

## Classifying employees under the *Health Professionals and Support Services Award 2020*

### Support Service Employees (SSE)

Common SSE roles in Private Practice include practice managers, receptionists, typists, general clerks and cleaners.

Classifications for SSE range from Level 1 through to Level 9. Within these levels are separate hourly rates of pay. These separate rates are for employees who are:

- Full time;
- Part-Time; and
- Casual.

Within the classification levels are references to the amount of work experience an individual has. This will be particularly helpful when you need to classify junior employees.

For example, *if you are hiring an employee to be a general clerk, and they have had less than 3 months' work experience. The first step is to go to **Schedule A – Classifications Definitions**, and look at the definitions for each level.*

*In the SSE Level 1 classification, it states employees at this level have less than 3 month's work experience. It also lists a General clerk as an indicative role of that level.*

*Therefore, you would look at classifying an employee who has less than 3 months experience, performing general clerk duties, at an SSE Level 1.*

Levels 8 and 9 have three separate pay points to be taken into consideration. Progression to the next pay point in these levels would be for:

- a) Permanent full-time employees – by annual movement; or
- b) Permanent part-time and casual employees – who are eligible to progress after 1,824 hours of similar experience; with reference to their acquisition and use of skills identified under the classification level.

In **Schedule A.1**, you will find each SSE Level and their associated experience, duties and qualifications necessary. It also provides examples of job titles for those classifications.

Something for practices to keep in mind is, if you are intending to hire for a 'Receptionist' role, than that employee should be classified at SSE Level 3. This is due to the award listing a 'Receptionist' as an indicative role from Level 3 onwards.

If you have hired an employee with the position title of a 'Receptionist' but have classified them at a level lower than SSE Level 3, the Fair Work Ombudsman has the right to direct you to back pay the employee

We have provided a link to **Schedule – A Classifications Definitions**, of the Health Professionals and Support Services Award here:

[https://awardviewer.fwo.gov.au/award/show/MA000027#P1059\\_81706](https://awardviewer.fwo.gov.au/award/show/MA000027#P1059_81706)