

	GRADE 2 PERSONAL CARE	GRADE 3 PERSONAL CARE
	<ul style="list-style-type: none"> • carer/therapist is on site of client/residents is able to take responsibility for the therapy or carer/therapist is on site, • simple instructions required rather than specialised training/knowledge. 	<ul style="list-style-type: none"> • high degree of assistance is involved, • HammondAtHome Care Workers have total responsibility because client/resident is unable to take responsibility for the therapy and carer/therapist is not on site, • specialised training/knowledge is required.
Assistance with Eating	Assisting where there are no eating difficulties.	In addition to the duties listed in grade 2 assistance with eating, grade 3 Employees can assist with eating where a risk of choking, vomiting or other eating difficulty is involved.

Residential Care - Specialised Dementia Carers

Specialised Dementia Carer (SDC) means a person who provides personalised care to residents with dementia, in accordance with HammondCare's philosophy of care and values, as directed, in the areas of personal care, domestic support and life engagement.

The parties agree that all Specialised Dementia Carers are to work together as a team to enable each resident to have the opportunity to succeed at the activities of daily living which promote dignity, self-respect and maintain the resident's quality of life and abilities. Specialised Dementia Carers model appropriate behaviour and encourage a calm, supportive and secure atmosphere.

Specialised Dementia Carers will receive the rates of pay set out in Annexure 1 to this Agreement. An Employee's base rate of pay refers to the Employee's ordinary hourly rate of pay before any penalties or allowances.

Any adjustments to the level of pay by the relevant authority will be absorbed into the rates of this Agreement, except where an increase in pay levels exceeds any specific classification rate in this Agreement.

Specialised Dementia Carer New Entrant is an individual who has limited or no experience within the provision of aged care / dementia care services. As a new entrant there will be a prime focus on the development of foundational skills and knowledge.

An SDC New Entrant means an Employee with less than 500 hours' work experience in the aged or dementia care industry who performs basic duties under direct supervision. Such Employees perform routine functions requiring understanding of clear rules and procedures. Work is

performed using established practices, procedures and instructions including compliance with documentation requirements as determined by HammondCare. Problems are referred to a more senior staff member. The type of responsibility that an Employee at this level may have in the areas of personal care, domestic support and life engagement include:

- Carrying out simple tasks under supervision to assist a higher grade Specialised Dementia Carer Employee attend to the personal care needs of residents.
- General assistance to higher-grade Employees in the full range of domestic support duties.

These duties are carried out in a manner that assists residents to engage in the activities of daily living consistent with their abilities and choice.

General assistance to higher grade Employees in assisting residents to undertake a full range of life engagement activities which may include gardening and light maintenance items.

Specialised Dementia Carer Grade 1 will work with the support and guidance from higher grade SDCs and is expected to develop their skills and experience with an increasing degree of autonomy throughout all stages.

An SDC Grade 1 means an Employee who has 500 hours work experience or has or can demonstrate relevant prior experience that enables the Employee to work effectively at this level under general supervision of higher grade Employees and as part of a team. The types of responsibility that an Employee at this level may have in the areas of personal care, domestic support and life engagement, in addition to those of a new entrant, include:

- Under general supervision, providing assistance to residents in carrying out simple personal care tasks.
- Performance under general supervision of the full range of domestic support duties. These duties are carried out in a manner that assists residents to engage in the activities of daily living consistent with their abilities and choice.
- Performance under general supervision of the full range of life engagement activities which may include gardening and light maintenance items.

Specialised Dementia Carer Grade 2 will have the competency to undertake independent activities. An SDC Grade 2 will make independent contributions towards the delivery of care of residents.

An SDC Grade 2 means an Employee with relevant experience who works individually or in a team environment, and is responsible for the quality of his/her own work, subject to limited supervision. The types of responsibility that an Employee at this level may have in the areas of

personal care, domestic support and life engagement, in addition to those of an SDC Grade 1 Employee, include:

- Under either the direct or indirect supervision of a registered nurse, carrying out a range of clinical care activities in accordance with Commonwealth and State legislative requirements, that support the personal care needs of residents.
- Under limited supervision, participating in case management, developing and maintaining Care Plans (in conjunction with other team members and allied health professionals) that are customised to meet the individual needs and abilities of each resident.
- Assisting in the mentoring and modelling of the philosophy of care for Specialised Dementia Carer New Entrants and Specialised Dementia Carer Grade 1 Employees.
- Under limited supervision, providing assistance to residents in all personal care tasks.
- Under limited supervision, providing the full range of domestic support duties. These duties are carried out in manner that assists residents to engage in the activities of daily living consistent with their abilities and choice.
- Under limited supervision, provide the full range of life engagement activities which may include gardening and light maintenance items.

Specialised Dementia Carer Grade 3 is an experienced SDC and will be expected to provide a degree of leadership in activities. This responsibility requires an SDC Grade 3 to coach and mentor other SDCs in the cottages and to continue to provide care and support to residents. They may be required to perform additional responsibilities as requested by the Manager.

An SDC Grade 3 will demonstrate advanced skills in applying, modelling and teaching the HammondCare philosophy of care. The SDC Grade 3 will assist in educating staff in the philosophy of care and particularly demonstrate the philosophy through activities of daily life, personal care activities and activities that promote independence. The SDC Grade 3 demonstrates a high level of skill in clinical assessment of residents and management of behaviours of concern.

An SDC Grade 3 means an Employee who:

- is designated by HammondCare as having the responsibility for leading and/or supervising the work of others; or
- is required to work individually with minimal supervision and has been designated by HammondCare as having overall responsibility for a particular function within the residential care home; or

- is required to hold and apply accredited higher level care skills under limited supervision to assess and manage the more complex needs of residents with special care needs associated with dementia, such as those residents in the Special Care Unit;
- in addition to the above-mentioned requirements holds either a Certificate Level III in Aged Care or Care Support Services or other appropriate Qualifications/Experience acceptable to HammondCare.

Employees at this level may be required to work with the Manager, or as delegated by them, to plan, direct, and train staff and comply with documentation requirements as determined by HammondCare and assist in the development of budgets. The types of responsibility that an Employee at this level may have in the areas of personal care, domestic support and life engagement, in addition to those of an SDC Grade 2 Employee, include:

- Coordinating and directing the work of other staff.
- Scheduling work programs on a routine and regular basis.
- Developing and implementing programs of activities for residents.
- Working with the Manager in developing and co-ordinating the case management processes, including developing and implementing Care Plans with other team members and allied health professionals.
- Working with the Manager to plan, order and prepare the processes and supplies required to support the full range of domestic, care and life engagement activities carried out in the residential care home.
- Carrying out a range of administrative duties to support the operation of the residential care home.
- Driving a minibus or larger vehicle.

Senior Specialised Dementia Carer (SSDC) will be a role defined and appointed at the sole discretion of HammondCare. The rate of pay for this position will be determined by HammondCare and will be above the rates prescribed by this Agreement. In calculating the rate of pay, HammondCare will take into consideration the position holder's skills and experience.

In addition to those responsibilities and competencies of the SDC Grades set out above, the SSDC will be appointed as an exemplary carer and staff mentor.

Appointment to an SDC Grade, Stage and Progression through stages

An SDC will be classified into one of the following grades and stages. Progression between each stage will be based on the completion of 1000 hours of service and satisfactory performance. For the purpose of assessing 1000 hours of service, "service" will include: actual hours worked, completing the full responsibilities and scope of duties for the relevant grade, not including any

period of paid and unpaid leave (personal carer's leave, annual leave, Parental Leave, or long service leave).

Progression through a Stage and Grade and process for reviewing performance

Progression through each grade and stage is automatic through to SDC 2.2 once an Employee has completed New Entrant 500 hours or 1000 hours at their current stage, unless either the Assistant Manager or Manager (or appropriate delegate) has assessed and notified the employee that there are identified performance issues which need to be resolved before progression will be approved. Progression to SDC3 and/or SSDC is by appointment only.

Deferring a decision to progress

HammondCare reserves the discretion to defer progression through a stage and/or grade if any of the following apply:

- the Employee is subject to any disciplinary matters;
- the Employee is subject to a formal investigation regarding their work performance;
- after reviewing the Employee's performance against the agreed criteria, it is determined that the Employee is not performing to the standard expected of their current grade and stage.

Where the Manager wishes to defer progression through a grade and/or stage they must come to this decision in consultation with People Services. If a decision is made to defer progression for an Employee, the Employee's Manager must provide a written reason to the Employee outlining the reasons why progression has not been successful and outline areas of support to overcome or address performance or conduct issues. Where grade and/or stage progression has been deferred the staff member is entitled to have the decision reviewed after three months.

Care and Support Services Employees

New Entrant

A New Entrant is an Employee with less than 500 hours work experience in this industry who performs basic duties under direct supervision. Such Employees perform routine functions requiring understanding of clear rules and procedures. Work is performed using established practices, procedures and instructions including compliance with documentation requirements as determined by HammondCare. Problems should be referred to a more senior staff member. Indicative tasks an employee at this level may perform are as follows.

Typical Duties:

CARE STREAM	SUPPORT STREAM	MAINTENANCE STREAM
Carry out simple tasks under supervision to assist a higher grade Care Service Employee attending to the personal needs of residents.	General assistance to higher grade Employees in the full range of Domestic duties.	General labouring assistance to higher grade Employees in the full range of gardening and maintenance duties.