

## Disability Accommodation Services Minimum Standard and Workload Review Policy

**Date of approval: 1 December 2012**

**Review date: At the completion of the Workload Review**

### **MINIMUM STANDARD & WORKLOAD REVIEW WORKING GROUP**

- 1.1 Minimum Standard: The Employer recognises that House Supervisors require adequate time to undertake their administrative tasks. The Employer recognises that there is insufficient time allocated to those tasks in some of the current rosters. This will be addressed in two (2) stages:
  - (a) A departmental standard of fifty (50) hours administrative time for each house supervisor in all rosters. There will be an ability to access additional time in complex locations.
  - (b) The move to the minimum standard will be achieved by putting the requisite number of additional hours in current rosters (where additional non contact hours are required in a house supervisors line to bring them up to the minimum standard). These additional hours will in addition to the current hours in rosters across the state and move to the minimum standard will not be achieved by taking hours out of rosters to achieve the minimum standard.
  - (c) Concurrently the parties will commence a review of the current practices with an aim to reduce the administrative burden of house supervisors and consider a range of matters through a workload review.
- 1.2 The parties have agreed that a joint Employer/HACSU House Supervisors/Operations Managers Workload Review Working Group (working group) will be formed with an agreed independent chairperson. The working group will report within nine (9) months of the Agreement being approved.
- 1.3 The Terms of Reference have been agreed and were drafted as part of the conciliation process before Commissioner Roe (and are provided below).

## **Terms of Reference**

### **House Supervisors/Operation Managers Workload Review Working Group**

#### **1. Introduction**

The parties agree that a joint DHS/HACSU working group will be formed with an agreed independent Chairperson. The working group will report within nine (9) months of the Enterprise Agreement being approved by Fair Work Australia.

#### **2. Terms of Reference**

The terms of reference are as follows:

- Examine the roles, responsibilities and tasks of House Supervisors, Operation Managers and Key Workers including:
  - (i) the identification of the time taken to undertake such tasks; and
  - (ii) identify who should undertake such tasks.
- Gain a common understanding of what constitutes non-contact/administration hours and what tasks require non-contact/administration time.
- Examine the opportunities to reduce the business burden through streamlining reporting and recording requirements
- Examine rostering that best meets the needs of House Supervisors and Key Workers to ensure appropriate time is allocated to administrative tasks
- Develop workload standards taking into consideration the matters articulated above.

#### **3. Considerations**

- The Employer recognises that work allocation must have regard for an Employee's hours of work. As such work should be allocated so that tasks can be routinely undertaken with the ordinary hours of work of an Employee
- The Employer recognises its health and safety obligations to its Employees and its clients

In undertaking the review the parties agree that all options within the terms of reference, and taking into account the considerations, will be examined

#### **3. Implementation**

It is agreed that consensual issues will be implemented during the life of the agreement.

#### **4. Dispute Resolution**

The parties agree that following the conclusion of the workload review any outstanding issues may be referred to Fair Work Australia (pursuant to the Dispute Settlement Procedure in the Enterprise Agreement) for conciliation and/or arbitration (to the extent it is within jurisdiction).