

Supported Employment Services Award

Frequently Asked Questions (FAQs)

We strongly believe in fair and accurate wages for all employees and welcome the changes to the Supported Employment Services Award 2020 (SESA) announced by the Fair Work Commission in December 2022.

What is the Supported Employees Services Award?

The Supported Employment Services Award (SESA) covers employees in supported employment services like our social enterprises. SESA is managed by the Fair Work Commission.

What changed?

There were seven key changes made to SESA in July 2023:

1. New classification and wage structure.
2. Revised descriptions for Grades 1-7.
3. Removal of multi wage assessment tools.
4. New wage-setting methodology.
5. Minimum rates.
6. Superannuation contributions.
7. Dispute Resolution.

How will these changes impact our workforce?

These changes will have a positive impact on our workforce.

Our goal is to ensure accurate and fair wages for all the employees we support.

Grades A and B classifications

What are the new Grade A and Grade B classifications?

Starting from 1 July 2023, two new classifications – Grade A and Grade B – will be added to the existing Grade 1-7 classifications in the Award.

These new classifications provide additional options to accommodate employees with specific needs and capabilities.

What is Grade A?

Grade A jobs involve simple tasks or tasks with up to three steps. These tasks may require the use of jigs, basic equipment or tools.

Grade A positions are under direct supervision and involve constant monitoring to ensure the work is carried out effectively.

What is Grade B?

Grade B jobs consist of simple tasks or tasks with more than three steps. These tasks may involve the use of mechanical or electrical equipment, as well as tools.

Grade B positions are also under direct supervision and require regular monitoring to maintain quality and safety.

Will there be minimum hourly rates for Grades A and B?

Yes, Grades A and B will have minimum hourly rates. These rates will be gradually introduced over three years based on Fair Work decisions.

Are there changes to the existing Grade 1-7 classifications?

Yes. Starting from 1 July 2023, Grades 1-7 classifications will consider qualifications, training, experience and duties, and will apply to both employees with and without disabilities.

Wage assessments

Which wage assessment tools will no longer be used?

Starting from 1 July 2023, the Greenacres and Skillsmaster wage assessment tools will no longer be used.

The only tool used for wage assessment will be the Supported Wage System (SWS).

What is the new wage-setting methodology?

Employees will undergo a two-step wage-setting process. This process involves grading and SWS assessment to determine the relevant percentage of the minimum wage for their grade.

Superannuation

What changes are being made regarding superannuation contributions?

Employees now receive superannuation contributions equal to 11% of their ordinary time earnings or \$15 per week, whichever is greater.

Dispute resolution

How has the dispute resolution process been updated?

The "Rights at Work" clause has been amended to provide a clearer process for employees to dispute their grading or SWS assessment outcome. This amendment ensures fairness in the dispute resolution process.

Wage Assessment process

Who will require a Wage Assessment?

Employees with a Grade A classification under SESA who are paid 100% of the Grade A pay rate or above will likely not require a wage assessment under SESA.

We will review those employees' work internally to ensure they remain a Grade A. If their grade changes they will require a wage assessment.

All other employees who are **not** classified as Grade A will require a wage assessment.

What do we need to do to prepare for Wage Assessments?

Visit the SWS Hub [here](#) for information about preparing for Wage Assessments including collecting productivity timings.

How will we know when Wage Assessments are going to take place?

The Department of Social Services will notify us when an employee is booked in for a Wage Assessment and the Wage Assessor will contact the relevant site to book a date to conduct Wage Assessments.

Employees requiring wage assessments and their emergency contacts will be provided with an Easy Read on Wage Assessments. Please visit the Supported Employee intranet page [here](#) to download the Easy Read on Wage Assessments.