WORKFORCE MANAGEMENT GUIDELINE – PROFESSIONAL STAFF WORKLOADS

PREAMBLE

Clause 72 of the Monash University Enterprise Agreement (Academic and Professional Staff) 2019 (the “Enterprise Agreement”) provides as follows:

72.1 The University does not require staff to work excessive hours and does not encourage or condone workplace culture that requires staff to work long hours. It is the responsibility of the University's supervisors to ensure that unreasonable expectations are not put on staff members which results in working excessive hours and it is the responsibility of staff members to ensure they are not working excessive hours.

72.2 The University will take reasonable positive steps to ensure that professional staff members do not work excessive or unreasonable hours, and are not working in excess of any hours of work prescribed by this Agreement, except where formal arrangements have been entered into according to the terms of this Agreement. Reasonable and positive steps will usually and if practicable include:

(a) Inclusion of managing workloads in accordance with this Agreement in the induction for new staff, supervisory training, and performance management training. In particular, staff induction and supervisory training will refer to:
   (i) the meal break entitlements of professional staff at clause 78 of this Agreement;
   (ii) the ordinary hours of duty of professional staff provided for at clause 76 of this Agreement;
   (iii) the overtime and time off in lieu (TOIL) provisions of clause 79 of this Agreement, including the “no unreasonable overtime” provisions of clause 79.13 of this Agreement; and
   (iv) the individual workload review provisions of clause 72.3 of this Agreement.

(b) Maintenance on a website of Frequently Asked Questions (FAQs) regarding professional staff workloads. The FAQs should provide an easy to understand guide to clause 72 – Professional Staff Workloads, clause 76 – Hours of Duty, clause 77 – Span of Hours, clause 78 – Meal Breaks, and clause 79 – Overtime and Time Off in Lieu.

(c) Maintenance of an effective system for supervisors to record overtime and time off in lieu agreed between the supervisor and the staff member, including the number of hours of overtime worked, the number of hours of TOIL accrued, and the date on which the overtime was worked.

(d) Confirmation between supervisor and staff member prior to any overtime being worked whether there is agreement to time off in lieu of overtime payment where the staff member is in receipt of a salary not exceeding that prescribed for the top of the scale for a Higher Education Worker (HEW) level 7.

Individual Workload Review

If a staff member is concerned with their workload, the staff member may request a workload review by discussing it with their supervisor. If the issue is not satisfactorily resolved through this process, the staff member may use the Employment Related Grievance Resolution Procedure to attempt to resolve the issue starting the procedure at clause 63.5.

The University will take particular care of the health and wellbeing of staff with public-facing duties.
Workload Review Committee

72.4 As part of the University’s commitment to workload management a Professional Staff Workload Review Committee will be established.

72.5 The Professional Staff Workload Review Committee will comprise two nominees of the University and two professional staff nominees of the President of the Monash University NTEU Branch.

72.6 The Professional Staff Workload Review Committee may, when requested by the Chief Human Resources Officer, review identified professional staff workload problems at the work unit or occupational category level and report to the Chief Human Resources Officer on the Committee’s findings. The Committee will be able to make recommendations when all members of the Committee agree.

72.7 Any recommendations of the Professional Staff Workload Review Committee will be forwarded to the Chief Human Resources Officer for consideration and where appropriate implementation (subject to any required approval processes). Approved recommendations should be implemented within a reasonable timeframe. Where an approved recommendation has not been implemented within six months of the recommendation being made the University officer responsible for the implementation will advise the Committee of the expected timeframe for that implementation and will report to the Committee at the end of that timeframe if implementation has still not occurred.

72.8 The Workload Review Committee will meet at least annually, or at the request of either the University or two or more members of the Committee.

The following guidelines are to facilitate the operation of clause 72 of the Enterprise Agreement and will govern reviews undertaken by the Professional Staff Workload Review Committee (“the Committee”) in accordance with clause 72.6 and the Committee’s report of its findings and any recommendations under clauses 72.6 and 72.7.

Identified Professional Staff Workload Problems

Professional staff workload problems at the work unit or occupational category level may be identified by the University, the NTEU, or any staff member bound by the Enterprise Agreement. If the identified workload problem extends to an entire work unit or occupational category, it should be submitted in writing to the Chief Human Resources Officer for consideration for review. Any other identified workload problem should be submitted for individual workload reviews in accordance with the provisions of clause 72.3 of the Enterprise Agreement.

Professional Staff Workload Review Committee Review

To assist the Committee to review workload problems at the work unit or occupational category level when requested by the Chief Human Resources Officer, the Committee may have regard to the following and other relevant matters agreed by the Committee in the conduct of any review and the preparation of any report of the Committee of its findings:

1. In relation to arrangements for leave approvals within the work unit or occupational category, the incidence of and reasons for:
   a. disputes over the time of taking annual leave referred for appeal under clause 40.3 of the Enterprise Agreement;
   b. disputes over the time of taking long service leave where less than three months’ written notice is provided by the staff member; and
   c. applications for leave other than annual leave or long service leave being refused.

2. Arrangements for additional hours and/or overtime within the work unit or occupational category, including the extent of:
   a. authorised and/or reported additional hours and/or overtime worked; and
   b. staff refusing to work unreasonable overtime under clause 79.13 of the Enterprise Agreement.

3. Arrangements for time off in lieu of overtime (“TOIL”) within the work unit or occupational category, including:
   a. the extent of TOIL accrued, taken and/or forfeited; and
   b. the incidence of disputes over the time of taking TOIL referred for appeal under clause 79.12(c) or 79.12(d) of the Enterprise Agreement.

4. The incidence and circumstances of relevant sick leave and Work Cover absences within the work unit or occupational category.

5. The rate of work efficiency within the work unit or occupational category taking into consideration work objectives, deadlines, error rates and missed deadlines.

6. Records of work unit or occupational category workload problems previously raised with supervisors and/or managers.
7. Arrangements for training and staff development within the work unit or occupational category, including:
   a. relevant training and/or staff development available, offered, and/or provided; and
   b. the extent of professional staff study leave.

8. The nature of the work undertaken by the work unit or occupational category, the spread and pattern of hours of work within the work unit or occupational category, and any flexible arrangements in place within the work unit or occupational category.

9. The nature and extent of arrangements relating to the matters identified in 1-8 above (excluding 6) as they apply in a comparable work unit or occupational category elsewhere within the University.

Professional Staff Workload Review Committee Report

The Committee may provide to the Chief Human Resources Officer a report of its findings within a reasonable time in any review of a workload problem requested by the Chief Human Resources Officer. Where the Committee is to report its findings and has not concluded a report of its findings within six months, the Committee will provide a progress report to the Chief Human Resources Officer at six months from the date of the request of the Chief Human Resources Officer for the Committee to review an identified workload problem or problems.

Professional Staff Workload Review Committee Recommendations

The Committee will endeavour to operate on a consensus basis.

The Committee will include in any report as an appendix a copy of the request of the Chief Human Resources Officer for the Committee to review an identified workload problem or problems.

Where consensus is achieved and it is agreed by the Committee to make recommendations based on its findings, those recommendations will be included in the Committee’s report (if any).

RELATED ENTERPRISE AGREEMENT CLAUSES

Monash University Enterprise Agreement (Academic and Professional Staff) 2019:

Clause 40 – Annual Leave
Clause 78 – Meal Breaks
Clause 79 – Overtime and Time Off in Lieu

RELATED FORMS

N/A

ADMINISTRATION

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