Animal Care and Veterinary Services Award 2010
Modern Award Code: MA000118

FOR ALL NATIONAL SYSTEM EMPLOYERS

Effective from: 1st July 2010 for all INCORPORATED EMPLOYERS and those located within Victoria, the ACT or NT

Effective from 1st February 2011 for UNINCORPORATED BUSINESSES in NSW, QLD, SA and TAS (except unincorporated businesses in WA)

N.B. The following rates apply only to those employers and employees of businesses covered by the Modern Award. This includes all incorporated employers (generally, Pty Ltd companies) and those located within Victoria, the ACT or NT. From 1st February 2011 unincorporated businesses in NSW, QLD, SA and TAS (except unincorporated businesses in WA) will also be covered by the modern award.

The actual minimum wages for each employee may be different to those listed below. This is because of the application of the transitional provisions contained within Schedule A of the Award. In all cases, we recommend that the wages in this summary be considered in conjunction with the ‘transitional wage calculator’ available from the AVA HR Advisory Service.

Employers should ensure however that they do not reduce an employees take home pay. This means that if you have been paying your employees a rate of pay which is higher than those identified below, this rate must be maintained.

| Practice Managers, Veterinary nurses, Receptionists, Animal attendants and Assistants |
|---------------------------------|-----------------|-----------------|------------------|
| Classification                  | Weekly (38 hour week) | P/time | Casual (25% loading) |
| Introductory Level              | $569.90          | $15.00         | $18.75           |
| Level 1                         | $586.50          | $15.43         | $19.29           |
| Level 2                         | $636.00          | $16.74         | $20.93           |
| Level 3                         | $663.60          | $17.46         | $21.83           |
| Level 4                         | $724.20          | $19.06         | $23.83           |
| Level 5- Practice Manager       | $760.90          | $20.02         | $25.03           |

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# Animal Care Industry Inspectors

<table>
<thead>
<tr>
<th>Classification</th>
<th>Yearly</th>
<th>Weekly (38 hour week)</th>
<th>P/time</th>
<th>Casual (25% loading)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspector Level 1</td>
<td>$40073.00</td>
<td>$770.63</td>
<td>$20.28</td>
<td>$25.35</td>
</tr>
<tr>
<td>Inspector Level 2</td>
<td>$42286.00</td>
<td>$813.19</td>
<td>$21.40</td>
<td>$26.75</td>
</tr>
<tr>
<td>Senior Inspector Level 3</td>
<td>$45676.00</td>
<td>$878.38</td>
<td>$23.11</td>
<td>$28.89</td>
</tr>
</tbody>
</table>

## Juniors

<table>
<thead>
<tr>
<th>Age</th>
<th>% of wage for the appropriate classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 years of age or less</td>
<td>50%</td>
</tr>
<tr>
<td>At 17 years of age</td>
<td>60%</td>
</tr>
<tr>
<td>At 18 years of age</td>
<td>70%</td>
</tr>
<tr>
<td>At 19 years of age</td>
<td>80%</td>
</tr>
<tr>
<td>At 20 years of age</td>
<td>90%</td>
</tr>
</tbody>
</table>

## Allowances

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meal Allowance (Clause 16.2a)</td>
<td>An employee who is: (i) required to work overtime for more than one and a half hours; and (ii) is not notified prior to the completion of work on the previous day that they will be required to work such overtime, must be paid $9.69 for the first meal, and $8.33 for the second meal and each subsequent meal for each period of four hours overtime worked.</td>
<td>$9.69 first meal, $8.33 second meal</td>
</tr>
<tr>
<td>Broken Shift Allowance</td>
<td>Where an employee is required to carry out their ordinary hours of duty in more than one shift, the employee will be paid 1.60% of the standard rate, per shift so worked.</td>
<td>$10.62 per shift</td>
</tr>
<tr>
<td>Higher Duties Allowance</td>
<td>An employee engaged for a day or shift on duties carrying a higher rate than the ordinary classification must be paid the higher rate for such day or shift.</td>
<td>higher rate for day/shift</td>
</tr>
<tr>
<td>First Aid Allowance</td>
<td>Where an employee is a qualified first aid attendant and is appointed by the employer to carry out the duties of such, the employee must be paid an additional amount of 1.96% of the standard rate, per week.</td>
<td>$13.01 per week</td>
</tr>
<tr>
<td>On- Call Allowance</td>
<td>Employees rostered to be on call will receive an additional amount as follows: (i) 2.07% of the standard rate for each 24 hour period or part thereof when the on call period is between rostered shifts of ordinary hours Monday to Friday inclusive. (ii) 3.11% of the standard rate for each 24 hour period or part thereof when the on call period is on a Saturday.</td>
<td>$13.74 per on call period, $20.64 per on call period</td>
</tr>
<tr>
<td>Classification</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Clothing and Laundry Allowance</td>
<td>Where the employer requires a uniform to be worn, the employer must provide an allowance equivalent to the cost thereof and a laundry allowance unless the employer reaches agreement with the employee that the employer will provide and launder such clothing.</td>
<td></td>
</tr>
<tr>
<td>Vehicle/Travel Allowance</td>
<td>An employee required by the employer to use their motor vehicle in the performance of duties must be paid the following amounts:</td>
<td></td>
</tr>
<tr>
<td>District Allowances</td>
<td>An employee in the Northern Territory or Western Australia is entitled to payment of a district allowance in accordance with the terms of a NAPSA or an award made under the Workplace Relations Act 1996.</td>
<td></td>
</tr>
</tbody>
</table>

### Classifications

**Practice managers, Veterinary nurses, Receptionists, Animal attendants and Assistants**

**Introductory level**

An employee who has had no experience in this industry will initially be engaged at the introductory level until the employee has performed satisfactory service for a period not exceeding three months. During this period the employer will provide on-the-job training to assist the employee to gain the appropriate skills. If the employee attains the level of skill required, the employee will progress to Level 1.

Employees at this level will perform routine tasks involving adherence to determined procedures and with only minimal scope for deviation from these procedures.

**Level 1**

An employee at this level will:

- work under direct supervision with regular close checking of their work
- develop and then apply their knowledge and skills to a limited range of tasks and roles;
- work within a specified range of contexts where the choice of action is clear and restricted; and
- normally develop and then use their competencies within established routines, where methods and procedures are predictable.

Typical activities at this level may include:
• assisting other employees in their duties;
• appropriate induction to the industry and the routines of the practice;
• basic animal care;
• grooming, feeding, cleaning and restraint as instructed; and/or
• basic clerical and/or reception duties and telephone skills under veterinary supervision.

Level 2
A Level 2 employee will use limited discretion and initiative. Knowledge relating to the care of animals will be necessary.

An employee at this level will:
• work under direct supervision with routine checking of their work;
• develop and then apply their knowledge and skills to a limited range of tasks and roles;
• work within a specified range of contexts where the choice of action is clear and restricted;
• normally use their competencies within established routines, where methods and procedures are predictable; and
• exercise discretion and judgment against established criteria.

In addition to those outlined in Level 1, typical activities at this level may include:
• following Occupational Health and Safety procedures in an animal care environment;
• assisting with general animal care; provide food and water for animals;
• participating in workplace communications;
• carrying out basic clerical and/or reception duties under reduced supervision;
• carrying out clinic routines; maintain clinic hygiene, carry out daily treatment of patients; and/or
• assisting in stock control and clinic security.

Level 3
A Level 3 employee will possess an AQF Level 3 or other equivalent qualification or posses knowledge and experience to enable them to operate at trade level.

An employee at this level will:
• generally be working with limited supervision;
• normally use their competencies within established routines, where methods and procedures are predictable; and
• exercise discretion and judgment against established criteria.

In addition to those outlined in Level 2, typical activities at this level may include:
• assisting with animal care under limited supervision;
• limited supervision of employees at introductory level and Level 1;
• undertaking daily clinic routines and routine monitoring of patients;
• clerical duties including maintaining supplies, processing and preparing correspondence and accounts;
• the ability to follow clinic procedures for hazard identification and risk control;
• the ability to provide grief support to clients/animal owners; and/or
• providing basic first aid for animals.
Level 4
A Level 4 employee will possess competencies of AQF 4 or other equivalent qualifications.

In addition to those outlined in Level 3, typical activities at this level may include:

- co-ordinating clinic admissions;
- providing veterinary nursing care and grief support to clients;
- applying radiographic routines and implement procedures;
- performing and record pathology procedures, assist with post mortem;
- preparing and provide support for surgical procedures;
- monitoring patient anaesthesia;
- performing post-operative procedures;
- nursing hospitalised animals, monitor clinical signs, communicate with owners;
- providing animal care in pain situations;
- carrying out medical nursing routines;
- preparing surgery schedules, implement surgery preparations;
- cleaning maintain and store theatre instruments, equipment and supplies; and/or
- carrying out post operative theatre routines.

Level 5—Practice manager
A Level 5 employee will possess a Diploma in Veterinary Nursing and have the overall responsibility of managing the day-to-day operations of a veterinary practice. The possession of relevant post secondary qualifications may be appropriate but are not essential.

Employees at this level are subject to broad guidance or direction and are responsible and accountable for their own work. An employee at this level will: exercise skills, discretion and responsibilities beyond that required at Level 4.

In addition to those outlined in Level 4, typical activities at this level may include:

- overseeing human resources, stock control, clinical administration, bookkeeping and customer management;
- being responsible and accountable for their own work and may have delegated responsibility for the work under their control or supervision, including, scheduling workloads, resolving operations problems, monitoring the quality of work produced and counselling staff for performance and work related matters; and/or
- reporting to management regarding accounts, staffing, legislative requirements and/or other company activities.

Last modified 2nd February 2011

For more information or assistance, please contact the friendly team at the
AVA HR Advisory Service on
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Email: avahrhotline@myadvantage.com.au

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