

Department of Communities - Human Services

## **MEMORANDUM OF AGREEMENT**

**Settlement of Human Services Log of Claims (Other than  
Youth Detention Centres) Department of Communities 2006**

between

**Department of Communities**

and

**QUEENSLAND PUBLIC SECTOR UNION OF EMPLOYEES**

The following matters are full settlement for the 2006 log of claims received by the Department of Communities from the Queensland Public Sector Union in relation to enterprise bargaining for Human Services – Department of Communities.

## **1) CONVERSION OF LONG TERM CASUALS TO PERMANENCY**

The Department of Communities is implementing an endorsed strategy for Workforce Planning which addresses the appropriate use of Casual and Temporary positions. Provisions in the Core Enterprise Agreement regarding the conversion of long term temporary employees will be supported. Additionally, the Department is committed to implementing the Government's Employment Security Policy as referred to in the current and proposed Core Agreement.

The Department acknowledges that anecdotal data exists to support consideration of initiatives aimed at converting a number of youth worker hours from casual to permanent.

The Department is prepared to obtain current data on the hours being worked at each Youth Justice Service Centre and through an objective approach, determine a number of hours that can be converted to either/both full time and part time positions. The rationale and process will be applied after consultation with the union. It is anticipated that the first meeting with the union will occur within 1 month of the signing of the MOA.

The Department is prepared to monitor the process and provide information to the union on a regular basis. The Department commits to a final determination regarding the conversion of hours by 31 December 2006.

The Department agrees to apply the dispute avoidance and settling procedure contained in the Core EB in relation to these matters.

## **2) WORKLOAD - CASELOADS CCSQ**

The Department of Communities commit to a review of CCSQ workloads for CSOs. Union consultation will occur as part of this process. A joint (union management) working party will make recommendations to management concerning the review.

The timeframe target for the review will be 12 months after the agreement commences.

The provisions in the Core EB concerning workload will apply to this employee group. The parties agree that each Local Consultative Committee (LCC) will deal with the issue of workload management. The activities of the LCC in the area of workload management includes conducting research on local workload management issues; and to address specific workload issues referred by staff of work units, union officials and/or management.

The Department is prepared to monitor the process and provide information to the union on a regular basis and supports the role of LCC's in examining unreasonable

workload matters. Anomalies that may arise concerning caseloads can be raised through the LCC's in the first instance.

The Department agrees to apply the dispute avoidance and settling procedure contained in the Core EB in relation to these matters.

### **3) WORKLOAD - YOUTH JUSTICE CASE WORKERS**

The Department of Communities undertake to investigate caseload / workload for Youth Justice Case workers including consideration of:

- type of order being administered;
- frequency and complexity of the service and client situation; and
- Youth Justice Service Centre workloads.

Union consultation will occur as part of the review process. A joint (union management) working party will make recommendations to management concerning the review. The timeframe target for the review will be 12 months after the agreement commences.

The provision in the Core EB concerning workload will apply to this employee group. The parties agree that each Consultative Committee (CC) will deal with the issue of workload management. The activities of the CC in the area of workload management includes conducting research on local workload management issues; and to address specific workload issues referred by staff of work units, union officials and/or management.

The Department is prepared to monitor the process and provide information to the union on a regular basis and supports the role of LCC's in examining unreasonable workload matters. Anomalies that may arise concerning caseloads can be raised through the LCC's in the first instance.

The Department agrees to apply the dispute avoidance and settling procedure contained in the Core EB in relation to these matters.

### **4) RELIEF**

The Department recognizes that relief of positions may assist with workload issues where longer term relief is required. In some cases relief of positions may not occur due to a number of factors including the length of relief, work requirements and availability of relief. The Department will require decisions regarding relief to be transparent and where relief is not provided, the reasons for this decision will be made known to the workgroup. Where staff are dissatisfied with the reasons, they can raise the matter through their LCC. Unresolved matters may be referred to the Agency Consultative Committee.

### **5) PROGRESSION**

The Department undertakes to implement a progressional scheme by March 2007, designed to promote and assist promotion for PO2 officers to advance to PO3 level, subject to prescribed criteria being met.

Progression applications under existing arrangements received prior to March 2007 do not need to be resubmitted because of this new arrangement and will be progressed expeditiously.

The Department undertakes to develop criteria for progression and administer the progression scheme centrally within the agency in order to ensure consistency of assessment. Assessment will be conducted on a 6 month cycle basis and will be initiated for an individual subject to their application. Progression will not be withheld due to availability of vacancies or budget.

Further, the Department of Communities will assist PO2 promotion to PO3 by structuring development opportunities via formalised Departmental Achievement Plans.

#### **6) WHOLE OF GOVERNMENT MATTERS AGREED TO:**

The following improvements in conditions, agreed to at a Whole of Government level, will also apply to employees:

- Annual Leave
- Long Service Leave
- Parental Leave
- Purchased Leave
- Superannuation

**SIGNATURES**

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**Linda Apelt**  
**Director-General**  
**Department of Communities**

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**Witness**

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**Alex Scott**  
**Secretary**  
**Queensland Public Sector Union**

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**Witness**