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Health Professionals and Support Services Award 2020 – Health Professionals and Support Services Streams

The below Award Guide for the Health Professionals and Support Services Award 2020 (**Award**) has been prepared by Peninsula and must be read in accordance with the Award and the Important Notes listed below. This Award Guide is accurate as to the application of the Award as at 1 October 2026.

To support you in understanding your obligations, we have prepared a summary of how to apply each rate, in the Applying Penalties section.

The minimum rates under the Award are then set out, with the minimum rate dependent on factors such as an employee's classification, employment status and age. Note that any existing rates or conditions in excess of these should remain in place.

In addition to the rates listed, you are required to pay superannuation in accordance with the applicable legislation. You are also required to deduct appropriate income tax from payments to employees in line with Australian Taxation Office requirements.

Finally, we have provided an overview of common allowances that may be applicable under this Award. Where applicable, these should be paid in addition to the pay rates set out below.

Disclaimer

The information contained in this Award Guide is general in nature and does not constitute legal advice. In using this Award Guide, you acknowledge that Peninsula Australia Pty Ltd and BrightHR Pty Ltd (**Peninsula**), depending on the service you receive, are only able to provide guidance on likely award coverage based on information made known to us at the time of the review. Before using this Award Guide, please contact the Advice Team to discuss likely award coverage.

Whilst Peninsula endeavours to provide accurate information, to the maximum extent permitted by law, we do not take any responsibility for any errors or omissions with the information provided in the Award Guide and make no representations or warranties as to its completeness, accuracy or currency. Peninsula also does not take any responsibility, or accept any liability, for how you choose to apply this information or these rates.

Award coverage, classifications and pay rates depend on the specific circumstances of each employee and may be affected by factors including duties performed, loadings, allowances and changes to applicable awards or legislation.

We recommend that you review each employee's classification and rates of pay at any time there is a change in the Award and/ or when other terms or conditions change. Please note, you are required to comply with any obligations that may arise pursuant to any applicable Award and/ or the contract of employment. If information provided by Peninsula is inconsistent with the Award, legislation, or a contract of employment, then the applicable Award, legislation or contract will apply.

If you are unsure in respect to the application or interpretation of any applicable award, including pay rates, or you are seeking advice specific to your situation, please contact the Advice Team.

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Important Notes

Apprentices: Please note that the below Award Guide does not contain apprentice wages. If you engage apprentice employees please contact the Advice Team on 1300 651 415 for further pay rates.

Trainees: Please note that the below Award Guide does not contain trainee wages. If you engage trainee employees please contact the Advice Team on 1300 651 415 for further pay rates.

Casual shiftwork: Please note that the below Award Guide does not contain rates specific to casual shiftwork. If you engage casual shift workers please contact the Advice Team on 1300 651 415 for further pay rates.

Breaks not provided: Please note that the below Award Guide does not contain rates for if your employees are required to work without having had 10 consecutive hours off duty. If your employees are not provided with 10 consecutive hours off duty please contact the Advice Team on 1300 651 415 for further pay rates.

Annual Leave Loading: Under this Award, permanent employees are entitled to an additional amount when taking paid annual leave. For further information, please see the allowances section of this document or contact the Advice Team on 1300 651 415.

Supported Wage System: The below Award Guide does not contain the rates applicable for an employee eligible for a supported wage due to the effects of a disability. Please contact the Advice Team on 1300 651 415 for further information.

Additional Allowances: Allowances, other than those specified in the allowances section of this document, may apply to specific workplace conditions. To determine whether these allowances may apply to your employees, please contact Advice Team on 1300 651 415.

Employee Reimbursements: Please note that the below Award Guide does not contain information specific to employees who are required to purchase protective footwear, a uniform and/or protective clothing. To determine whether these reimbursements may apply to your employees, please contact Advice Team on 1300 651 415

Higher duties: An employee who performs work temporarily at a higher classification level may be entitled to the corresponding rate of pay. Please contact the Advice Team on 1300 651 415 for further information.

Queensland Employees: Please note that the Award Guide does not contain wages specific to Queensland employees who are covered by the transitional pay equity order. This order may be applicable if you are a non-constitutional corporation (e.g. sole traders or partnerships). If you are a non-constitutional corporation and engage employees that are located in Queensland, please contact the Advice Team on 1300 651 415 for further pay rates.

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Health Professionals and Support Services Award 2020 – Key Terms

Types of employment	Explanation
Full time	The ordinary hours of a full-time employee are 38 hours per week or an average of 38 hours per week in a fortnight or 4-week period.
Part time	The ordinary hours for a part-time employee are less than an average of 38 hours per week. The employer and employee must agree in writing on a regular pattern of work specifying: • the hours worked each week • days of the week worked, and • starting and finishing times each day.
Casual	The ordinary hours of a casual employee are up to 38 hours per week.
	Explanation
Minimum hourly rate	The minimum hourly rate is the rate prescribed in the Award at clauses *16 and 17 – Minimum rates*, for the employee's classification.
Standard rate	**standard rate** means the minimum weekly rate for a Health Professional employee — level 1 — AQF 7 — 1st year in clause 17.1(c).
Span of hours	**Private medical, dental, pathology, physiotherapy, chiropractic and osteopathic practices** Monday to Friday - 7.30 am and 9.00 pm Saturday - 8.00 am and 4.30 pm

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Health Professionals and Support Services Award 2020 – Key Terms *(continued)*

	Explanation
Span of hours	**Private medical imaging practices - 5.5-day practices** Where a practice services patients on a 5.5 day a week Monday to Friday - 7.00 am and 9.00 pm Saturday - 8.00 am and 1.00 pm **Private medical imaging practices - 7-day practices** Where a practice services patients on a 7 day a week basis Monday to Sunday - 7.00 am and 9.00 pm **All other practices** Monday to Friday - 6.00 am and 6.00 pm

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Health Professionals and Support Services Award 2020 – Permanent Health Professional Employees – Penalty Rates

Day Work/Shiftwork	When does this rate apply?	**Penalty** (% of the minimum hourly rate)
Ordinary hourly rate	**Ordinary hours of work for day workers** An employee, who is not a shift worker, will be paid this rate of pay whilst working ordinary hours. This should be read in conjunction with the conditions outlined for full-time, part-time, and casual employees. All ordinary hours of day workers will be performed within the span of hours outlined above. **Maximum Daily Hours** The ordinary hours of work will not exceed 10 hours on any day of the week.	100%
Ordinary hourly rate - Shiftworker (Monday to Friday)	A shiftworker is an employee who is regularly rostered to work their ordinary hours outside the Span of hours. The ordinary hours of a shiftworker are the same as the ordinary hours of day workers outlined above, except they are not required to perform their hours in the Span of hours. A shiftworker will be paid this rate when performing a rostered shift of ordinary hours that: • finishes between 6.00 pm and 8.00 am; or • commences between 6.00 pm and 6.00 am. This rate does not apply for shiftwork performed on Saturday, Sunday or public holidays.	115%
Ordinary hours between midnight Friday and midnight Sunday	Ordinary hours performed on a Saturday or Sunday will be paid at this rate.	150%

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Health Professionals and Support Services Award 2020 – Permanent Health Professional Employees – Penalty Rates *(continued)*

Day Work/Shiftwork	When does this rate apply?	**Penalty** (% of the minimum hourly rate)
Overtime (Monday to Saturday) - first 2 hours	An employee, including a shiftworker, that works in excess of their ordinary hours of work will be paid this rate for the first 2 hours Monday to Saturday. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	150%
Overtime (Monday to Saturday) - after 2 hours	An employee, including a shiftworker, that works in excess of their ordinary hours of work will be paid this rate after the 2 hours Monday to Saturday. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	200%
Overtime - Sunday	An employee, including a shiftworker, that works in excess of their ordinary hours of work on a Sunday will be paid this rate. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	200%
Public holidays	All hours worked by a permanent employee, including a shiftworker, on a public holiday should be paid at this rate. A permanent employee who performs overtime on a public holiday is also paid this rate.	250%

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Health Professionals and Support Services Award 2020 – Permanent Support Services Employees (including Dental Assistants and Pathology Collectors) – Penalty Rates

Day Work/Shiftwork	When does this rate apply?	Penalty (% of the minimum hourly rate)
Ordinary hourly rate	**Ordinary hours of work for day workers** An employee, who is not a shiftworker, will be paid this rate of pay whilst working ordinary hours. This should be read in conjunction with the conditions outlined for full-time, part-time, and casual employees. All ordinary hours of day workers will be performed within the span of hours outlined above. **Maximum Daily Hours** The ordinary hours of work will not exceed 10 hours on any day of the week.	100%
Ordinary hourly rate - Shiftworker (Monday to Friday)	A shiftworker is an employee who is regularly rostered to work their ordinary hours outside the Span of hours. The ordinary hours of a shiftworker are the same as the ordinary hours of day workers outlined above, except they are not required to perform their hours in the Span of hours. A shiftworker will be paid this rate when performing a rostered shift of ordinary hours that: • finishes between 6.00 pm and 8.00 am; or • commences between 6.00 pm and 6.00 am. This rate does not apply for shiftwork performed on Saturday, Sunday or public holidays.	115%
Ordinary hours between midnight Friday and midnight Sunday	Ordinary hours performed on a Saturday or Sunday will be paid at this rate.	150%

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Health Professionals and Support Services Award 2020 – Permanent Support Services Employees (including Dental Assistants and Pathology Collectors) – Penalty Rates *(continued)*

Day Work/Shiftwork	When does this rate apply?	**Penalty** (% of the minimum hourly rate)
Overtime (Monday to Saturday) - first 2 hours	An employee, including a shiftworker, that works in excess of their ordinary hours of work will be paid this rate for the first 2 hours Monday to Saturday. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	150%
Overtime (Monday to Saturday) - after 2 hours	An employee, including a shiftworker, that works in excess of their ordinary hours of work will be paid this rate after the 2 hours Monday to Saturday. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	200%
Overtime - Sunday	An employee, including a shiftworker, that works in excess of their ordinary hours of work on a Sunday will be paid this rate. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	200%
Public holidays	All hours worked by a permanent employee, including a shiftworker, on a public holiday should be paid at this rate. A permanent employee who performs overtime on a public holiday is also paid this rate.	250%

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Health Professionals and Support Services Award 2020 – Casual Health Professionals Employees – Penalty Rates

Day work	When does this rate apply?	**Penalty** (% of the minimum hourly rate)
Ordinary hourly rate	An employee, who is not a shiftworker, will be paid this rate of pay whilst working ordinary hours within the below conditions. The ordinary hours of a casual employee are up to 38 hours per week. The minimum period of engagement of a casual employee is 3 hours (except for casual employees engaged as cleaners employed in private medical practices where the minimum engagement is 2 hours).	125%
Ordinary hours between midnight Friday and midnight Sunday	Ordinary hours performed on a Saturday or Sunday will be paid at this rate.	175%
Overtime (Monday to Saturday) - first 2 hours	An employee that works in excess of their ordinary hours of work will be paid this rate for the first 2 hours Monday to Saturday. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	187.50%
Overtime (Monday to Saturday) - after 2 hours	An employee, including a shiftworker, that works in excess of their ordinary hours of work will be paid this rate after the 2 hours Monday to Saturday. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	250%

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Health Professionals and Support Services Award 2020 – Casual Health Professionals Employees – Penalty Rates *(continued)*

Day work	When does this rate apply?	**Penalty** (% of the minimum hourly rate)
Overtime - Sunday	An employee, including a shiftworker, that works in excess of their ordinary hours of work on a Sunday will be paid this rate. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	250%
Public holidays	All ordinary hours worked by a casual employee on a public holiday should be paid at this rate.	275%
Overtime - Public holidays	A casual employee that works in excess of their ordinary hours of work on a public holiday will be paid at this rate.	312.5%

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Health Professionals and Support Services Award 2020 – Casual Support Services Employees (including Dental Assistants and Pathology Collectors) – Penalty Rates

Day work	When does this rate apply?	**Penalty** (% of the minimum hourly rate)
Ordinary hourly rate	An employee, who is not a shiftworker, will be paid this rate of pay whilst working ordinary hours within the below conditions. The ordinary hours of a casual employee are up to 38 hours per week. The minimum period of engagement of a casual employee is 3 hours (except for casual employees engaged as cleaners employed in private medical practices where the minimum engagement is 2 hours).	125%
Ordinary hours between midnight Friday and midnight Sunday	Ordinary hours performed on a Saturday or Sunday will be paid at this rate.	175%
Overtime (Monday to Saturday) - first 2 hours	An employee that works in excess of their ordinary hours of work will be paid this rate for the first 2 hours Monday to Saturday. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	187.5%
Overtime (Monday to Saturday) - after 2 hours	An employee, including a shiftworker, that works in excess of their ordinary hours of work will be paid this rate after the 2 hours Monday to Saturday. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	250%

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Health Professionals and Support Services Award 2020 – Casual Support Services Employees (including Dental Assistants and Pathology Collectors) – Penalty Rates *(continued)*

Day work	When does this rate apply?	**Penalty** (% of the minimum hourly rate)
Overtime - Sunday	An employee, including a shiftworker, that works in excess of their ordinary hours of work on a Sunday will be paid this rate. An employee recalled to work overtime after leaving the employer's premises will be paid a minimum of 2 hours' work at the appropriate overtime rate.	250%
Public holidays	All ordinary hours worked by a casual employee on a public holiday should be paid at this rate.	275%
Overtime - Public holidays	A casual employee that works in excess of their ordinary hours of work on a public holiday will be paid at this rate.	312.50%

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Health Professionals and Support Services Award 2020 – Health Professionals – Rates of Pay

Rates of pay can be found in Schedule C of the Award. Follow the links below to be taken to the Award, for minimum rates and penalty rates. For **Health Professional employees classified at Levels 1 to 4 on 30 September 2026**, clients should refer to Schedule B and Schedule J – Classification Translation Arrangements to determine the employee's new classification and pay point. The applicable transition will depend on the employee's previous classification and, where relevant, their **AQF qualification level, professional experience and role or duties**. Employers should also check whether a retained minimum rate of pay applies before applying the new rates.

To view pay rates, please click the links in the corresponding boxes below.

Day Work/Shiftwork	Permanent adults	Casual adults	Permanent juniors	Casual juniors
Ordinary hourly rate	C.2.1	C.2.3	*	*
Ordinary hourly rate - Shiftworker (Monday to Friday)	C.2.1	C.2.3	*	*
Ordinary hours between midnight Friday and midnight Sunday	C.2.1	C.2.3	*	*
Overtime (Monday to Saturday) - first 2 hours	C.2.2	*	*	*
Overtime (Monday to Saturday) - after 2 hours	C.2.2	*	*	*
Overtime - Sunday	C.2.2	*	*	*
Public holidays	C.2.1	C.2.3	*	*
Overtime - Public holidays	C.2.2	*	*	*

Annualised wage arrangements: Existing annualised wage arrangements for Health Professional employees who were classified at Level 2 on or before 30 September 2026 will continue to operate.

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Health Professionals and Support Services Award 2020 – Support Service Employees (other than Dental Assistants and Pathology Collectors) – Rates of Pay

Rates of pay can be found in Schedule C of the Award. Follow the links below to be taken to the Award, for minimum rates and penalty rates.

To view pay rates, please click the links in the corresponding boxes below.

Day Work/Shiftwork	Permanent adults	Casual adults	Permanent juniors	Casual juniors
Ordinary hourly rate	C.1.1	C.1.7	*	*
Ordinary hourly rate - Shiftworker (Monday to Friday)	C.1.1	C.1.7	*	*
Ordinary hours between midnight Friday and midnight Sunday	C.1.1	C.1.7	*	*
Overtime (Monday to Saturday) - first 2 hours	C.1.4	*	*	*
Overtime (Monday to Saturday) - after 2 hours	C.1.4	*	*	*
Overtime - Sunday	C.1.4	*	*	*
Public holidays	C.1.1	C.1.7	*	*
Overtime - Public holidays	C.1.4	*	*	*

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Health Professionals and Support Services Award 2020 – Support Service Employees – Dental Assistants – Rates of Pay – Until 31 December 2026

Rates of pay can be found in Schedule C of the Award. Follow the links below to be taken to the Award, for minimum rates and penalty rates. For **Dental Assistants** employed on or before **31 March 2026**, clients should first refer to Schedule J – Classification Translation Arrangements to confirm the correct classification. Employers should also review the Retained Minimum Rates of Pay provisions before applying the applicable rates.

To view pay rates, please click the links in the corresponding boxes below.

Day Work/Shiftwork	Permanent adults	Casual adults	Permanent juniors	Casual juniors
Ordinary hourly rate	C.1.2	C.1.8	*	*
Ordinary hourly rate - Shiftworker (Monday to Friday)	C.1.2	C.1.8	*	*
Ordinary hours between midnight Friday and midnight Sunday	C.1.2	C.1.8	*	*
Overtime (Monday to Saturday) - first 2 hours	C.1.5	*	*	*
Overtime (Monday to Saturday) - after 2 hours	C.1.5	*	*	*
Overtime - Sunday	C.1.5	*	*	*
Public holidays	C.1.2	C.1.8	*	*
Overtime - Public holidays	C.1.5	*	*	*

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Health Professionals and Support Services Award 2020 – Support Service Employees – Pathology Collectors – Rates of Pay – Until 31 December 2026

Rates of pay can be found in Schedule C of the Award. Follow the links below to be taken to the Award, for minimum rates and penalty rates. For **Pathology Collectors** employed on or before **31 March 2026**, clients should first refer to Schedule J – Classification Translation Arrangements to confirm the correct classification. Employers should also review the Retained Minimum Rates of Pay provisions before applying the applicable rates.

To view pay rates, please click the links in the corresponding boxes below.

Day Work/Shiftwork	Permanent adults	Casual adults	Permanent juniors	Casual juniors
Ordinary hourly rate	C.1.3	C.1.9	*	*
Ordinary hourly rate - Shiftworker (Monday to Friday)	C.1.3	C.1.9	*	*
Ordinary hours between midnight Friday and midnight Sunday	C.1.3	C.1.9	*	*
Overtime (Monday to Saturday) - first 2 hours	C.1.6	*	*	*
Overtime (Monday to Saturday) - after 2 hours	C.1.6	*	*	*
Overtime - Sunday	C.1.6	*	*	*
Public holidays	C.1.3	C.1.9	*	*
Overtime - Public holidays	C.1.6	*	*	*

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Health Professionals and Support Services Award 2020 – Allowances

Wage and expense related allowances

To view pay rates, please click the links in the corresponding boxes below.

Allowance	Application	$	Frequency
Annual leave loading	If an employee receives a base rate of pay that is higher than the rate specified under this Award, the employee is entitled to receive the higher rate while on a period of paid leave. Unless otherwise paid for in a salary, an employee must also receive a loading calculated on the Award minimum rate of pay for their corresponding classification level. The loading for a day worker is 17.5%. The loading for a shiftworker is 17.5% or the weekend and shift loading whichever is higher.		
Heat allowance	Where work continues for more than two hours in temperatures exceeding 46 degrees Celsius employees will be entitled to 20 minutes rest after every two hours work without deduction of pay.		
	A worker employed with their current employer prior to 8 August 1991, that is required to work for more than one hour in the shade in places where the temperature, is raised by artificial means, exceeds 40°C but does not exceed 46°C will receive this allowance.	0.0466% of the standard rate.	Per hour or part thereof
	A worker employed with their current employer prior to 8 August 1991, that is required to work for more than one hour in the shade in places where the temperature, is raised by artificial means, exceeds 46°C will receive this allowance.	0.056% of the standard rate	Per hour or part thereof

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To view pay rates, please click the links in the corresponding boxes below.

Allowance	Application	$	Frequency
Nauseous work allowance	An employee will receive the following allowance when engaged to: • handle linen of a nauseous nature other than linen seal in airtight containers; or • work of an unusually dirty or offensive nature having regard for their normal duties.	0.0466% of the standard rate.	Per hour or part thereof
	An employee entitled to this allowance will be paid a minimum of this rate per week,	0.251% of the standard rate.	Minimum per week
Occasional interpreting allowance	An employee not employed as a full-time interpreter who is required to perform interpreting duties will receive this allowance.	0.1024% of the standard rate.	Per occasion
		1.1835% of the standard rate.	Maximum per week
On-call allowance	An employee required by the employer to be on call between Monday and Saturday will receive this allowance.	2.0125% of the standard rate.	Per 24-hour period
	An employee required by the employer to be on-call on a Sunday or public holiday will receive this allowance.	4.016% of the standard rate.	Per 24-hour period

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To view pay rates, please click the links in the corresponding boxes below.

Allowance	Application	$	Frequency
Uniform allowance	Where an employer requires an employee to wear uniforms, such uniforms must be supplied and laundered by the employer unless by agreement the below allowances are provided.		
	If agreed, the following allowance may be provided to the employee instead of the provision of uniforms. Once agreed, if the uniform allowance is payable, this will remain payable on all absences on leave except long service leave and personal/carer's leave longer than 21 days. If agreed, the following may be provided to the employee instead of the employer laundering such uniforms. There is no requirement to pay this allowance on absences.	The amount at clause 23.3(b)(ii) of the Award. Per shift, maximum per week	
		The amount at clause 23.3(b)(iii) of the Award. Per shift, maximum per week	

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To view pay rates, please click the links in the corresponding boxes below.

Allowance	Application	$	Frequency
Meal allowance	Unless an employee could reasonably return home for a meal within the meal break, the following allowances will be payable. The first meal allowance will not be payable if the employer supplies the employee with an adequate meal.		
	Where required to work beyond one hour of the usual finishing hour of work, or in the case of shiftworkers overtime exceeding one hour, the following allowance is payable.	The amount at clause 23.3(e)(i) of the Award.	Per occasion
	In addition to the above allowance, where overtime exceeds 4 hours, the following allowance is payable.	The amount at clause 23.3(e)(ii) of the Award.	Per occasion
Tool allowance	A tool allowance shall be provided for the supply and maintenance of tools will be paid to chefs and cooks who are not provided with all necessary tools by the employer.	The amount at clause 23.3(g) of the Award.	Per week
Travelling, transport and fares allowance	An employee required and authorised to use their own motor vehicle in the course of their duties will be paid a travel allowance.	The amount at clause 23.3(h)(i) of the Award.	Per km

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Allowance	Application	$	Frequency
Board and lodging	Where the employer provides board and lodging, the wage rates can be reduced by the following amounts per week:		
	Employee receiving full adult rate.	The amount at clause 23.3(d)(i) of the Award.	Per week
	Employee receiving trainee rate.	The amount at clause 23.3(d)(ii) of the Award.	Per week
	In addition to the above deductions, where the employer provides board and lodging and the employee buys their meals at ruling cafeteria rates an additional deduction applies.	The amount at clause 23.3(d)(iii) of the Award.	Per week

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