

## Pay Tables

### Support Service employees who work in Medical Centres and Dental Practices

(under the Health Professionals and Support Services Award 2010)

October 2018

#### Coverage

These pay rates apply to Support Service Employees who work in private medical centres and dental practices.

#### When do these pay rates apply from?

The pay rates apply from the first full pay period in July 2018.

#### Shift Work

A shiftworker is an employee who is regularly rostered to work their ordinary hours outside the ordinary hours of work for a day worker. Please note that shift work rates are not listed in these pay tables.

#### Failure to provide a 10 hour break between shifts

If an employee is not provided with a 10 hour break after working overtime, the Award requires that the employee is paid at the rate of double time until they have been provided with a 10 hour break.

#### Disclaimer

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**Health Professionals and Support Services Award 2010**  
**Minimum wages in accordance with the Fair Work Commission Decision**

Permanent employees (full time and part-time)	Ordinary rate (100%) 7.30am to 9.00pm Monday to Friday							Saturday (150%) 8am to 4.30pm					
	Weekly adult (38 hours)	Adult	20 years of age	19 years of age	18 years of age	17 years of age	Under 17 years	Adult	20 years of age	19 years of age	18 years of age	17 years of age	Under 17 years
Support Services Employee - Level 1	\$764.70	\$20.12	\$ 18.11	\$ 16.10	\$ 14.08	\$ 12.07	\$ 10.06	\$ 30.18	\$ 27.17	\$ 24.15	\$ 21.12	\$ 18.11	\$ 15.09
Support Services Employee - Level 2	\$796.30	\$20.96	\$ 18.86	\$ 16.77	\$ 14.67	\$ 12.58	\$ 10.48	\$ 31.44	\$ 28.29	\$ 25.16	\$ 22.01	\$ 18.87	\$ 15.72
Support Services Employee - Level 3	\$827.60	\$21.78	\$ 19.60	\$ 17.42	\$ 15.25	\$ 13.07	\$ 10.89	\$ 32.67	\$ 29.40	\$ 26.13	\$ 22.88	\$ 19.61	\$ 16.34
Support Services Employee - Level 4	\$837.40	\$22.04	\$ 19.84	\$ 17.63	\$ 15.43	\$ 13.22	\$ 11.02	\$ 33.06	\$ 29.76	\$ 26.45	\$ 23.15	\$ 19.83	\$ 16.53
Support Services Employee - Level 5	\$865.70	\$22.78	\$ 20.50	\$ 18.22	\$ 15.95	\$ 13.67	\$ 11.39	\$ 34.17	\$ 30.75	\$ 27.33	\$ 23.93	\$ 20.51	\$ 17.09
Support Services Employee - Level 6	\$912.40	\$24.01	\$ 21.61	\$ 19.21	\$ 16.81	\$ 14.41	\$ 12.01	\$ 36.02	\$ 32.42	\$ 28.82	\$ 25.22	\$ 21.62	\$ 18.02
Support Services Employee - Level 7	\$928.80	\$24.44	\$ 22.00	\$ 19.55	\$ 17.11	\$ 14.66	\$ 12.22	\$ 36.66	\$ 33.00	\$ 29.33	\$ 25.67	\$ 21.99	\$ 18.33
Support Services Employee - Level 8 - paypoint 1	\$960.30	\$25.27	\$ 22.74	\$ 20.22	\$ 17.69	\$ 15.16	\$ 12.64	\$ 37.91	\$ 34.11	\$ 30.33	\$ 26.54	\$ 22.74	\$ 18.96
Support Services Employee - Level 8 - paypoint 2	\$985.50	\$25.93	\$ 23.34	\$ 20.74	\$ 18.15	\$ 15.56	\$ 12.97	\$ 38.90	\$ 35.01	\$ 31.11	\$ 27.23	\$ 23.34	\$ 19.46
Support Services Employee - Level 8 - paypoint 3	\$1,054.90	\$27.76	\$ 24.98	\$ 22.21	\$ 19.43	\$ 16.66	\$ 13.88	\$ 41.64	\$ 37.47	\$ 33.32	\$ 29.15	\$ 24.99	\$ 20.82
Support Services Employee - Level 9 - paypoint 1	\$1,073.60	\$28.25	\$ 25.43	\$ 22.60	\$ 19.78	\$ 16.95	\$ 14.13	\$ 42.38	\$ 38.15	\$ 33.90	\$ 29.67	\$ 25.43	\$ 21.20
Support Services Employee - Level 9 - paypoint 2	\$1,111.80	\$29.26	\$ 26.33	\$ 23.41	\$ 20.48	\$ 17.56	\$ 14.63	\$ 43.89	\$ 39.50	\$ 35.12	\$ 30.72	\$ 26.34	\$ 21.95
Support Services Employee - Level 9 - paypoint 3	\$1,120.60	\$29.49	\$ 26.54	\$ 23.59	\$ 20.64	\$ 17.69	\$ 14.75	\$ 44.24	\$ 39.81	\$ 35.39	\$ 30.96	\$ 26.54	\$ 22.13

Permanent employees (full time and part-time)	Overtime (150% for first two hours, Monday to Saturday)						Overtime (200% after two hours & Sundays)					
	Adult	20 years of age	19 years of age	18 years of age	17 years of age	Under 17 years	Adult	20 years of age	19 years of age	18 years of age	17 years of age	Under 17 years
Support Services Employee - Level 1	\$30.18	\$ 27.17	\$ 24.15	\$ 21.12	\$ 18.11	\$ 15.09	\$ 40.24	\$ 36.22	\$ 32.20	\$ 28.16	\$ 24.14	\$ 20.12
Support Services Employee - Level 2	\$31.44	\$ 28.29	\$ 25.16	\$ 22.01	\$ 18.87	\$ 15.72	\$ 41.92	\$ 37.72	\$ 33.54	\$ 29.34	\$ 25.16	\$ 20.96
Support Services Employee - Level 3	\$32.67	\$ 29.40	\$ 26.13	\$ 22.88	\$ 19.61	\$ 16.34	\$ 43.56	\$ 39.20	\$ 34.84	\$ 30.50	\$ 26.14	\$ 21.78
Support Services Employee - Level 4	\$33.06	\$ 29.76	\$ 26.45	\$ 23.15	\$ 19.83	\$ 16.53	\$ 44.08	\$ 39.68	\$ 35.26	\$ 30.86	\$ 26.44	\$ 22.04
Support Services Employee - Level 5	\$34.17	\$ 30.75	\$ 27.33	\$ 23.93	\$ 20.51	\$ 17.09	\$ 45.56	\$ 41.00	\$ 36.44	\$ 31.90	\$ 27.34	\$ 22.78
Support Services Employee - Level 6	\$36.02	\$ 32.42	\$ 28.82	\$ 25.22	\$ 21.62	\$ 18.02	\$ 48.02	\$ 43.22	\$ 38.42	\$ 33.62	\$ 28.82	\$ 24.02
Support Services Employee - Level 7	\$36.66	\$ 33.00	\$ 29.33	\$ 25.67	\$ 21.99	\$ 18.33	\$ 48.88	\$ 44.00	\$ 39.10	\$ 34.22	\$ 29.32	\$ 24.44
Support Services Employee - Level 8 - paypoint 1	\$37.91	\$ 34.11	\$ 30.33	\$ 26.54	\$ 22.74	\$ 18.96	\$ 50.54	\$ 45.48	\$ 40.44	\$ 35.38	\$ 30.32	\$ 25.28
Support Services Employee - Level 8 - paypoint 2	\$38.90	\$ 35.01	\$ 31.11	\$ 27.23	\$ 23.34	\$ 19.46	\$ 51.86	\$ 46.68	\$ 41.48	\$ 36.30	\$ 31.12	\$ 25.94
Support Services Employee - Level 8 - paypoint 3	\$41.64	\$ 37.47	\$ 33.32	\$ 29.15	\$ 24.99	\$ 20.82	\$ 55.52	\$ 49.96	\$ 44.42	\$ 38.86	\$ 33.32	\$ 27.76
Support Services Employee - Level 9 - paypoint 1	\$42.38	\$ 38.15	\$ 33.90	\$ 29.67	\$ 25.43	\$ 21.20	\$ 56.50	\$ 50.86	\$ 45.20	\$ 39.56	\$ 33.90	\$ 28.26
Support Services Employee - Level 9 - paypoint 2	\$43.89	\$ 39.50	\$ 35.12	\$ 30.72	\$ 26.34	\$ 21.95	\$ 58.52	\$ 52.66	\$ 46.82	\$ 40.96	\$ 35.12	\$ 29.26
Support Services Employee - Level 9 - paypoint 3	\$44.24	\$ 39.81	\$ 35.39	\$ 30.96	\$ 26.54	\$ 22.13	\$ 58.98	\$ 53.08	\$ 47.18	\$ 41.28	\$ 35.38	\$ 29.50

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**Health Professionals and Support Services Award 2010**  
**Minimum wages in accordance with the Fair Work Commission Decision**

Casual employees	Ordinary rate (125% of the permanent base rate) 7.30am to 9.00pm						Saturday and Sunday (175% of the permanent base rate)					
	Monday to Friday											
	Adult	20 years of age	19 years of age	18 years of age	17 years of age	Under 17 years	Adult	20 years of age	19 years of age	18 years of age	17 years of age	Under 17 years
Support Services Employee - Level 1	\$25.15	\$ 22.64	\$ 20.13	\$ 17.60	\$ 15.09	\$ 12.58	\$ 35.21	\$ 31.69	\$ 28.18	\$ 24.64	\$ 21.12	\$ 17.61
Support Services Employee - Level 2	\$26.20	\$ 23.58	\$ 20.96	\$ 18.34	\$ 15.73	\$ 13.10	\$ 36.68	\$ 33.01	\$ 29.35	\$ 25.67	\$ 22.02	\$ 18.34
Support Services Employee - Level 3	\$27.23	\$ 24.50	\$ 21.78	\$ 19.06	\$ 16.34	\$ 13.61	\$ 38.12	\$ 34.30	\$ 30.49	\$ 26.69	\$ 22.87	\$ 19.06
Support Services Employee - Level 4	\$27.55	\$ 24.80	\$ 22.04	\$ 19.29	\$ 16.53	\$ 13.78	\$ 38.57	\$ 34.72	\$ 30.85	\$ 27.00	\$ 23.14	\$ 19.29
Support Services Employee - Level 5	\$28.48	\$ 25.63	\$ 22.78	\$ 19.94	\$ 17.09	\$ 14.24	\$ 39.87	\$ 35.88	\$ 31.89	\$ 27.91	\$ 23.92	\$ 19.93
Support Services Employee - Level 6	\$30.01	\$ 27.01	\$ 24.01	\$ 21.01	\$ 18.01	\$ 15.01	\$ 42.02	\$ 37.82	\$ 33.62	\$ 29.42	\$ 25.22	\$ 21.02
Support Services Employee - Level 7	\$30.55	\$ 27.50	\$ 24.44	\$ 21.39	\$ 18.33	\$ 15.28	\$ 42.77	\$ 38.50	\$ 34.21	\$ 29.94	\$ 25.66	\$ 21.39
Support Services Employee - Level 8 - paypoint 1	\$31.59	\$ 28.43	\$ 25.28	\$ 22.11	\$ 18.95	\$ 15.80	\$ 44.22	\$ 39.80	\$ 35.39	\$ 30.96	\$ 26.53	\$ 22.12
Support Services Employee - Level 8 - paypoint 2	\$32.41	\$ 29.18	\$ 25.93	\$ 22.69	\$ 19.45	\$ 16.21	\$ 45.38	\$ 40.85	\$ 36.30	\$ 31.76	\$ 27.23	\$ 22.70
Support Services Employee - Level 8 - paypoint 3	\$34.70	\$ 31.23	\$ 27.76	\$ 24.29	\$ 20.83	\$ 17.35	\$ 48.58	\$ 43.72	\$ 38.87	\$ 34.00	\$ 29.16	\$ 24.29
Support Services Employee - Level 9 - paypoint 1	\$35.31	\$ 31.79	\$ 28.25	\$ 24.73	\$ 21.19	\$ 17.66	\$ 49.44	\$ 44.50	\$ 39.55	\$ 34.62	\$ 29.66	\$ 24.73
Support Services Employee - Level 9 - paypoint 2	\$36.58	\$ 32.91	\$ 29.26	\$ 25.60	\$ 21.95	\$ 18.29	\$ 51.21	\$ 46.08	\$ 40.97	\$ 35.84	\$ 30.73	\$ 25.60
Support Services Employee - Level 9 - paypoint 3	\$36.86	\$ 33.18	\$ 29.49	\$ 25.80	\$ 22.11	\$ 18.44	\$ 51.61	\$ 46.45	\$ 41.28	\$ 36.12	\$ 30.96	\$ 25.81

Casual employees	Overtime (175% of the permanent base rate for the first two hours,						Overtime (225% of the permanent base rate, after two hours)					
	Monday to Friday)											
	Adult	20 years of age	19 years of age	18 years of age	17 years of age	Under 17 years	Adult	20 years of age	19 years of age	18 years of age	17 years of age	Under 17 years
Support Services Employee - Level 1	\$ 35.21	\$ 31.69	\$ 28.18	\$ 24.64	\$ 21.12	\$ 17.61	\$ 45.27	\$ 40.75	\$ 36.23	\$ 31.68	\$ 27.16	\$ 22.64
Support Services Employee - Level 2	\$ 36.68	\$ 33.01	\$ 29.35	\$ 25.67	\$ 22.02	\$ 18.34	\$ 47.16	\$ 42.44	\$ 37.73	\$ 33.01	\$ 28.31	\$ 23.58
Support Services Employee - Level 3	\$ 38.12	\$ 34.30	\$ 30.49	\$ 26.69	\$ 22.87	\$ 19.06	\$ 49.01	\$ 44.10	\$ 39.20	\$ 34.31	\$ 29.41	\$ 24.50
Support Services Employee - Level 4	\$ 38.57	\$ 34.72	\$ 30.85	\$ 27.00	\$ 23.14	\$ 19.29	\$ 49.59	\$ 44.64	\$ 39.67	\$ 34.72	\$ 29.75	\$ 24.80
Support Services Employee - Level 5	\$ 39.87	\$ 35.88	\$ 31.89	\$ 27.91	\$ 23.92	\$ 19.93	\$ 51.26	\$ 46.13	\$ 41.00	\$ 35.89	\$ 30.76	\$ 25.63
Support Services Employee - Level 6	\$ 42.02	\$ 37.82	\$ 33.62	\$ 29.42	\$ 25.22	\$ 21.02	\$ 54.02	\$ 48.62	\$ 43.22	\$ 37.82	\$ 32.42	\$ 27.02
Support Services Employee - Level 7	\$ 42.77	\$ 38.50	\$ 34.21	\$ 29.94	\$ 25.66	\$ 21.39	\$ 54.99	\$ 49.50	\$ 43.99	\$ 38.50	\$ 32.99	\$ 27.50
Support Services Employee - Level 8 - paypoint 1	\$ 44.22	\$ 39.80	\$ 35.39	\$ 30.96	\$ 26.53	\$ 22.12	\$ 56.86	\$ 51.17	\$ 45.50	\$ 39.80	\$ 34.11	\$ 28.44
Support Services Employee - Level 8 - paypoint 2	\$ 45.38	\$ 40.85	\$ 36.30	\$ 31.76	\$ 27.23	\$ 22.70	\$ 58.34	\$ 52.52	\$ 46.67	\$ 40.84	\$ 35.01	\$ 29.18
Support Services Employee - Level 8 - paypoint 3	\$ 48.58	\$ 43.72	\$ 38.87	\$ 34.00	\$ 29.16	\$ 24.29	\$ 62.46	\$ 56.21	\$ 49.97	\$ 43.72	\$ 37.49	\$ 31.23
Support Services Employee - Level 9 - paypoint 1	\$ 49.44	\$ 44.50	\$ 39.55	\$ 34.62	\$ 29.66	\$ 24.73	\$ 63.56	\$ 57.22	\$ 50.85	\$ 44.51	\$ 38.14	\$ 31.79
Support Services Employee - Level 9 - paypoint 2	\$ 51.21	\$ 46.08	\$ 40.97	\$ 35.84	\$ 30.73	\$ 25.60	\$ 65.84	\$ 59.24	\$ 52.67	\$ 46.08	\$ 39.51	\$ 32.92
Support Services Employee - Level 9 - paypoint 3	\$ 51.61	\$ 46.45	\$ 41.28	\$ 36.12	\$ 30.96	\$ 25.81	\$ 66.35	\$ 59.72	\$ 53.08	\$ 46.44	\$ 39.80	\$ 33.19

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**Health Professionals and Support Services Award 2010**  
**Minimum wages in accordance with the Fair Work Commission Decision**

Permanent employees (full time and part-time)	Public Holidays (250%)					
	Adult	20 years of age	19 years of age	18 years of age	17 years of age	Under 17 years
Support Services Employee - Level 1	\$ 50.30	\$ 45.28	\$ 40.25	\$ 35.20	\$ 30.18	\$ 25.15
Support Services Employee - Level 2	\$ 52.40	\$ 47.15	\$ 41.93	\$ 36.68	\$ 31.45	\$ 26.20
Support Services Employee - Level 3	\$ 54.45	\$ 49.00	\$ 43.55	\$ 38.13	\$ 32.68	\$ 27.23
Support Services Employee - Level 4	\$ 55.10	\$ 49.60	\$ 44.08	\$ 38.58	\$ 33.05	\$ 27.55
Support Services Employee - Level 5	\$ 56.95	\$ 51.25	\$ 45.55	\$ 39.88	\$ 34.18	\$ 28.48
Support Services Employee - Level 6	\$ 60.03	\$ 54.03	\$ 48.03	\$ 42.03	\$ 36.03	\$ 30.03
Support Services Employee - Level 7	\$ 61.10	\$ 55.00	\$ 48.88	\$ 42.78	\$ 36.65	\$ 30.55
Support Services Employee - Level 8 - paypoint 1	\$ 63.18	\$ 56.85	\$ 50.55	\$ 44.23	\$ 37.90	\$ 31.60
Support Services Employee - Level 8 - paypoint 2	\$ 64.83	\$ 58.35	\$ 51.85	\$ 45.38	\$ 38.90	\$ 32.43
Support Services Employee - Level 8 - paypoint 3	\$ 69.40	\$ 62.45	\$ 55.53	\$ 48.58	\$ 41.65	\$ 34.70
Support Services Employee - Level 9 - paypoint 1	\$ 70.63	\$ 63.58	\$ 56.50	\$ 49.45	\$ 42.38	\$ 35.33
Support Services Employee - Level 9 - paypoint 2	\$ 73.15	\$ 65.83	\$ 58.53	\$ 51.20	\$ 43.90	\$ 36.58
Support Services Employee - Level 9 - paypoint 3	\$ 73.73	\$ 66.35	\$ 58.98	\$ 51.60	\$ 44.23	\$ 36.88

Casual employees	Public Holidays (275%)					
	Adult	20 years of age	19 years of age	18 years of age	17 years of age	Under 17 years
Support Services Employee - Level 1	\$ 55.33	\$ 49.80	\$ 44.28	\$ 38.72	\$ 33.19	\$ 27.67
Support Services Employee - Level 2	\$ 57.64	\$ 51.87	\$ 46.12	\$ 40.34	\$ 34.60	\$ 28.82
Support Services Employee - Level 3	\$ 59.90	\$ 53.90	\$ 47.91	\$ 41.94	\$ 35.94	\$ 29.95
Support Services Employee - Level 4	\$ 60.61	\$ 54.56	\$ 48.48	\$ 42.43	\$ 36.36	\$ 30.31
Support Services Employee - Level 5	\$ 62.65	\$ 56.38	\$ 50.11	\$ 43.86	\$ 37.59	\$ 31.32
Support Services Employee - Level 6	\$ 66.03	\$ 59.43	\$ 52.83	\$ 46.23	\$ 39.63	\$ 33.03
Support Services Employee - Level 7	\$ 67.21	\$ 60.50	\$ 53.76	\$ 47.05	\$ 40.32	\$ 33.61
Support Services Employee - Level 8 - paypoint 1	\$ 69.49	\$ 62.54	\$ 55.61	\$ 48.65	\$ 41.69	\$ 34.76
Support Services Employee - Level 8 - paypoint 2	\$ 71.31	\$ 64.19	\$ 57.04	\$ 49.91	\$ 42.79	\$ 35.67
Support Services Employee - Level 8 - paypoint 3	\$ 76.34	\$ 68.70	\$ 61.08	\$ 53.43	\$ 45.82	\$ 38.17
Support Services Employee - Level 9 - paypoint 1	\$ 77.69	\$ 69.93	\$ 62.15	\$ 54.40	\$ 46.61	\$ 38.86
Support Services Employee - Level 9 - paypoint 2	\$ 80.47	\$ 72.41	\$ 64.38	\$ 56.32	\$ 48.29	\$ 40.23
Support Services Employee - Level 9 - paypoint 3	\$ 81.10	\$ 72.99	\$ 64.87	\$ 56.76	\$ 48.65	\$ 40.56

**The 3 Stages of Human Resources**

Good HR can help you get more out of the people you employ and thus help your business to be more profitable. HR also helps you to reduce the common risks associated with employing people. There are three stages of HR.

**Stage 1. Get the basics right**

1. **Employment contracts:** Good employment contracts reduce risk to your business. They give you the opportunity to clarify pay rates and to get your pay rates right.
2. **Position descriptions:** These help make job expectations clear and reduce the opportunity for disputes. Position descriptions can also be referred to in the event of poor performance.

**Stage 2. Implement a HR System**

Stage 2 is about implementing a good basic HR System, including policies, an induction system, a performance review system, and ensuring that all managers have a good, basic understanding of employment laws.

**Stage 3. Unlock the potential of your workforce**

Stage 3 is about getting the best out of the people who work for you. It's about understanding the potential of your work force and developing skills to help you unlock that potential.

Contact Girardi Human Resources for assistance  
with implementing a HR System

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