

File Note

Subject: Water Operations Centre - 24/7 staffing arrangements
Date: 26 April 21

This file note outlines the details of 24/7 staffing arrangements for the WOC. Information in this file note may be updated from time to time to reflect any changes to these arrangements.

Conditions of work

24/7 Dispatch Officers and Systems Controllers are 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 2020 the roster is based around normal work hours of 140 hours in a four week period.

In accordance with the Local Government Award 2020, shift workers receive an addition week's leave each year (i.e. 5 weeks in total per 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	6.00am to 2.30pm	6.00am to 2.30pm
2 Afternoon	2.00pm to 10.30pm	2.00pm to 10.30pm
3 Night	10.00pm to 6.30am	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 be 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:

- Five Dispatch Officers/Systems Controller rotating through the 24/7 roster
 - A sixth Dispatch Officer will operate primarily with Dispatch day staff but will also operate as a 24/7 shift worker as required to cover period of leave
- 21 cycles of 4 shifts (rotating through cycles of 4 days and then 2 cycles of 2 afternoons + 2 nights) followed generally by 2 or 4 days off
- Extra day shifts or half day shifts are rostered in ad-hoc to ensure 140 hours per 4 weeks is achieved (or overall 700 hours over 20 weeks)
 - Half day shifts in the roster (4 hours) are flexible and the hours can be worked at other times by agreement with your team leader, i.e.:
 - work 1 hour extra for 4 days to total 4 hours extra worked
- No annual leave is built into the roster
- Equal number of day, afternoon, night shifts between all staff
- Equal number of weekend shifts between all staff

Note that there may be minor changes to the roster each time a new 20 week roster is released to allow for fair distribution of public holidays 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.

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:

- 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.

- 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.

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

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

	1	2	3	4	5	Legend
Week 1-4	D	6	6	7	7	D Day Shift
	A	6	6	6	4	A Afternoon Shift
	N	6	6	4	6	N Night Shift
	H	0	0	0.5	0.5	L Annual Leave
Total	18	18	17.5	17.5	17.5	H Half Day
Hours on	144	144	140	140	140	
Week 5-8	D	6	7	7	5	
	A	6	6	4	6	
	N	6	4	6	6	
	H	0	0.5	0	0	
Total	18	17.5	17	17	16	
Hours on	144	140	136	136	144	
Week 9-12	D	7	7	5	6	
	A	6	4	6	6	
	N	4	6	6	6	
	H	0.5	0	0	0	
Total	17.5	17	17	16	16	
Hours on	140	136	136	144	144	
Week 13-16	D	7	5	6	6	
	A	4	6	6	6	
	N	6	6	6	4	
	H	0	0	0	0	
Total	17	17	18	18	17	
Hours on	136	136	144	144	136	
Week 17-20	D	5	6	6	7	
	A	6	6	6	4	
	N	6	6	6	6	
	H	0	0	0	0	
Total	17	18	18	17	17	
Hours on	136	144	144	136	136	
						Per 20 week cycle
	1	2	3	4	5	
D	31	31	31	31	31	
A	28	28	28	28	28	
N	28	28	28	28	28	
L	0	0	0	0	0	
H	1	1	1	1	1	
Total Shifts	87.5	87.5	87.5	87.5	87.5	
Hours	700	700	700	700	700	
						Saturdays
	12	12	12	12	12	
						Sundays
	12	12	12	12	12	
Total	24	24	24	24	24	

Notes

- 20 week repeating roster
- No annual leave scheduled
- 140 hours worked per 4 weeks on average. Sometimes 4 hours over or under but making up 700 hours over 20 weeks
- 14 shifts blocks of 76
- Generally 6-on-4-off