



QUEENSLAND POLICE SERVICE
COMMISSIONED OFFICERS
WORK LIFE BALANCE
GUIDELINES

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SCOPE

This Work Life Balance Arrangements Administrative Guideline (AG) covers all Commissioned Officers (CO) and acting Commissioned Officers employed by the Queensland Police Service (QPS) and shall be interpreted, construed and read in conjunction with the reference documents listed below. Where there is an inconsistency between this AG and the relevant reference document, the reference document shall apply to the extent of that inconsistency.

1. Queensland Police Service Certified Agreement 2019 (EB);
2. Queensland Police Service Employees Award – State 2016 (Award);
3. Industrial Relations Act 2016 (IR Act);
4. Work Health and Safety Act 2016 (WHS Act); and
5. Queensland Police Service Fatigue Management Guidelines (FMG).

PURPOSE

The Commissioner of Police (CoP) values the leadership and managerial roles CO's perform to deliver the QPS Vision. The QPS is committed to the safety and wellbeing of all its employees and acknowledge that it is the responsibility of QPS and all CO's to demonstrate and ensure a quality Work Life Balance.

The fundamental purpose of Work Life Balance Arrangements (WLBA) stated in the EB places the responsibility on the QPS and on all CO's to ensure a balanced and healthy workforce for the future.

This AG provides administrative guidance to manage and monitor WLBA to ensure where practicable organisational consistency to a CO's working hours.

RELEVANT DEFINITIONS

Unless Justifiable shall mean a provision is to apply unless there is a justifiable reason for not doing so. A "justifiable reason" means an occurrence which is unable to be foreseen or planned for. The onus of proof falls on the Service to demonstrate and establish there was a justifiable need to adopt the particular practice if challenged.

Availability means an arrangement where a CO, on occasion, is expected to be available outside their ordinary hours regarding their work function/role and may be communicated with or contacted. It is acknowledged due to the diversity of roles of CO's that availability should be considered in the context of providing a function¹ of the Service.

Declared Event is subject to clause 16(3) of the EB where the CoP may vary the hours of work for CO's for the purpose of a "Declared" special event or major emergency, e.g. G20, Major prolonged sporting events, major weather events etc. A "declaration" is only made by the CoP or appointed delegate, or in the case of 'critical incidents', the Commissioner of Queensland Fire and Emergency Services or the applicable Minister.

Ordinary hours of duty are covered by the Award, are exclusive of meal breaks, shall be an average of 38 hours per week and 7.6 hours per day, with a maximum of 8 hours per day.

Extended hours means being required to work additional hours over and above 38 hours per week.

On call means an arrangement in which a CO is rostered or directed to be made available to respond or perform a function of their role outside the ordinary hours as and when required.

MANAGEMENT OBJECTIVES

CO's, Executive Managers and Senior Managers are required to demonstrate their commitment in creating sustainable work life balance by:

- a) Modelling and supporting best practice work life balance initiatives "from the top";
- b) Understanding, identifying and supporting the range of flexible work arrangements and options available to CO's;
- c) Review "On Call" arrangements to ensure a balance for CO's and organisational requirements;

¹ *Police Service Administration Act 1990* s2.3 Functions of the Service

- d) Lead cultural change that includes promotion of benefits in creating a work life balance among their peers;
- e) Decisions to refuse CO's requests for more flexible or more suitable working arrangements to be open to internal and/or independent review and scrutiny.

PRINCIPLES

The CoP recognises the following principles apply in this AG:

- a) Clause 16 (1) of the EB acknowledges that a CO's salary is inclusive of ordinary hours, extended hours and on-call hours where justifiable;
- b) Hours of work are managed, monitored and arranged in accordance with clauses 16(2), 16(3) and 16(4) of the EB;
- c) There is significant complexity in the role of a CO and ongoing challenges faced by the QPS due to increased demands that require a high level of supervision and management to achieve the CoP's vision of a high level of service delivery and a safer Queensland;
- d) Duty & Work Responsibilities – CO's are expected to perform their duties when required and to manage and monitor their hours of work such that their work responsibilities are met and complements a work/life balance. Work responsibilities are role based and may include (however not limited to) attending:
 - Community related events;
 - Natural Disasters;
 - Major events and major incidents;
- e) The CoP undertakes to ensure a CO is not given excessive responsibilities that result in unjustifiable hours of work. This includes (but is not limited to) not being regularly contacted out of ordinary hours when other suitable officers (on duty, on-call or otherwise) are available to respond at that time or to initiate appropriate actions;

- f) The CoP undertakes to commence a full review of On-Call arrangements across the QPS and through a consultation process with the QPCOUE and in line with clause 16 (4) (b) (v) of the EB, the CoP and the QPCOUE shall on a quarterly basis actively monitor and review these arrangements;

The CoP acknowledges the important commitment of CO's and makes available Work Life Balance Time (WLBT) for CO's to recuperate, refresh or to attend to personal matters under clause 16 (4) of the EB;

- g) Unless there are justifiable circumstances, the QPS undertakes to not contact a CO during any period of leave. This clause is interpreted, construed, and read in conjunction with clause 20 (3) of the EB which states that *"No Commissioned Officer can be placed on-call during any period of leave"*.

WORK LIFE BALANCE TIME

Work Life Balance Time (WLBT) replaces what was known as "Managed Time" where the responsibilities are placed on all CO's, Assistant Commissioners, Executive Managers and Senior Managers to recognise and manage hours of work with appropriate time off to recuperate, refresh or to attend to personal matters.

DECLARED EVENT ARRANGEMENTS

The CoP acknowledges the complexity and unpredictability of providing policing services across the ever-changing environment of Queensland. Within those challenges there will be declared events and also unpredictable events where CO's may work extended hours.

The CoP undertakes to ensure that appropriate rostering practices will be adopted unless justifiable during declared events to ensure that CO's are not unduly rostered to perform extended hours of work that do not meet with the fatigue management policy.

ON CALL ARRANGEMENTS

On-Call Work Life Balance Time

If a CO is directed or rostered to perform an on-call function for seven (7) continuous days over a twenty-eight (28) day roster period, On-Call Work Life Balance Time (WLBT) will be available to the officer for a period up to and including eight (8) hours. This On-Call WLBT is not bankable and must be taken within a reasonable period.

Application Examples:

Clause 20 of the EB states:

- 1) As part of their role, a Commissioned Officer may be required to be on-call. There is no additional payment made when a Commissioned Officer is required to be on-call. Recall to duty and overtime provisions do not apply to Commissioned Officers.*

- 2) Commissioned Officers who are required to be on-call must have access to at least one (1) full week (including the weekend) in every 28-day roster period where they are not required to be on-call unless justifiable. Where a Commissioned Officer is required to work extended hours during this period, no additional compensation is payable.*

- 3) No Commissioned Officer can be placed on-call during any period of leave.*

Example 1 - A District has three (3) CO's who rotate the "on call" duties. This results in one officer being on call twice in the twenty-eight (28) day period, meaning that they would be on call for fourteen (14) days out of the twenty-eight (28) days. Under these Guideline provisions a period up to and including 8 hrs WLBT will be available to that CO for being on call during the roster period.

Example 2 - A Detective Inspector Crime services within a district is rostered to be "on call" to manage the QPS response to an incident. A period up to and including 8 hrs - WLBT will be available to that officer for being on call and they must have one (1) free week from being on call during that twenty-eight (28) day period.

Example 3 - A Patrol Services Inspector is the on-call duty officer for a region. As a result of an incident the on-call CO contacts the Detective Inspector who is available to provide advice on crime issues or attend an incident requiring crime direction. The Detective Inspector is not deemed to be on-call but is subject to availability for extended hours of duty and may access those hours as part of the WLBT agreement.

Example 4 - A Operations Support Command Specialist Co-ordinator is available to arrange specialist support like, Polair, forensic services, water police, disaster management staff to support regional operations for events or incidents that cannot be foreseen. This CO may access those hours as part of the WLBT agreement.

REPORTING MECHANISMS

- a) A key objective to this AG is the recording and regularly monitoring of the hours worked by CO's.
- b) The QPS will provide the platform which CO's will be required to keep accurate records of their work hours, that is, ordinary hours, extended hours, on-call hours or other hours.
- c) The QPS and the QPCOUE agree to continue to develop a platform that is mutually beneficial and accurately records CO's hours.

REVIEW

- a) The QPS Performance Management Framework will review the adoption and application of WLBT for CO's.
- b) On a quarterly basis, the QPS and the QPCOUE shall actively monitor and review the effectiveness of the WLBA.
- c) The QPS and QPCOUE agree this is a living document used to reflect the change as it occurs.

DISPUTE RESOLUTION

If a dispute is raised by a CO that relates to this AG the dispute shall be processed in accordance with Part Eight – Prevention and Settlement of Disputes of the EB.

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Commissioner

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