

## File Note

**Subject:** Water Operations Centre - Systems Controller Staffing Arrangements  
**Date:** 22 April 22

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

### Conditions of work

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 175 hours in five (5) 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 12 hour shifts with a half hour unpaid meal break. Shifts will be as shown in the table below.

Shift	Systems Controllers
Day	6.00am to 6.30pm
Night	6.00pm to 6.30am

During meal breaks the Systems Controller is expected to remain 'on-call' with the mobile phone to remain on person. Dispatch Officers and Systems Controllers are to schedule their meal breaks in non-peak times and stagger their meal breaks to ensure one person is always working.

## **MEAL BREAKS**

(vii) An employee will not be required to work more than five (5) hours without receiving and unpaid meal break of at least 30 minutes. Thereafter, a paid meal break not exceeding 20 minutes shall be given and taken after a further five hours continuous work. By agreement, or in the case of unforeseen circumstance (including where the taking of the meal break would cause unreasonable interference in operations), the meal break may be delayed and shall be taken as soon as practicable, subject to the observance of appropriate work health and safety standards.

## **Handover**

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 (Or Duty Coordinator after hours) 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 Systems Controller rotating through the 24/7 roster
  - A sixth Systems Controller will operate primarily during normal business hours (doing project work) and operate as a 24/7 shift worker as required to cover period of leave or training
  - Opportunity for Systems Controllers to rotate in and out of this role every 20 week cycle
- 5 cycles of 15 shifts
  - Total of 7 days, 7 nights, 1 additional shift over 5 weeks
  - Total of 175 hours worked over 5 weeks
- Additional shifts are rostered in to ensure 175 hours per 5 weeks (700 hours per 20 weeks) is achieved
- No annual leave is built into the roster
- Equal number of day, night shifts between 24/7 staff
- Equal number of weekend shifts between 24/7 staff with 40% of weekends (2 in 5) being worked

Note that there may be minor changes to the roster the 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 Network Development Engineer (Systems Control) 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. Leave will be requested through the Network Development Engineer (Systems Control).
- Coverage for sick leave or short-term leave will be arranged as required by 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

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

Per 20 week cycle							
	SC1	SC2	SC3	SC4	SC5	SC6	
D	28	28	28	28	28	28	0
A	4	4	4	4	4	4	0
N	28	28	28	28	28	28	0
L	0	0	0	0	0	0	0
Total Shifts	60	60	60	60	60	60	0
Hours	700	700	700	700	700	700	0
Saturdays	8	8	8	8	8	8	0
Sundays	8	8	8	8	8	8	0
Total	16	16	16	16	16	16	0
% weekends	40%	40%	40%	40%	40%	40%	0%

		1	2	3	4	5	6
Week 1-5	D	7	7	7	7	7	0
	A	1	1	1	1	1	0
	N	7	7	7	7	7	0
	L	0	0	0	0	0	0
	Total	15	15	15	15	15	0
	Hours o	175	175	175	175	175	0
Week 6-10	D	7	7	7	7	7	0
	A	1	1	1	1	1	0
	N	7	7	7	7	7	0
	L	0	0	0	0	0	0
	Total	15	15	15	15	15	0
	Hours o	175	175	175	175	175	0
Week 11-15	D	7	7	7	7	7	0
	A	1	1	1	1	1	0
	N	7	7	7	7	7	0
	L	0	0	0	0	0	0
	Total	15	15	15	15	15	0
	Hours o	175	175	175	175	175	0
Week 16-20	D	7	7	7	7	7	0
	A	1	1	1	1	1	0
	N	7	7	7	7	7	0
	L	0	0	0	0	0	0
	Total	15	15	15	15	15	0
	Hours o	175	175	175	175	175	0

**Legend**

D Day Shift

A Additional Shift

N Night Shift

L Annual Leave

**Notes**

- D = 6am till 6:30pm

- N = 6pm till 6:30am

Additional shifts would just be used to make up the missing 2 hours per 20 weeks. (i.e. 4 x 7 hour shifts)

6th SC on project work for 20 weeks and covering leave.

Legend	
D	Day Shift
A	Additional Shift
N	Night Shift
L	Annual Leave

**Notes**

- D = 6am till 6:30pm
- N = 6pm till 6:30am

Additional shifts would just be used to make up the missing 28 hours per 20 weeks. (i.e. 4 x 7 hour shifts)

6th SC on project work for 20 weeks and covering leave.