

Social, Community, Home Care and Disability Services Industry Award (MA000100)

[updated July 2025]

Everything you need to know
(without the complicated jargon)



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Disclaimer

The Social, Community, Home Care and Disability Services Industry (SCHADS) Award is a complex Modern Award that covers multiple sectors within one of Australia's largest industries. This summary is designed to give you a clear and practical understanding of the key provisions to help you maintain compliance.

This guide has been updated to reflect the Fair Work changes announced on 1 July 2025, ensuring you have the latest information for accurate payroll compliance. Further changes are expected, so always refer to the Fair Work website for the most current updates.

For additional tools and downloads, see the **More Resources** page in this eBook, where you'll find extra SCHADS-related materials to support your business.

Every effort has been made to ensure the information in this guide is accurate. However, it is intended as a general overview only and should not be relied on as legal or tax advice. For matters relating to your specific circumstances, seek independent professional advice.

Contents

Coverage	3
Types of Employment	3
SCHADS Award Minimum Weekly Wages	6
Hours of Work	7
Rostered Days Off	8
Rest Breaks Between Rostered Work	8
Rosters	8
Breaks	12
Overtime Rates	12
Minimum Wages & Related Matters	16
Allowances	16
Superannuation	17
Annual Leave	18
Public Holidays	19
Social, Community, Home Care and Disability Services Industry Award Checklist	20
More Resources	25
10 Steps of Traditional Inefficient Payroll Process	26
Classification	30
Pay Guide	42



Coverage

The SCHADS Award covers employers in:

- Crisis assistance and supported housing sector
- Social and community services sector
- Home care sector
- Family day care scheme sector.

However, the SCHADS Award doesn't cover employers and employees who are covered by the following award:

- [Aged Care Award](#)
- Amusement, Events and Recreation Award
- [Fitness Industry Award](#)
- [Health Professionals and Support Services Award](#)
- [Nurses Award](#)

Types of Employment

There are three types of employment categories under the SCHADS Award:

1. Full-time employment
2. Part-time employment
3. Casual employment

Full-Time Employees

To be classified as a full-time employee under the SCHADS Award, you are either:

- An employee who is engaged to work 38 ordinary hours per week; or
- Averages 38 hours per week over four weeks;



Part-Time Employees

To be classified as a part-time employee under the SCHADS Award, you must:

- Be working fewer than 38 ordinary hours on a reasonably predictable basis; or
- Have a written agreement that indicates a regular pattern of work but doesn't necessarily need to provide the same guaranteed number of hours each week

From 1 July 2022, a minimum engagement period applies to part-time employees under the SCHADS Award.

The required minimums are:

- 3 hours for social and community services employees (except when working in disability services)
- 2 hours for all other employees, including home care workers

The amendment also applies to periods of work that form part of broken shifts.

Part-time employees who have worked beyond their guaranteed minimum hours for at least 12 months will be able to request an amendment to their employment agreement to increase their minimum contracted hours.

Casual Employees

A casual employee is classified as an employee with no guaranteed hours of work or works with irregular patterns under the SCHADS Award.

The casual hourly rate is the same as full-time, and part-time employees plus an additional 25% loading on top of their rate of pay as they don't receive annual leave and personal/carer's leave entitlements, redundancy benefits and other entitlements that part-time and full-time employees received.



A minimum number of hours is applicable for casual employees:

- Social & community services employees except when working as a disability services worker: 3 hours
- Home care employees: 2 hours
- All other employees: 2 hours

Right to Request Casual Conversion

A casual employee covered by the SCHADS Award has the right to request that they be converted to full-time or part-time employment if the casual employee is a regular employee, meaning they worked a regular pattern of hours for the 12 months before the request, without significant adjustments.

This request will need to be made in writing, and there should be no reasonable grounds for refusal by the employer unless it includes:

- Significant changes to their hours of work to become engaged under the new employment type.
- The position may not exist in the next 12 months.
- The position may reduce in the number of hours within the next 12 months.
- Significant changes in working day and times within the next 12 months that don't suit the employee's availability

All grounds of refusal should be known or reasonably foreseeable, and the decisions needs to be made within 21 days of the request being received.



SCHADS Award Pay Pay Rates (2024)

Each new financial year brings a change to the National Minimum Wage and the Award Minimum Wages. The Fair Work Commission announced a 3.5% increase to the National Minimum Wage and all modern award minimum wage rates, effective 1 July 2025.

For accurate and up-to-date pay rates for the below employees, refer to [this pay guide](#).

Social and Community Services & Crisis Accommodation Employee Family Day Care Employees Home Care Employees

Progression

When an employee has reached 12 months' continuous employment, they'll be eligible for progression from one pay point to the next if they are deemed competent and satisfactory in performance during this period.

Refer to the [SCHADS Award pay guide here](#) for each pay point.



Hours of Work

Ordinary Hours of Work

Under the SCHADS Award, the ordinary hour per week should be 38 or at least an average of 38 hours per week based on the following conditions:

- Worked in a week of five days in shifts and not over 8 hours per shift
- Worked in a fortnight of 76 hours of 10 shifts and not over 8 hours per shift; or
- In a four week period of 152 hours of 19 shifts, 8 hours per shift

The maximum number of hours per shift can be increased to 10 hours per shift if it's agreed in writing.

Span of Hours

Day Worker

Between 6am and 8pm, Monday to Saturday

Shift Worker

Any employees that work any of the hours in the table below, they are considered shiftworkers under the SCHADS Award:

Shift Type	Penalty Rate (% of Minimum Hourly Rate)
Afternoon shift - shift ends between 8pm and midnight, Monday to Friday	112.5%
Night shift - finishes after midnight or starts before 6am, Monday to Friday	115%
Public holiday shift - any time worked during the public holiday	150%



Rostered Days Off

All employees except casuals should have no less than two full days off per week or four full days off each fortnight or eight full days in each four-week cycle. These need to be consecutive days off where it's possible.

Rest Breaks Between Rostered Work

The following rest break conditions apply under the SCHADS Award:

- Employees should have a rest of no less than 10 consecutive hours between shifts
- Employees should have a rest of no less than 8 consecutive hours between shifts if their following shift is a sleepover shift
- Employees should have a rest of no less than 8 consecutive hours from finishing their sleepover shift to the next shift

SCHADS Award Rosters

Employee rosters under SCHADS Award are required to have fortnightly rosters in place with at least two weeks before the start of the roster period.

7 days' notice needs to be given for any changes in rosters.

If a client cancels or changes home care services, notice must be given to the employee by 5pm the day before if no payment is to be made. If there's no notice given, then the employee will be entitled to receiving payment for the hours rostered on that day.



The other alternative is that the employer can direct the employee to make-up the canceled time in the next fortnight in other areas of the business.

Roster changes can be made if an employee proposes one to accommodate an agreed shift swap with another employee, so long as the employer agrees.

Broken Shifts

This only applies to social and community services employees who are working in disability services and home care.

A broken shift is when an employee has one or more breaks (not including their meal break) and the shift is no more than 12 hours.

A minimum of 10 hours between broken shifts on consecutive days must be given.

If the employee works more than 12 hours, double time will be paid.

An employer and employee can agree for the employee to work broken shifts of three periods, or otherwise, the employer can roster the employee for a broken shift of two periods.

In other words, you can still roster a SCHADS worker for a broken shift of two periods of work (with one unpaid break), but you will have to request permission to do so if you want to schedule them for three periods of work (with two unpaid breaks).

This will only apply to social and community services employees for disability services work and home care.

Different allowances will now also be introduced for each of these scenarios. Employees working a two-period broken shift must be paid at 1.7% of the standard rate. And employees working a three-period broken shift must be paid at 2.25% of the standard rate.

In addition, each employee must be paid a shift allowance depending on what type of shift they work (e.g., afternoon, night, or public holiday shift).



Sleepovers

This is when an employer requires an employee to sleep overnight at the client's premises that isn't considered a 24-hour care shift:

- The employee needs to be provided with a separate room with a bed and clean linen, and facilities with the shift being 8 consecutive hours.
- A sleepover allowance of 4.9% of their standard rate must be paid for each night.
- They must be paid a minimum overtime rate of 1 hour if they need to work during the sleepover period.
- If the employer rosters the employee to work immediately before or after the sleepover period, a minimum of 4 hours' work must be paid.

24 Hour Care

A 24-hour care shift is when an employee must be available in a client's home to provide prescribed home care services for a 24 hour period. This shift should go for no more than 8 hours.

The employee must be given the opportunity to sleep during the shift and where appropriate, given a private room with a bed with clean linen, and facilities.

They will be paid at 155% of their appropriate rate for each 24 hour period.

The employee is required to provide more than 8 hours of care, that work will be considered overtime at a rate of 150% for the first 2 hours and 200% thereafter.

However, the employees are allowed to refuse to work more than 8 hours during a 24-hour care shift if it's unreasonable.



Excursions

If an employee agrees to take a client on excursion activities that involve staying overnight away from home, the following provisions apply:

- Monday to Friday Excursions
 - They must be paid for the time worked between 8am to 6pm for a maximum of 10 hours per day
 - Time accrual instead of overtime may be agreed between the employer and employee for any excess hours worked
 - Sleepover allowance must be paid
- Weekend Excursions
 - If the employee needs to work on Saturday and/or Sunday, they cannot work for more than ten days within that two-week cycle.

Client Cancellations

A client cancel (or reschedule) a home care or disability service within 7 days, the employer can either redirect the employee to perform other work during the rostered hours, cancel the shift entirely, or allocate make-up time.

Whichever option the employer decides to go with, the employee must be paid accordingly.

For more information regarding client cancellations and the latest award updates, check out our breakdown [here](#).

Saturday & Sunday Work

The following penalty rates apply for weekend work:

Day	Penalty Rate (% of minimum pay rate)
Saturday	150%
Sunday	200%

Casual employees should be paid their casual loading in addition to the penalty rates.



Breaks

Meal Breaks

An employee needs to take an unpaid meal break of 30 to 60 minutes if they've worked for more than five hours.

If they work through their meal break, they will be paid overtime rates until their meal break is taken.

If the employee needs to have their meal with a client, they will be paid their normal ordinary rates and counted as time worked.

Tea Breaks

A 10-minute tea break every 4 hours worked must be given to the employee and counted as time worked.

SCHADS Award Overtime Rates

Full-Time Employees

Type of Service	Date & Time	Overtime Rate
Disability Services, Home Care & Day Care	Monday to Saturday	First 2 Hours - 150% Thereafter - 200%
Social & Community Services Crisis Accommodation	Monday to Saturday	First 3 Hours - 150% Thereafter - 200%
Disability Services, Home Care & Day Care Social & Community Services Crisis Accommodation	Sunday	200%
Disability Services, Home Care & Day Care Social & Community Services Crisis Accommodation	Public Holiday	250%



Part-Time & Casual Employees

Condition	Overtime Rate
If employees worked more than 38 hours per week or 76 hours per fortnight except for Sundays	First 2 Hours - 150% Thereafter - 200%
Sunday	200%
Public Holiday	250%
If employees worked more than 10 hours per day	First 2 hours - 150% Thereafter - 200%

Under changes introduced on 1 July 2022, all time worked outside the normal span of hours is now included in the overtime rates for part-time and casual employees.

	Monday to Saturday	Sunday	Public Holidays
Worked outside of the regular span of hours.	1.5x for the first 2 hours. 2x thereafter	2x	2.5x

Time Off Instead of Overtime Payment

An employee and employer can agree for the employee to take time off instead of being paid for overtime worked. There are a few conditions that need to occur:

- The employee is entitled to taking off the equivalent of the overtime payment. For example, two overtime hours at a penalty rate of 150% would mean 3 hours off for the employee rather than 2 hours.
- The time taken off must occur within three months from the time the overtime was worked unless agreed between the employee and employer. If there is no agreement, then the employee needs to pay the overtime in the first pay cycle after the three months.
- The employer will need to immediately pay the overtime if the employee decides to request this.



Rest Period After Overtime

For all employees except casuals, a minimum of 10 consecutive hours off between shifts without loss of pay is required under the SCHADS Award.

If the employee works without ten consecutive hours off, they will be paid at 200% until they finish their shift. They will then need ten consecutive hours off duty without loss of pay.

Recall to Work Overtime

A minimum of 2 hours' work is to be paid if an employee is recalled to work overtime after leaving the work premises.

Rest Break During Overtime

If your employee has been recalled to work overtime and works more than 4 hours, they must have a 20-minute meal break and another 20-minute break for each subsequent 5 hours' overtime. All of these breaks must be counted as time worked, and the meals must be free of charge.

Higher Duties

For home care employees who are carrying out work with higher wage rates, they must be paid at the higher wage rate:

1. If they worked two hours or less, they need to be paid for the time worked.
2. If they worked more than two hours, they must be paid a full day or shift.

If the employee has worked five consecutive days or more at a higher classification, they must be paid at the minimum rate based on the classification they worked.



Remote Work

From 1 July 2022, a new remote work clause was introduced into the SCHADS Award. It applies when an employer directs or authorises an employee to perform additional hours away from their designated workplace.

Employees performing remote work receive minimum payments and other rates depending on the time of day they work, in lieu of any other penalties and overtime.

There are two primary minimum payments when it comes to remote work, depending on what period the remote work is being performed:

- 15 minutes between 6.00 am and 10.00 pm.
- 30 minutes between 10.00 pm and 6.00 am.

Any time worked continuously beyond the minimum hours paid will be rounded to the nearest 15 minutes. For example, if an employee works for 1 hour and 5 minutes, they'll get paid for 1 hour and 15 minutes.

If an employee is not on call, the employer is required to pay them a minimum of one hour's pay. And if the remote work involves staff meetings or training, it's also a minimum of one hour's pay.

You'll need to pay at your employee's minimum hourly rate, but there will be instances where you'll attract additional loading, such as remote work outside of a certain span of hours, doing overtime or working on weekends or public holidays.

And, if your employees complete remote work, they must maintain and provide a timesheet of the remote work completed to their employer.



Minimum Wages & Related Matters

Progression

When an employee has reached 12 months' continuous employment, they'll be eligible for progression from one pay point to the next if they are deemed competent and satisfactory in performance during this period. Refer to the [pay guide](#) for each pay point.

Rates of pay

Social and community services employee - Full-time & part-time

Table 1 of 3

Classification	Weekly pay rate	Hourly pay rate	Saturday	Sunday	Public holiday	Afternoon shift	Night shift
Level 1 - pay point 1	\$999.40	\$26.30	\$39.45	\$52.60	\$65.75	\$29.59	\$30.25
Level 1 - pay point 2	\$1,031.60	\$27.15	\$40.73	\$54.30	\$67.88	\$30.54	\$31.22
Level 1 - pay point 3	\$1,068.40	\$28.12	\$42.18	\$56.24	\$70.30	\$31.64	\$32.34
Level 2 - pay point 1	\$1,314.13	\$34.58	\$51.87	\$69.16	\$86.45	\$38.90	\$39.77
Level 2 - pay point 2	\$1,355.46	\$35.67	\$53.51	\$71.34	\$89.18	\$40.13	\$41.02
Level 2 - pay point 3	\$1,396.67	\$36.75	\$55.13	\$73.50	\$91.88	\$41.34	\$42.26
Level 2 - pay point 4	\$1,433.81	\$37.73	\$56.60	\$75.46	\$94.33	\$42.45	\$43.39
Level 3 - pay point 1	\$1,468.78	\$38.65	\$57.98	\$77.30	\$96.63	\$43.48	\$44.45
Level 3 - pay point 2	\$1,511.12	\$39.77	\$59.66	\$79.54	\$99.43	\$44.74	\$45.74
Level 3 - pay point 3	\$1,543.37	\$40.62	\$60.93	\$81.24	\$101.55	\$45.70	\$46.71
Level 3 - pay point 4	\$1,575.13	\$41.45	\$62.18	\$82.90	\$103.63	\$46.63	\$47.67
Level 4 - pay point 1	\$1,694.22	\$44.58	\$66.87	\$89.16	\$111.45	\$50.15	\$51.27
Level 4 - pay point 2	\$1,738.44	\$45.75	\$68.63	\$91.50	\$114.38	\$51.47	\$52.61
Level 4 - pay point 3	\$1,783.19	\$46.93	\$70.40	\$93.86	\$117.33	\$52.80	\$53.97
Level 4 - pay point 4	\$1,822.92	\$47.97	\$71.96	\$95.94	\$119.93	\$53.97	\$55.17
Level 5 - pay point 1	\$1,938.14	\$51.00	\$76.50	\$102.00	\$127.50	\$57.38	\$58.65
Level 5 - pay point 2	\$1,979.92	\$52.10	\$78.15	\$104.20	\$130.25	\$58.61	\$59.92
Level 5 - pay point 3	\$2,025.96	\$53.31	\$79.97	\$106.62	\$133.28	\$59.97	\$61.31
Level 6 - pay point 1	\$2,117.50	\$55.72	\$83.58	\$111.44	\$139.30	\$62.69	\$64.08
Level 6 - pay point 2	\$2,164.26	\$56.95	\$85.43	\$113.90	\$142.38	\$64.07	\$65.49
Level 6 - pay point 3	\$2,211.16	\$58.19	\$87.29	\$116.38	\$145.48	\$65.46	\$66.92
Level 7 - pay point 1	\$2,290.18	\$60.27	\$90.41	\$120.54	\$150.68	\$67.80	\$69.31
Level 7 - pay point 2	\$2,338.31	\$61.53	\$92.30	\$123.06	\$153.83	\$69.22	\$70.76
Level 7 - pay point 3	\$2,385.88	\$62.79	\$94.19	\$125.58	\$156.98	\$70.64	\$72.21
Level 8 - pay point 1	\$2,484.72	\$65.39	\$98.09	\$130.78	\$163.48	\$73.56	\$75.20
Level 8 - pay point 2	\$2,533.59	\$66.67	\$100.01	\$133.34	\$166.68	\$75.00	\$76.67
Level 8 - pay point 3	\$2,582.60	\$67.96	\$101.94	\$135.92	\$169.90	\$76.46	\$78.15

Allowances

The SCHADS Award offers the following allowances:

1. [Clothing & Equipment Allowance](#): paid to employees if uniforms are not supplied by the employer
2. [Laundry Allowance](#): paid to employees if uniforms are not laundered by the employer free of charge
3. [Meal Allowance](#): paid to an employee if they work at least an hour of overtime



4. First Aid Allowance: paid to an employee that's first aid qualified and expected to perform first-aid duties on shift
 - a. Full-time employees
 - b. Part-time or casual employees
5. Travelling, Transport & Fares Allowance paid to employees that need to use their own vehicles to perform their duties
6. On-Call Allowance - paid to employees that are required to be on call Telephone
7. Allowance: Paid to employees that are required to install a telephone for being on call
8. Broken shift Allowance: paid to employees that are required to work a broken shift. Broken Shift Allowance - 1 unpaid break Broken Shift Allowance - 2 unpaid breaks

Search our database for all relevant allowances for The Social, Community, Home Care and Disability Services.

Recent Allowance Changes

As part of the 2022 Fair Work Commission review of the SCHADS Award, several important updates were introduced effective from **1 July 2022**. These included:

- A clarified **laundry allowance**, payable when an employee's non-uniform clothing is soiled in the course of their duties.
- A new **repair allowance**, requiring employers to reimburse employees for the reasonable cost of repairing or replacing clothing that is soiled or damaged during work—provided the employee has complied with PPE requirements and promptly notified the employer.
- An updated **on-call allowance**, which was later increased again in July 2025.

These changes were introduced to ensure employees are fairly compensated for work-related wear and tear on personal clothing and for being rostered on-call outside of ordinary hours. Always check the current award clauses for the latest rates and conditions.



Superannuation

From 1 July 2025, the Superannuation Guarantee rate increases to 12% of an employee's ordinary time earnings. This rate applies to all salary and wages paid on or after 1 July, even if some or all of the pay period occurred before that date.

From 1 July 2022, the \$450 per month threshold for superannuation was removed. Employers must now pay the super guarantee (SG) for all eligible employees, regardless of how much they earn.

Annual Leave

All annual leave is per the [National Employment Standards \(NES\)](#). Under the SCHADS Award, employees are entitled to annual leave loading when taking paid time off. They must be paid the higher of:

- 17.5% of their ordinary pay rate, or
- The weekend and shift penalties they would have received had they worked during that period.

Example:

If a full-time employee applies for leave between Thursday this week and Wednesday next week, he or she would typically work 8 hours of shiftwork on a Saturday too.

The employer must calculate 38 hours, including a 17.5% leave loading and compare with how much the employee will typically receive if they had been paid working across that period with the Saturday penalty rates.

Whichever of the two calculations is higher is how much the employee should be paid across that period of time, not for individual days.



The idea is so that the employee is protected from being paid less for going on paid annual leave.

Note: Shiftworkers are entitled to 5 weeks of paid annual leave if they are available seven days a week and regularly rostered to work on Sundays and public holidays.

From 1 July 2022, employees who work at least eight 24-hour care shifts in a year are now classified as shiftworkers under the National Employment Standards (NES) and are entitled to an additional week of annual leave.

Public Holidays

There are no exceptional public holidays under the SCHADS Award.

All public holiday entitlements are per the National Employment Standards (NES) and the penalty rates outlined in the table above.

All public holidays are to be paid 250% of their ordinary pay rate except for casual employees who are paid 275% of their ordinary pay rate (inclusive of casual loading).



Social, Community, Home Care and Disability Services Industry Award Checklist

- Did your full-time employee work between 6am and 8pm, Monday to Saturday?
 - Yes - no further action required
 - No - apply the overtime rates in the table below

- Did your employee work more than five consecutive hours without a break?
 - Yes - pay overtime rates until their meal break was taken
 - No - no further action required

- Was your employee recalled to work overtime after leaving work premises?
 - Yes - apply a minimum of 2 hours' work at overtime rates
 - No - no further action required

Type of Service	Date & Time	Overtime Rate
Disability Services, Home Care & Day Care	Monday to Saturday	First 2 Hours - 150% Thereafter - 200%
Social & Community Services Crisis Accommodation	Monday to Saturday	First 3 Hours - 150% Thereafter - 200%
Disability Services, Home Care & Day Care Social & Community Services Crisis Accommodation	Sunday	200%
Disability Services, Home Care & Day Care Social & Community Services Crisis Accommodation	Public Holiday	250%



Did your part-time or casual employees work between 6am and 8pm, Monday to Saturday?

Yes - no further action required

No - apply the following overtime rates:

Condition	Overtime Rate
If employees worked more than 38 hours per week or 76 hours per fortnight except for Sundays	First 2 Hours - 150% Thereafter - 200%
Sunday	200%
Public Holiday	250%
If employees worked more than 10 hours per day	First 2 hours - 150% Thereafter - 200%

Did your employees' shifts end on any of the below times?

Yes - apply the corresponding penalty rates

No - pay their ordinary rate of pay

Shift Type	Penalty Rate (% of Minimum Hourly Rate)
Afternoon shift - shift ends between 8pm and midnight, Monday to Friday	112.5%
Night shift - finishes after midnight or starts before 6am, Monday to Friday	115%
Public holiday shift - any time worked during the public holiday	150%

Did your employee work a broken shift for more than 12 hours?

Yes - apply double time to be paid for the extra hours worked

No - pay their ordinary rate of pay



- Did your employee work a sleepover shift?
 - Yes, but they did not work during the shift - apply a sleepover allowance of 4.9% of their standard rate
 - Yes, they worked during the shift- apply a sleepover allowance of 49% of their standard rate and paid them a minimum of 1 hour overtime for the time worked
- Did your employee work a 24-hour care shift?
 - Yes - apply a 155% penalty rate
 - No - no further action
- Did your employee agree to take your client on an excursion activities on a weekend?
 - Yes, and they were required to stay overnight away from home - apply a sleepover allowance of 4.9% of their standard rate and they must be paid a maximum of 10 hours per day and they must not work more than 10 days within that two-week cycle
 - Yes - they must be paid a maximum of 10 hours per day and they must not work more than 10 days within that two-week cycle
 - No - apply ordinary pay
- Did your employee work on a Saturday or Sunday?
 - Yes - apply the penalty rate in the table below
 - No - apply ordinary pay

Day	Penalty Rate (% of minimum pay rate)
Saturday	150%
Sunday	200%



- Did your employee work on a public holiday?
 - Yes, they are full-time or part-time employees - apply penalty rate of 250%
 - Yes, they are casual employees - apply penalty rate of 275%
 - No - apply ordinary pay
- Did your employee (except casuals) have a minimum of 10 consecutive hours break between shifts without loss of pay?
 - Yes - no further action required
 - No - apply 200% penalty rate until they finish their shift and ensure they are given 10 consecutive hours off duty without loss of pay
- Did your home care employees carry out work with higher wage rates?
 - Yes - they worked less than two hours on these duties - pay them at the higher classification for this time
 - Yes - they worked more than two hours on these duties - pay them at the higher classification for the full day or shift
 - No - apply ordinary pay
- Do you supply your employees with uniform?
 - Yes - no further action required
 - No - apply the [clothing & equipment allowance](#)
- Do you offer laundering of your employee uniforms?
 - Yes - no further action required
 - No - apply the [laundry allowance](#)



- Did your employee work at least an hour of overtime?
 - Yes - apply the [meal allowance](#)
 - No - no further action required

- Was your employee expected to perform first aid duties while on shift?
 - Yes - apply the first aid allowance for [full-time employees](#) and [part-time employees or casual employees](#)
 - No - no further action required

- Did your employee need to use their own vehicle to perform their duties?
 - Yes - apply the [vehicle allowance](#)
 - No - no further action required

- Was your employee on call?
 - Yes - apply the [on-call allowance](#)
 - No - no further action required



More SCHADS resources

click to access

Webinar On Demand



[**SCHADS Common Shift Calculations Explained**](#)



[**How to Correctly Classify Disability and Home Care Workers Under the SCHADS Award**](#)



[**SCHADS Award Pay Rates and Progressions Explained**](#)



[**Australia's only 100% compliant SCHADS payroll solution**](#)





10 STEPS

of traditional inefficient payroll process

1



Drafting a roster

A **shift supervisor writes up** a roster in an Excel spreadsheet. This is sent to each employee via an SMS which is typed up manually. They also review leave request forms to make sure they are not rostering employees on leave.

Manually modifying the roster

The **shift supervisor receives a whole bunch of feedback** from casual staff about not having any availability to work. They reassess their roster and send out SMS for the new version of the roster.

2



**3**

Filling in a paper timesheet

Staff come and go for their week they've rostered. At the end of each week, the employees fill in a paper timesheet. This includes their start times, end times and duration. They hand this to the shift supervisor.

Manually checking paper timesheet to roster

The shift supervisor signs these off. They do this by comparing the paper timesheet to their Excel roster and making sure the times are correct. They mark their approval with a signature on the paper timesheet. This gets passed on to the Admin team

**4**

Manually interpreting pay conditions

The Admin team collate these timesheets and begin the intricate task of turning these into earnings. This involves manually recalculating the shift durations, then slicing and dicing the duration up into columns (ordinary time, overtime 1.5, overtime 2.0, public holiday, afternoon shift and night shift. There is also a column to tick whether one or more allowances apply. The columns only cover the common pay conditions, not every scenario in the Modern Award.

**5**

Chasing up missing or ambiguous timesheets

6

Sometimes when completing step 4, there is some ambiguity when checking timesheets. Does 7.5 mean 7 hours 30 minutes or 7 hours 50 minutes? The timesheet line above said 7.45 so we aren't really sure. They need to check with the shift supervisor. They spend a fair bit of time chasing missing timesheets aswell.



7



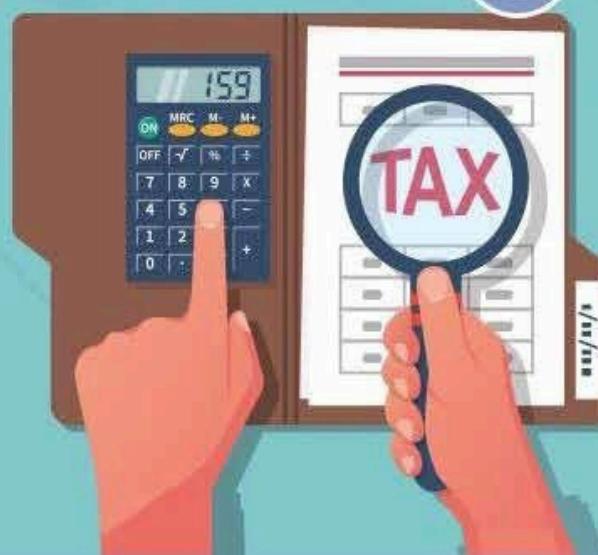
Manually checking leave balances to sign requests

The admin team then gather their leave requests for the week and make sure they are signed off too. They go through each one and make sure the employee has enough leave, and adjust the hours taken on the form.

Paper based employee onboarding forms

A few employees have started during the week and filled out some paper forms. The admin team have most of these but still haven't gotten back the tax file declaration or banking form. The admin team chases up this new employee and this holds the process up of running a pay run.

8



9

Re-keying a pay run manually



The admin team then work through creating the pay run. They copy and paste the hours of their interpreted timesheets into their payroll software. This is currently a module on the end of their accounting system. The system does a good job at working out tax withheld and super, but not much else. Each employee's payslip entry is based on a pro forma template of all pay items, so this takes a while and means every employee needs to be checked.

10

Hard copy pay run reviews

A report is printed off and goes to the Finance Manager for review. This is a large document printed off and annotations are made in pen. The admin team go back and make these changes. The payrun is then finalised, payslips send, lodgement done and a batch file sent to internet banking.



Social, Community, Home Care and Disability Services Industry Award

[MA000100]

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RATES OF PAY

Social and Community Services Employees

CLASSIFICATION (LEVEL / PAY POINT)	FULL-TIME/PART-TIME HOURLY RATE	CASUAL HOURLY RATE
Level 1 – Pay Point 1	\$26.61	\$33.27
Level 1 – Pay Point 2	\$27.44	\$34.30
Level 1 – Pay Point 3	\$28.41	\$35.52
Level 2 – Pay Point 1	\$34.91	\$43.64
Level 2 – Pay Point 2	\$36.16	\$45.20
Level 2 – Pay Point 3	\$37.47	\$46.84
Level 3 – Pay Point 1	\$38.84	\$48.55
Level 3 – Pay Point 2	\$40.28	\$50.35
Level 3 – Pay Point 3	\$41.78	\$52.22
Level 4 – Pay Point 1	\$43.37	\$54.21
Level 4 – Pay Point 2	\$45.04	\$56.30
Level 4 – Pay Point 3	\$46.76	\$58.45
Level 5 – Pay Point 1	\$48.60	\$60.75
Level 5 – Pay Point 2	\$50.50	\$63.13
Level 5 – Pay Point 3	\$52.46	\$65.57

Crisis Accommodation Employees

CLASSIFICATION (LEVEL / PAY POINT)	FULL-TIME/PART-TIME HOURLY RATE	CASUAL HOURLY RATE
Level 1 – Pay Point 1	\$38.65	\$48.31
Level 1 – Pay Point 2	\$40.02	\$50.02
Level 1 – Pay Point 3	\$41.45	\$51.82
Level 2 – Pay Point 1	\$43.00	\$53.75
Level 2 – Pay Point 2	\$44.60	\$55.75
Level 2 – Pay Point 3	\$46.26	\$57.83
Level 3 – Pay Point 1	\$48.02	\$60.02
Level 3 – Pay Point 2	\$49.89	\$62.36
Level 3 – Pay Point 3	\$51.83	\$64.79

Home Care Employees – Disability Care

CLASSIFICATION (LEVEL / PAY POINT)	FULL-TIME/PART-TIME HOURLY RATE	CASUAL HOURLY RATE
Level 1 – Pay Point 1	\$26.19	\$32.74
Level 2 – Pay Point 1	\$27.66	\$34.58
Level 2 – Pay Point 2	\$28.32	\$35.40
Level 3 – Pay Point 1	\$28.98	\$36.23
Level 3 – Pay Point 2	\$29.76	\$37.20
Level 4 – Pay Point 1	\$30.56	\$38.20
Level 5 – Pay Point 1	\$32.15	\$40.19
Level 5 – Pay Point 2	\$33.93	\$42.41

Home Care Employees – Aged Care

CLASSIFICATION	FULL-TIME/PART-TIME HOUR-LY RATE
Level 1 – Introductory	\$30.31
Level 2 – Home Carer	\$32.00
Level 3 – Qualified	\$33.78
Level 4 – Senior	\$35.68
Level 5 – Specialist	\$37.68
Level 6 – Team Leader	\$39.80

Family Day Care Employees

CLASSIFICATION (LEVEL / PAY POINT)	FULL-TIME/PART-TIME HOURLY RATE	CASUAL HOURLY RATE
Level 1 – Pay Point 1	\$26.94	\$33.68
Level 1 – Pay Point 2	\$27.77	\$34.71
Level 1 – Pay Point 3	\$28.74	\$35.93
Level 1 – Pay Point 4	\$29.78	\$37.21
Level 2 – Pay Point 1	\$30.85	\$38.57
Level 2 – Pay Point 2	\$32.01	\$40.01
Level 2 – Pay Point 3	\$33.25	\$41.56
Level 2 – Pay Point 4	\$34.54	\$43.17
Level 3 – Pay Point 1	\$35.91	\$44.89
Level 3 – Pay Point 2	\$37.35	\$46.69
Level 3 – Pay Point 3	\$38.87	\$48.59
Level 3 – Pay Point 4	\$40.45	\$50.56
Level 4 – Pay Point 1	\$42.13	\$52.66
Level 4 – Pay Point 2	\$43.87	\$54.84
Level 4 – Pay Point 3	\$45.69	\$57.11
Level 4 – Pay Point 4	\$47.60	\$59.50
Level 5 – Pay Point 1	\$49.59	\$62.00
Level 5 – Pay Point 2	\$51.66	\$64.58
Level 5 – Pay Point 3	\$53.81	\$67.26
Level 5 – Pay Point 4	\$56.06	\$70.08

Based on the specific categories within **Home Care Employees**, here are the updated tables for **Full-Time/Part-Time** and **Casual Employees**, separating **Disability Care** and **Aged Care** classifications with their hourly rates for all relevant pay points.

Classification Tables

Social and Community Services Employees

Level	Key Characteristics	Key Responsibilities	Requirements / Progression
Level 1	<ul style="list-style-type: none">• Works under very close direction with routine activities• Uses basic skills with limited freedom to act• Receives extensive on-the- job training	<ul style="list-style-type: none">• Performs clearly defined clerical/ support tasks (data input, reception, filing)• May assist with personal care or domestic duties under direct supervision• At Pay Point 2: Prepares the full range of domestic duties (cleaning, food service) and assists with personal care tasks under general supervision	<ul style="list-style-type: none">• Developing workplace knowledge and basic numeracy/communication skills• Progression (for personal care duties) to Pay Point 2 on completion of 12 months full-time or 1976 hours part-time industry experience

Level 2	<ul style="list-style-type: none"> • Works under general guidance within clearly defined guidelines • Applies acquired skills and may assist or oversee lower-classified staff • Expected to plan and organise own work 	<ul style="list-style-type: none"> • Undertakes a range of activities (administrative support, secretarial work, processing transactions) • May contribute to client programmes • May supervise or provide a wide range of personal care services under limited supervision • May assist with resident care plans or prepare full meals under limited supervision • May supervise other employees while delivering disability services (requires Cert IV) 	<ul style="list-style-type: none"> • Requires an appropriate certificate or diploma and previous relevant experience • Entry and progression determined by formal qualifications and/or on-the-job training
Level 3	<ul style="list-style-type: none"> • Works under general direction using established procedures • Exercises some initiative and may set objectives for own work • May supervise lower-classified employees 	<ul style="list-style-type: none"> • Manages specialised functions (problem solving, records management, basic project coordination) • Can assist with day-to-day planning and supervise select tasks 	<ul style="list-style-type: none"> • Requires thorough knowledge of work practices • Graduates with a three-year degree start at a higher pay point (four-year degree at an even higher level), or equivalent experience

Level 4	<ul style="list-style-type: none"> • Works under general direction in functions requiring applied expertise • Contributes to establishing procedures and may provide specialist advice • Often involves supervision of various functions 	<ul style="list-style-type: none"> • Performs specialised administrative and technical duties • May lead projects, set outcomes, and further develop work methods 	<ul style="list-style-type: none"> • Requires sound knowledge of program and operational policies • Qualifications (e.g. four-year degree with relevant experience) or equivalent expertise are expected
Level 5	<ul style="list-style-type: none"> • Works under general direction from senior employees • Undertakes moderately complex projects with some autonomy • Provides expert advice and may lead a range of functions 	<ul style="list-style-type: none"> • Manages projects (including budgeting and service delivery) • Provides expert advice to lower-classified employees and may contribute to policy development 	<ul style="list-style-type: none"> • Requires a high level of knowledge and experience (relevant degree or advanced training) • Leadership responsibilities and multi-disciplinary skills are critical
Level 6	<ul style="list-style-type: none"> • Operates under limited direction with significant influence on work practices • Involved in developing and managing operational procedures • Expected to provide expert advice and consult on complex issues 	<ul style="list-style-type: none"> • Manages a work area or significant projects • Negotiates on behalf of the organisation and establishes procedures 	<ul style="list-style-type: none"> • Requires comprehensive knowledge, advanced qualifications (or equivalent), and proven management skills

Crisis Accommodation Employees

Level	Key Characteristics	Key Responsibilities	Requirements / Progression
Level 1	<ul style="list-style-type: none"> • Works under general direction with well-established procedures • Applies basic skills with limited initiative • May have minor oversight of volunteers 	<ul style="list-style-type: none"> • Performs routine tasks (administrative functions, basic computer operations, records management) • May assist in minor phases of broader assignments 	<ul style="list-style-type: none"> • Requires sound understanding of workplace procedures • Entry options include a relevant three-year or four-year degree (or equivalent experience)
Level 2	<ul style="list-style-type: none"> • Works under general direction requiring application of acquired skills • Expected to set outcomes and further develop work methods within established guidelines • May supervise or provide limited technical advice 	<ul style="list-style-type: none"> • Undertakes specialised activities (administrative support, assisting with projects, case management) • Contributes to developing or interpreting work practices 	<ul style="list-style-type: none"> • Requires an appropriate four-year degree with experience, or equivalent qualifications and experience

Level	Key Characteristics	Key Responsibilities	Requirements / Progression
Level 3	<ul style="list-style-type: none"> • Works under general supervision with responsibility for a range of functions • Exercises initiative and may supervise others • Expected to manage work priorities and outcomes 	<ul style="list-style-type: none"> • Manages complex projects or programmes • Provides expert advice and may coordinate community or service initiatives 	<ul style="list-style-type: none"> • Requires relevant degree qualifications or substantial experience • Demonstrated organisational and supervisory skills are essential
Level 4	<ul style="list-style-type: none"> • Operates under limited direction with significant influence on operational procedures • Assumes managerial responsibility and decision-making authority • Expected to lead and coordinate significant work areas 	<ul style="list-style-type: none"> • Manages significant projects or functions, often including financial management • Provides high-level expert advice and supervises teams or specialised staff 	<ul style="list-style-type: none"> • Requires advanced qualifications and substantial relevant experience • Leadership and management skills are critical

Family Day Care Employees

Level	Key Characteristics	Key Responsibilities	Requirements / Progression
Level 1	<ul style="list-style-type: none"> Performs standard work routines with clearly defined outcomes Works under close instruction/ supervision Develops basic knowledge of organisational procedures 	<ul style="list-style-type: none"> Assists in childcare/ caregiver support (including equipment maintenance and basic cataloguing) Involved in training support activities 	<ul style="list-style-type: none"> Requires good communication, numeracy, and basic technical skills Emphasis on developing knowledge through experience
Level 2	<ul style="list-style-type: none"> Operates with a degree of autonomy compared to Level 1 May be responsible for particular functions within an agency 	<ul style="list-style-type: none"> Assists in administration and coordination of unit functions May handle aspects of childcare support that require additional understanding of child development 	<ul style="list-style-type: none"> Requires increased responsibility and the ability to work with less direct supervision
Level 3	<ul style="list-style-type: none"> Engaged in service delivery that includes fieldwork and monitoring childcare standards 	<ul style="list-style-type: none"> Supervises childcare providers/ caregivers, liaises with parents and government bodies 	<ul style="list-style-type: none"> Requires sound knowledge of childcare, community development, and welfare issues

Level	Key Characteristics	Key Responsibilities	Requirements / Progression
Level 3	<ul style="list-style-type: none"> Expected to operate with a higher degree of autonomy 	<ul style="list-style-type: none"> May assist in budget preparation, grant applications, and detailed record keeping 	<ul style="list-style-type: none"> High-level interpersonal skills and the ability to work independently are essential
Level 4	<ul style="list-style-type: none"> Responsible for the administration and coordination of an entire service Demonstrates a broad understanding of childcare, community development, and welfare 	<ul style="list-style-type: none"> Involved in service planning, policy development, and financial/administrative management Oversees multiple disciplines within a service 	<ul style="list-style-type: none"> Requires relevant qualifications as per State Regulations and substantial human services management skills
Level 5	<ul style="list-style-type: none"> Operates at a higher level of discretion, skill, and responsibility than Level 4 Assumes a leadership role with overall scheme responsibility 	<ul style="list-style-type: none"> Manages complex schemes or multiple services Provides strategic advice on major policy issues and leads key operational functions 	<ul style="list-style-type: none"> Requires advanced management skills, relevant qualifications, and proven experience in managing multiple services

Home Care Employees – Disability Care

Level	Key Characteristics	Key Responsibilities	Requirements / Progression
Level 1	<ul style="list-style-type: none"> Has less than 12 months' industry experience Performs broad, routine tasks using basic skills Responsible for the quality of own work 	<ul style="list-style-type: none"> Undertakes domestic assistance tasks (cleaning, cooking, minor maintenance, etc.) Provides basic personal care and support under established routines 	<ul style="list-style-type: none"> Commences on-the-job training including an induction course
Level 2	<ul style="list-style-type: none"> Utilises developed skills within general guidelines Exercises some discretion and may assist with supervising others Works within established practices with room for originality 	<ul style="list-style-type: none"> Provides personal care, domestic assistance, and support functions May assist in supervising work of same or lower-level employees 	<ul style="list-style-type: none"> Must have satisfactorily completed Level 1 requirements (or equivalent), with a Home Care Certificate or comparable on-the-job training
Level 3	<ul style="list-style-type: none"> Works under general supervision and is accountable for work quality and timeliness 	<ul style="list-style-type: none"> Performs office and domestic tasks (meal planning, scheduling, records management) 	<ul style="list-style-type: none"> Typically requires an accredited Certificate 3 (or equivalent) or sufficient on-the-job training and experience

Level	Key Characteristics	Key Responsibilities	Requirements / Progression
Level 3	<ul style="list-style-type: none"> Involves selecting from a range of techniques for task completion Often has contact with the public and other staff 	<ul style="list-style-type: none"> Performs office and domestic tasks (meal planning, scheduling, records management) May supervise support staff and contribute to client care plans 	<ul style="list-style-type: none"> Typically requires an accredited Certificate 3 (or equivalent) or sufficient on-the-job training and experience
Level 4	<ul style="list-style-type: none"> Exercises discretion within standard practices and implements quality control May provide direction, leadership, and training to subordinate staff 	<ul style="list-style-type: none"> Plans and directs staff activities, manages rosters, and oversees the development of client care plans Ensures quality and consistency in domestic and personal care services 	<ul style="list-style-type: none"> Requires successful completion of Level 3 (or equivalent) plus thorough understanding of procedures and demonstrated supervisory skills
Level 5	<ul style="list-style-type: none"> May serve in roles such as care coordinator, foreperson, or maintenance supervisor Has accountability for resource coordination and quality outcomes 	<ul style="list-style-type: none"> Coordinates resources, supervises teams, manages projects, and ensures safety and cost-effectiveness Provides structured training and on-the-job guidance to others 	<ul style="list-style-type: none"> Requires advanced specialist knowledge, proven leadership, and significant relevant experience

Level	Key Characteristics	Key Responsibilities	Requirements / Progression
Level 5	<ul style="list-style-type: none"> Exercises a higher degree of autonomy and responsibility 		

Home Care Employees – Aged Care

Level	Key Characteristics	Key Responsibilities	Requirements / Progression
Level 1 (Introductory)	<ul style="list-style-type: none"> Primary role is to provide home care to aged care clients Has less than 3 months' aged care experience 	<ul style="list-style-type: none"> Performs basic care tasks under direct supervision 	<ul style="list-style-type: none"> Entry-level; requires introductory experience in aged care
Level 2 (Home Carer)	<ul style="list-style-type: none"> Has 3 months' or more aged carer experience Works with increasing independence in care delivery 	<ul style="list-style-type: none"> Provides home care following established guidelines with moderate autonomy 	<ul style="list-style-type: none"> Requires a minimum of 3 months' aged care experience
Level 3 (Qualified)	<ul style="list-style-type: none"> Has obtained a Certificate III in Individual Support (Ageing) or an equivalent qualification Provides care with a clear understanding of protocols 	<ul style="list-style-type: none"> Delivers home care services independently in line with established procedures 	<ul style="list-style-type: none"> Requires Certificate III (or equivalent) in Individual Support (Ageing)

Level	Key Characteristics	Key Responsibilities	Requirements / Progression
Level 4 (Senior)	<ul style="list-style-type: none"> Holds a Certificate III plus at least 4 years' experience at Level 3 (after 1 January 2025) Demonstrates advanced knowledge and leadership in care delivery 	<ul style="list-style-type: none"> Provides care with leadership, may oversee and mentor other carers, and ensure high-quality service 	<ul style="list-style-type: none"> Requires Certificate III and requisite experience at Level 3
Level 5 (Specialist)	<ul style="list-style-type: none"> Holds a Certificate IV in Ageing Support (or equivalent) Occupies a specialised role focusing on complex aged care needs 	<ul style="list-style-type: none"> Provides specialist advice and care services using advanced aged care skills 	<ul style="list-style-type: none"> Requires Certificate IV in Ageing Support (or equivalent) as required by the employer
Level 6 (Team Leader)	<ul style="list-style-type: none"> In addition to a Certificate IV, the role includes supervision and training of other home care employees Exercises team leadership and operational management 	<ul style="list-style-type: none"> Leads a team in providing aged care services, coordinates schedules, and ensures adherence to care standards 	<ul style="list-style-type: none"> Requires Certificate IV in Ageing Support (or equivalent) along with demonstrated leadership and supervisory capabilities

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