

File Note

Subject: Water Operations Centre (WOC) - 24/7 staffing arrangements
Date: 15th April 2024

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 20 A(ii) of the Local Government Award 2023 the roster is based around normal work hours of 140 hours in a four week period.

In accordance with the Local Government Award 2023, 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 day shifts, 12-hour night 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 6:30pm	6.00am to 6:30pm
2 Night	6.00pm to 6:30am	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.

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 Water Operations Centre Lead prior to working any overtime.

Rostering

A 7-week roster pattern is proposed as shown in Attachment 1.

A 49-week roster has been provided for the WOC staff

It will normally consist of the following shift patterns:

- Seven Dispatch Officers / 5 Systems Controller rotating through the 24/7 roster
 - A eighth Dispatch Officer will operate primarily with Dispatch Day staff
- 21 cycles of 3 shift patterns (Day, Short day, Nights, including weekends.)
- No annual leave is built into the roster.
- Equal number of 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 49-week roster is released, this allows for a 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 24 weeks ahead of the current date and staff will get an opportunity for review prior to finalizing the roster.

The Water Operations Centre Lead 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 WOC staff leave will be requested through the Water Operations Centre Lead. Coverage for sick leave or short-term leave will be arranged as required by the Water Operations Centre Lead for the WOC staff. 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 the Water Operations Centre Lead 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 Water Operations Lead 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

	7 weeks							
	P1	P2	P3	P4	P5	P6	P7	Total
D	9	9	9	9	9	9	9	63
WD	4	4	4	4	4	4	4	28
N	5	5	5	5	5	5	5	35
WN	2	2	2	2	2	2	2	14
A	1	1	1	1	1	1	1	7
Total	21	21	21	21	21	21	21	147

	49 weeks							
	P1	P2	P3	P4	P5	P6	P7	
D	63	63	63	63	63	63	63	63
WD	28	28	28	28	28	28	28	28
N	35	35	35	35	35	35	35	35
WN	14	14	14	14	14	14	14	14
A	7	7	7	7	7	7	7	7
Total	147	147	147	147	147	147	147	147

			P1	P2	P3	P4	P5	P6	P7	P8 -Day
Week 1	06/05/24	Mon	N	D		D				D
	07/05/24	Tue	N			D				D
	08/05/24	Wed			N	D			A	D
	09/05/24	Thu		D	N				D	D
	10/05/24	Fri		D			N	D	D	Off
	11/05/24	Sat	D				N	D		Off
	12/05/24	Sun	D				N	D		Off
Week 2	13/05/24	Mon	D		D				N	D
	14/05/24	Tue			D				N	D
	15/05/24	Wed		N	D			A		D
	16/05/24	Thu	D	N				D		D
	17/05/24	Fri	D			N	D	D		Off
	18/05/24	Sat				N	D		D	Off
	19/05/24	Sun				N	D		D	Off
Week 3	20/05/24	Mon		D				N	D	D
	21/05/24	Tue		D				N		D
	22/05/24	Wed	N	D			A			D
	23/05/24	Thu	N				D		D	D
	24/05/24	Fri			N	D	D		D	Off
	25/05/24	Sat			N	D		D		Off
	26/05/24	Sun			N	D		D		Off
Week 4	27/05/24	Mon	D				N	D		D
	28/05/24	Tue	D				N			D
	29/05/24	Wed	D			A			N	D
	30/05/24	Thu				D		D	N	D
	31/05/24	Fri		N	D	D		D		Off
	01/06/24	Sat		N	D		D			Off

Week 5	02/06/24	Sun		N	D		D			Off
	03/06/24	Mon				N	D		D	D
	04/06/24	Tue				N			D	D
	05/06/24	Wed			A			N	D	D
	06/06/24	Thu			D		D	N		D
	07/06/24	Fri	N	D	D		D			Off
	08/06/24	Sat	N	D		D				Off
	09/06/24	Sun	N	D		D				Off
Week 6	10/06/24	Mon			N	D		D		D
	11/06/24	Tue			N			D		D
	12/06/24	Wed		A			N	D		D
	13/06/24	Thu		D		D	N			D
	14/06/24	Fri	D	D		D			N	Off
	15/06/24	Sat	D		D				N	Off
	16/06/24	Sun	D		D				N	Off
Week 7	17/06/24	Mon		N	D		D			D
	18/06/24	Tue		N			D			D
	19/06/24	Wed	A			N	D			D
	20/06/24	Thu	D		D	N				D
	21/06/24	Fri	D		D			N	D	Off
	22/06/24	Sat		D				N	D	Off
	23/06/24	Sun		D				N	D	Off