

T15111 of 2024



Industrial Relations Act 1984  
s 55 Industrial Agreement

# CHILD SAFETY INDUSTRIAL AGREEMENT 2023

Between the

Minister administering the *State Service Act 2000*

and the

Community and Public Sector Union (State Public Services  
Federation Tasmania) Inc.

Health Services Union, Tasmania Branch



## 1 TITLE

This Agreement shall be known as the Child Safety Industrial Agreement 2023.

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### 3 APPLICATION

This Agreement is made in respect of employees covered by the Allied Health Professionals Public Sector Union Wages Agreement No. 2 of 2022 (AHP Agreement), Schedule 11 that are assigned duties within the Keeping Children Safe Portfolio in the Department for Education, Children and Young People (DECYP).

### 4 DATE AND PERIOD OF OPERATION

This Agreement applies with effect from the date of registration and will remain in force until 30 June 2025.

### 5 PARTIES BOUND

This Agreement is between the Minister administering the *State Service Act 2000* and the Health Services Union, Tasmania Branch and the Community and Public Sector Union (State Public Services Federation Tasmania) Inc.

### 6 RELATIONSHIP TO AWARDS AND AGREEMENTS

This Agreement prevails to the extent of any inconsistency that occurs between this Agreement and the Health and Human Services Award, the Allied Health Professionals Public Sector Union Wages Agreement No. 2 of 2022 or any registered Agreement with the Minister administering the *State Service Act 2000*.

### 7 LEAVE RESERVE MATTERS

7.1 Leave is reserved for the following matters to be reviewed during the life of this Agreement:

- 7.1.1 Development of a pathway into Child Safety workforce – University Students.
- 7.1.2 It is the intent of the parties to negotiate a specific standalone new Child Safety Agreement as part of the Keeping Children Safe Portfolio, that includes a classification structure and specific terms and conditions for all employees within the Child Safety Service. This will include current Health Service Officers (HSO's) assigned the duties of Support Worker, working in the Child Safety Service, with a joint union and employer working group to be formed within 1 month of registration of this Agreement.

### 8 CHILD SAFETY PAYMENT

8.1 During the period of operation of this Agreement employees covered by this Agreement and classified at AHP Level 1 to AHP Level 3 (including AHP Level 3 PUG) will be paid a Child Safety Payment of up to \$5200 (pro rata) paid fortnightly in instalments. This payment is to





support the challenges currently facing the workforce in the Keeping Children Safe Portfolio in DECYP to ensure improved outcomes for children and families.

- 8.2 The first fortnightly instalment of the Child Safety Payment for those employed at the time of registration of this agreement, will be paid from the first full pay period commencing on or after (ffppcooa) the date of registration of the Agreement.
- 8.3 During the life of this Agreement employees employed after the date of registration and classified at AHP 1 to AHP 3 (including AHP Level 3 PUG) will be paid a proportion of the total Child Safety Payment of \$5200, based on the commencement date of their employment, paid fortnightly in instalments from the ffppcooa the date of commencement of their employment until the last full pay period prior to the expiry date of the agreement.
- 8.4 Employees only receive the fortnightly instalments of the Child Safety Payment for the period for which they are employed.
- 8.5 The Child Safety Payment is not cumulative and any unpaid amounts do not get paid out on cessation of employment.
- 8.6 All Child Safety Payments will cease at the last full pay period prior to 30 June 2025.
- 8.7 The Child Safety Payment is not an allowance and does not attract the wage related allowance adjustment mechanism.

Note: By way of example, if the Child Safety payment is paid over 32 fortnights during the life of the Agreement (March 24 to June 25), the fortnightly instalments would be approximately \$162.50 per fortnight of employment.

If an employee commences after the date of registration and is employed for 16 fortnights over the life of the Agreement, they will still receive fortnightly instalments of approximately \$162.50, however the total amount of Child Safety payment received will be \$2600. (a lesser proportion of \$5200)

## 9 APPOINTMENT LEVELS

- 9.1 Recognition of Masters Qualification
  - 9.1.1 The minimum salary on appointment for an AHP with a Masters qualification (i.e. Social Work) is Level 1, Year 4.
  - 9.1.2 Relevant experience will also be recognised, on initial appointment.
    - (i) 'Relevant experience' means case management/casework practice within a child safety or similar context or experience within the broader human/family services sector in particular child/maternal health, mental health, drug and alcohol, community health or youth health.
- 9.2 Review of Classification of existing Allied Health Professionals.
  - 9.2.1 The employer commits to undertake a review of the classification level of existing Child Safety and Advice and Referral Line Officers (who are employed at the time of registration), to ensure their qualifications, knowledge and experience is reflected in their classification level.



- 9.2.2 The review will be based on the 'recognition of relevant experience' and 'recognition of masters qualification' clauses.
- 9.2.3 The review will apply to Allied Health Professionals who were employed at the date of registration of the Agreement and:
- (i) Have relevant work experience that was not previously recognised; and
  - (ii) Have satisfactory performance in the previous 12 months.
- 9.2.4 The review period will be open for a 3 month period. An employee will be able to express interest in being assessed, with the employee being able to submit evidence and demonstrate that previous experience or their masters qualification have not been appropriately recognised in their current classification level.
- 9.2.5 The review will be concluded within 6 months of the commencement date of the Agreement.
- 9.2.6 If the review results in a higher salary point, the new salary point will take effect from the ffpcooa registration of the Agreement.

## 10 COMPETENCY PROGRESSION BARRIER (AHP LEVEL 1-2)

### 10.1 Competency Progression

- 10.1.1 An Allied Health Professional may, after reaching the classification Level 1, Year 6, apply to their manager for personal progression to Level 2, Year 1.
- 10.1.2 The application must address the criteria as stipulated in Clause 10.3.
- 10.1.3 The application will be a written application in a form approved by the Employer (as varied from time to time). Both the Practice Leader and Senior Development Practice Advisor are to assess the application. If the Allied Health Professional demonstrates they meet the requirements as stipulated in Clause 10.3, they will be progressed to Level 2, Year 1 on their next anniversary date.
- 10.1.4 An Allied Health Professional who is unsuccessful for competency progression may re-apply prior to their next anniversary date.

### 10.2 Accelerated Competency Progression

- 10.2.1 An Allied Health Professional may, after reaching Level 1, Year 5, apply to their Manager for accelerated progression to the classification of Level 2, Year 1.
- 10.2.2 The application must address the criteria as stipulated in Clause 10.3.
- 10.2.3 The application must be supported in writing by a Senior Allied Health Professional.
- 10.2.4 The application must be submitted before the employee increments to Level 1, Year 6 but may be assessed after the employee has incremented to Level 1, Year 6.





10.2.5 The application will be a written application in a form approved by the Employer (as varied from time to time). Both the Practice Leader and Senior Development Practice Advisor are to assess the application. If the Allied Health Professional demonstrates they meet the requirements as stipulated in Clause 10.3, they will be progressed to Level 2, Year 1 with effect from the date of their application.

### 10.3 Competency Progression Criteria

10.3.1 The Allied Health Professional must demonstrate the ability to undertake routine professional work under routine supervision and direction.

10.3.2 The Allied Health Professional must also demonstrate the ability to fulfill at least three of the following criteria:

- (i) Demonstrates ability to work with children, families, colleagues and stakeholders consistent with contemporary child safety best practice under close supervision. For example, consistent use of signs of safety, care team approach and family led decision making.
- (ii) Demonstrates ability or capacity to mentor and support the practice of less experienced AHPs, students or other members of the team, including undertaking reflective group practice supervision.
- (iii) Active participation in practice or quality improvement activities, including team based practice improvement activities, representations at working groups, contribution to policy review and representing the agency/teams at consultation forums.
- (iv) Demonstrates ability to initiate and participate in ongoing professional development through a PDA and satisfactory completion of goals.
- (v) Demonstrated ability to actively contribute and participate in the profession of Child Safety within the team or service, by participating in working groups, consultation and providing feedback on areas for practice development or improvement e.g. feedback on policies, procedure, practice advice or being involved in consultation on projects or other professional activities related to Child Safety.
- (vi) Demonstrated expertise in an area relevant to Child Safety and Wellbeing and a willingness to share with others in the team. For example, expertise in childhood development, trauma, disability systems, culturally safe practice or Signs of Safety assessments.
- (vii) Completion of a relevant graduate certificate (or higher qualification) or relevant and formally recognised profession specific learning pathway equivalent to a graduate certificate.



## 11 AHP LEVEL 2-3 PERSONAL PROGRESSION PATHWAY

A Personal Progression Pathway to AHP Level 3 is available to employees as set out in Schedule 1 of this Agreement.

## 12 AHP LEVEL 3 PERSONAL UPGRADE SCHEME

A Personal Upgrade Scheme is available to eligible employees classified at AHP level 3 and as set out in Schedule 2 of this Agreement.

## 13 WORKLOAD (CASE) MANAGEMENT

13.1 The parties acknowledge that workload management in a Child Safety context is complex and can be influenced by a range of factors, including but not limited to:

- (i) the range of needs that children and families have;
- (ii) these needs can escalate quickly;
- (iii) the availability of services in the community to support children and families;
- (iv) the experience of staff that impacts their level of skill, confidence and capability;
- (v) fluctuations in demand; and
- (vi) a shared commitment to the provision of flexible and supportive work arrangements for staff in this environment.

13.2 During the period of operation of the Agreement, the parties commit to:

13.2.1 developing a new workforce planning and resource allocation model which is based on an average ratio of cases or children per full time equivalent (FTE) worked. This may not apply to all teams, and in some Child Safety teams, this may be a total number of cases or children allocated to the whole team;

13.2.2 once developed, the employer commits to:

- (i) staffing teams in each region based on this model;
- (ii) developing a customised workforce planning report and/or dashboard, which reflects the average workload allocated per available FTE worked; and
- (iii) developing a tool to monitor service demand and staffing via the report/dashboard, to provide real time information on the number of staff in each team, alongside the number of allocated cases and the number awaiting allocation.

13.2.3 This information will also enable managers and supervisors to monitor the workload within their teams and regions, and where demand exceeds capacity, escalate a response in accordance with clauses 13.2.6 and 13.2.7 below.





- 13.2.4 It is acknowledged that other teams in Children and Families have different service delivery models or levels, and any member of those teams is able to raise workload concerns with their manager.
- 13.2.5 At any time, an employee is encouraged to have a discussion with their supervisor or manager to ensure the employee can undertake their duties within the usual working day or week. This discussion can be informed but not determined by the workload allocated to the employee compared with the average that may be allocated across the team.
- Matters to be discussed can include, but are not limited to, the following matters:
- (i) how their workload can be managed within existing capacity;
  - (ii) having a greater focus on the delivery of essential core services;
  - (iii) making a reduction in non-essential services;
  - (iv) any additional supports as may be agreed between the employee and their line manager.
- 13.2.6 Where the average workload allocated per full time equivalent (FTE) worked exceeds thresholds established in any existing workforce planning and resource allocation model, and where that average workload has been established in those models in any particular region, supervisors will work collaboratively in the best interests of children to manage the workload across the teams, or in consultation with their manager, identify and implement additional or customised responses at the local and/or regional level to support the team. All decisions will be made in the best interests of children.
- 13.2.7 Where increased demand cannot be met and cannot be reasonably resolved through standard or customised responses at the local or regional level, issues should be escalated to the relevant Director for consideration of a coordinated system response at the regional or statewide level.
- 13.2.8 Clauses 13.2.6 and 13.2.7 above reflect 'Children and Families' current procedure on escalating workload matters – Responding to Service Delivery Risks. During the period of operation of the agreement the parties will jointly review this procedure, and develop an accompanying escalation matrix, based on the ratios established in the new workforce planning and resource allocation model.

## 14 GRIEVANCE AND DISPUTE SETTLING PROCEDURES

- 14.1 The parties are committed to avoiding industrial disputation about the application of this Agreement.
- 14.2 If a grievance or dispute arise about the application of this Agreement:
- (i) In the first instance, it is to be dealt with at the workplace by appropriate employer and employee representatives;





- (ii) In circumstances where discussions at that level fail to resolve the grievance or dispute, the issue will be referred to appropriate union and management representatives; and
- (iii) If still unresolved, the matter will be referred to the Tasmanian Industrial Commission.

14.3 Where a grievance or dispute is being dealt with under this process, normal work will continue.

14.4 This grievance and dispute procedure does not take away an employee's rights to seek redress of a grievance either under the *State Service Act 2000* or the *Industrial Relations Act 1984*, or any other relevant legislation.

## 15 NO EXTRA CLAIMS

15.1 Excluding matters for which specific leave has been reserved within this Agreement, the parties to this Agreement undertake that, for the life of this Agreement, they will not make any additional claims relating to any matters other than consistent with this Agreement.



16 SIGNATORIES

SIGNED FOR AND ON BEHALF OF

The Minister administering the *State Service Act 2000*

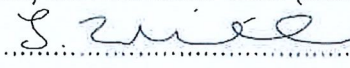
Signed: 

Name: Jane Fitton

Date: 21.2.24

SIGNED FOR AND ON BEHALF OF

Community and Public Sector Union (State Public Services Federation Tasmania) Inc.

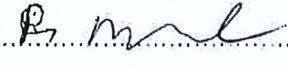
Signed: 

Name: Thirza White

Date: 21.2.24

SIGNED FOR AND ON BEHALF OF

Health Services Union, Tasmania Branch

Signed: 

Name: Robbie Moore

Date: 19/02/24



## SCHEDULE 1 – AHP LEVEL 2-3 PERSONAL PROGRESSION PATHWAY

Applications can be made at any time subject to the employee meeting the eligibility criteria.

### Eligibility

To be eligible for the Personal Progression Pathway an AHP must meet the following criteria:

- i. Reach the classification AHP level 2 year 4 and apply to their manager for personal progression to AHP level 3 year 2;
- ii. Be permanently appointed at the Allied Health Professional Level 2 classification; and
- iii. Have had their conduct and performance assessed as satisfactory.

A person who applies for the Personal Progression Pathway via a recruitment process for permanent AHP Level 1-2 duties, must demonstrate a level of employment experience equivalent to that of AHP Level 2 Year 4.

### Assessment Criteria

The assessment criteria consists of two parts: mandatory and elective criteria. An application for personal progression must address two mandatory criteria and at least two elective criteria.

#### Mandatory Criteria

The mandatory criteria are:

1. Consistent high-level performance with demonstrated capability in managing complex cases working with children, families, colleagues and stakeholders, utilising contemporary child safety best practice, with considerable independence and limited supervision and direction.
2. Demonstrated clinical/professional leadership skills as evidenced by capability to supervise and mentor lower classified staff and students and coordinate activities that could be related to education and training, research, quality improvement, projects and/or policy.

#### Elective Criteria

The elective criteria are:

1. Satisfactory completion of a relevant Graduate Certificate (or higher post graduate qualification). Post graduate qualifications must be an additional post graduate qualification and cannot be an employee's entry to practice qualification (including honours degrees, graduate entry masters or professional doctorates)
2. Satisfactory completion of a relevant formal post-entry level education and training program that is recognised by the profession or sector. This must be in addition to an employee's entry to practice qualification and/or professional accreditation.
3. Recognition as a resource person within the team, function and/or program as evidenced by contribution to developing the knowledge base of others through the development of resources to





support practice (i.e. policies, procedures, practice guidelines etc) and informal/internal professional development/training activities, in service presentations etc.

4. Recognition as a resource person in service delivery, consultation and education for external clients as evidenced by contributions to the training of and dissemination of information to these clients regarding policies, procedures and complex information
5. Demonstrated contribution to the profession, department or service, at an Agency state or national level, such as through active involvement in professional association(s), working parties, committees, boards and/or conference convening.

### **Assessment**

On receipt of an application, a panel, consisting of the manager and an AHP level 3 (or higher), will assess the application and make a recommendation to the delegate. The AHP level 3 panel member may be from the same or a related profession and may be external to the Agency.

The manager must obtain at least one referee report in relation to the employee's application. If the application refers to evidence outside the workplace (i.e. activities associated with a professional association), a second external referee report should be obtained.

Where an Allied Health Professional demonstrates they meet the mandatory and elective criteria, they will receive a personal classification as an AHP level 3 and commence on AHP level 3 year 2 from the first full pay period commencing on or after the date the applicant submitted their finalised application to their manager. This date will become the applicant's anniversary date for future salary progressions.

Successful applicants will receive a personal classification to AHP level 3 and will be provided with an AHP level 3 Statement of Duties to ensure transparency regarding expectations of performance and responsibilities.

Performance and Development Plans will be undertaken in the context of the individuals AHP level 3 Statement of Duties.

Where an Allied Health Professional is assessed as not meeting the mandatory and/or elective criteria the manager is to provide feedback on the application and the reasons for the decision. Note that operational budgetary constraints are not a reason for not approving an application for AHP Level 2 progression pathway.

### **Personal Progression on Appointment**

The AHP Level 2 Personal Progression Pathway may apply when AHPI -2 duties are recruited to on a permanent basis, provided that the selection process has assessed the candidate's performance and capability against the AHP Level 2 personal progression criteria as part of the recruitment process and this is appropriately documented in the selection report.

Supplementary information and documentation as part of the application and selection process will be required to ensure that application of the AHP Level 2 personal progression pathway via a recruitment process is undertaken at the same level as required by existing employees.



## SCHEDULE 2 – AHP LEVEL 3 PERSONAL UPGRADE SCHEME

### Scheme Objectives and Overview

The objectives of the scheme are:

- To recognise advanced skills, clinical/professional leadership and contribution to the profession, service and relevant agency,
- To assist in the retention of experienced Allied Health Professionals, and
- To provide a mechanism to encourage employees to undertake desirable training to update skills, knowledge and practice in areas aligned to organisational priorities.

The Scheme aims to recognise and reward the efforts of eligible AHP Level 3 employees that have achieved excellence in allied health professional skills and competence through study, research and/or skill acquisition relevant to their profession and service, through a process of salary advancement.

The scheme envisages necessarily high standards to ensure the integrity and recognition of only those Allied Health Professionals who are truly performing at a level of outstanding achievement and professional excellence.

In the context of the Scheme, assessment of outstanding achievement and professional excellence is based on two fundamental concepts:

- The extent of the contribution the employee has made to their service, profession and relevant Agency through clinical practice, leadership, education and /or research, and
- The extent to which the employee has contributed to the relevant Agency's business and / or strategic plans and priorities.

The contribution of the employee to their service, profession and relevant Agency can be demonstrated through:

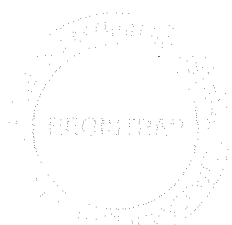
- Professional leadership and specialist or generalist knowledge, skills and experience, as applied in their workplace,
- Further clinical study through possession of relevant qualifications, research and publications, and/or
- Teaching and development of others in the workplace

Permanently appointed eligible AHP Level 3 employees (either full or part time) must demonstrate to the assessment panel that they performing at a level consistent with the assessment criteria on an ongoing basis.

### Eligibility

Applicants eligible for personal-up-grade assessment must:

- Be permanently appointed at the Allied Health Professional Level 3, and
- Not be subject to a review resulting from a negative performance management process, and



- Have served a minimum of 12 months at AHP Level 3 year 3 or higher, or
- Have worked for 3 years either in Tasmania or in another jurisdiction at an equivalent level.

### **Assessment Criteria**

Applicants must interpret each criterion in relation to their own achievements within the ambit of their particular position within the Agency, with reference to the Applicant's Statement of Duties.

Applicants must provide primary examples from within the last five years to demonstrate how they meet each criterion, list achievements and outcomes and provide evidence to support claims against each criterion.

Assessment criteria are in two parts: Part 1 and Part 2. Part 1 comprises two mandatory criteria that every Applicant must address. Part 2 comprises a suite of elective criteria grouped under 4 categories. Applicants must address at least two of the elective criteria.

### **Mandatory Criteria**

The mandatory criteria are:

1. Demonstrated ability to impart to others the knowledge and skills arising from outstanding achievements in a specialist or generalist field relevant to Child Safety and Wellbeing, whether the knowledge and skills arose from higher learning academic achievements or field experience.
2. Demonstrated outstanding achievement and excellence in leadership, including leading change through forums and other opportunities to contribute to and promote significant service changes and improvements.
3. Understanding of, and skills/experience in, contemporary human service organisations including people management, workflow, allocation of workload, and strategic/innovative approaches to managing the resource demands service delivery.

### **Elective Criteria**

The elective criteria are:

1. Ability to engage with the latest research, service/case reviews and similar and consequently leading staff in influencing good practice at a local level.
2. Application of extended study/qualification and professional development into practice
3. Understanding or preferred methods of learning and receiving education, and application of different teaching and learning methodologies in the workplace in supporting other team members.
4. Understanding of practice or leadership frameworks and how individual practice/leadership styles impact practice with children, families, colleagues, stakeholders and workplace culture or; demonstrated positive changes to practice including but not limited to developing new processes, developing new resource materials or other improvements to practice.

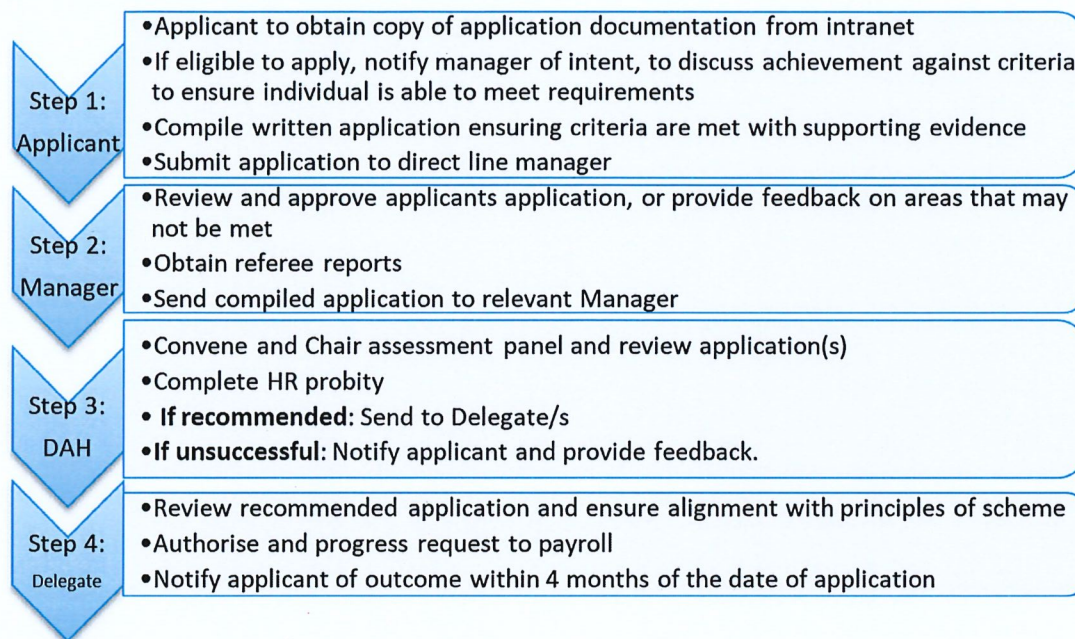
### Application Process





Applications can be made at any time once the applicant meets the eligibility criteria. The application process is summarised in Figure 1, full details of application process are detailed in the AHP Level 3 Personal Upgrade Scheme Guidelines.

Figure 1 | AHP Level 3 Personal Upgrade Scheme Process



#### Assessment process

##### Assessment panels

The relevant Agency delegate will convene the assessment panel and include an allied health manager and representative from the relevant profession as stipulated in the AHP Level 3 Personal Upgrade Scheme Guidelines.

The Assessment Panel will be looking for **evidence of performance** within the current workplace, and sustained achievements on an ongoing basis. Primary examples of achievement should be from within the last 5 years. Applicants need to provide evidence of their achievements and outcomes and these must be validated by their manager. An application must be completed in full as outlined in the AHP Level 3 Personal Upgrade Scheme Guidelines.

##### Approval

The panel will make a **recommendation**, to the delegate.

The AHP Level 3 Personal Upgrade will take effect from the date of receipt of application.

Each applicant will be notified in writing of the outcome of the process, and is entitled to receive a brief written **feedback** summary from the Assessment Panel. Other than the summary, no further feedback process will occur.



Unsuccessful applicants must wait twelve months from the date of submission of the previous application before reapplying to the scheme, and may make application to the Tasmanian Industrial Commission for a review of action under section 50 of the State Service Act 2000.

#### Successful Candidates

Successful Applicants without post graduate qualifications will be advanced to AHP Level 3 PUG 1 (without PG Qual) pay point. No further increments will be available to an employee advanced to this level under the scheme unless the employee gains a post graduate qualification in which instance the employee would advance to AHP 3 PUG 2 (PUGS with PG Qual).

Successful applicants with relevant post graduate qualifications will be advanced to AHP Level 3 PUG 2 (PUGS with PG Qual) pay point and will increment to AHP Level 3 PUG 3 (PUGS with PG Qual) after 12 months. No further increments will be available to an employee advanced to this level under the scheme.

If an Applicant is successful in being appointed to another higher level AHP position on a substantive basis, normal incremental progression will apply and the PUG concludes.

Successful candidates must maintain performance to the level demonstrated in their application through their annual Performance Development Plan. An awarded Personal Upgrade must be reassessed when an employee varies their duties or moves to another role to determine if their skills and attributes affording the upgrade remain applicable.

