

10 October 2006

MEMORANDUM OF AGREEMENT

of items raised in a log of claims

for the

**ENTERPRISE BARGAINING FOR STATE
GOVERNMENT CERTIFIED AGREEMENT 2006**

and which are specific to the

DEPARTMENT OF CHILD SAFETY

and

QUEENSLAND PUBLIC SECTOR UNION

PARTIES

1. This document forms an agreement between the Department of Child Safety (the department) as the employer and the Queensland Public Sector Union as representative of the department's workforce.

PURPOSE

2. This document provides the framework for the matters settled by the department as a result of negotiations during the wage bargaining period for departments subject to the *State Government Departments Certified Agreement 2006*.

COVERAGE

3. This agreement covers the employees of the Department of Child Safety for the life of the *State Government Departments Certified Agreement 2006*.

ACCESS TO CARS, PHONES, COMPUTERS AND WORKSPACES

4. Staff will have appropriate access to cars, phones, computers and workspace for work purposes.
 - a. An audit of cars will be conducted within 6 months to ascertain the effectiveness of current vehicle allocation.
 - b. The department will provide managers and staff with information as to staff entitlements under *Directive 7/05 Motor Vehicle Allowances*.

HOURS OF WORK

5. Shift work will not be introduced for the life of the *State Government Departments Certified Agreement 2006*.
6. A review of the department's *Hours of Work Policy (Part 1 – Field Staff under a Workplace Agreement)* will be conducted to align the working hours for field staff within the department with *Directive 8/03 Field Staff*.

PROGRESSION

7. The department will continue to encourage staff to access the *Queensland Public Service Award – State 2003* provisions for movement within the professional stream from level 2 to level 3 through the implementation of the department's competency based *Child Safety Officer Award Progression Scheme: Skills Passport*.

WORKLOAD REVIEW

8. The department agrees to develop a fair and accountable system for measuring the workloads of Child Safety Officers and Child Safety Support Officers.
9. The department agrees to the Terms of Reference for the workload review as signed and sealed in a recommendation of the Queensland Industrial Relations Commission.

DURATION

10. Unless otherwise agreed by the parties, this agreement remains in force until 1 July 2007, and shall continue in force until either replaced by another agreement or until any party withdraws from the agreement by giving all other parties at least 3 months notice in writing.

SIGNATURES

Robin Sullivan
Director General of the Department
Of Child Safety (on behalf of the
Queensland Government)
Date: / /

Witness

Date: / /

Alex Scott
General Secretary
Queensland Public Sector Union
Date: / /

Witness

Date: / /

Child Safety Workloads Review

Terms of Reference

28 September 2006

Terms of Reference

Introduction

The parties agree that it is essential in the provision of high quality child protection that Child Safety employees have managed and reasonable workloads. The express purpose of this review is to identify a method of measuring what a reasonable workload comprises, to develop mechanisms to ensure such workloads are not exceeded and if required ensure that unreasonable workloads are reduced in a timely manner.

Purpose

This document sets out the terms of reference for a review to:

- Develop a fair and accountable system for measuring the workloads of Child Safety Officers and Child Safety Support Officers;
- Identify child safety service centre workload indicators for Child Safety Officers and Child Safety Support Officers; and
- Identify processes for management of workloads for these officers.

Background

- The issue of work load in Child Safety Service Centres was identified in the Crime and Misconduct Commission (CMC) report, *Protecting Children: An Inquiry into Abuse of Children in Foster Care*, delivered on 6 January 2004.
- The Government commissioned Peter Forster to develop an independent response to the CMC report. The Government accepted his response, *A Blueprint for implementing the recommendations of the January 2004 Crime and Misconduct Commission report "Protecting Children: An Inquiry into Abuse of Children in Foster Care"*.
- The *Blueprint* outlined the response to each recommendation and the proposed timeframe. The *Blueprint* became a guide to the interpretation and implementation of recommendations.
- Two recommendations (Recommendations 5.3 and 5.4) specifically addressed staffing levels and workloads. These recommendations required the child safety system to address any increased child protection workload through increasing the workforce.
- The number of child protection notifications increased throughout 2004-05 with some stabilisation seen in 2005-06. The number of children in need of protection has followed a similar trend.

Key Stakeholders

A number of key stakeholders have been identified who will be offered the opportunity to have input into the review. These stakeholders include but are not limited to staff, managers, the Queensland Public Sector Union and its members.

Scope and Deliverables

This review will deliver three stages:

1. A set of workload indicators that measures the workloads of Child Safety Officers and Child Safety Support Officers in Child Safety Service Centres. These indicators will consider the following workload parameters:
 - The optimal mix of case loads for both individual and collective workloads;
 - Complexity of cases and experience of staff;
 - Impact of contributions from other staff and agencies on workloads; and
 - The impact on workloads of new and additional tools such as Structured Decision Making, the Child Safety Practice Manual, training and the Integrated Client Management System.

Consideration should be given to how the indicators can be improved through future data collection.

2. Processes for managing and reviewing staff workloads both individually and collectively at child safety service centres. These processes should consider:
 - Individual workloads of Child Safety Officers and Child Safety Support Officers
 - Relative workloads of child safety service centres, including the assessment of their relative efficiency
 - Processes to raise relevant workload issues, including excessive workloads beyond an individual worksite.
 - Appropriate mechanisms that can be utilised where unreasonable workloads are identified to ensure that workload is reduced to a reasonable level. All options may be considered in developing these mechanisms.
3. Corporate governance structures at both local and corporate level to ensure effective management of workload pressures and which are responsive to future changing demands.

Timeline

Stage 1 of the review should be completed by mid-November 2006 with Stages 2 and 3 completed by 30 March 2007.

Reporting

The progress of the review will be reported monthly to the Agency Consultative Forum and to the Queensland Industrial Relations Commission (QIRC).

Dispute Resolution

During the review assistance can be sought from QIRC by either the department or the Queensland Public Sector Union to mediate issues that cannot be resolved. On completion of Stage 3 of the project, should there be dispute as to whether an issue regarding the reasonableness or otherwise of workloads, the parties agree that such a dispute should be raised at the Consultative Forum and then, if required, escalated in accordance with the *State Government Departments Certified Agreement 2006*.

Robin Sullivan
Director-General
Department of Child Safety

Alex Scott
General Secretary
Queensland Public Sector Union

Date:

Date: