



Team Norms and Operational Processes

Construction Team

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INSPECTOR WORK RELATED

Work allocation process

- Manager, Chief Adviser (CA) & TL will sort out daily triage and allocation roster
- Notifications come in via team inbox
- Manager, Chief Adviser (CA) & TL updates spread sheet
 - Absolutely every effort is made to allocate jobs as per allocation spreadsheet in sequence no matter what the complexity is (taking into account below)
 - NB: Every effort be made to avoid crossing over with distance
 - NB: Every effort be made to avoid 2 inspectors going to same PCBU for different things; and
 - Common sense prevails if two jobs come in for a distant location some negotiation or job transfer may be required
 - Same day service and/or critical incident: the most immediately available inspector to go and allocations thereafter to reflect the ad-hoc job
- Variation to this process will be required for other work such as Authorisation audits and other issues that may arise from time-to-time

Site visit matters

2-up visits for identified hi-risk sites

- Either a TL or another inspector – inspector to determine case-by-case but a Manager, CA and/or TL may make decision up-front that the second person must be a CA/TL

Field notes

- Required for all activities and be compliant with field note operational guideline

General requirements

- Inspect not only what is on the complaint but also conduct general compliance observatory inspection of the site or part of the site if the site is large
- Inspection reports are required on all first site visits (as this is the point in time you will identify and resolve the action on any observed non-compliances) Compliance with non-conformances will be evidenced with enforcement notice compliance

Infonet file and client creation requests

- Via Manager, CA and/or TL for approval then onto admin to create
- Use current agency forms
 - InfoNET Add or Edit Client Details – Request Form
 - InfoNET – Add New Case File

Investigation summary content

- As per model investigation summary

File content

- As per current file closure checklist(s)
- Hardcopy if paperwork/notices provided

File closure process

- Electronic files – forward to Manager to close

- CA/TL to receive all hard files to assess before handing to Manager to close.

KPIs

- Basic complaint/notification/response times as per current SWSA requirements
 - Notifiable/Complaint respond within 24 hours
 - Case conference within 2 working days for notifiables that require a case conference (category 1-3 matters)
- Team KPI's to be developed once AGD and SWSA Strategic Plans in place

TEAM / HR RELATED

Meetings

- Team meeting 1 per month following Executive/CAED meetings
- 1 on 1's fortnightly

Timesheets

- To admin @ end of period

Flexi time and other leave

All leave provisions will comply with Agency policies in force at the time.

FLEXI / TOIL PROVISIONS

- Flexi time is only to be worked if the work load warrants it.
- TOIL may only be accrued with the prior approval of the Manager
- Flexi or TOIL time off may be taken by agreement between the team member and their Manager.
- Admin will load the flexi leave onto the team calendar.

ALL OTHER LEAVE

- Unplanned absence:
If you are not attending work for any unplanned reason such as sickness, family leave or private urgent business etc advise your team leader by 9.00am. If you had an industry commitment on the day, advise your client, if possible and your TL.
- All leave including Sick/Family/Annual etc is to be completed on the AGD proforma leave application forms, these forms are to be given to the Team Manager for approval, once approved the admin staff will load the approved leave onto the calendar and submit the forms to Payroll via

One on One's

- Team members self-nominated strengths and weaknesses to be determined via T.L. 1 on 1 (Use MCT sheet)
- Training needs analysis required

Car roster

- To be managed by Manager, CA and/or TL
- Recorded on a spread sheet

- Admin to update spreadsheet

Outlook calendars and personal whereabouts

- All team members to keep Outlook calendars up to date.

Personal behaviours

Comply with

- Your relevant position description
- WHS Act 2012 and
- Relevant WHS Regulations 2012
- Equal Opportunity Act 1984
- PS Act 2009
- Code of Ethics for Public Sector employees
- The principles of diversity
- Public sector values and behaviours framework
- Other applicable legislation and Agency and Departmental policies and procedures