (v) the notice (if any) given by the Blood Service of the overtime and by the employee of the employee's intention to refuse it;
 - (vi) the usual pattern of work
 - (vii) the nature of the employee's role and the employee's level of responsibility and
 - (viii) any other relevant matter.

Part-time Employees

- 16.6 Overtime shall not be paid to part-time employees until such time that they work in excess of the normal full-time ordinary hours on a single day or over a pay period. Additional hours worked up to normal full-time hours will be paid at ordinary time rates.

Casual Employees

- 16.7 Overtime shall not be paid to casual employees until such time that they work in excess of thirty eight (38) hours in any one (1) week or in excess of 10 hours in any single day.

Time off in Lieu

- 16.8 By mutual agreement, a time off in lieu arrangement may be entered into between the Blood Service and employee(s) where time off in lieu of the overtime rate may be taken at the ordinary rate equivalent.

Ten Hour Break

- 16.9 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 days. Where there is not at least ten (10) hours off duty between consecutive shifts, the employee shall be released after the completion of the overtime until ten (10) consecutive hours off duty has occurred without loss of pay for ordinary working time, unless otherwise agreed. It is the intention of the Blood Service to ensure that the safety and welfare of its employees is a primary consideration. Additional hours off duty may be necessary in some circumstances. Individual work teams may use the flexibility provisions of this agreement to make arrangements which are tailored to the circumstances of their working environment.
- 16.10 If on the instruction of the Blood Service an employee resumes or continues to work without having had such ten (10) consecutive hours off duty, they shall be paid double time, for all hours worked until they are released from duty.

17 MEAL AND REST BREAKS

- 17.1 Provided an employee is rostered for a shift of more than 5 hours, a half (½) hour to one (1) hour unpaid meal break will be provided to the employee, provided that where an employee is required to work for any portion of the meal break, such time shall count as ordinary working time.
- 17.2 Where practicable, employees shall not be required to work in excess of five (5) hours without having a meal break. Notwithstanding, actual meal break times shall be in accordance with operational requirements.
- 17.3 The Employer, at its discretion, may provide short paid rest breaks from work to prevent fatigue.

Overtime and Recall Meal Breaks

- 17.4 An employee required to work overtime, following on the completion of his or her normal rostered hours or shift, for more than two hours shall be allowed thirty (30) minutes for an unpaid meal break and a further thirty (30) minutes after each subsequent four (4) hours of overtime.
- 17.5 An employee recalled to work overtime, after leaving the premises and who is required to work for more than four (4) hours, shall be allowed thirty (30) minutes for an unpaid meal break and a further thirty (30) minutes after each subsequent four (4) hours' overtime worked.

Meal Allowance

- 17.6 Where an employee, required to work overtime, qualifies for an unpaid meal break, a meal allowance, as provided for in Appendix 2 Allowances of this Agreement, shall be paid to the employee.

PART 4 – LEAVE

NB: No period of leave without pay will count towards accrual of paid leave entitlements.

18 PERSONAL LEAVE

- 18.1 For the purposes of this clause personal leave includes sick, carer's and urgent pressing necessity leave and compassionate leave.
- 18.2 A full-time employee will be credited with 114 hours (15 days @ 7.6 hours) personal leave per annum. Personal leave shall be credited through a daily accrual.
- 18.3 Part time employees will be credited with personal leave on a pro rata basis, in accordance with ordinary hours worked.
- 18.4 Transition Provisions: Current employees will commence daily accrual of Personal Leave at the next anniversary date on which they would have otherwise been credited with a full year entitlement in advance.
- 18.5 Personal leave will accrue from year to year without limit. The leave is fully accumulative.
- 18.6 Personal leave will be debited by the hour.

Definitions

- 18.7 Personal leave shall cover the following types of leave:
- (i) **Sick Leave:** where an employee is unfit for work because of a personal illness, or personal injury, affecting the employee; or
 - (ii) **Carer's Leave:** an employee with responsibilities in relation to either members of their immediate family or members of their household who need their care and support because of:
 - (a) a personal illness or personal injury affecting the member; or
 - (b) an unexpected emergency affecting the member.
 - (iii) **Urgent Pressing Necessity:** a matter that must be attended by the employee and which cannot be reasonably deferred.
 - (iv) **Compassionate Leave:** where a member of the employee's immediate family or household:
 - (a) contracts or develops a personal illness that poses a serious threat to his or her life;
 - (b) sustains a personal injury that poses a serious threat to his or her life; or
 - (c) dies.

18.8 For the purposes of this clause, immediate family means:

- (a) a 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.

Entitlement to Personal Leave

- 18.9 All employees who are absent from work on account of matters relating to personal leave, as defined above, are on application, eligible for personal leave without deduction of pay as provided in this clause.
- 18.10 An application for leave of absence on the grounds of personal leave will be supported by reasonable evidence. This evidence may include certificates from registered medical practitioners and health professionals, however, excluding Blood Service employees.
- 18.11 To be entitled to 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 commencement of such absence.

Sick Leave

- 18.12 Subject to subclause 18.13 below, an employee is required to provide evidence as outlined in subclause 18.10, for all periods of absence.
- 18.13 The Blood Service may dispense with the requirement to produce reasonable evidence where the absence does not exceed three (3) consecutive days or where in the Blood Service's opinion the circumstances are such as not to warrant such requirements.
- 18.14 Notwithstanding the above, where an employee is absent on sick leave on either side of a public holiday or other forms of paid leave, the employee shall be required to provide evidence as outlined in subclause 18.10 in support of such absence or where it is not practicable to provide a medical certificate, a statutory declaration in support of such absence.
- 18.15 Where an employee is on annual leave and is sick for two (2) or more consecutive days, upon receipt of a medical certificate the annual leave will be re-credited provided that sufficient personal leave entitlement exists and provided that the period of leave does not occur prior to retirement, resignation or termination of service.

Carer's Leave

- 18.16 Up to ten (10) days carer's leave may be accessed by employee's each anniversary year.
- 18.17 The employee shall, if required, produce evidence that the illness is such as to require care by another.
- 18.18 If the 10 days personal leave allocated for carers leave has been exhausted, upon provision of a medical certificate, remaining accrued personal leave may be accessed

on a case by case basis or a further two days unpaid leave may be taken per occasion.

Urgent Pressing Necessity

- 18.19 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 normally only cover the time needed for the employee to manage the urgent circumstance.

Compassionate Leave

- 18.20 An employee is entitled up to two (2) days of compassionate leave for each occasion.
- 18.21 Employees may access annual leave and accrued long service leave for the purposes of compassionate leave, in addition to the entitlement provided above.
- 18.22 In addition to paid leave entitlements, unpaid compassionate leave may be accessed by employees in accordance with operational requirements, however, shall not be unreasonably refused.
- 18.23 Provided that subclause 18.20 shall not have operation while the period of entitlement to leave under it coincides with any other period of leave.

Management of Absenteeism

- 18.24 Where there is an identified pattern of absence or a suspected abuse of the entitlements contained within this clause, the 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 by the employer and developing an individual plan with the employees to address the situation. The intention of this subclause is to proactively assist employees to manage their health and safety in addition to operational requirements of the Blood Service.

Limitations to Personal Leave

- 18.25 There will be no entitlement to any form of Personal leave on account of:
- (i) Attending business that could otherwise be done outside the employee's ordinary hours duty e.g. accrued days off (ADO), time off in lieu (TOIL), etc;
 - (ii) The employee is already absent on any other form of paid leave e.g. long service leave, annual leave or is receiving Worker's Compensation benefits;
 - (iii) Normal period of absence of confinement as defined in the Act parental leave clauses;
 - (iv) Any other circumstances which are not specifically stated in, or intended to be captured by this clause.

19 PARENTAL LEAVE

19.1 Parental leave shall be in accordance with the Act, as may be varied from time to time.

Paid Parental Leave Entitlement

19.2 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 paid continuous service with the Blood Service, immediately prior to the birth or placement for adoption of a child.

19.3 Eligible employees shall receive fourteen (14) weeks paid maternity and adoption leave. This may be taken at double quantum or half pay over the period in accord with organisational requirements.

Paid Concurrent (Paternity) Leave Entitlement

19.4 One (1) week paid paternity leave shall be given to eligible employees who have completed at least twelve (12) months continuous (as defined in NES) paid service with the Blood Service, immediately prior to the day of birth or expected day of birth, of the child, or if the leave is adoption related leave – the day of placement, or the expected day of placement, of the child.

20 ANNUAL LEAVE AND LEAVE LOADING

20.1 Full time employees shall be entitled to four (4) weeks (152 hours) paid annual leave for each completed twelve (12) months of continuous service. Annual leave accrues progressively during a year of service according to the employee's ordinary hours of work. Additional leave entitlements for shift workers are detailed in the relevant clauses.

20.2 Annual leave (e.g. single days or consecutive days), is subject to approval and shall be taken in accordance with organisational requirements. Notwithstanding, requests for annual leave shall not be unreasonably refused.

20.3 Subject to operational requirements, annual leave may be taken at half pay. The period of leave will be divided by two (2) to establish the period of service which counts for accrual of paid leave entitlements and increments.

20.4 All employees are entitled to receive a 17.5% leave loading allowance for four (4) weeks of annual leave only on their base rate of pay up to a maximum based on the salary of Grade 4, 6th increment, in their job family as described in Appendix 1.

20.5 Leave loading shall be paid to employees in December of each year. The intention is for this to be paid in the first full pay period on or after 1 December of each year.

20.6 Annual leave is exclusive of any holidays prescribed in clause 24 Public Holidays, where such public holiday is observed on a day which the employee would ordinarily have worked.

20.7 Annual leave entitlements may, by mutual agreement between the employee and Blood Service, be cashed out in accordance with the Act. (NB; The FWA, Divn 6 Cl. 93, requires that cashing out must not reduce the remaining accrued leave entitlement to less than 4 weeks.)

21 STUDY LEAVE

- 21.1 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.
- 21.2 An employee who attends Blood Service initiated training will be paid as though they had worked a typical rostered day.
- 21.3 The organisation, where possible will allow for paid study leave where the study is of benefit to the individual and the Blood Service. Prior application must be made to the Blood Service.
- 21.4 Applications for study leave and reimbursement of course and fees and other reasonable expenses will be dealt with on a case by case basis by the Blood Service.

22 PROFESSIONAL DEVELOPMENT LEAVE

- 22.1 Two (2) days paid leave per annum for the purposes of professional development will be granted at mutually agreed times for employees classified at:
- Laboratory & Processing Grade 4 or above,
 - Applied Medical & Technical Grade 4 or above and
 - Business & Team Management Grade 4 and above where these employees work in Laboratory, Processing or Applied Medical & Technical environments.
- 22.2 Paid Professional Leave may accrue for a maximum of two (2) years.

23 LONG SERVICE LEAVE

Entitlement

- 23.1 Each eligible employee shall be entitled to thirteen (13) weeks long service leave after ten (10) years of continuous service with the Blood Service
- 23.2 Employees can access pro-rata long service leave after seven (7) years paid continuous service.
- 23.3 For each completed year of continuous service after ten (10) years of continuous service, an entitlement of a further nine (9) calendar days long service leave will be granted.
- 23.4 For all employees whose employment commenced before the effective date of this Agreement, an entitlement of fifteen (15) calendar days will be granted for each additional completed year of continuous service after fifteen (15) years. This is in replacement of, and not in addition to, the further nine (9) calendar days provided for in subclause 23.3 above.
- 23.5 For all employees whose employment commenced on or after the effective date of this Agreement, subclause 23.4 above shall not apply.
- 23.6 For the purpose of this clause, any period of unpaid leave will not count as service for calculation of long service leave entitlement.

- 23.7 Where an employee is entitled to a period of long service leave, the Blood Service may whenever it is practically possible, at the request of the employee, allow the employee to take the whole or any part of the long service leave at double the quantum of leave at half the pay or half of the quantum of leave at double pay (as the case may be), or any other arrangement, mutually agreed, provided that such arrangement will not result in an additional cost to the Blood Service.

Part time Employees

- 23.8 Part time employees will be entitled to long service leave on a pro rata basis.
- 23.9 Where an employee has varied their employment status and hours during the period of service leading up to eligibility for long service leave, each period of part time and full time work shall be calculated individually. The employee's entitlement shall be determined by the total of each period worked.

Termination of Employment

- 23.10 Where an employee who has not less than seven (7) years continuous service, lawfully terminates their employment, or whose employment is terminated for reasons other than serious and wilful misconduct, the employee is entitled to payment in lieu of long service leave. Where the effective continuous service indicates a fraction of a year the number of whole months is to be taken into account in calculating the amount payable.

Public Holidays

- 23.11 A period of long service leave is not extended by any public holidays which occur during the period.

Cashing out Long Service Leave

- 23.12 Long service leave entitlements may, by mutual agreement between the employee and the Blood Service, be cashed out.
- 23.13 Other provisions relating to the application of long service leave shall be in accordance with the (South Australian) Long Service Leave Act 1987, providing that, where the Act allows, in the event of inconsistency with any provision of this agreement; the provisions of this agreement shall prevail.

24 PUBLIC HOLIDAYS

- 24.1 All full time and part time employees shall be allowed the following days as public holidays:

New Year's Day, Australia Day, Adelaide Cup Day, Good Friday, Easter Saturday, Easter Monday, Anzac Day, Queen's Birthday, Labour Day, Christmas Day, Proclamation Day and any other day which by proclamation or Act of Parliament may be declared a public holiday or any other day which may be substituted for any such day.

- 24.2 Employees shall be entitled to a day off with out loss of pay on those days listed.

- 24.3 Part-time employees will be paid a pro-rata amount for each public holiday. *(Explanation: For example, a part-time employee who works 4 days per week (0.8 FTE) will be paid 0.8 of the normal full-time rate for every public holiday. If the public holiday would have been one of their 4 days at work, this would result in a payment for the week of 3.8 days salary instead of 4 days. However, if the public holiday was not*

one of their 4 days, they would receive 4.8 days of salary instead of 4 days. Where a reduction in salary for a pay period is likely to cause a financial difficulty for the employee, including affecting their salary packaging contract, they are able to apply for annual leave to cover the hours of salary lost.)

- 24.4 All work performed on a public holiday shall be paid at the rate of 250% in accord with Clause 16 Overtime.
- 24.5 Where an employee is rostered for a shift that crosses midnight on a public holiday as listed above, if the majority of the hours on the shift were worked on the public holiday then the loading prescribed in sub clause 24.4 will apply for the whole shift.
- 24.6 Any loading earned while working on a public holiday will be paid to the exclusion of any other loadings or penalty rates mentioned in this Agreement. However, this does not apply to the 25% casual loading in lieu of leave.

PART 5 – ALLOWANCES

NB: Allowances and penalty payments may, by individual agreement, be consolidated and/or annualised.

25 HIGHER DUTIES ALLOWANCE

- 25.1 An employee who is directed to perform the whole, or substantially the whole, of the duties of a higher level position for more than one (1) week, shall be paid at the appropriate salary rate for the whole of this time.
- 25.2 An Higher Duties Allowance will be paid at the first level of the higher grade unless the employee performing the higher duties has been at the maximum level of their substantive grade for a period of at least twelve (12) months prior to commencing the period of Higher Duties. An employee who continuously performs higher duties as described in subclause 25.1 for a period greater than three (3) months prior to 1st November of the relevant year, will be eligible to paid Higher Duties at the next available increment, if any, within the higher duties range as set out in Appendix 1. (Employees who perform continuous higher duties in positions which have not been transitioned to the new classifications as set out in Appendix 1 will be eligible to be paid for Higher Duties at the next available increment, after twelve (12) months Higher Duties as set out in Appendix 1A).

26 ADDITIONAL RESPONSIBILITY ALLOWANCE

- 26.1 Where, for a period of one (1) week or more, an employee is directed to perform duties which would otherwise be performed as part of a higher level position but does not constitute higher duties in a higher level position, the employer may determine that an allowance be paid to the employee. The allowance will be not less than the value of the next incremental salary movement in the employee's existing classification range.
- 26.2 An allowance for this purpose must be reviewed after each period of three (3) months and is not to be regarded as an ongoing salary payment.
- 26.3 Annual salary increments are not applicable to an additional responsibility allowance.

NB: A new allowance for Skills Coach & Assessors under certain conditions is provided for in this agreement.

27 UNIFORM & LAUNDRY ALLOWANCE

- 27.1 Where the Blood Service requires a uniform to be worn, an allowance as contained in Appendix 2 will be paid to new permanent full-time and part-time employees at the completion of the probationary period subject to satisfactory evidence of a uniform order being placed. Twelve (12) months from this payment, fortnightly payments, as contained in Appendix 2, will be made to provide for upkeep and replacement of uniforms. This fortnightly allowance will be pro-rata for part-time employees.

28 WORK RELATED TRAVEL

- 28.1 Where an employee is required to travel during the course of their employment, reimbursement shall be in accordance with the Blood Service National Travel Policy, as may be varied from time to time. The travel policy is separate from this Agreement

and does not form part of this Agreement. No employee will be 'out of pocket' for approved expenses necessarily incurred.

Long Mobiles

- 28.2 Long mobile means a mobile collection process which requires employees to be absent from headquarters for one (1) or more nights.
- 28.3 The date of application of the National Travel Policy for Long Mobile travel will be determined by the Blood Service taking into account operational efficiencies. Until such time, the allowances set out in Appendix 2 shall apply to employees working on Long Mobiles.

29 SKILLS COACHES AND ASSESSORS (SCAs)

- 29.1 All employees in Grade one (1) and two (2) classifications, as prescribed in Appendix 1 Salaries, shall receive a Skills Coaches and Assessors allowance for days they are required to train and assess. This allowance will be paid in accordance with Appendix 2 Allowances.

PART 6 – MISCELLANEOUS

30 TERMINATION OF EMPLOYMENT

Notice of Termination by Employer

- 30.1 In order to terminate the employment of a full time or part time employee the Blood Service shall give the period of notice specified in the table below:

Period of Continuous Service	Period of Notice
Up to completion of 3 years	2 weeks
More than 3 years and up to completion of 5 years	3 weeks
More than 5 years of completed service	4 weeks

- 30.2 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.
- 30.3 Payment in lieu of notice will be made if the appropriate notice period (or part thereof) is not required to be worked.
- 30.4 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.
- 30.5 Notice of termination of Team Leaders and Managers (as reasonably defined by the Blood Service) Team Leaders or Managers subject to this clause shall be given four (4) weeks' notice of termination.
- 30.6 The periods of notice provided in this clause shall not apply in the case of dismissal for conduct that justifies instant dismissal, neglect of duty or misconduct, casual employees or persons engaged on a fixed term contract.

Notice of termination by an Employee

- 30.7 Subject to sub-clause 30.8, notice of termination required to be given by an employee is that 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.

Notice by Team Leaders and Managers (as reasonably defined by the Blood Service)

- 30.8 Team Leaders or Managers subject to this clause must provide four (4) weeks' notice of termination.
- 30.9 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.

Time off during notice period

- 30.10 Where the Blood Service has given notice of termination to an employee, the employee shall be allowed up to one day's time off without loss of pay for the purpose of seeking other employment. The time off shall be taken at a time that is mutually convenient to the employee and the Blood Service.

PART 7 – SALARIES & RELATED INFORMATION

31 SALARIES

Classification Structure

- 31.1 During the term of this Agreement the Blood Service will complete the national classification review of all positions covered by this agreement. Positions related to work within Donor Centres, that have not yet been allocated a classification described at Appendix 3, will be transitioned to a Job Family and Grade within this classification structure. Subsequent to this transition, the classifications at Appendix 1A will no longer be relevant to the employment of any employees within the Blood Service. Until such time that the transition is completed, these employees will be paid in accordance with the salary rates set out in Appendix 1A
- 31.2 The following increases shall apply to the Agreement in accordance with classification pay ranges in Appendices 1 and 1A:
- (i) (a) Classifications in Appendix 1 -
 - 1) 1 November 2010 3.9%
 - 2) A 'one off' lump sum payment of 1.5% of the current annual salary before the 3.9% is applied.
 - (b) Classifications in Appendix 1A -
 - 1) 1 July 2010 3.9%
 - (ii) 1 July 2011 4.0%
 - (iii) 1 July 2012 4.0%
 - (iv) 1 July 2013 4.0%
- 31.3 Increases will be paid on the first full pay period on or after (FFPPOA) the prescribed date.

32 PAYMENT OF WAGES

- 32.1 Payment will be made by electronic transfer or other means directly into a nominated bank or like account.
- 32.2 Salaries will be paid on a fortnightly basis, providing no unforeseen event outside the reasonable control of the Blood Service frustrates the ability to meet the requirement of this clause.
- 32.3 The Blood Service shall provide each employee with a pay slip detailing the amount of wages to which he/she is entitled, the amount of deductions there from, and the net amount being paid into the nominated bank or like account.
- 32.4 In the event of an overpayment, the Blood Service will, prior to making any deductions in accordance with this clause, notify the employee of the details of the error.

- 32.5 If the Blood Service does not receive an application from the employee within seven (7) days of notifying the employee of the error, the Blood Service may recover the amount of such overpayment by making deductions from the employee's fortnightly salary. The Blood Service will normally correct any such overpayment by fortnightly deduction of ten (10) per cent of the employee's fortnightly salary, or the total amount (if the total amount overpaid 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.
- 32.6 If on application to the Blood Service the employee satisfies the Blood Service that making repayments places undue hardship on the employee, the Blood Service may in consultation with the employee, vary the repayment schedule.
- 32.7 If the Employee wishes to use the dispute resolution process in relation to recovery of overpayments, recovery will not commence until the dispute has been resolved. However, the Blood Service will not be required to continue any payments which may increase the amount of the overpayment.

33 INCREMENTS SUBJECT TO PERFORMANCE

- 33.1 Subject to subclause 33.2, eligible full time and part time employees will be paid prescribed annual increments as set out in Appendix 1, on 1st November each year.
- 33.2 Annual increments shall be subject to the achievement of reasonable performance objectives as set out in the employee's position description and/or performance and development plan.
- 33.3 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.

34 SALARY PACKAGING

- 34.1 Employees shall be entitled to salary package in accordance with Blood Service policy as amended from time to time.

35 SUPERANNUATION

- 35.1 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:
- (i) The employee being entitled to nominate the complying superannuation fund or scheme, in accordance with the SGA Act, to which contributions may be made.
 - (ii) The Blood Service contributions shall be paid on a monthly basis in line with the superannuation guarantee arrangements.
 - (iii) 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.

PART 8 – CONSULTATION & DISPUTE RESOLUTION

36 CONSULTATION

36.1 The Blood Service is committed to consultation and communication, and agrees that effective communication mechanisms are fundamental to the achievement of improved productivity, efficiency, flexibility and job satisfaction.

Introduction of Change

36.2 Where the Blood Service has made a definite decision to implement major organisational change, which is not already contemplated within this agreement, and which is likely to have a significant effect on a group of employees, the Blood Service shall notify the employees who may be affected by the proposed changes and their representatives.

36.3 “Significant effects” include termination of employment, major changes in the composition, operation or size of the Blood Service workforce; elimination of job opportunities; significant ongoing alteration of the hours of work; retraining or transfer of employees to other work locations and the restructuring of jobs.

Employer’s Duty to Discuss

36.4 The Blood Service shall discuss with the affected employees and their representatives amongst other things:

- (i) the introduction of changes likely to have a significant effect on employees;
- (ii) the expected effects such changes are likely to have on employees, and;
- (iii) the reasons for any proposed change.

36.5 The discussions shall commence as early as practicable after a definite decision has been made by the Blood Service to make the change(s).

36.6 For the purposes of such discussions, the Blood Service shall provide in writing to the employees concerned, and their representative, all relevant information about the changes, including the nature of the changes, the expected effects of such changes, reasons for the proposed changes and any steps taken to mitigate any adverse impact on employees.

36.7 The Blood Service will give consideration to matters raised by the employees and/or their representatives in relation to the change(s), and discuss further steps it could take to mitigate adverse effects of the change.

36.8 The consultation process will not obstruct required changes to the operational requirements for the Blood Service from being implemented.

37 REDUNDANCY

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

Discussions before terminations

37.2 Where the Blood Service has made a definite decision that it no longer wishes the job the 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 and, if they wish, their representatives.

37.3 The discussions shall take place as soon as is practicable after the Blood Service has made a definite 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

37.4 In order to terminate the employment of a redundant employee, the Blood Service will provide the employee four (4) weeks notice, or payment in lieu of notice. In addition, one (1) week of pay will be provided to employee's aged over forty five (45) years at the time of giving notice provided they have not less than two years' continuous service.

37.5 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.

37.6 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 employee's employment continued until the end of the required notice period having regard to:

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

37.7 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.

37.8 If the Blood Service terminates an employee's employment at any time from the commencement of the period of notice provided and before the end of the period of notice the Blood Service will pay out the outstanding notice required.

Severance Pay

- 37.9 In addition to the period of notice prescribed in subclause 37.4 an employee whose employment is terminated for reasons of redundancy shall be entitled to severance pay as follows:
- (i) Three (3) weeks ordinary pay for each completed year of continuous service. Pro-rata payments will apply for an incomplete year of service.
 - (ii) Provided always that the total severance pay under this subclause shall not exceed a maximum of thirty nine (39) weeks.

Voluntary Redundancy

- 37.10 In addition where a voluntary redundancy is accepted within timeframes as determined by the Blood Service, an additional payment will be made in accordance with the following schedule:

Period of Continuous Service	Severance Pay
Less than 1 year	2 weeks ordinary pay
1 year and less than 2 years	4 weeks ordinary pay
2 years and less than 3 years	6 weeks ordinary pay
3 years or more	8 weeks ordinary pay

- 37.11 "Weeks ordinary pay" means the ordinary rate of pay for the employee, excluding overtime, penalties and allowances.

Alternative Employment

- 37.12 Severance pay will not apply where suitable alternative employment is provided by the Blood Service. Suitable alternative employment means employment for which the employee has the appropriate skills and training and is at the same or higher salary level.

Time Off during notice period

- 37.13 The employee who is under notice of termination may be released from duty for a period of up to five (5) days for the purpose of attending interviews to obtain alternative employment.
- 37.14 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

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

38 DISPUTE SETTLEMENT PROCEDURE

- 38.1 The objectives of the procedure are to promote the prompt resolution of grievances in relation to the application of this Agreement and the National Employment Standards by consultation, cooperation and discussion in the workplace.
- 38.2 The term parties referred to in this clause means the employer and employee(s).
- 38.3 Whilst this procedure is in place, no stoppage of work, or any form of ban or limitation of work shall be applied.
- 38.4 No party shall be prejudiced as to the final settlement by the continuance of work.
- 38.5 The employee may choose to have a representative involved in the grievance process from Step 2 onwards.
- 38.6 Health and Safety Matters are exempted from Step 4.

Step 1

- 38.7 In the first instance, the employee shall inform their immediate supervisor of the existence of the grievance and they shall attempt to solve the grievance.

Step 2

- 38.8 If the grievance is still unresolved, the employee will submit the matter in writing to their Manager to facilitate further discussion in an attempt to resolve the matter.

Step 3

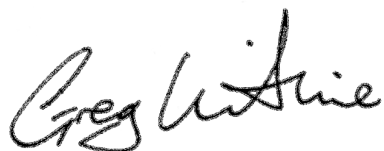
- 38.9 If the grievance continues to be unresolved, further discussion shall occur with the Manager and/or Human Resource Representative, employee and/or their representative.
- 38.10 The following is agreed:
- (i) the aggrieved employee and/or their representative has the opportunity to present all aspects of the grievance;
 - (ii) the grievance shall be investigated in a thorough, fair and impartial manner.
 - (iii) there is no undue delay in the progression of the matter, with the intent to resolve disputes as quickly as is reasonably possible.

Step 4

- 38.11 Should the dispute continue to be unresolved following the exhaustion of the above three steps either party may apply to have the dispute conciliated by the FWA. Neither party can refer the dispute to conciliation unless and until the above steps have been exhausted and provided that they have been adhered to.
- 38.12 An application to the FWA or its successor to assist the parties to resolve a dispute by conciliation under this clause:
- (a) can only be made in relation to the application of this Agreement; and
 - (b) must be signed by the applicant and specify in detail the matters in dispute, the steps taken to date to resolve the dispute and the resolution sought. A copy of the application shall be provided to the other party.
- 38.13 If the above requirements are not met the FWA shall have no power to conciliate the matter in dispute.
- 38.14 With the agreement of all parties, the FWA may undertake further conciliation, in the event that the dispute is not resolved in the first instance before the FWA.
- 38.15 The form and manner in which the FWA may assist in the resolution of the matter by conciliation will be as agreed between the parties. This may include, without limitation, the powers given to the FWA by the parties to do such things as are necessary to assist in the resolution of the dispute, and the ability of the FWA to conciliate the dispute.
- 38.16 Where it is agreed between the parties for the FWA to make a binding recommendation to resolve the matter in dispute, the parties commit to providing the FWA with the necessary powers to facilitate this.

SIGNATORIES TO THE AGREEMENT

EMPLOYER REPRESENTATIVE



Mr Greg Wilkie

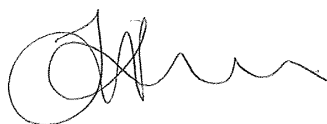
Manufacturing Manager for South Australia

For and on Behalf of the Australian Red Cross Blood Service – South Australia

Address: 301 Pirie Street, ADELAIDE, SA 5000

Witness

Fiona Rosman, Senior HR Consultant Australian
Red Cross Blood Service – South Australia



12 September 2011

EMPLOYEE REPRESENTATIVE



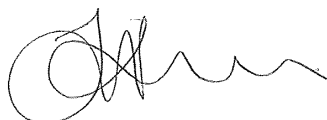
Mr Greg Marston

Facilities Team Leader, Australian Red Cross Blood Service – South Australia

For and on Behalf of the Employees covered by the Agreement

Witness

Fiona Rosman, Senior HR Consultant
Australian Red Cross Blood Service –South Australia



12 September 2011

APPENDIX 1: NATIONAL CLASSIFICATION FRAMEWORK CLASSIFICATION PAY RANGES

NB: Increases apply from FFPPOA the effective dates.

Applied Medical & Technical					
	Current	1 Nov 2010	1 Jul 2011	1 Jul 2012	1 Jul 2013
Grade 2		3.9%	4.0%	4.0%	4.0%
Increment 1	\$38,700	\$40,209	\$41,818	\$43,490	\$45,230
Increment 2	\$40,340	\$41,913	\$43,590	\$45,333	\$47,147
Increment 3	\$41,980	\$43,617	\$45,362	\$47,176	\$49,063
Increment 4	\$43,620	\$45,321	\$47,134	\$49,019	\$50,980
Increment 5	\$45,260	\$47,025	\$48,906	\$50,862	\$52,897
Increment 6	\$46,900	\$48,729	\$50,678	\$52,705	\$54,814
Grade 3					
Increment 1	\$47,100	\$48,937	\$50,894	\$52,930	\$55,047
Increment 2	\$49,120	\$51,036	\$53,077	\$55,200	\$57,408
Increment 3	\$51,140	\$53,134	\$55,260	\$57,470	\$59,769
Increment 4	\$53,160	\$55,233	\$57,443	\$59,740	\$62,130
Increment 5	\$55,180	\$57,332	\$59,625	\$62,010	\$64,491
Increment 6	\$57,200	\$59,431	\$61,808	\$64,280	\$66,852
Grade 4					
Increment 1	\$57,400	\$59,639	\$62,024	\$64,505	\$67,085
Increment 2	\$59,560	\$61,883	\$64,358	\$66,932	\$69,610
Increment 3	\$61,720	\$64,127	\$66,692	\$69,360	\$72,134
Increment 4	\$63,880	\$66,371	\$69,026	\$71,787	\$74,659
Increment 5	\$66,040	\$68,616	\$71,360	\$74,215	\$77,183
Increment 6	\$68,200	\$70,860	\$73,694	\$76,642	\$79,708
Grade 5					
Increment 1	\$68,400	\$71,068	\$73,910	\$76,867	\$79,941
Increment 2	\$71,120	\$73,894	\$76,849	\$79,923	\$83,120
Increment 3	\$73,840	\$76,720	\$79,789	\$82,980	\$86,299
Increment 4	\$76,560	\$79,546	\$82,728	\$86,037	\$89,478
Increment 5	\$79,280	\$82,372	\$85,667	\$89,093	\$92,657
Increment 6	\$82,000	\$85,198	\$88,606	\$92,150	\$95,836
Grade 6					
Increment 1	\$82,200	\$85,406	\$88,822	\$92,375	\$96,070
Increment 2	\$85,960	\$89,312	\$92,885	\$96,600	\$100,464
Increment 3	\$89,720	\$93,219	\$96,948	\$100,826	\$104,859
Increment 4	\$93,480	\$97,126	\$101,011	\$105,051	\$109,253
Increment 5	\$97,240	\$101,032	\$105,074	\$109,277	\$113,648
Increment 6	\$101,000	\$104,939	\$109,137	\$113,502	\$118,042

Business & Team Management					
	Current	1 Nov 2010	1 Jul 2011	1 Jul 2012	1 Jul 2013
Grade 3		3.9%	4.0%	4.0%	4.0%
Increment 1	\$51,000	\$52,989	\$55,109	\$57,313	\$59,605
Increment 2	\$52,800	\$54,859	\$57,054	\$59,336	\$61,709
Increment 3	\$54,600	\$56,729	\$58,999	\$61,359	\$63,813
Increment 4	\$56,400	\$58,600	\$60,944	\$63,381	\$65,917
Increment 5	\$58,200	\$60,470	\$62,889	\$65,404	\$68,020
Increment 6	\$60,000	\$62,340	\$64,834	\$67,427	\$70,124
Grade 4					
Increment 1	\$60,200	\$62,548	\$65,050	\$67,652	\$70,358
Increment 2	\$62,360	\$64,792	\$67,384	\$70,079	\$72,882
Increment 3	\$64,520	\$67,036	\$69,718	\$72,506	\$75,407
Increment 4	\$66,680	\$69,281	\$72,052	\$74,934	\$77,931
Increment 5	\$68,840	\$71,525	\$74,386	\$77,361	\$80,456
Increment 6	\$71,000	\$73,769	\$76,720	\$79,789	\$82,980
Grade 5					
Increment 1	\$71,200	\$73,977	\$76,936	\$80,013	\$83,214
Increment 2	\$73,940	\$76,824	\$79,897	\$83,092	\$86,416
Increment 3	\$76,680	\$79,671	\$82,857	\$86,172	\$89,618
Increment 4	\$79,420	\$82,517	\$85,818	\$89,251	\$92,821
Increment 5	\$82,160	\$85,364	\$88,779	\$92,330	\$96,023
Increment 6	\$84,900	\$88,211	\$91,740	\$95,409	\$99,225
Grade 6					
Increment 1	\$85,100	\$88,419	\$91,956	\$95,634	\$99,459
Increment 2	\$88,880	\$92,346	\$96,040	\$99,882	\$103,877
Increment 3	\$92,660	\$96,274	\$100,125	\$104,130	\$108,295
Increment 4	\$96,440	\$100,201	\$104,209	\$108,378	\$112,713
Increment 5	\$100,220	\$104,129	\$108,294	\$112,625	\$117,130
Increment 6	\$104,000	\$108,056	\$112,378	\$116,873	\$121,548

Consulting & Support					
	Current	1 Nov 2010	1 Jul 2011	1 Jul 2012	1 Jul 2013
Grade 1		3.9%	4.0%	4.0%	4.0%
Increment 1	\$31,800	\$33,040	\$34,362	\$35,736	\$37,166
Increment 2	\$32,960	\$34,245	\$35,615	\$37,040	\$38,521
Increment 3	\$34,120	\$35,451	\$36,869	\$38,343	\$39,877
Increment 4	\$35,280	\$36,656	\$38,122	\$39,647	\$41,233
Increment 5	\$36,440	\$37,861	\$39,376	\$40,951	\$42,589
Increment 6	\$37,600	\$39,066	\$40,629	\$42,254	\$43,944
Grade 2					
Increment 1	\$38,700	\$40,209	\$41,818	\$43,490	\$45,230
Increment 2	\$40,340	\$41,913	\$43,590	\$45,333	\$47,147
Increment 3	\$41,980	\$43,617	\$45,362	\$47,176	\$49,063
Increment 4	\$43,620	\$45,321	\$47,134	\$49,019	\$50,980
Increment 5	\$45,260	\$47,025	\$48,906	\$50,862	\$52,897
Increment 6	\$46,900	\$48,729	\$50,678	\$52,705	\$54,814
Grade 3					
Increment 1	\$47,100	\$48,937	\$50,894	\$52,930	\$55,047
Increment 2	\$49,120	\$51,036	\$53,077	\$55,200	\$57,408
Increment 3	\$51,140	\$53,134	\$55,260	\$57,470	\$59,769
Increment 4	\$53,160	\$55,233	\$57,443	\$59,740	\$62,130
Increment 5	\$55,180	\$57,332	\$59,625	\$62,010	\$64,491
Increment 6	\$57,200	\$59,431	\$61,808	\$64,280	\$66,852
Grade 4					
Increment 1	\$57,400	\$59,639	\$62,024	\$64,505	\$67,085
Increment 2	\$59,560	\$61,883	\$64,358	\$66,932	\$69,610
Increment 3	\$61,720	\$64,127	\$66,692	\$69,360	\$72,134
Increment 4	\$63,880	\$66,371	\$69,026	\$71,787	\$74,659
Increment 5	\$66,040	\$68,616	\$71,360	\$74,215	\$77,183
Increment 6	\$68,200	\$70,860	\$73,694	\$76,642	\$79,708
Grade 5					
Increment 1	\$68,400	\$71,068	\$73,910	\$76,867	\$79,941
Increment 2	\$71,120	\$73,894	\$76,849	\$79,923	\$83,120
Increment 3	\$73,840	\$76,720	\$79,789	\$82,980	\$86,299
Increment 4	\$76,560	\$79,546	\$82,728	\$86,037	\$89,478
Increment 5	\$79,280	\$82,372	\$85,667	\$89,093	\$92,657
Increment 6	\$82,000	\$85,198	\$88,606	\$92,150	\$95,836
Grade 6					
Increment 1	\$82,200	\$85,406	\$88,822	\$92,375	\$96,070
Increment 2	\$85,960	\$89,312	\$92,885	\$96,600	\$100,464
Increment 3	\$89,720	\$93,219	\$96,948	\$100,826	\$104,859
Increment 4	\$93,480	\$97,126	\$101,011	\$105,051	\$109,253
Increment 5	\$97,240	\$101,032	\$105,074	\$109,277	\$113,648
Increment 6	\$101,000	\$104,939	\$109,137	\$113,502	\$118,042

Laboratories & Processing					
	Current	1 Nov 2010	1 Jul 2011	1 Jul 2012	1 Jul 2013
Grade 1		3.9%	4.0%	4.0%	4.0%
Increment 1	\$31,800	\$33,040	\$34,362	\$35,736	\$37,166
Increment 2	\$32,960	\$34,245	\$35,615	\$37,040	\$38,521
Increment 3	\$34,120	\$35,451	\$36,869	\$38,343	\$39,877
Increment 4	\$35,280	\$36,656	\$38,122	\$39,647	\$41,233
Increment 5	\$36,440	\$37,861	\$39,376	\$40,951	\$42,589
Increment 6	\$37,600	\$39,066	\$40,629	\$42,254	\$43,944
Grade 2					
Increment 1	\$38,700	\$40,209	\$41,818	\$43,490	\$45,230
Increment 2	\$40,340	\$41,913	\$43,590	\$45,333	\$47,147
Increment 3	\$41,980	\$43,617	\$45,362	\$47,176	\$49,063
Increment 4	\$43,620	\$45,321	\$47,134	\$49,019	\$50,980
Increment 5	\$45,260	\$47,025	\$48,906	\$50,862	\$52,897
Increment 6	\$46,900	\$48,729	\$50,678	\$52,705	\$54,814
Grade 3					
Increment 1	\$47,100	\$48,937	\$50,894	\$52,930	\$55,047
Increment 2	\$49,120	\$51,036	\$53,077	\$55,200	\$57,408
Increment 3	\$51,140	\$53,134	\$55,260	\$57,470	\$59,769
Increment 4	\$53,160	\$55,233	\$57,443	\$59,740	\$62,130
Increment 5	\$55,180	\$57,332	\$59,625	\$62,010	\$64,491
Increment 6	\$57,200	\$59,431	\$61,808	\$64,280	\$66,852
Grade 4					
Increment 1	\$57,400	\$59,639	\$62,024	\$64,505	\$67,085
Increment 2	\$59,560	\$61,883	\$64,358	\$66,932	\$69,610
Increment 3	\$61,720	\$64,127	\$66,692	\$69,360	\$72,134
Increment 4	\$63,880	\$66,371	\$69,026	\$71,787	\$74,659
Increment 5	\$66,040	\$68,616	\$71,360	\$74,215	\$77,183
Increment 6	\$68,200	\$70,860	\$73,694	\$76,642	\$79,708
Grade 5					
Increment 1	\$68,400	\$71,068	\$73,910	\$76,867	\$79,941
Increment 2	\$71,120	\$73,894	\$76,849	\$79,923	\$83,120
Increment 3	\$73,840	\$76,720	\$79,789	\$82,980	\$86,299
Increment 4	\$76,560	\$79,546	\$82,728	\$86,037	\$89,478
Increment 5	\$79,280	\$82,372	\$85,667	\$89,093	\$92,657
Increment 6	\$82,000	\$85,198	\$88,606	\$92,150	\$95,836
Grade 6					
Increment 1	\$82,200	\$85,406	\$88,822	\$92,375	\$96,070
Increment 2	\$85,960	\$89,312	\$92,885	\$96,600	\$100,464
Increment 3	\$89,720	\$93,219	\$96,948	\$100,826	\$104,859
Increment 4	\$93,480	\$97,126	\$101,011	\$105,051	\$109,253
Increment 5	\$97,240	\$101,032	\$105,074	\$109,277	\$113,648
Increment 6	\$101,000	\$104,939	\$109,137	\$113,502	\$118,042

Logistics					
	Current	1 Nov 2010	1 Jul 2011	1 Jul 2012	1 Jul 2013
Grade 1		3.9%	4.0%	4.0%	4.0%
Increment 1	\$30,400	\$31,586	\$32,849	\$34,163	\$35,530
Increment 2	\$31,520	\$32,749	\$34,059	\$35,422	\$36,838
Increment 3	\$32,640	\$33,913	\$35,269	\$36,680	\$38,147
Increment 4	\$33,760	\$35,077	\$36,480	\$37,939	\$39,456
Increment 5	\$34,880	\$36,240	\$37,690	\$39,198	\$40,765
Increment 6	\$36,000	\$37,404	\$38,900	\$40,456	\$42,074
Grade 2					
Increment 1	\$36,200	\$37,612	\$39,116	\$40,681	\$42,308
Increment 2	\$38,200	\$39,690	\$41,277	\$42,928	\$44,646
Increment 3	\$40,200	\$41,768	\$43,439	\$45,176	\$46,983
Increment 4	\$42,200	\$43,846	\$45,600	\$47,424	\$49,321
Increment 5	\$44,200	\$45,924	\$47,761	\$49,671	\$51,658
Increment 6	\$46,200	\$48,002	\$49,922	\$51,919	\$53,995
Grade 3					
Increment 1	\$46,400	\$48,210	\$50,138	\$52,144	\$54,229
Increment 2	\$48,560	\$50,454	\$52,472	\$54,571	\$56,754
Increment 3	\$50,720	\$52,698	\$54,806	\$56,998	\$59,278
Increment 4	\$52,880	\$54,942	\$57,140	\$59,426	\$61,803
Increment 5	\$55,040	\$57,187	\$59,474	\$61,853	\$64,327
Increment 6	\$57,200	\$59,431	\$61,808	\$64,280	\$66,852
Grade 4					
Increment 1	\$57,400	\$59,639	\$62,024	\$64,505	\$67,085
Increment 2	\$59,560	\$61,883	\$64,358	\$66,932	\$69,610
Increment 3	\$61,720	\$64,127	\$66,692	\$69,360	\$72,134
Increment 4	\$63,880	\$66,371	\$69,026	\$71,787	\$74,659
Increment 5	\$66,040	\$68,616	\$71,360	\$74,215	\$77,183
Increment 6	\$68,200	\$70,860	\$73,694	\$76,642	\$79,708

APPENDIX 1A: CLASSIFICATION PAY RANGES

The following classifications only apply to **Donor Centre related employees** whose positions have not yet been transitioned to the National Classification framework. The classifications in this appendix will not be used after the transition of these employees to the National Classification Framework classifications listed in Appendix 3 and for which salary rates are contained in Appendix 1.

NB: Increases apply from FFPPOA the effective dates.

Administrative Officers					
	Current	1 Jul 2010	1 Jul 2011	1 Jul 2012	1 Jul 2013
AS01		3.9%	4.0%	4.0%	4.0%
17 years & under	\$22,456	\$23,332	\$24,265	\$25,236	\$26,245
18 years	\$26,078	\$27,095	\$28,179	\$29,306	\$30,478
19 years	\$29,700	\$30,858	\$32,093	\$33,376	\$34,711
20 years	\$33,321	\$34,621	\$36,005	\$37,446	\$38,943
1 st year adult	\$36,218	\$37,631	\$39,136	\$40,701	\$42,329
2 nd year adult	\$37,138	\$38,586	\$40,130	\$41,735	\$43,404
3 rd year adult	\$38,146	\$39,634	\$41,219	\$42,868	\$44,583
4 th year adult	\$39,065	\$40,589	\$42,212	\$43,901	\$45,657
5 th year adult	\$39,986	\$41,545	\$43,207	\$44,936	\$46,733
6 th year adult	\$40,988	\$42,587	\$44,290	\$46,062	\$47,904
AS02					
Increment 1	\$43,582	\$45,282	\$47,093	\$48,977	\$50,936
Increment 2	\$45,378	\$47,148	\$49,034	\$50,995	\$53,035
Increment 3	\$47,172	\$49,012	\$50,972	\$53,011	\$55,132
AS06					
Increment 1	\$74,943	\$77,866	\$80,980	\$84,220	\$87,588
Increment 2	\$77,241	\$80,253	\$83,464	\$86,802	\$90,274
Increment 3	\$79,540	\$82,642	\$85,948	\$89,386	\$92,961
AS07					
Increment 1	\$82,728	\$85,954	\$89,393	\$92,968	\$96,687
Increment 2	\$85,138	\$88,458	\$91,997	\$95,677	\$99,504
Increment 3	\$87,426	\$90,836	\$94,469	\$98,248	\$102,178
Increment 4	\$89,799	\$93,301	\$97,033	\$100,915	\$104,951

Operations Services					
OPS1					
17 yrs & under	\$21,988	\$22,846	\$23,759	\$24,710	\$25,698
18 yrs	\$25,536	\$26,532	\$27,593	\$28,697	\$29,845
19 yrs	\$29,081	\$30,215	\$31,424	\$32,681	\$33,988
20 yrs	\$33,627	\$34,938	\$36,336	\$37,789	\$39,301
1 st year adult	\$35,464	\$36,847	\$38,321	\$39,854	\$41,448
2 nd year adult	\$37,138	\$38,586	\$40,130	\$41,735	\$43,404
3 rd year adult	\$38,146	\$39,634	\$41,219	\$42,868	\$44,583
4 th year adult	\$39,065	\$40,589	\$42,212	\$43,901	\$45,657
5 th year adult	\$39,986	\$41,545	\$43,207	\$44,936	\$46,733
6 th year adult	\$40,988	\$42,587	\$44,290	\$46,062	\$47,904

APPENDIX 2: ALLOWANCES

NB: Allowances and penalty payments may, by individual agreement, be consolidated and/or annualised. Any increases in allowances will be payable from the first full pay period on or after (FFPPOA) the prescribed date.

On-Call Allowances (ref clause 15)

	Current	Effect date of Agreement	1 July 2012	1 July 2013
Overnight	\$14.75	\$15.94	\$16.58	\$17.24
Full Saturday, Sunday or Public Holiday	\$29.35	\$31.71	\$32.98	\$34.30

Meal Allowances on Overtime (ref sub clause 17.6)

	Current	Effective Date of Agreement	1 July 2012	1 July 2013
Evening Meal	\$15.25	\$16.48	\$17.14	\$17.82
Other meal	\$10.60	\$11.45	\$11.91	\$12.39

Uniform and Laundry Allowances (ref clause 27)

	Current	Effective Date of Agreement	1 July 2012	1 July 2013
1 st year lump sum	\$487.30	\$526.56	\$547.62	\$569.52
Fortnightly after 12 months	\$12.40	\$13.40	\$13.93	\$14.49

Long Mobile Allowances (ref sub clause 28.2)

	Current	Effective Date of Agreement	1 July 2012	1 July 2013
Breakfast	\$16.20	\$17.50	\$18.20	\$18.93
Sessional Meal	\$16.20	\$17.50	\$18.20	\$18.93
Main Meal	\$33.30	\$35.98	\$37.42	\$38.91
Incidentals	\$6.30	\$6.81	\$7.08	\$7.39

Skills Coaches and Assessors (ref clause 29)

	Effective Date of Agreement	1 July 2012	1 July 2013
Skills Coach and Assessor (per day)	\$9.62	\$10.00	\$10.40

APPENDIX 3: DESCRIPTORS AND 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	
Primary Purpose	Provides services to donors, internal and external stakeholders through the implementation and administration of specialist processes and the analysis and interpretation of information
Work Context	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
Decision Making	Roles in this grade use standard operating procedures, knowledge, experience, and precedent to guide decision making.
Experience and Expertise	Specialist knowledge and broad levels of experience with Blood Service processes and procedures
	Relevant qualifications and/or relevant experience
Behaviours (see Behaviours Guide for examples)	Delivering customer and stakeholder service
	Effective teamwork
	Adaptability
	Focus on detail & compliance
Accountabilities	
Delivery of organisational initiatives & processes	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
Support of change & improvement	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
Stakeholder liaison	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
Service & support	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
Advice & issue resolution	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
Management of data	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

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	
Analysis & reporting	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.
Building Capability	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
Quality & Risk management	Identifies and reports on issues of risk or non-compliance and addresses directly with stakeholders. Escalates issues that can not be resolved immediately. Follows up until resolution is reached
Quality & Safety	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

Grade 4	
Primary Purpose	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
Work Context	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.
Decision Making	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
Experience and Expertise	Specialist in their area and relied on for advice within their team and peers.
	Relevant clinical, scientific or technical qualification and/or relevant experience
Behaviours (see Behaviours Guide for examples)	Delivering customer and stakeholder service
	Effective teamwork
	Facilitating outcomes
	Utilising expertise
	Analysis and Planning
	Modelling the Blood Service values
Accountabilities	
Delivery of organisational initiatives & processes	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
Support of change & improvement	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.
Stakeholder liaison	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
Service & support	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
Advice & issue resolution	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.

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 4	
Management of data	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.
Analysis & reporting	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.
Building Capability	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
Quality & Risk management	Works with stakeholders to identify issues, risks and possibility of non-compliance and facilitates actions to correct or address. Escalates issues to appropriate parties.
Quality & Safety	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 5	
Primary Purpose	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.
Work Context	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
Decision Making	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.
Experience and Expertise	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.
Behaviours (see Behaviours Guide for examples)	Facilitating outcomes
	Utilising expertise
	Analysis and planning
	Delivering customer and stakeholder service
	Continuously improving
Accountabilities	
Delivery of organisational initiatives & processes	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
Support of change & improvement	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.
Stakeholder liaison	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

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	
Service & support	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
Advice & issue resolution	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.
Management of data	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.
Analysis & reporting	Prepares reports for internal management, medical services, and 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
Building Capability	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.
Quality & risk management	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.
Quality & safety	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	
Primary Purpose	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.
Work Context	Roles in this grade work at 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.
Decision Making	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.
Experience and Expertise	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.
Behaviours (see Behaviours Guide for examples)	Facilitating outcomes
	Utilising expertise
	Analysis and planning
	Delivering customer and stakeholder service
	Continuously improving
	Modelling the Blood Service values
Accountabilities	
Delivery of organisational initiatives & processes	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.
Support of change & improvement	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.

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	
Stakeholder liaison	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
Service & support	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
Advice & issue resolution	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
Management of data	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.
Analysis & reporting	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
Building Capability	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

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	
Quality & risk management	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
Quality & safety	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

Grade 3	
Primary Purpose	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
Work Context	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.
Decision Making	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
Experience and Expertise	Knowledge and experience in the technical or specialist aspects of the teams workflow Relevant qualifications and/or relevant experience
Behaviours (see Behaviours Guide for examples)	Setting goals and reviewing performance Developing people Delivering Fostering collaboration and team work Adaptability Modelling the Blood Service values
Accountabilities	
Set direction	Provide "on floor" supervision to deliver operational services
Management of resources	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.
Deliver business outcomes	Assist with the implementation of change to standard operating procedures Undertake team processes and procedures to ensure business outcomes are delivered
Leadership of change & improvement	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
Provision of advice & expertise	Provide problem solving advice and support to team members
Building capability	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
Quality & safety	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

Grade 4	
Primary Purpose	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
Work Context	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
Decision Making	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.
Experience and Expertise	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
Behaviours (see Behaviours Guide for examples)	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
Accountabilities	
Set direction	Directs the team in line with national direction in the implementation of operational plan
Management of resources	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.
Deliver business outcomes	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
Leadership of change & improvement	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
Provision of advice & expertise	Provide problem solving advice and support to team members
Business improvement	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

Business & Team Management

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

Grade 4	
Building capability	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
Quality & safety	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 5	
Primary Purpose	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
Work Context	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
Decision Making	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.
Experience and Expertise	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.
Behaviours (see Behaviours Guide for examples)	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
Accountabilities	
Set direction	Provides leadership and guidance to team members through the communication and implementation of business/operational plan and strategy
Management of resources	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.
Deliver business outcomes	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
Leadership of change & improvement	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
Provision of advice & expertise	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

Grade 5	
Business improvement	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
Building capability	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
Quality & safety	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	
Primary Purpose	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
Work Context	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
Decision Making	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.
Experience and Expertise	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.
Behaviours (see Behaviours Guide for examples)	Setting goals and reviewing performance
	Developing people
	Communication and direction
	Delivering
	Fostering collaboration and team work
	Utilising expertise
	Analysis and planning
Accountabilities	
Set direction	Provides leadership and guidance to team members through the communication and implementation of business/operational plan and strategy
Management of resources	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.
Deliver business outcomes	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
Leadership of change & improvement	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	
Provision of advice & expertise	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 improvement	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
Building capability	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
Quality & safety	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

Consulting and Support

This job family delivers business outcomes and initiatives through provision of programs, services, advice and support to the business

Grade 1	
Primary Purpose	Performs routine tasks and activities to support the business as directed by standard operating procedures and supervisor
Work Context	Roles in this grade work with clearly defined procedures to support operations or the organisation. This role is overseen by more experienced staff or supervisor
Decision Making	Roles in this grade apply procedures and follow instructions otherwise matters are escalated to more experienced staff.
Experience and Expertise	Demonstrated interest in the field
Behaviours (see Behaviours Guide for examples)	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Delivering customer and stakeholder service
	Modelling the Blood Service values
Accountabilities	
Delivery of support, service and organisational initiatives	Apply and implement established procedures and provide administrative support within policy and procedures
	Role may perform routine maintenance activities to maintain work environments including cleaning, moving equipment, fixtures and furniture
Support of change & improvement	Identify and escalate opportunities to improve processes or service delivery
Service & Support	Undertake routine and/or scheduled activities and services, with a strong focus on compliance, maintenance of standards and customer service
Advice & issues resolution	Manage queries or provides service within agreed procedures. Issues are escalated if outside of procedures and precedence.
Management of Data	Maintains data, records and information relevant to area
	Monitor data integrity and adherence to procedure, audit and confidentiality requirements
Building Capability	Supports others to understand the procedures and processes
Quality & Safety	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

Consulting and Support

This job family delivers business outcomes and initiatives through provision of programs, services, advice and support to the business

Grade 2	
Primary Purpose	Undertakes routine administrative procedures and activities and/or operational support and service, either across a range of procedures, or within a specialist function.
Work Context	Roles in this grade work with a variety of clearly defined policies and procedures to support operations or the organisation.
Decision Making	Roles in this grade draw upon experience to follow procedures and make decisions utilising previous experiences within the terms of the procedure
Experience and Expertise	Experience with relevant Blood Service processes and procedures
	Relevant qualification and/or relevant experience
Behaviours (see Behaviours Guide for examples)	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Delivering customer and stakeholder service
	Modelling the Blood Service values
Accountabilities	
Delivery of support, service and organisational initiatives	Apply and implement established procedures and provide administrative support within policy and procedures
	Role may utilise trade skills to perform minor building maintenance or equipment repairs
	Role may undertake financial activities such as reconciliations, processing of invoices, raising purchase orders and monitor financial performance as required.
Support of change & improvement	Identify and escalate opportunities to improve processes or service delivery
Service & Support	Provide internal and external client service through maintenance of standards and management of queries within established procedures and levels of authority
	Undertake technical or specialist procedures or activities to deliver service outcomes for the business
Advice & issues resolution	Provide advice to internal and external customers/stakeholders in relation to specific work process or procedures
	Shares experiences, information and expertise with other members of the team. Provides assistance, advice and expertise to the business to resolve issues or problems. May provide coaching and support to build others understanding of the process.
Management of Data	Maintains data, records and information relevant to area
	Monitor data integrity and adherence to procedure, audit and confidentiality requirements
Building Capability	Supports others to understand the procedures and processes
Quality & Safety	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

Consulting and Support

This job family delivers business outcomes and initiatives through provision of programs, services, advice and support to the business

Grade 3	
Primary Purpose	Provides services to stakeholders (usually internal) through the implementation and administration of specialist processes and the analysis and interpretation of information.
Work Context	Roles in this grade utilise expertise and experience to deliver and improve support and service to the organisation. These roles have regular contact with stakeholders either to source data, identify needs or provide information in regards to administration and application of procedures
Decision Making	Roles in this grade use procedures, knowledge, experience, and precedent to guide decision making.
Experience and Expertise	Specialist knowledge in a particular discipline and broad levels of experience with Blood Service processes and procedures
	Relevant business or specialist qualifications and/or relevant experience
Behaviours (see Behaviours Guide for examples)	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Delivering customer and stakeholder service
Accountabilities	
Delivery of support, service and organisational initiatives	Implements procedures and processes to provide support to others and to meet business targets within compliance standards. May make recommendations for change. May co-ordinate the delivery of business or initiatives according to agreed project or implementation plans.
	Roles may support individuals or teams through the coordination of administrative support arrangements including; help desk, correspondence, diaries, travel, accommodation, meeting minutes, agendas, and papers
	Role may undertake financial activities such as reconciliations, processing of invoices, raising purchase orders and monitor financial performance as required.
Support of change & 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
	Contributes to the development of national standards and procedures including identifying the opportunity for improvement
Stakeholder Liaison	Works with stakeholders to establish service requirements, liaises with other stakeholders, preferred suppliers and contractors to deliver service and solutions as required.
Service & Support	Use knowledge of organisational policies and procedures and subject matter expertise to inform or educate others, manage queries, clarify issues, anomalies and problems, either managing to resolution or escalating to another level.
Advice & issues resolution	Use technical or specialist knowledge to inform or educate and support others, identify risk, manage queries and anomalies through to resolution. Actively problem solve or trouble shoot issues to resolution utilizing experience and expertise in particular work processes or procedures
	Shares experiences, information and expertise with other members of the team. Provides assistance, advice and expertise to the business to resolve issues or problems. May provide coaching and support to build others understanding of the process.
Management of Data	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 requirements

Consulting and Support

This job family delivers business outcomes and initiatives through provision of programs, services, advice and support to the business

Grade 3	
Analysis & reporting	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 actions and use this to prepare reports to inform and educate the business
Building Capability	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
Quality & Safety	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

Consulting and Support

This job family delivers business outcomes and initiatives through provision of programs, services, advice and support to the business

Grade 4	
Primary Purpose	Utilises expertise to provide specialist services, advice, and/or the implementation and administration of specialist processes. These roles undertake analysis to determine and deliver information needs and operational/business requirements.
Work Context	Roles in this grade provide subject matter expertise to the business or operations. They provide expertise and education to others to overcome issues and help build capability of their stakeholders. Incumbents provide input to projects and business plan and help integrate change and initiatives into the business.
Decision Making	Roles in this grade utilise their experience and professional expertise to provide advice and manage anomalies or issues. These roles provide recommendations for situations outside of the norm drawing upon expertise in their discipline and Blood Service experience.
Experience and Expertise	Specialist in their area and relied on for advice within their team and peers.
	Relevant business or specialist tertiary qualifications and experience in a similar environment or field.
Behaviours (see Behaviours Guide for examples)	Facilitating Outcomes
	Adaptability
	Utilising Expertise
	Delivering customer and stakeholder service
	Continuously improving
	Analysis and planning
	Modelling the Blood Service values
Accountabilities	
Delivery of support, service and organisational initiatives	Determine business or service opportunity and develop recommendations for delivery. Implements procedures and organisational programs in relation to improvement of stakeholder outcomes and service. Makes recommendations for change as appropriate.
	Provide options and ideas for solutions in area of expertise and identify, assess and resolves problems after assessment of risks and development of risk management initiatives
	Utilises formalised processes to determine risks associated with patient, donor, or product safety and actions with procedures or escalates to appropriate level
Support of change & improvement	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.
Stakeholder Liaison	Manage issues arising from service level agreements (formal or informal) within the Blood Service and externally with suppliers or vendors to resolve and address shortfalls in performance.
Service & support	Build stakeholder understanding and capability through communication, coaching and education programs. Ensure stakeholders understand policy and process when providing service or resolving issues and identify where coaching or education may prevent future issues.
	Explore and analyse stakeholder improvement or service needs, and implement processes to test strategies and acceptance of solutions to ensure user requirements met
Advice & issues resolution	Provides problem solving, ideas, support and education to others to resolve issues or problems and support achievement of business outcomes. Ensures understanding and compliance with procedures, policies and other regulatory requirements through the application of specialist knowledge.

Consulting and Support

This job family delivers business outcomes and initiatives through provision of programs, services, advice and support to the business

Grade 4	
Management of data	Develop and maintain databases to allow for effective search or tracing activities address and resolve anomalies.
	Develop and maintain databases to allow for effective data mining and retrieval. Lead recommendations to change data management processes to improve integrity of data, analysis, compliance with procedures or better data retrieval
Analysis & reporting	Evaluate the analysis and reporting process to address any identified issues or anomalies and implement corrective action. Present data in a manner that highlights issues and informs others decision making.
	Maintain reporting requirements through the extraction and manipulation of data and provide analysis to inform stakeholder decision making or to report on key activities or processes e.g. Audit or status reports for specific projects.
Building capability	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
Quality & safety	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

Consulting and Support

This job family delivers business outcomes and initiatives through provision of programs, services, advice and support to the business

Grade 5	
Primary Purpose	These roles actively partner with the business and provide specialised consulting services. They provide analysis, specialist knowledge and expertise to inform others' decision-making, to recommend and develop business solutions or to identify opportunities for improvement.
Work Context	Roles in this grade work in partnership with a business or operations area to provide high levels of service and support by providing subject matter expertise. They coach and provide expertise to others to overcome issues and help build capability of their stakeholders. Incumbents provide input to projects and business plan and help integrate change and initiatives into the business.
Decision Making	Roles in this grade have authority in the context of specialist area or the business/operational team they work in. Undertakes decision making in the context of own workload and priorities and may also help co-ordinate other team members work load.
Experience and Expertise	Specialist in an area of their profession and relied on for advice in this field
	Relevant business or specialist tertiary qualifications and experience in a similar environment or field.
Behaviours (see Behaviours Guide for examples)	Facilitating outcomes
	Adaptability
	Utilising Expertise
	Delivering customer and stakeholder service
	Continuously improving
	Analysis and planning
	Modelling the Blood Service values
Accountabilities	
Delivery of support, service and organisational initiatives	Identify, explore and understand key business/operational requirements through consultation with the business/operation, and taking investigative steps to fully understand the context and required outcomes
	Uses expertise to undertake specialist complex administrative analysis, tasks or activities required by the business. Implement initiatives, programs and projects to improve processes and efficiencies within area of expertise and resolve issues or provide business solutions.
	Undertakes analysis and consults with others to determine risk and required actions. Follows through the risk management strategy until the risk is contained. Escalates issues outside of precedence or authority levels
Support of change & improvement	Contributes to the development of national standards and procedures including identifying the opportunity for improvement.
	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. This may involve assuming an informal change role.
Stakeholder Liaison	Establish and maintain relationships and partnerships to ensure effective delivery of service and advice. This may involve significant external communication and liaison with key stakeholders
Service & support	Build stakeholder understanding and capability through communication, coaching and education programs. Ensure stakeholders understand policy and process when providing service or resolving issues and identify where coaching or education may prevent future issues.
	Explore and analyse stakeholder improvement or service needs, and implement processes to test strategies and acceptance of solutions to ensure user requirements met

Consulting and Support

This job family delivers business outcomes and initiatives through provision of programs, services, advice and support to the business

Grade 5	
Advice & issues resolution	Provide expertise and detailed knowledge for complex problem solving. Provides advice and information for decision making or interpretation of regulatory, technical or specialist requirements. Often draws upon analysis to inform decisions and develops reports or presentations to help others resolve issues and facilitates discussion to reach a common solution
Management of data	Develop and maintain databases to allow for effective search or tracing activities, address and resolve anomalies.
	Develop and maintain databases to allow for effective data mining and retrieval. Lead recommendations to change data management processes to improve integrity of data, analysis, compliance with procedures or better data retrieval
Analysis & reporting	Undertakes research and complex specialist business analysis such as financial modelling, risk assessment, feasibility, cost benefit analysis activities to explore anomalies, review opportunities and recommend actions.
	Design and develop reports to inform others.
Building capability	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
Quality & safety	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

Consulting and Support

This job family delivers business outcomes and initiatives through provision of programs, services, advice and support to the business

Grade 6	
Primary Purpose	Provides high levels of expertise in a professional discipline to recommend and implement business solutions or opportunities for improvement in work practices of internal or external stakeholders.
Work Context	Roles in this grade work at an organisational level or partner with a business group to provide advice and recommendations for improved outcomes, processes and to resolve complex issues within their specialist field. Often undertakes a co-ordination role in relation to projects and provide subject matter expertise to support problem resolution and change initiatives
Decision Making	Roles in this grade use extensive experience and expertise to overcome issues and to identify opportunities to improve processes, service, efficiency, or to prevent issues reoccurring. Utilise analyse of trends and external practices to inform their own and others decision making.
Experience and Expertise	High levels of expertise in their discipline and would be relied on for their specialist advice. Recognised internally and externally as an industry expert.
	Relevant business or specialist tertiary qualifications and experience in a similar environment or field.
Behaviours (see Behaviours Guide for examples)	Facilitating outcomes
	Utilising Expertise
	Influencing change
	Delivering customer and stakeholder service
	Continuously improving
	Analysis and planning
	Modelling the Blood Service values
Accountabilities	
Delivery of support, service and organisational initiatives	Utilise specialist knowledge, research and understanding of the business/operational to identify opportunity, recommend and influence improvement in internal and external work practices and effectiveness.
	Supports initiatives or projects through to completion either as subject matter expert or project coordinator. May act as a conduit between stakeholder and other parts of the business or collaborates with colleagues as subject matter expert in an implementation/project team
	Identifies and analyses the risks associated with complex or new situations and provides 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.
Support of change & improvement	Contributes to the development of national standards and procedures including identifying the opportunity for improvement.
	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 or developments
Stakeholder Liaison	Establish and maintain relationships and partnerships to ensure effective delivery of service and advice. This may involve significant external communication and liaison with key stakeholders
Service & support	Provides high level solutions and problem solving with stakeholders to address issues and manage potential risks. Identifying emerging issues and trends to contribute and develop new initiatives, improvements or change that will improve stakeholder capability or service
	Explore and analyse stakeholder improvement or service needs, and implement processes to test strategies and acceptance of solutions to ensure user requirements met

Consulting and Support

This job family delivers business outcomes and initiatives through provision of programs, services, advice and support to the business

Grade 6	
Advice & issues resolution	Provide expertise and detailed knowledge for complex problem solving. Provides advice and information for decision making or interpretation of regulatory, technical or specialist requirements. Often draws upon analysis to inform decisions and develops reports or presentations to help others resolve issues and facilitates discussion to reach a common solution
Management of data	Develop and maintain databases to allow for effective search or tracing activities, address and resolve anomalies.
	Develop and maintain databases to allow for effective data mining and retrieval. Lead recommendations to change data management processes to improve integrity of data, analysis, compliance with procedures or better data retrieval
Analysis & reporting	Undertake high level business analysis and interpretation of findings to provide information and data to projects and initiatives. Utilise analysis of trends, and research to identify opportunities for improved effectiveness and service
Building capability	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
Quality & safety	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

Grade 1	
Primary Purpose	Performs routine tasks and activities to support the laboratory and processing environment as directed by standard operating procedures and supervisor
Work Context	Roles in this grade work in a laboratory or processing environment with clearly defined procedures and instructions and are supervised by more experienced staff
Decision Making	Roles in this grade apply standard operating procedures and follow instructions. Issues are escalated to more experienced staff
Experience and Expertise	A demonstrated interest in the field
Behaviours (see Behaviours Guide for examples)	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Modelling the Blood Service values
Accountabilities	
Procedures, processes & testing	Performs routine technical support such as setting up a laboratory and cleaning equipment Assists in defined work practices and technical procedures. Escalate anomalies.
Service & support	Participates in problem solving based on experience, expertise and involvement in the issue
Equipment	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
	Supports the lab to maintain and clean equipment
Quality & safety	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

Grade 2	
Primary Purpose	Undertakes routine laboratory or processing procedures and activities as directed by standard operating procedure.
Work Context	Roles in this grade work in a laboratory or processing environment with a variety of clearly defined standard operating procedures. The role is overseen by a more senior team member or manager
Decision Making	Roles in this grade draw upon experience to follow procedures and make decisions utilising previous experiences within the terms of the procedure
Experience and Expertise	Experience with a range of Blood Service technical processes and standard operating procedures
	Technical qualification and/or relevant experience
Behaviours (see Behaviours Guide for examples)	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Modelling the Blood Service values
Accountabilities	
Procedures, processes & testing	Conducts routine or standardised technical procedures
Results & reports	Review results for standard testing and identifies anomalies
Service & support	Communicates results to internal colleagues
	Participates in problem solving based on experience, expertise and involvement in the issue
Equipment	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
	Participates in the validation of some technical or equipment validations with oversight
Quality assurance	Participates in internal and external quality assurance processes with oversight
Quality & safety	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

Grade 3	
Primary Purpose	Undertake processing activities or standard or mandatory testing, analysis and interpretation of results to inform release of product or further analysis.
Work Context	Roles in this grade work in a laboratory or processing environment and implement standard or routine processes, testing and analysis
Decision Making	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
Experience and Expertise	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
Behaviours (see Behaviours Guide for examples)	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Utilising expertise
	Modelling the Blood Service values
Accountabilities	
Procedures, processes & testing	Conducts routine scientific, technical or specialist testing and procedures
Results & reports	Undertakes review and interpretation of results and makes recommendations for next steps. May review results for release or further action.
Service & support	Communicates results for internal colleagues and external health providers.
	Participates in problem solving and develops recommendations based on experience and expertise
Equipment	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
Building Capability	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
Quality assurance	Supports internal and external quality assurances processes
Quality & safety	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

Grade 4	
Primary Purpose	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.
Work Context	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.
Decision Making	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.
Experience and Expertise	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.
Behaviours (see Behaviours Guide for examples)	Focus on detail and compliance
	Utilising expertise
	Analysis and planning
	Adaptability
	Effective teamwork
Accountabilities	
Procedures, processes & testing	Conducts routine scientific, technical and/or specialist testing and procedures and helps others in these procedures through coaching and problem solving
Results and reports	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
Service & support	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.
Advice & issue resolution	Provides problem solving and on bench support to other scientists and technical staff
Development of standards & procedures	Contributes to development of national standards and procedures and leads or supports the implementation of agreed change projects
Equipment	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
Building capability	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
Quality assurance	Leads or supports internal and external quality assurance processes to maintain standards and accreditation
Quality & safety	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

Grade 5	
Primary Purpose	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.
Work Context	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
Decision Making	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.
Experience and Expertise	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.
Behaviours (see Behaviours Guide for examples)	Focus on detail and compliance
	Utilising expertise
	Analysis and planning
	Adaptability
	Facilitating outcomes
Accountabilities	
Procedures, processes & testing	Determines and conducts appropriate process and undertakes scientific, technical and/ or specialist procedures, tests and analysis
Results and reports	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.
Service & support	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.
Advice & issue resolution	Provides scientific advice to inform others decision making (internal and external) and resolve issues within their field of expertise
Development of standards & procedures	Contributes to development of national standards and procedures and leads or supports the implementation of agreed change projects
Equipment	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
Building capability	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
Quality assurance	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
Quality & safety	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

Grade 6	
Primary Purpose	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.
Work Context	Roles in this grade work at a strategic level to improve scientific outcomes and processes and resolve complex issues
Decision Making	Roles in this grade are required to identify opportunities to improve present work practices utilising research, external scanning and expertise to inform recommendations
Experience and Expertise	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.
Behaviours (see Behaviours Guide for examples)	Focus on detail and compliance
	Utilising expertise
	Analysis and planning
	Influencing change
	Facilitating outcomes
	Modelling the Blood Service values
Accountabilities	
Procedures, processes & testing	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.
Results and reports	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
Service & support	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.
Advice & issue resolution	Provides scientific advice to inform others decision making (internal and external) and resolve issues within their field of expertise
Development of standards & procedures	Provides expertise to inform the development of national standards and procedures
Equipment	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
Building capability	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
Quality assurance	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
Quality & safety	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately.

Logistics

This job family provides services to ensure the accurate and efficient distribution of blood components and blood products, critical materiel and consumables.

Grade 1	
Primary Purpose	Performs routine service delivery and logistics functions as overseen by standard operating procedures and supervisor.
Work Context	Roles in this grade work with clearly defined standard operating procedures with a focus on logistics and service. This role is overseen by more experienced staff, supervisor or manager
Decision Making	Roles in this grade apply standard operating procedures and follow instructions otherwise matters are escalated to more experienced staff.
Expertise and Experience	A demonstrated interest in the field
Behaviours (see Behaviours Guide for examples)	Delivering customer and stakeholder service
	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Modelling the Blood Service values
Accountabilities	
Procedures, distribution & logistics	Conducts or supports routine technical procedures as required such as:
	Receive and unpack internal and external consignments, consumables, and critical materiel according to standard operating procedures
	Prepare returned packaging and equipment for regional sites and hospitals
	Assists in loading/unloading, receiving, dispatching distributing, sorting, checking, packing, documenting and recording of materials, product or customer requirements.
	Delivers blood product, critical materiel or consumables to hospitals, collections centres, principle sites or CSL
Procurement, inventory & stock management	Participate in cycle counts and stocktaking and process discards according to instructions and standard operating procedures.
Service & support	Undertakes designated routine activities including picking, packing, issuing and consigning product, critical materiel and consumables in line with specification and orders.
	May take and record customer orders
Advice & issue resolution	Participate in problem solving based on experience and expertise and involvement in the issues
Maintenance & equipment	Assembles and checks standard technical systems or equipment to a specification. Proficient in use of software or technical equipment required to perform agreed activities
	Undertakes scheduled cleaning and preventative maintenance of technical or scientific equipment and work area appropriate to the function and level of approved competence. May include scheduled cleaning of fridges, freezers, vehicles, and general work area.
	Use of non-licensed material handling equipment.
Administration	Maintains data, records and information relevant to area
	Apply and implement established procedures and provide administrative support within policy and SOP
Quality Assurance	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
	Quarantine of products and components as described by standard operating procedures
	Undertakes scheduled maintenance and checks of temperature control equipment
Quality & safety	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately

Logistics

This job family provides services to ensure the accurate and efficient distribution of blood components and blood products, critical materiel and consumables.

Grade 2	
Primary Purpose	Undertake logistical support and service for the movement of critical materiel, consumables, or blood products
Work Context	Roles in this grade work with a variety of clearly defined standard operating procedures with a focus on logistics and service.
Decision Making	Roles in this grade draw upon experience to follow procedures and make decisions within the terms of the procedure
Expertise and Experience	Experience with Blood Service systems and procedures
	Logistics or technical qualifications and/or relevant experience
Behaviours (see Behaviours Guide for examples)	Delivering customer and stakeholder service
	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Modelling the Blood Service values
Accountabilities	
Procedures, distribution & logistics	Conducts routine technical procedures. Such as grade 1 activities and :
	The irradiation of components, or processing of special requests for customers
	Liaise with and coordinate transport including couriers, air freight, rail and specialised services
	Receive, unpack and store internal and external consignments, consumables, and critical materiel according to standard operating procedures
	Delivers blood product, critical materiel or consumables to hospitals, collections centres, principle sites or CSL
Mobile Units	Drop off and relocate donor mobile units as required
Procurement, inventory & stock management	Conducts cycle counts of fresh product, consumables, critical materiel as required. Process discards according to standard operating procedures
	Manage imprest for departments as required
Service & support	Provides a logistics service to internal and external customers including picking, packing, issuing, consigning, transporting product, critical materiel and consumables in line with specification and orders
	Receives and processes orders from internal and/or external customers for blood components or products, critical materiel and/or consumables.
	Answers queries from internal teams to resolve issues or queries
Advice & issue resolution	Participate in problem solving based on experience and expertise and involvement in the issues
Maintenance & equipment	Assembles and checks standard technical systems or equipment to a specification. Proficient in use of software or technical equipment required to perform agreed activities
	Undertakes scheduled cleaning and preventative maintenance of technical or scientific equipment and work area appropriate to the function and level of approved competence. May include scheduled cleaning of fridges, freezers, vehicles, and general work area
	Validates technical systems or equipment to a specification
Administration	Maintains data, records and information relevant to area
	Apply and implement established procedures and provide administrative support within policy and SOP

Logistics

This job family provides services to ensure the accurate and efficient distribution of blood components and blood products, critical materiel and consumables.

Grade 2	
Quality Assurance	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
	Quarantine of products and components as described by standard operating procedures
	Maintains environment and equipment according to quality requirements including attending alarms (this includes temperature control in trucks)
Quality & safety	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately

Logistics

This job family provides services to ensure the accurate and efficient distribution of blood components and blood products, critical materiel and consumables.

Grade 3	
Primary Purpose	Undertakes the safe and effective movement of critical materiel, consumables, or blood products through the provision of customer service and issue resolution
Work Context	Roles in this grade utilise expertise and experience to deliver and improve the distribution of components, support and service to the team and customers
Decision Making	Roles in this grade use standard operating procedures, precedent and experience to guide decision making, resolve work issues and improve logistics and service outcomes
Expertise and Experience	Experience with Blood Service systems and procedures
	Relevant logistics or technical qualifications and/or relevant experience in this field
Behaviours (see Behaviours Guide for examples)	Delivering customer and stakeholder service
	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Utilising expertise
Accountabilities	
Procedures, distribution & logistics	Conduct routine technical procedures such as grade 1 and 2 activities and:
	May ensure suppliers deliver according to standards through managing the relationship and service level agreement with couriers and air/rail contractors.
	Overcoming inventory or supply issues through liaising with suppliers and other teams
	Delivers blood product, critical materiel or consumables to hospitals, collections centres, principle sites or CSL
Mobile Units	Coordinates the movement and location of the Donor Mobile Units
Procurement, inventory & stock management	Utilises logistics expertise to ensure the correct allocation of inventory based on stockholding, managing blood stock/products according to National benchmarks
	May coordinate inventory stock takes and regular cycle counts.
	Undertake procurement activities within the terms of agreed contracts and procedures
Service & support	Provides advice and expertise to help their team and their customers manage the distribution of blood products/critical materiel/consumables
	Receive and processes orders from external and internal customers for blood products and components. Provides advice based on experience, expertise and procedures and sources product/components if required from elsewhere in the Blood Service
	Liaises with external and internal customers and suppliers to provide advice, address supply issues and problem solve.
	Provides technical or logistics expertise to improve service delivery
Advice & issue resolution	Provides technical and logistics advice to members of the team and external/internal customers in line with Blood Service guidelines.
Development of standards & procedures	Contributes to development of national standards and procedures and leads or supports the implementation of agreed change projects
Maintenance & equipment	Assembles and checks standard technical systems or equipment to a specification. Proficient in use of software or technical equipment required to perform agreed activities
	Undertakes scheduled cleaning and preventative maintenance of technical or scientific equipment and work area appropriate to the function and level of approved competence. May include scheduled cleaning of fridges, freezers, vehicles, and general work area
	Commissions and validates technical systems or equipment to a specification
	Coordinates maintenance and cleaning schedules

Logistics

This job family provides services to ensure the accurate and efficient distribution of blood components and blood products, critical materiel and consumables.

Grade 3	
Administration	Maintains, analyses and utilises data associated with key performance indicators, inventory or service to identify anomalies and provide recommendations to improve outcomes
	Apply and implement established procedures and provide administrative support within policy and SOP
Building capability	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
Quality Assurance	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
	Informs the improvement of processes and quality issues relating to the safe storage and quarantining of products/components or critical materiel. Liaises with Quality team as required to resolve issues
	Coordinate product recalls within the Operations Unit
	Maintains environment and equipment according to quality requirements including attending alarms (this includes temperature control in trucks)
Quality & safety	Demonstrates a commitment to quality and safety through adherence to policy, procedures and systems. Identifies opportunities for improvement and escalates appropriately

Logistics

This job family provides services to ensure the accurate and efficient distribution of blood components and blood products, critical materiel and consumables.

Grade 4	
Primary Purpose	Undertakes the safe, effective movement and productive use of critical material, consumables, and/or blood products through the provision of analysis, services, issues resolution
Work Context	Roles in this grade utilise analysis and expertise in Blood Service processes, inventory and logistics to deliver or improve outcomes. They provide expertise to others and help build capability in the team.
Decision Making	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 logistics and Blood Service experience and expertise
Expertise and Experience	Specialist in their area and relied on for advice by team and peers. Relevant tertiary technical and/or logistics qualifications and/or significant work experience.
Behaviours (see Behaviours Guide for examples)	Delivering customer and stakeholder service
	Focus on detail and compliance
	Effective teamwork
	Adaptability
	Utilising expertise
	Analysis and planning
	Modelling the Blood Service values
Accountabilities	
Procedures, distribution & logistics	Conducts routine and technical procedures required and helps others in the team through coaching and problem solving.
Procurement, inventory & stock management	Utilises logistics expertise to ensure the correct allocation of inventory based on stockholding, managing blood stock/products according to National benchmarks
	Coordinates end of year stock take activities
	Establish internal customer supply requirements, undertake analysis of options, prepare and action recommendation for procurement arrangements
Service & support	Provides advice and expertise to help their team and their customers manage the distribution of blood products/critical materiel/consumables
	Receive and processes orders from external and internal customers for blood products and components. Provides advice based on experience, expertise and procedures and sources product/components if required from elsewhere in the Blood Service
	Liaises with external and internal customers and suppliers to provide advice, address supply issues and problem solve.
	Undertake analysis to build and implement recommendations to improve service to customers
Advice & issue resolution	Provides technical and logistics advice to members of the team and external/internal customers in line with Blood Service guidelines.
Development of standards & procedures	Contributes to development of national standards and procedures and leads or supports the implementation of agreed change projects
Maintenance & equipment	Assembles and checks standard technical systems or equipment to a specification. Proficient in use of software or technical equipment required to perform agreed activities
	Undertakes scheduled cleaning and preventative maintenance of technical or scientific equipment and work area appropriate to the function and level of approved competence. May include scheduled cleaning of fridges, freezers, vehicles, and general work area
	Commissions and validates technical systems or equipment to a specification
	Coordinates maintenance and cleaning schedules
	Assist in the monitoring and reporting of critical internal equipment outside of routine operational times.

Logistics

This job family provides services to ensure the accurate and efficient distribution of blood components and blood products, critical materiel and consumables.

Grade 4	
Administration	Maintains, analyses and utilises data associated with key performance indicators, inventory or service to identify anomalies and provide recommendations to improve outcomes
	Undertakes planning
Building capability	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
Quality Assurance	Leads or supports internal and external quality assurances processes to maintain standards and accreditation
	Informs the improvement of processes and quality issues relating to the safe storage and quarantining of products/components or critical materiel. Liaises with Quality team as required to resolve issues
	Coordinate product recalls within the Operations Unit
	Maintains environment and equipment according to quality requirements including attending alarms (this includes temperature control in trucks)
Quality & safety	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
		Escalates customer concerns
		Draw upon experience and expertise to deliver work required
	Utilising expertise	Seeks opportunity to learn new techniques and procedures and support others
		Focus on detail and compliance
	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
		Treats people fairly, equitably and respectfully
	Modelling the Blood Service values	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 outcome

Behaviours Guide

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

Level 2 (Grades 3 & 4)		
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
	Fostering collaboration and team work	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
	Effective teamwork	Addresses issues affecting team productivity
		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.		
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

Behaviours Guide

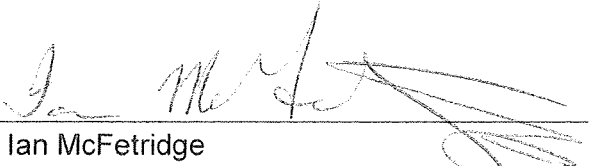
Use this guide to understand the type of behaviours required for roles in a particular grade.

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

The following undertakings are provided by the Australian Red Cross Blood Service in respect of the *Australian Red Cross Blood Service South Australian Employee Enterprise Agreement 2011 (Agreement)*.

1. In relation to clause 14.14 of the Agreement, the Australian Red Cross Blood Service undertakes to expand the definition of shift workers to include any employees who are defined as shift workers within the meaning of clause 31.1 (b) of the *Health Professionals and Support Services Award 2010*.
2. In relation to clause 10.6 of the Agreement, the Australian Red Cross Blood Service undertakes that, in rostering part-time employees to hours of work which are greater than the employee's minimum number of hours per week, it will have regard to the reasonableness of the additional hours by reference to the matters set out in section 62(3) of the *Fair Work Act 2009 (Cth)* including (but not limited to) the employee's personal circumstances and any family responsibilities.

In making these undertakings, the Blood Service notes that the undertakings do not cause financial detriment to any employees nor do they result in any substantial changes to the Agreement.



Ian McFetridge
On behalf of the Australian Red Cross
Blood Service

Dated: 29th September 2011