

File Note

Subject: Water Operations Centre – proposal for rostering and conditions for 24/7 work
Date: 14/03/19

This file note has been prepared to outline the details of the 24/7 work arrangements and rostering for the five 24/7 Dispatch Officers and the five Systems Controllers.

Conditions of work

24/7 Dispatch Officers and Systems Controllers will be paid in accordance with the Local Government Award, with the penalty rates applicable as per the clauses contained in section 18:
Hours of work:

B. SATURDAY AND SUNDAY WORK

(i) Except as otherwise provided, ordinary hours worked on a Saturday shall attract a 25% penalty in addition to the ordinary hourly rate of pay and ordinary hours worked on a Sunday shall attract a 50% penalty in addition to the ordinary hourly rate of pay.

C. SHIFT WORK

(i) Except as otherwise provided ordinary hours worked outside the span of 6:00am to 6:00pm Monday to Friday shall attract a 20% shift penalty in addition to the ordinary hourly rate of pay for the actual time worked outside the span of hours specified in this subclause.

In accordance with clause 18 A(ii) of the Local Government Award 2017 the roster is based around normal work hours of 140 hours in a four week period. However, staff will be scheduled to work a 144 hours in each four week block (4 hours paid as overtime) under normal conditions to cover scheduled annual leave within the roster.

It is also expected that staff will be available to provide relief for other 24/7 Dispatch Officers and Systems Controllers as required when leave is required (generally covering unplanned leave such as sick leave). Where staff are required to work more than 140 hours over a four week period, these additional hours will be paid as overtime in accordance with clause 19 A of the Local Government Award 2017.

In accordance with the Local Government Award 2017, shift workers receive an additional week's leave each year.

Shifts

Shifts will generally be 8 hour shifts with a half hour unpaid meal break. Shifts will be as shown in the table below.

Shift	24/7 Dispatch Officers	Systems Controllers
1 Day	6.45am to 3.15pm	6.00am to 2.30pm
2 Afternoon	2.45pm to 11.15pm	2.00pm to 10.30pm
3 Night	10.45pm to 7.15am	10.00pm to 6.30am

During meal breaks the Systems Controller is expected to remain 'on-call' with the mobile phone to remain on person.

There will be a 30 minute cross over of shifts to allow for handovers at the start and finish of every shift. It is expected that there should a minimum 10 minute handover between shifts. If there are major incidents occurring requiring a longer handover than the 30 minutes allowed, approval should be sought from the Team Leader prior to working any overtime.

Rostering

A 20 week roster pattern is proposed as shown in Attachment 1. It will normally consist of the following shift patterns:

- 10 cycles of 6 shifts on (2 day shifts, 2 afternoon shifts, 2 night shifts) followed by 4 days off
- 4 cycles of 6 shifts on (2 day shifts, 2 afternoon shifts, 2 night shifts) followed by 2 days off
- 1 cycle of 6 days off on annual leave (6 x 8 hours = 48 hours leave)
 - This works out on average to be ~3½ weeks of scheduled annual leave in the roster per 52 weeks.
 - Note that this leaves on average ~1½ weeks of annual leave per year unscheduled

Note that there may be minor changes to the each time a new 20 week roster is realised to allow for fair distribution of weekend shifts and also allow for other activities such as training or requested leave. The intention is to run with the roster at least 20 weeks ahead of the current date and staff will get an opportunity for review prior to finalising the roster.

To gain full coverage of the roster all five staff will be scheduled to work 144 hours over a four week period. This being 18 x 8 hour shifts per 28 day (four week) period. As the normal work hours per a four week period are only 140 hours, the additional 4 hours will be paid as overtime. Where a worker does not want to perform this scheduled 4 hours of overtime they can make alternative

arrangements with their team leader to provide coverage (i.e. work one half shift rather than a full shift to achieve 140 hour in the four week period).

The Team Leader Water Operations Centre will be responsible for maintaining the roster.

Leave arrangements and changes to the roster

The arrangements for leave will be as follows:

- As described above in the Rostering section, 6 days of Annual Leave per staff member will be scheduled into the roster within each 20 week roster period. Scheduled annual leave allows the team to cover a portion of its own leave and ensures that shift workers are taking adequate breaks throughout the year. In accordance with clause 21 D of the Local Government Award 2017 the scheduled annual leave is optional and will only be by agreement between the employee and the employer. Where a worker does not agree to take annual leave on the scheduled dates they can make alternative arrangements with their team leader.
- Annual Leave or Long Service Leave should be requested with at least four months notice to allow for rosters be updated to reflect the leave. Note that leave can be requested with shorter notice; however, it may not be possible to accommodate this leave as it will rely on coverage from other teams. For 24/7 Dispatch Officers leave will be requested through the Team Leader Water Operations Centre. For Systems Controllers, leave will be requested through the Network Development Engineer, however the Team Leader of the Water Operations Centre will be managing the roster and Systems Controllers will need to confirm that the leave fits with the roster prior to leave being approved for Network Development Engineers.
- Coverage for sick leave or short-term leave will be arranged as required by the Team Leader Water Operations Centre for the 24/7 Dispatch Officers and the Network Development Engineer (Systems Control) for Systems Controllers during normal business hours. If unexpected leave is required outside business hours the Duty Coordinator should be contacted.

Proposals for substitution of shifts between employees are to be arranged by the employees prior to requesting the substitution. Written requests must be submitted to their Team Leader for consideration in advance, with at least five working days' notice, and must not unduly impact the effectiveness of the roster nor induce unacceptable fatigue risk. The Team Leader has absolute discretion to approve substitutions or otherwise. Note: Substituted shifts will incur only the shift loadings or penalties that would otherwise have applied to that shift.

The order of preference for covering leave arrangements are as follows:

1. The people rostered on the shifts either side of the shift which has the worker on the leave are asked to extend their shifts from 8 hour shifts to 12 hour shifts, with the additional 4 hours being paid as overtime. Under this arrangement, minimal changes to the roster will be required as a result of leave being taken. An example of this is shown in the table below.

Normal shift times	Revised shift to cover leave
Afternoon - 3pm to 11pm Monday	Afternoon and half night - 3pm Monday to 3am Tuesday
Night - 11pm to 7am Monday to Tuesday	WORKER ON LEAVE
Day - 7am to 3pm Tuesday	Half night and day - 3am Tuesday to 3pm Tuesday

2. 24/7 staff rostered on to day-time shifts (7am to 3pm) will be asked to cover the after hours shifts for people on leave. Day-time shifts will then be covered by staff already working that day, so for Dispatch this will be day-time Dispatch Officers. For Systems Controllers this is likely to be engineers or Technical Officers from the Network Development Teams.
3. An EOI will be called for staff in day time roles (including daytime Dispatch Officers and staff in roles outside the Water Operations Centre) to provide relief for both 24/7 Dispatch Officers and Systems Controllers. It is noted, however that the ability of day time staff to relieve in night-time roles will be limited due to the requirement to have a minimum 10 hour break between shifts and they will need to be available during the day to cover their day time role.
 - Where the above three avenues are exhausted, there may be a need to revert back to using AHTOs, AHDOs and WAHDOs offsite to cover leave periods, however it is expected that over time as the Water Operations Centre is up and running, the need to have AHTOs, AHDOs and WAHDOs to provide backup coverage will lessen.

Training and Competency Testing

Initial training will be provided to all new starters. Systems Controllers will undertake intensive training prior to commencing. This training will be targeted to educate system controllers on established processes and procedures, network and system knowledge, and other specific skills required for the position.

Ongoing competency based training and testing will be provided to Systems Controllers, and active participation in this training and testing is a requirement of this role.





Attachment 1 Proposed Roster

			Employee 1	Employee 2	Employee 3	Employee 4	Employee 5				Employee 1	Employee 2	Employee 3	Employee 4	Employee 5				Employee 1	Employee 2	Employee 3	Employee 4	Employee 5
Week 1	01/04/19	Mon	D			N	A	Week 9	27/05/19	Mon	D			N	A	Week 17	22/07/19	Mon	D			N	A
	02/04/19	Tue	D			N	A		28/05/19	Tue	D			N	A		23/07/19	Tue	D			N	A
	03/04/19	Wed	A	D			N		29/05/19	Wed	A	D			N		24/07/19	Wed	A	D			N
	04/04/19	Thu	A	D			N		30/05/19	Thu	A	D			N		25/07/19	Thu	A	D			N
	05/04/19	Fri	N	A	D				31/05/19	Fri	N	A	D				26/07/19	Fri	N	A	D		
	06/04/19	Sat	N	A	D				01/06/19	Sat	N	A	D				27/07/19	Sat	N	A	D		
	07/04/19	Sun		N	A	D			02/06/19	Sun		N	A	D			28/07/19	Sun		N	A	D	
Week 2	08/04/19	Mon		N	A	D		Week 10	03/06/19	Mon		N	A	D		Week 18	29/07/19	Mon		N	A	D	
	09/04/19	Tue			N	A	D		04/06/19	Tue			N	A	D		30/07/19	Tue			N	A	D
	10/04/19	Wed			N	A	D		05/06/19	Wed			N	A	D		31/07/19	Wed			N	A	D
	11/04/19	Thu	L	D		N	A		06/06/19	Thu	D			N	A		01/08/19	Thu	D			N	A
	12/04/19	Fri	L	D		N	A		07/06/19	Fri	D			N	A		02/08/19	Fri	D			N	A
	13/04/19	Sat	L	A	D		N		08/06/19	Sat	A	D			N		03/08/19	Sat	A	D			N
	14/04/19	Sun	L	A	D		N		09/06/19	Sun	A	D			N		04/08/19	Sun	A	D			N
Week 3	15/04/19	Mon	L	N	A	D		Week 11	10/06/19	Mon	N	A	L	D		Week 19	05/08/19	Mon	N	A	D		
	16/04/19	Tue	L	N	A	D			11/06/19	Tue	N	A	L	D			06/08/19	Tue	N	A	D		
	17/04/19	Wed			N	A	D		12/06/19	Wed		N	L	A	D		07/08/19	Wed		N	A	D	
	18/04/19	Thu			N	A	D		13/06/19	Thu		N	L	A	D		08/08/19	Thu		N	A	D	
	19/04/19	Fri	D			N	A		14/06/19	Fri	D		L	N	A		09/08/19	Fri	D		N	A	L
	20/04/19	Sat	D			N	A		15/06/19	Sat	D		L	N	A		10/08/19	Sat	D		N	A	L
	21/04/19	Sun	A	D			N		16/06/19	Sun	A	D			N		11/08/19	Sun	A	D		N	L
Week 4	22/04/19	Mon	A	D			N	Week 12	17/06/19	Mon	A	D			N	Week 20	12/08/19	Mon	A	D		N	L
	23/04/19	Tue	N	A	D				18/06/19	Tue	N	A	D				13/08/19	Tue	N	A	D		L
	24/04/19	Wed	N	A	D				19/06/19	Wed	N	A	D				14/08/19	Wed	N	A	D		L
	25/04/19	Thu		N	A	D			20/06/19	Thu		N	A	D			15/08/19	Thu		N	A	D	
	26/04/19	Fri		N	A	D			21/06/19	Fri		N	A	D			16/08/19	Fri		N	A	D	
	27/04/19	Sat			N	A	D		22/06/19	Sat			N	A	D		17/08/19	Sat			N	A	D
	28/04/19	Sun			N	A	D		23/06/19	Sun			N	A	D		18/08/19	Sun			N	A	D
Week 5	29/04/19	Mon	D			N	A	Week 13	24/06/19	Mon	D			N	A	Week 21							
	30/04/19	Tue	D			N	A		25/06/19	Tue	D			N	A								
	01/05/19	Wed	A	D			N		26/06/19	Wed	A	D			N								
	02/05/19	Thu	A	D			N		27/06/19	Thu	A	D			N								
	03/05/19	Fri	N	A	D				28/06/19	Fri	N	A	D										
	04/05/19	Sat	N	A	D				29/06/19	Sat	N	A	D										
	05/05/19	Sun		N	A	D			30/06/19	Sun		N	A	D									
Week 6	06/05/19	Mon		N	A	D		Week 14	01/07/19	Mon		N	A	D		Week 22							
	07/05/19	Tue			N	A	D		02/07/19	Tue			N	A	D								
	08/05/19	Wed			N	A	D		03/07/19	Wed			N	A	D								
	09/05/19	Thu	D			N	A		04/07/19	Thu	D			N	A								
	10/05/19	Fri	D			N	A		05/07/19	Fri	D			N	A								
	11/05/19	Sat	A	L	D		N		06/07/19	Sat	A	D			N								
	12/05/19	Sun	A	L	D		N		07/07/19	Sun	A	D			N								
Week 7	13/05/19	Mon	N	L	A	D		Week 15	08/07/19	Mon	N	A	D			Week 23							
	14/05/19	Tue	N	L	A	D			09/07/19	Tue	N	A	D										
	15/05/19	Wed		L	N	A	D		10/07/19	Wed		N	A	L	D								
	16/05/19	Thu		L	N	A	D		11/07/19	Thu		N	A	L	D								
	17/05/19	Fri	D			N	A		12/07/19	Fri	D		N	L	A								
	18/05/19	Sat	D			N	A		13/07/19	Sat	D		N	L	A								
	19/05/19	Sun	A	D			N		14/07/19	Sun	A	D		L	N								
Week 8	20/05/19	Mon	A	D			N	Week 16	15/07/19	Mon				L	N	Week 24							
	21/05/19	Tue	N	A	D				16/07/19	Tue	N	A	D										
	22/05/19	Wed	N	A	D				17/07/19	Wed	N	A	D										
	23/05/19	Thu		N	A	D			18/07/19	Thu		N	A	D									
	24/05/19	Fri		N	A	D			19/07/19	Fri		N	A	D									
	25/05/19	Sat			N	A	D		20/07/19	Sat			N	A	D								
	26/05/19	Sun			N	A	D		21/07/19	Sun			N	A	D								

Week 1-4		1	2	3	4	5
	D	4	6	6	6	6
	A	4	6	6	6	6
	N	4	6	6	6	6
	L	6	0	0	0	0
	Total	18	18	18	18	18
	Hours on	144	144	144	144	144
Week 5-8	D	6	4	6	6	6
	A	6	4	6	6	6
	N	6	4	6	6	6
	L	0	6	0	0	0
	Total	18	18	18	18	18
	Hours on	144	144	144	144	144
Week 9-12	D	6	6	4	6	6
	A	6	6	4	6	6
	N	6	6	4	6	6
	L	0	0	6	0	0
	Total	18	18	18	18	18
	Hours on	144	144	144	144	144
Week 13-16	D	6	6	6	4	6
	A	6	6	6	4	6
	N	6	6	6	4	6
	L	0	0	0	6	0
	Total	18	18	18	18	18
	Hours on	144	144	144	144	144
Week 17-20	D	6	6	6	6	4
	A	6	6	6	6	4
	N	6	6	6	6	4
	L	0	0	0	0	6
	Total	18	18	18	18	18
	Hours on	144	144	144	144	144

Legend

D Day Shift

A Afternoon Shift

N Night Shift

L Annual Leave

- 20 week repeating roster

- 6 shifts scheduled as annual leave per 20 weeks

- 144 hours worked per 4 weeks (4 hours overtime)

- 18 shifts on and 10 days off per 4 weeks