

Employee Classification

POLICY AND PROCEDURE

1. Purpose

The purpose of the Employee Classification Policy is to provide clear guidelines for Subee Newlakes employees to understand the structure and progression/ career development here at Subee.

This policy is effective from

2. Definition

For the purposes of this policy, Employee Classification. Outlining the main levels for all Subee Newlake staff:

- All-inclusive support staff
- Administration Staff

3. Classifications

Personal Care & Domestic Support Stream

Level 1 Employees

An employee at this level provides basic domestic support services and assistance to clients.

Accountability and Extent of Authority

Employees at this level perform a broad range of tasks using a range of basic skills. They are responsible for the quality of their own work.

Judgement and Decision-Making

Work activities are predictable, routine and clearly defined. Tasks may involve using a limited range of techniques and methods within a specified range of work. Employees may resolve minor problems relating to their immediate work tasks.

Interpersonal Skills

Employees at this level require basic oral communication skills and, where appropriate, written skills to communicate with clients, members of the public and other employees. Where the employee does not possess such skills and competence, further training or reasonable adjustment may be provided.

Qualifications and Experience

Employees at this level may have:

- Cert II qualifications appropriate to the work performed; and/or
- Another appropriate qualification; and/or
- Relevant work experience to the work performed.

Indicative Tasks

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V1	16/09/2020	Page 1 of 9



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Employee Classification

POLICY AND PROCEDURE

- House cleaning
- Laundry
- Shopping
- Sweeping outdoors
- Minor maintenance
- Meal preparation & cooking
- Emptying & cleaning commodes
- Banking & account payment
- Organising appointments
- Indoor & outdoor pot plant care

Level 2 Employees

An employee at this level provides personal care and/or more comprehensive domestic support services. They may also perform tasks associated with that of a Level 1 Employee.

Accountability and Extent of Authority

Employees at this level perform broad tasks in the provision of domestic assistance and support using a range of developed skills. They are responsible for assuring the quality of work performed.

Judgement and Decision-Making

Work activities are clearly defined and established procedures are well understood and/or clearly documented. Employees at this level may be required to use some originality in resolving problems with solutions drawn from prior experience and knowledge.

Interpersonal Skills

Employees at this level require oral communication skills and, where appropriate, written skills to communicate with clients, members of the public and other employees.

Qualifications and Experience

Employees at this level may have:

- Cert III level qualifications (at a minimum) appropriate to the work performed; and/or
- Another appropriate qualification; and/or
- Relevant work experience to the work performed.

P- Employee Classification – Subee Pty Ltd	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V1	16/09/2020	Page 2 of 9



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Employee Classification

POLICY AND PROCEDURE

Indicative Tasks

- Standby assistance
- Assistance with showering, drying & dressing
- Domestic assistance (tidy bathroom and bedroom)
- Assist with toileting
- Assistance with meals
- Dry cleaning
- Gardening duties (including lawn mowing)
- Basic home repairs
- Fitting and removal of aids and appliances
- Monitoring medications
- Assistance with communication
- Accompanying clients on outings

Level 3 Employee

An employee at this level provides higher-level personal care and may assist in supervision. They may also perform tasks associated with that of a Level 2 Employee.

Accountability and Extent of Authority

Employees at this level perform broad tasks in the provision of domestic assistance and support using a range of developed skills. They are responsible for the quality, quantity and timeliness of their own work and, where applicable, the work of their team.

Judgement and Decision-Making

Work activities, whilst clearly defined, are specialised within well understood and clearly documented procedures. Employees will be required to exercise some originality in approach with solutions usually attributable to the application of previously encountered procedures and practices.

Interpersonal Skills

Employees at this level require oral communication skills and, where appropriate, written skills to communicate with clients, members of the public and other employees.

Qualifications and Experience

Employees at this level may have:

P- Employee Classification – Subee Pty Ltd	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V1	16/09/2020	Page 3 of 9



In-Home Care • NDIS Disability Support • Aged Care • Packages



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Employee Classification

POLICY AND PROCEDURE

- Cert IV level qualifications appropriate to the work performed; and/or
- Another appropriate qualification; and/or
- Relevant work experience to the work performed.

Indicative Tasks

- Full assistance with showering
- Bowel care
- Manually handling
- Drying, dressing & personal grooming
- Oral care
- Catheter Care
- Provide personal care to clients with emphasis on those requiring extra help due to specific physical problems or frailty
- Schedule maintenance work programs on a routine and regular basis

Level 4 Employee

An employee at this level provides personal care in the capacity of an Enrolled Nurse. They may also perform tasks associated with that of a Level 3 Employee.

Accountability and Extent of Authority

Employees at this level perform nursing tasks within their scope of practice. They are responsible for the quality, quantity and timeliness of their own work and, where applicable, for providing supervision to other employees.

Judgement and Decision-Making

Work activities are specialised within well understood and clearly documented procedures. Employees shall be required to exercise accurate decision-making, observation and assessment skills. They shall be required to exercise personal judgement.

Interpersonal Skills

Employees at this level require the ability to communicate effectively with clients, members of the public and other employees. They must also be able to explain concepts to clients and family members and exercise a degree of empathy.

Qualifications and Experience

Employees at this level have:

P- Employee Classification – Subee Pty Ltd	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V1	16/09/2020	Page 4 of 9



In-Home Care • NDIS Disability Support • Aged Care • Packages



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Employee Classification

POLICY AND PROCEDURE

- Diploma level nursing qualifications; and
- Registration with the Board as an Enrolled Nurse.

Level 5 Employee

An employee at this level provides personal care in the capacity of a Registered Nurse. They may also perform tasks associated with that of a Level 4 Employee.

Accountability and Extent of Authority

Employees at this level perform nursing tasks within their scope of practice. They are responsible for the quality, quantity and timeliness of their own work and, where applicable, for providing supervision to other employees.

Judgement and Decision-Making

Work activities are specialised within well understood and clearly documented procedures. Employees shall be required to exercise accurate decision-making, observation and assessment skills. They shall be required to exercise professional judgement.

Interpersonal Skills

Employees at this level require the ability to communicate effectively with clients, members of the public and other employees. They must also be able to explain concepts to clients and family members and exercise a degree of empathy.

Qualifications and Experience

Employees at this level have:

- Bachelor level nursing qualifications; and
- Registration with the Board as a Registered Nurse.

P- Employee Classification – Subee Pty Ltd	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V1	16/09/2020	Page 5 of 9



In-Home Care • NDIS Disability Support • Aged Care • Packages



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POLICY AND PROCEDURE

Administration Stream

Level 1 Employee

An employee at this level provides basic administrative support to the organisation.

Accountability and Extent of Authority

Employees at this level perform a limited range of administrative support tasks. They work under direct supervision and are responsible for the quality of their own work.

Judgement and Decision-Making

Work activities are predictable, routine and clearly defined. Choices of actions required is clear and limited discretion will be required. Work will be performed within well understood and clearly defined routines, methods and procedures.

Interpersonal Skills

Employees at this level require general oral and written communication skills to communicate with clients, members of the public and other employees.

Qualifications and Experience

Employees at this level may have:

- Cert II qualifications appropriate to the work performed; and/or
- Another appropriate qualification; and/or
- Relevant work experience to the work performed.

Indicative Tasks

- Reception
- Basic records maintenance
- Filing, collating, photocopying
- Mail
- Basic accounts recording and checking
- Basic computing tasks

Level 2 Employee

An employee at this level provides general administrative support to the organisation. They may also perform tasks associated with that of a Level 1 Employee.

P- Employee Classification – Subee Pty Ltd	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V1	16/09/2020	Page 6 of 9



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POLICY AND PROCEDURE

Accountability and Extent of Authority

Employees at this level perform a broad range of administrative tasks applying a range of developed skill and knowledge. They work under routine supervision with intermittent checking. They are responsible for the quality of their own work.

Judgement and Decision-Making

Work activities are clearly defined and established procedures are well understood and/or clearly documented. Employees will be required to use some originality in resolving problems with solutions drawn from prior experience and knowledge. A level of personal judgement will be required.

Interpersonal Skills

Employees at this level require proficient oral and written communication skills to communicate with clients, members of the public and other employees.

Qualifications and Experience

Employees at this level may have:

- Cert III qualifications appropriate to the work performed; and/or
- Another appropriate qualification; and/or
- Relevant work experience to the work performed.

Indicative Tasks

- Preparation of documents
- Filling shifts on the roster
- Preparation and sending of quotes
- Arrange bookings and appointments

Level 3 Employee

An employee at this level provides advanced administrative support to the organisation. They may also perform tasks associated with that of a Level 2 Employee.

Accountability and Extent of Authority

Employees at this level perform a specialised range of administrative tasks where they possess a depth of knowledge and a broad range of skills. They work under limited supervision and may be required to supervise other employees. They shall be responsible for the quality, quantity and timeliness of their own work and, where applicable, the work of their team.

Judgement and Decision-Making

P- Employee Classification – Subee Pty Ltd	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V1	16/09/2020	Page 7 of 9



In-Home Care • NDIS Disability Support • Aged Care • Packages



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Employee Classification

POLICY AND PROCEDURE

Work activities will generally be well-defined, however employees may need to use personal judgement to solve problems.

Interpersonal Skills

Employees at this level required advanced oral and written communication skills to communicate with clients, members of the public and other employees. Employees at this level may be required to explain concepts to employees, clients and family members.

Qualifications and Experience

Employees at this level may have:

- Cert IV qualifications appropriate to the work performed; and/or
- Another appropriate qualification; and/or
- Relevant work experience to the work performed.

Indicative Tasks

- Preparation and maintenance of roster
- Accounts payable/receivable
- Payroll processing
- Manage client problems

Level 4 Employee

An employee at this level provides specialised support to managers and employees within the organisation.

Accountability and Extent of Authority

Employees at this level perform specialised tasks across a range of business support functions based on their knowledge and experience. They work under limited supervision and may have overall authority for the function. They may also provide supervision for a team of employees within that functional area. They are responsible for the quality, quantity and timeliness of their own work and, where applicable, that of their team.

Judgement and Decision-Making

Work activities are not necessarily defined and decisions shall be made based on well understood and clearly defined organisational policies and procedures, and the employee's expertise within the functional area. Employees will be required to exercise personal and professional judgement to solve problems.

Interpersonal Skills

P- Employee Classification – Subee Pty Ltd	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V1	16/09/2020	Page 8 of 9



In-Home Care • NDIS Disability Support • Aged Care • Packages



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POLICY AND PROCEDURE

Employees at this level require advanced oral and written communication skills to communicate with employees, clients and members of the public. Employees at this level must also be able to effectively explain concepts and provide resolutions to employees, clients and/or family members.

Qualifications and Experience

- Diploma level qualifications appropriate to the work performed; and/or
- Another appropriate qualification; and/or
- Relevant work experience to the work performed

Indicative Roles

- Finance Officer/Manager
- Human Resources Officer/Manager
- Marketing Officer/Manager
- Operations Officer/Manager

P- Employee Classification – Subee Pty Ltd	Printed documents are uncontrolled. View current documents on the Subee Intranet	
V1	16/09/2020	Page 9 of 9



In-Home Care • NDIS Disability Support • Aged Care • Packages



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