



Classifications for the:

# Aboriginal Communities and Organisations Award

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## How can we help?

- Pay rates
- Leave entitlements
- Long service leave
- Employment arrangements
- Record keeping obligations



### Level 1

#### Characteristics of this level

Employees at Level 1 will need to undertake induction and training. This may include information on the industry, organisation, conditions of employment, career path opportunities, planning and layout of work, procedures, occupational health and safety and equal opportunity.

#### Job requirements

- Level 1 is the base level of the classification structure. Employees at Level 1 do not require any previous work experience.
- Employees at Level 1 will be required to work towards completing structured, accredited on-the-job and/or off-the-job training, including safety training. Alternatively, they may be required to already possess appropriate and relevant experience in some or all of the following areas, which are indicative of the skills required at Level 1:
  - Basic oral and written literacy and numeracy skills.
  - Developing basic interpersonal skills.
  - Plant operation skills.
  - Use of hand tools and minor plant.
  - Operator skill or experience in the low to medium range.
  - Operation of single-function equipment.
  - Operator machine maintenance and set up which is of low to medium complexity.
  - Basic dimensional control on works other than those that are pre-set by plant.
- Examples of work that falls within Level 1 are:
  - Loader (yard) (borrow pit), chipper, roller (base course), cherrypicker (unconfined working space), tractors and mounted equipment.
  - Drivers of vehicles up to two axles.
  - Using measuring instruments and tools.
  - Basic horticultural and nursery work including gardening, tree pruning, potting, planting and other duties.
  - Store work, including inventory and store control.
  - Licensed operation of appropriate materials and handling equipment.
  - Basic keyboard skills and computer operation.
  - Preparing concrete, bitumen and pipe laying to line and grade from plans, drawings and instructions, including form work, levelling, screed, rendering and finishing.
  - Employees at Level 1 will have a sound knowledge of the organisation's safety policy requirements as they relate to the job being undertaken.
- Employees at Level 1 may also:
  - Undertake routine activities of a clerical or support nature.
  - Undertake basic operation of keyboard equipment including data input and word processing at a basic level.
  - Provide routine information including general reception and telephonist duties.
  - Undertake routine office duties which involve filing, recording, checking and batching of accounts, invoices, orders, store requisitions and maintenance of an existing records system.

#### Responsibilities

Employees:

- Will contribute to the operational objectives of their work area.
- Will work under supervision, either individually or in a team environment, on a range of projects.
- Are responsible for the quality and completion of their own work, subject to direction.
- Are responsible for materials, tools, equipment, vehicles, and plant in their use.
- Are responsible for quality control and quality assurance procedures, including recognising quality deviations / faults.

## **Organisational relationships**

- Employees at Level 1 work under direct supervision. Their work outcomes are closely monitored.
- Problems at this level are generally of a routine nature. An employee's freedom to act is limited by work practices relevant to the area and by specific instructions.
- Problems are of limited difficulty and assistance is readily available.
- Employees at Level 1 are required to make technical and operational decisions relating to their own safety and to the work and safety of other employees, clients and the public.
- There is no scope for interpretation at Level 1.

## **Level 2**

### **Characteristics of this level**

- Employees at Level 2 work under close direction and undertake routine activities that require the practical application of basic skills and techniques.
- Employees at Level 2 perform clearly defined activities with outcomes that are readily attainable and clearly defined. The duties of employees at Level 2 will be closely monitored, with instruction and assistance being readily available.
- Freedom to act is limited by standards and procedures. However, with experience, employees at this level may have sufficient freedom to exercise judgement in the planning of their own work within those confines.
- Level 2 positions will initially require extensive on the job training, including familiarisation with the goals and objectives of the work section.
- Level 2 employees will be responsible for the timeliness of their work. They will be required to use basic numeracy, written and verbal communication skills.
- Supervision of other staff is not a feature at Level 2.

### **Job requirements**

- Formal qualifications may not be required at Level 2.
- Some or all of the following skills, knowledge, experience, qualifications and training are needed to perform work at Level 2:
  - A developing knowledge of the section / department's function, operation and the technical requirements of the job to be undertaken.
  - An adequate knowledge of work practices and policies in the relevant work area.
  - A basic knowledge of procedures and equipment that are relevant to the work area.
  - Basic numeracy, written and verbal communication skills that are relevant to the work area.
- No formal qualifications required.  
OR
- An appropriate trade certificate, which is relevant to the work area.  
OR
- Appropriate and relevant equivalent experience together with a developed, sound knowledge of the technical requirements of the job to be undertaken. This may include some or all of the following:
  - Horticulture and nursery techniques, including turf preparation and management.
  - Reticulation systems.
  - Basic materials, equipment and cost estimating and recording.
  - Basic to medium operator skill, operator machine maintenance and set-up complexity.
- Employers are expected to offer continued on-the-job training to employees at this level.
- It is desirable that employees at Level 2 undertake study for an appropriate certificate or that they undertake either internal or external training such as leadership skills training.

### **Responsibilities**

- Employees at Level 2 will contribute to the operational objectives of their work area. A position at this level may include some of the following inputs or those of a similar value:
  - Undertaking routine activities of a support nature.
  - Undertaking straightforward operation of equipment, which is relevant to the organisation or section.

- Exercising trade skills using various materials and/or specialised techniques.
- Providing routine information to other sections and to the public.
- Applying established practices and procedures, including those of a technical nature.
- Performing elementary tasks within a community service program which require knowledge of established work practices and procedures that are relevant to the work area.
- Preparing cash payment summaries, banking reports and bank statements.
- Operating a computer and/or programs and peripheral equipment and initiating corrective action.
- Operating a word processor and/or other business software where the employee is conversant with and proficient in the use of those systems.
- Operating a desktop publisher.
- Posting journals to ledger, etc.
- Providing secretarial support which requires sound judgement, initiative, confidentiality and sensitivity.
- Applying purchasing and inventory control methods.
- Providing more than routine information.
- Receiving and accounting for monies and providing assistance to clients.
- Calculating and maintaining wage and salary records.
- Assisting with administrative functions.

#### **Organisational relationships**

- Employees at Level 2 work under direct supervision.
- The extent of the authority for a Level 2 employee includes
  - Work outcomes are regularly monitored.
  - Freedom to act is limited by standards and procedures.
  - Solutions to problems can be found in established procedures and instructions. Assistance is readily available.

### **Level 3**

#### **Characteristics of this level**

- Employees at Level 3 work under regular direction within clearly defined guidelines. They undertake a range of activities that require the application of acquired skills and knowledge.
- Employees at Level 3 perform functions that are defined by established routines, methods, standards and procedures, with limited scope to exercise initiative in applying work practices and procedures. Assistance will be readily available. Employees may be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the organisation. In addition, employees may be required to assist senior officers with specific projects.
- Employees at Level 3 will be expected to have an understanding of work procedures that are relevant to their work area. They may provide assistance about established procedures to lower-classified employees. In addition, employees at this level may be required to assist in establishing procedures to meet the objectives of a minor function.
- Employees at Level 3 will be responsible for managing time and for planning and organising their own work. They may be required to oversee and/or guide the work of a limited number of lower-classified employees.
- Employees at Level 3 could be required to resolve minor work procedural issues in the relevant work area, within established constraints.
- Graduates who have a relevant three-year degree and who are required to undertake work related to that qualification will be appointed to Level 3, third year.

#### **Job requirements**

- Formal qualifications may not be required at Level 3.
- Some or all of the following skills, knowledge, experience, qualifications and training are needed to perform work at Level 3:
  - Developing skills in oral, written and interpersonal communication with clients and other members of the public.

- Knowledge of established work practices and procedures that are relevant to the work area.
- Knowledge of the policies, regulations and statutory requirements relating to the work area.
- An understanding of clear but complex rules.
- Application of techniques that are relevant to the work area.
- No formal qualifications required.  
OR
- An appropriate post-trade certificate that is relevant to the work area.  
OR
- Level 3 is the entry point for employees who have a three-year degree, an Associate Diploma or an appropriate certificate without experience.  
OR
- An equivalent level of expertise and experience to undertake the range of activities required, which has been attained through previous appointments or service.  
OR
- Appropriate on-the-job training and relevant experience.

### **Responsibilities**

- Employees at Level 3 contribute to the operational objectives of their work area. A position at Level 3 may include some of the following inputs or those of a similar value:
  - Undertaking a range of activities that require the application of established work procedures. Employees may exercise limited initiative and/or judgement within clearly established procedures and/or guidelines.
  - Achieving outcomes that are clearly defined.
  - Operating general workplace equipment and initiating corrective action at an elementary level.
  - Operating and being conversant with relevant workplace equipment. Employees at this level will utilise the functions of those systems and will be proficient in their use.
  - Providing support that requires the exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of work.
  - Performing tasks of a sensitive nature including the provision of more than routine information, receiving and accounting for monies and providing assistance to clients.
  - Providing para-professional support to qualified officers.
  - Overseeing the work of unqualified staff and/or taking charge of a minor function within the organisation.
  - Undertaking routine inspection duties which involve the enforcement of general by-laws or regulations.
  - Assisting senior officers with special projects.
  - Exercising operational responsibility for a single-purpose complex.
  - Performing tasks which require knowledge of established work practices and procedures that are relevant to the work area.
- Where the employee's prime responsibility is to supervise outside employees, positions at Level 3 may include some of the following inputs or those of a similar value:
  - Planning and coordinating the activities of employees within a single works function of the organisation.
  - Supervising the day-to-day operation of a minor works project.
  - Being responsible for a minor works project or programme.
- Where the employee's prime responsibility lies in a technical field, positions at Level 3 may include some of the following inputs or those of a similar value:
  - Applying established practices and procedures in conducting a range of technical activities, including in the fields of construction, engineering, surveying and horticulture.
  - Being responsible for a minor project.

### **Organisational relationships**

- Where relevant, employees at Level 3 will supervise minor works programmes or projects.
- Employees at Level 3 work under regular supervision.
- Employees at Level 3 will oversee and guide a limited number of lower-classified employees.

- The extent of the authority for a Level 3 employee includes:
  - Work outcomes are monitored.
  - Employees have freedom to act within established guidelines.
  - Solutions to problems may require the exercise of limited judgement. Guidance will be found in procedures, precedents and guidelines. Assistance will be available when problems occur.

## Level 4

### Characteristics of this level

- Employees at Level 4 work under general direction. They will apply procedures, methods and guidelines that are well established.
- Graduates initially appointed to this level will be under the direct supervision of a senior employee.
- Employees at Level 4 will solve problems of limited difficulty using knowledge, judgement and work organisational skills that they have acquired through qualifications and/or previous work experience. Assistance is available from senior officers. Employees may receive instruction on the broader aspects of the work. Employees at Level 4 may also provide assistance to lower-classified employees.
- Level 4 positions allow employees scope for exercising initiative in the application of established work procedures.
- Level 4 employees may be required to supervise. Employees with supervisory responsibilities may undertake some complex operational work. They may also undertake planning and coordination of activities within the work area.
- Level 4 employees will be responsible for managing and planning their own work and that of subordinate staff. They may be required to deal with formal disciplinary issues within the work area.
- Supervisors should have a basic knowledge of human resource management principles and they should be able to assist subordinate staff with on-the-job training.
- Graduates who have a relevant four-year degree and who are required to undertake work related to that qualification will be appointed to Level 4.
- It is desirable that employees who have a three-year degree will progress to Level 4 after completing 12 months service at the top of Level 3, after obtaining relevant experience and a satisfactory degree of competence.
- Employees with certificate qualifications that are relevant to the work area may be promoted to Level 4 once they have obtained relevant satisfactory service and are required to undertake work related to the responsibilities under Level 4.

### Job requirements

- Some or all of the following skills, knowledge, experience, qualifications and training are needed to perform work at Level 4:
  - A thorough knowledge of the work activities performed within the work area.
  - A sound knowledge of procedural / operational methods for the work area.
  - A working knowledge of statutory requirements that are relevant to the work area.
  - The ability to apply computing concepts.
- Employees may be required to utilise professional, specialised or technical knowledge.
- Level 4 is the entry level for employees who have a four-year degree in the relevant discipline.  
OR
- Level 4 is the entry level for employees who have a three-year degree plus a Graduate Diploma in the relevant discipline.  
OR
- Level 4 is the appropriate level for employees who have an Associate Diploma in the relevant discipline plus relevant experience.  
OR
- Level 4 is the appropriate level for employees who have a three-year degree in the relevant discipline plus one year of relevant professional experience.  
OR



- Level 4 is the appropriate level for employees who have an appropriate certificate with relevant experience.  
OR
- Level 4 is the appropriate level for employees who, through previous appointments, service and/or study, have attained an equivalent level of expertise and experience to undertake the range of activities required.

### **Responsibilities**

- Employees at Level 4 contribute to the operational objectives of the work area. A position at this level may include some of the following inputs or those of a similar value:
  - Undertaking responsibility for various activities in a specialised area and/or components of the works programme.
  - Exercising responsibility for a function within the work area.
  - Assisting in a range of functions and/or contributing to the interpretation of matters for which there are no clearly established practices and procedures. This type of activity would not be the sole responsibility of a Level 4 employee.
  - Supervising the work of other para-professional staff.
  - Regularly undertaking general inspections to enforce compliance with various Acts, regulations, by-laws and policies.
  - Advising landholders, local authorities and government employees on eradication / control techniques and measures and informing them of their obligations under relevant legislation.
  - Providing advice on requirements for compliance with relevant Acts, codes, regulations, standards, by-laws and organisational policies.
  - Undertaking inspections.
  - Undertaking minor development assessment duties.
  - Exercising operational responsibility for a multi-purpose complex.
  - Coordinating elementary community service programmes or a single programme at a more complex level.
  - Planning and coordinating elementary community-based projects or programmes.
  - Performing moderately complex functions including social planning, demographic analysis, survey design and analysis.
  - Providing support which requires a high degree of judgement, initiative, confidentiality and sensitivity in the performance of work.
  - Proficiently operating equipment to enable modification, correction and/or identification of operational problems.
- Where the employee's prime responsibility lies in a professional field, employees at Level 4 will do at least some of the following:
  - Undertaking some minor phase of a broad or more complex assignment.
  - Providing assistance to senior officers.
  - Performing duties of a specialised nature.
- Where the employee's prime responsibility is to supervise the work of outside employees, that supervision may extend to several elements of the work, including:
  - Planning and coordinating minor works.
  - Exercising responsibility for a number of minor works and determining objectives for the functions under their control.
- Where the employee's prime responsibility lies in a technical field, employees at Level 4 will:
  - Perform moderately complex functions in various fields including construction, engineering surveying and horticulture.
  - Assist and review work done by subordinate employees.

### **Organisational relationships**

- Graduates will work under direct supervision.
- Other employees will work under general supervision.
- Level 4 employees may supervise other employees.
- Level 4 employees operate as a member of a professional team.

- The extent of the authority for a Level 4 employee includes:
  - Employees may set outcomes or objectives for specific projects.
  - Graduates will receive instructions on the broader aspects of their work.
  - Employees have freedom to act within defined, established practices.
  - Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

## Level 5

### Characteristics of this level

- Employees at Level 5 work under general direction in functions that require the application of skills and knowledge that are appropriate to the work. Guidelines and work procedures are generally established.
- Employees at Level 5 will be required to apply knowledge and skills that have been gained through qualifications and/or previous experience in the discipline. Employees will be expected to contribute knowledge towards establishing procedures in the appropriate work-related field. Employees at this level may also be required to supervise various functions within a work area or activities of a complex nature.
- Level 5 positions may involve a range of work functions which could contain a substantial component of supervision or require employees to provide specialist expertise or advice in their relevant discipline.
- Work at Level 5 requires a sound knowledge of programme, activity, operational policy or service aspects of the work performed within a function or a number of work areas.
- Level 5 employees require skills in managing time, setting priorities, planning and organising their own work and that of subordinate staff (where supervision is part of the employee's position). Employees will be required to achieve specific objectives in line with the organisation's goals.
- Employees at Level 5 will be expected to set outcomes and to further develop work methods where general work procedures are not defined.

### Job requirements

- Some or all of the following skills, knowledge, experience, qualifications and training are needed to perform work at Level 5:
  - (1) Knowledge of statutory requirements that are relevant to the work area.
  - (2) Knowledge of section procedures, policies and activities.
  - (3) A sound knowledge of the discipline gained through previous experience, training or education.
  - (4) Knowledge of the role of departments, sections and work areas within the organisation and/or service functions.
  - (5) Specialists will require an understanding of the underlying principles in the relevant disciplines.
- A relevant four-year degree with two years of relevant experience, or a three-year degree with three years of relevant experience.  
OR
- An Associate Diploma with relevant experience.  
OR
- Lesser formal qualifications with substantial years of relevant experience.  
OR
- An equivalent level of expertise and experience to undertake the range of activities required, which has been attained through previous appointments, service and/or study.

### Responsibilities

- Employees at Level 5 contribute to the operational objectives of their work area. A position at this level may include some of the following inputs or those of a similar value:
  - Undertaking activities that may require the exercise of judgement and/or the contribution of critical knowledge and skills where procedures are not clearly defined.
  - Exercising responsibility for various functions within the work area.
  - Identifying specific or desired performance outcomes.



- Contributing to the interpretation and administration of matters for which there are no clearly established procedures.
- Providing support of a complex nature to senior officers.
- Ensuring that plans, permits and applications comply with appropriate legislation.
- Managing a multi-purpose complex.
- Undertaking a wide range of activities associated with programme, activity or service delivery.
- Where the employee's prime responsibility lies in a professional field, employees at Level 5 would undertake at least some of the following:
  - Liaising with other professionals at a technical level.
  - Discussing techniques, procedures and/or results with clients on straightforward matters.
  - Leading a team within a discipline-related project and / or a works programme.
  - Providing a reference, research, and/or technical information service including the facility to understand and develop technologically-based systems.
  - Carrying out a variety of activities that require initiative and judgement in the selection and application of established principles, techniques and methods.
  - Performing a range of planning functions and exercising knowledge of statutory and legal requirements.
  - Assisting senior officers with planning and coordinating a community programme of a complex nature.
  - Undertaking duties in the relevant disciplines and utilising knowledge of procedures and statutory requirements that are relevant to the work area.
- Where the employee's prime responsibility is to supervise the work of outside employees, employees at Level 5 will:
  - exercise responsibility for work groups, including the completion of work assignments; standards of work quality and/or compliance with regulations, codes and specifications;
  - assist senior officers with the establishment of work programmes of a complex nature; and
  - be responsible for part of the works programme budget.
- Where the employee's prime responsibility lies in a technical field, employees at Level 5 will:
  - undertake projects which impact on the section, department and/or organisation's programmes; and
  - carry out a variety of activities in the field of technical operation which require initiative and judgement in the selection and application of established principles, techniques and methods.

### **Organisational relationships**

- Employees work under general direction.
- Employees supervise subordinate staff / contractors, or work in a specialised field.
- The extent of the authority for a Level 5 employee includes:
  - Employees are required to set outcomes within defined constraints.
  - Employees provide specialist technical professional advice.
  - Freedom to act is governed by clear objectives and/or budget constraints.
  - Solutions to problems are generally found in precedents, guidelines or instructions.
  - Assistance is usually available.

### **Level 6**

- Employees at Level 6 work under limited direction. They usually manage the operations of an organisational element or undertake a management function or provide administrative, technical or professional support to a particular program or activity, across a range of administrative or operational tasks to achieve a result in line with the goals of the organisation.
- Employees at Level 6 would be expected to set and achieve priorities, monitor workflow and / or manage staffing resources to meet objectives.
- Employees at Level 6 may undertake a management function involving the administration of a program or activity within the organisation. This includes the provision of advice (including technical or professional advice) or undertaking tasks relating to management or administration of a program or activity, service delivery, including project work, policy, technical or professional advising, preparation or coordination of research papers, submissions on policy, technical or professional or

program issues or administrative matters. Liaison with other elements of the organisation, government agencies, State and local authorities and other community organisations may be a feature of work at Level 6.

- Employees at Level 6 may represent the organisation at meetings, conferences and seminars.
- Supervision may involve the exercise of technical or professional skill or judgement or may be for administrative purposes only.

## **Level 7 Management Band A**

### **Characteristics of the level**

- Employees at Level 7 Management Band A work under broad direction. They will:
  - Exercise managerial responsibility for the activities of a department, section or work area and/or operate as a specialist on work of a complex and / or conceptual nature.
  - Be accountable for reviewing department / section performance, developing and implementing procedural changes, and recommending major policy modifications or initiatives within the parameters of any relevant statutes, regulations, professional or industry standards and departmental budgets.
  - Develop departmental aims and objectives and implement appropriate strategies to achieve them within allocated resources. This will require the ability to prioritise and allocate resources in an environment of competitive, conflicting and political pressures. Employees at Level 7 may be responsible for the completion of work projects that commit the organisation to long-term plans.
  - Require communication skills to prepare and/or present complex reports, professional advice or authoritative opinion, funding submissions and correspondence to senior management, the relevant committee of management, community members and groups as well as to external authorities and instrumentalities.
- Employees at Level 7 may be required to lead, motivate and develop a number of professional officers and support staff requiring considerable experience and a sound knowledge of employment relations issues, principles and practices.

### **Job requirements**

- Employees at Level 7 may require an appropriate Degree combined with further professional development qualifications in a specialist field or in management, and/or extensive experience, expertise and competence at a level sufficient to perform the required duties.
- An integral part of progression within Level 7 will be the acquisition and use of skills. These skills will be gained from training course modules and may include the following skill categories if they are appropriate to the duties and responsibilities of the employee's position.
- Relevant and specific skills or knowledge that are related to specific tasks or positions.
- Performance management and development, recruitment / selection / interviewing, staff counselling skills, presentation skills, human resource management, time management, budget development and control, policy development and implementation, risk management and project planning.
- Ongoing professional development.

## **Level 8 Management Band B**

- Employees at Level 8 Management Band B will be required to exercise managerial responsibility over diverse and/or highly specialised functions that have a significant strategic effect over the distribution of the organisation's total resources.
- Employees at Level 8 will be required to meet the classification requirements of Level 7. In addition, they must be able to demonstrate that:
  - additional knowledge and experience is required to undertake the duties of their position; and that
  - the nature and complexity of the decision making and reasoning required for the position is higher than for Level 7;
  - the magnitude of the communication and influence exercised are higher than for Level 7; and
  - the extent to which they are responsible and accountable for the functions that they undertake are higher than for Level 7.

### **Job requirements**

- Employees at Level 8 may require an appropriate Degree combined with further professional development qualifications in a specialist field or in management, and/or extensive experience, expertise and competence at a level sufficient to perform the required duties.
- An integral part of progression within Level 8 is the acquisition and use of skills. These skills will be gained from training course modules and may include the following skill categories if they are appropriate to the duties and responsibilities of the employee's position.
- Relevant and specific skills or knowledge related to specific tasks or positions.
- Performance management and development, recruitment / selection / interviewing, staff counselling skills, presentation skills, human resource management, time management, budget development and control, policy development and implementation, risk management and project planning.
- Ongoing professional development.

### **Level 9 Executive Band A**

- Appointment to Level 9 Executive Band A is at the discretion of the employer.
- Employees at Level 9 must meet the classification requirements of Level 8. In deciding whether employees should be classified at Level 9, an employer must consider the following things:
  - whether additional knowledge and experience are required to undertake the duties of the position;
  - the nature and complexity of the decision making and reasoning required;
  - the magnitude of the communication and influence exercised;
  - the size of the organisation as measured by revenue, number of employees, population, or any other relevant factors; and
  - the extent to which the employee is responsible and accountable for the functions undertaken.

### **Job requirements**

- Employees at Level 9 may require formal tertiary qualifications that are appropriate to the professional needs of the organisation, together with management skill and experience acquired over extensive years in a senior management role.
- An integral part of progression within Level 9 is the acquisition and use of skills. These skills will be gained from training course modules and may include the following skill categories if they are appropriate to the duties and responsibilities of the employee's position:
- Relevant and specific skills or knowledge related to specific tasks or positions.
- Corporate planning and management, advanced financial planning and budget development, advanced negotiation and advocacy skills, human resource management, presentation / media liaison skills, project planning, economic development, and performance management and development.
- Ongoing professional development.

### **Level 10 Executive Band B**

Appointment to Level 10 Executive Band B is at the discretion of the employer.