Government of South Australia
SafeWork SA

Team Norms and Operational Processes

Manufacturing, Wholesale Transport & Utilities Team

INDEX

INSPECTOR WORK RELATED

Work allocation process

- TL's will sort out who is on daily triage and allocation roster
- Notifications come in via team inbox
- TL triages and allocates
- TL updates spreadsheet
    - 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
- Alternate/additional role workers file loads (Union, HSR) - allow time for extra duties
- Variation to this process will be required for other work such as audits, truckstops 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 TL may make decision up-front that the second person must be a 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

Case conference

- Required for all jobs where the investigation checklist has been activated UNLESS the TL has classified the job is a matter for administrative closure (i.e. a category 4 matter)
    - For administrative category 4 files inspector is to add a case conference activity and in the comments field make a note that the matter was categorised by Assessment panel / Team Leader as a category 4 investigation, no case conference required.
- Required if an inspector feels should be forwarded to another team, ie investigation or licensing or SST etc

Infonet file and client creation requests

- Via TL or manager 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)
- Not hardcopy unless absolutely necessary

File closure process

- Electronic files – inspectors to list in book ala MCT process, TLs to review and close
- T/L's to have ability to close all file types excluding those with investigation checklist activated
- Manager to have final close of investigation checklist files

KPIs

- Basic complaint/notification/response times as per current SWSA requirements
  - Complaint attend within 5 working days
  - Notifiable attend within 2 working days
  - Case conference within 10 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

Reporting arrangements

- Admins to [redacted]
- Inspectors split 50/50 [redacted]

Timesheets

- To admin @ end of period
- Start/finish time
  - If doing a site visit on way to or from the office – start/finish at home
  - If no site visit on way to/from - start/finish times at office
  - Be mindful checks and audits will take place of timesheets

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 TL or manager
- Flexi or TOIL time off may be taken by agreement between the team member and their TL. Any applications for flexi time or TOIL are to be made in writing via email to their TL, the email should state the request type for time off and the date in which the team member wishes to have off, in the case of a half flexi, indication of whether they require am or pm off. The amount of leave credit available must be stated
- The TL will email a response back to the team member, CCing the Team Manager and Admin into the email.
- Admin will load the flexi leave onto the team calendar.

ALL OTHER LEAVE

- All leave including Sick/Family/Annual Leave 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

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.

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 TL's
- Recorded on a spreadsheet
- Admin to update spreadsheet

Personal behaviours

Comply with

- Your relevant position description
- WHS Act 2012
- 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 Agency and Departmental policies and procedures