**Agreed Resolution to Resourcing Issues**

**Background**

There have been a number of resourcing issues that have caused the CWU some concern and these have been collated into one package for resolution. The following lists the generic issues raised and the agreed plans for moving forward in a proactive rather than reactive manner.

* Quality & Relevance of data provided at weekly Resource Meetings
* Daily resourcing of overtime/use of casuals
* Managers performing OPG work
* Review of the duty structure

**Agreement**

**Resource Meeting Data**

1. That the shift managers/CWU shift reps will be provided with the forecast/demand plan data as at present.
2. They will also be provided with the actual weighted traffic v forecast figures for the previous week covering the relevant shift & work areas.
3. This report will include work area productivity.
4. This will enable each shift to plan their resourcing based both on forecast levels & actual data. It will also enable them to proactively respond to any trends that may appear.
5. A training session, if requested, will be provided to ensure that individuals understand the data and how to use it.

**Overtime/Use of casuals**

1. In line with other local agreements already in place, it is confirmed that all available OPG resource should be exhausted before casuals are used.
2. The currently agreed process of pre-listing known OT requirements 7 days & 24 hours in advance will remain in place.
3. A daily resourcing review between the shift manager/CWU shift rep will take place as early in the shift as possible.
4. In order to comply with the following current agreed process for allocating unforeseen overtime, *“Any contact made will give sufficient time for the individual to get to work”,* it is agreed that the decision on whether any additional resourcing is required will be made and communicated to the Bookroom at least 2.30 hours before the start time required.
5. This decision must be made with CWU involvement.
6. Once this decision has been made there will be no changes to the level of staffing, OPG or casual, unless there is an exceptional operational issue that could not have been foreseen, including “Day A failures”. Again, any decision must be made with CWU involvement and must adhere to the principle of exhausting all available OPG resource options before resorting to casuals.
7. The contact process for short-notice overtime will be subject to further discussions and an agreed resolution will be added to this document once agreed.

**Managers Performing OPG work**

1. It is agreed that there is no requirement for any manager to perform OPG work. The only exceptions to this will be:
2. Immediate action to resolve a health and safety issue
3. Within the final 30 minutes of a work area cut-off time (detailed in Appendix A), and where it would make a material difference to a clearance or failure.
4. In the case of point b) the situation will be explained to a CWU Shift Rep prior to the manager commencing the performance of OPG grade work.
5. If a trend involving a particular manager or work area is identified, talks, in line with the I.R. Framework, will immediately commence to determine the cause.
6. Where a lack of resource is identified the issue will be passed up to enable negotiations to commence around additional hours being added to the structure to remove the requirement of managers performing OPG work. This may consist of AWD or S/A.
7. Where an operational issue, traffic arrival, work area layout etc, is identified and cannot be corrected at shift level, this will be passed up for consideration of any suitable actions that can be taken to remove the requirement of managers performing OPG work.
8. Where there is no identifiable cause and managers are still performing OPG work, senior management will take actions to ensure that this ceases immediately.

**Review of the Duty Structure**

1. All shift managers/CWU shift reps to ensure that the 318 duty content checks are completed as soon as possible to ensure that the data entered into MIST is accurate.
2. Management & CWU, with the involvement of Industrial Engineers will jointly carry out a number of work area checks to test the accuracy of the arrival profile, traffic recording and throughput targets.
3. Management & CWU will jointly carry out some work area resource modelling exercises to look at the number of duties and alignment of hours to scope alternatives prior to the review.
4. To assist with the above, both management & CWU will receive training on the program used from the Central Support Team.

Any changes to this agreement or matters of interpretation will be resolved in line with the I.R. Framework.

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Darren Goulder Paul Cox

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Date Date