



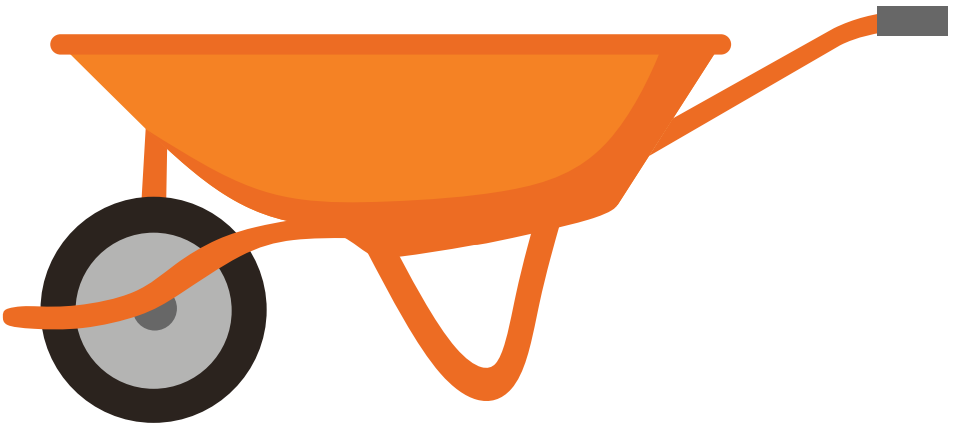
GENERAL ASSISTANT'S TOOLKIT



THE PSA'S EASY GUIDE TO RIGHTS AND CONDITIONS



General Assistant's Toolkit
The PSA's Easy Guide to Rights and Conditions



CONTENTS

General Secretary's welcome to the PSA	5
Keeping you safe at work	7
What is the PSA?	8
A short history of the PSA	9
Who is who in the PSA	10
Your representatives	12
GAs and the PSA	14
Safety at Work	15
Conditions of Employment	22
Allowances	25
Professional and Ethical Standards Directorate (PES) (previously EPAC)	28
General Assistants Role Description – PSA Quick Reference Guide	30
The Elements of the Role Description	31
Role Dimensions	35
NSW Public Sector Capability Framework	44
Role description	46
Your GAAG Delegates	50
Entitlement to Clothing & Protective Equipment	51
Workers' Compensation Frequently Asked Questions	52
PSA Support	59
Performance Development Plans	61
Incident Reporting	63
FM Web	65
PSA training	67
Bringing benefits to you	68
Keeping you covered	69
Get your union fees for free with Union Shopper!	70
Your resources	71



A WORD FROM STEWART LITTLE, GENERAL SECRETARY OF THE PSA

Schools could not operate without General Assistants. You are the PSA members keeping our schools safe, maintained and working smoothly.

Here at the PSA, we know how hard you work and how important your role is. That's why we will always fight for you and your colleagues in schools. Whether it is your workplace conditions, or Health and Safety issues, the PSA is here for General Assistants.

Just like you, your union is here for the day-to-day issues, and on hand for unexpected emergencies.

No two schools are the same, but what does remain the same is the

conditions under which you are employed. For this reason, we have produced this book, available only to PSA members, to interpret the often complex and unusual work you are asked to undertake.

Keep it handy at work: this guidebook helps you keep up with your rights and entitlements. It helps you know what services are available to you, as a union member, and where to get help if it is required.

You are Champions of the State and we are here to be your champions.



The physical work done by GAs means workplace health and safety is vital



KEEPING YOU SAFE AT WORK

This toolkit is just one of the ways your union, the PSA, looks after General Assistants at work.

Your union is beside you to ensure your wages and conditions are protected and you have someone on your side if there is a dispute with your employer or principal. Members know they have the backing of nearly 40,000 members when they are part of the union.

We are here to make sure you aren't forced to work beyond the limits of your role description or pressured to work additional unpaid hours or use your own vehicle on school business.

Importantly, the PSA is here to make sure your workplaces are safe. GAs work with potentially hazardous

materials and machinery and your union will make sure your employer follows clear guidelines about what is acceptable.

GAs fill a vital role in our schools and the PSA fills a vital role in looking after you.

If you have any issues at work, talk to your Delegate or Organiser or call the PSA on 1300 772 679.

If you are not a member, there is a membership form in this toolkit to fill out and join. Or call the number above.

You work for the state, we work for you.



WHAT IS THE PSA?

The PSA is the union representing most NSW Public Sector workers. You can find PSA members working in schools, prisons, national parks, zoos, police stations, court houses and government offices all over the state.

Your union recognises its members are vital for the state. COVID-19 proved that while many industries can open and

close, the state cannot operate without a strong public sector.

All PSA members are also members of the CPSU NSW, which covers workers in the federal industrial relations system, and vice versa. Both sets of members have access to all member benefits, including insurance, member-benefit programs and many more member-only services.

A SHORT HISTORY OF THE PSA

In 1899, the Public Service Association was formed to advance the interests of NSW Public Sector workers.

Since then, it has grown into an organisation of nearly 40,000 members who work every day to make the state a better place to live.

Throughout its history, the PSA has worked tirelessly on behalf of its members. It has campaigned for better wages and conditions for members, equal pay for women, superannuation, and safer workplaces.

Opening its first country office in 1900, the PSA now has a presence

in seven regional centres, as well as its Sydney head office.

In addition to fighting on behalf of members, the PSA has worked to preserve the Public Sector of NSW in the face of privatisation and outsourcing.



WHO IS WHO IN THE PSA?

Delegates

For many members, the Delegate is their first contact with the PSA and is often the person who approaches them about joining. Delegates are your staff colleagues who act as the eyes and ears of the union and who can support you in the workplace.

Delegates are the day-to-day face of the union. They have a crucial role within the PSA because of their connections with workers. Members look to them as workplace leaders on issues.

If you are having an issue at work, the Delegate is often your first port of call.

Organisers

The PSA has a team of specialist school organisers and an organiser specifically for General Assistants who travel to workplaces, liaising with staff, attracting new members and identifying issues that may be adversely affecting people in the workplace. If you have an issue in the workplace, your Organiser can advise you on the best way to get this addressed. The PSA also has a team of Regional Organisers taking care of workplaces across the whole state.

The Member Support Centre

The Member Support Centre (MSC) is only a phone call away. Staffed from

9am to 5pm during weekdays, its officers assist members with any issues they have in the workplace or can direct member issues to the relevant industrial staff. You can also take care of any membership issues, such as change of address.

You can reach the PSA MSC on 1300 772 679.

Industrial Officers

The PSA's Industrial Officers have the industrial relations know-how to get results for you if you have a workplace issue. When members need that extra level of support and advice, the MSC escalates it to an Industrial Officer, who has access to legislation, awards and other information to ensure you receive specialist advice on your matter.





Alison Crittenden:
GA Advisory Group Chair

YOUR REPRESENTATIVES

The PSA is a democratic union that is accountable, open and transparent to its members.

Central Council

Central Council is the PSA's chief governing body. It consists of the six-person Executive (see below) plus delegates elected from across the union's diverse membership, including schools. It holds eight meetings per year.

Executive

The six members of the Executive; General Secretary, President, Assistant General Secretary, Senior Vice President and two Vice Presidents; meet once a month.

The Executive deals with policy, industrial and administrative matters and reports to Central Council.

The Executive is elected every four years, at the same time as Central Council.

Annual Conference

The union's largest forum is Annual Conference, which is attended by up to 200 people, including the Executive, Central Council and delegates across the state.

Annual Conference is an advisory body to Central Council and is held in late May each year.

Women's Council

Women's Council is made up of 20

members, plus all women Central Councillors.

There is an annual Women's Conference, held every September.

The PSA's Women's Unit undertakes research on gender and equity issues. It develops policy on women's industrial matters in conjunction with Women's Council Committee; and promotes women's issues in the workplace.

Aboriginal Council

This body represents the interests of Aboriginal and Torres Strait Islander members. There is an Aboriginal Conference, just before Annual Conference each year.

The NSW Government is the largest employer of Aboriginal workers in the country, one of the things Aboriginal Council promotes and advances is quality Aboriginal employment.

PSA members have a variety of resources at their fingertips.

The PSA website - www.psa.asn.au - lists the awards and agreements that govern your workplace, outline what you are paid and your duties, as well as legislation such as the Workplace Health and Safety Act. The PSA website is also the place to go for PSA fact sheets on workplace issues such as your leave entitlements, workplace bullying and Performance Development Plans (PDPs).

The website also has legal advice on commonly asked questions, such as use of private vehicles.

It is also the place to download PSA forms such as travel claims for delegates or insurance coverage applications, as well as an overview of the benefits available to all our members.

All resources can be found at www.psa.asn.au/school-resources.

As a PSA member, you also receive a quarterly magazine, Red Tape. Here you can find features and news stories on the PSA and our federal arm, the CPSU NSW. As well as news on schools, you can see the amazing work done by your fellow union members throughout NSW, who can be found anywhere from national parks to Parliament House, prisons, NSW Fisheries and Community Services.

You can receive Red Tape in the mail or in digital format.

Our social media accounts

facebook.com/psansw twitter.com/psansw
instagram.com/psacpsunsw
tiktok.com/@psansw

GAs Advisory Group (GAAG)

The GAAG consists of delegates who have been elected by members from all areas of NSW. The state is broken into different areas (Far Nth Coast, Nth Tablelands, Mid Nth Coast, Central Coast, Wollongong/South Coast, Riverina, Western NSW and

Sydney Metro). The GAAG elections are held every two years.

GAAG delegates meet once a term. At these meetings delegates raise issues that have been brought to their attention by members in their area. GAAG meetings also provide PSA staff with the opportunity to discuss issues and any correspondence that may have been received from the Department of Education (DoE) on GA workplace issues.

Delegates to the GAAG are called upon to participate in meetings with the DoE when required and are involved in any decision making process that involve GAs.

If you would like to know the delegate for your area, see page 50.

PSA Industrial Staff

GAs have an Organiser who visits schools and can provide advice and support to members if they have performance or disciplinary meetings, or other work related enquiries.

The PSA's schools team also have Industrial Officers who can assist if issues escalate beyond the school, for example, issues with the Professional and Ethical Standards Directorate (PES).

In rural and remote areas, the PSA has Regional Organisers who can provide support in meetings at a schools.

If you would like to get advice on workplace issues, please contact the PSA on 1300 772 679.

GAs AND THE PSA

GAs in Schools

The Principal is the Site Manager for the School and the Supervisor of the General Assistant (GA). However, under the GA Role Description the Principal can delegate supervisory responsibilities to a member of the schools teaching executive such as a Deputy Principal or Assistant Principal.

Staff who are not part of the schools teaching executive cannot directly supervise GAs, however, they can convey requests on behalf of the Principal or the GAs supervisor.

If a GA is asked to perform work outside the role description, the GA should immediately inform the Principal. Being requested to work outside the role description can lead to problems in the workplace. Often when these problems are discussed early and openly, they are amicably resolved.

It is good practice for a GA to have copies of the *Principals Guide to the Cleaning and Maintenance Contracts*. These documents provide information as to what jobs fall in the GA remit and which do not.

The award outlines the dispute resolution procedures to be followed should any problem arise in the workplace between a GA and their supervisor. Where possible, problems or disputes should be resolved at the school level between the GA and the supervisor.

If a resolution is not achieved, GA members should contact the PSA for advice and support.





SAFETY AT WORK

The Department of Education's Responsibilities to General Assistants

Under the Work Health and Safety Act 2011 (WHS) the Department must ensure working environments are free from risks to physical and psychological well-being.

This means the School Principal, as the designated Site Manager, is required to consult with School Staff on WHS issues and concerns. WHS information must be freely available and easily accessible to all staff in schools, including GAs.

The school premises should be safe and free from any risks to health and safety. Tools and equipment provided by the school should be safe to use

and maintained in good working order by the school.

The Department, through the school, must provide information on the safe storage of plant and equipment, and in the use and storage of any chemicals used in the workplace. Information and training must be provided on any plant and equipment required to be used or operated by the GA.

Regular tagging and testing of electrical equipment should be programmed into the yearly calendar. This will ensure the equipment you use every day in your GA role is safe.

The DoE/School must provide adequate facilities for the welfare of its employees in the workplace, for example, lunchroom, washrooms and toilets.

Under the WHS Act schools can either have an HSR or a WHS committee. A GA cannot be forced to be a member of this committee. They can however, volunteer to be a member or if needed stand in an election of delegates.

GAs should be provided with all necessary Professional Protection Equipment (PPE) to do any job on the school site. If PPE is not provided, then the job should not be attempted. You can read more about Clothing and PPE on page 51.

GAs should not bring their own personal tools or equipment to school to do jobs. Schools are not compelled to replace tools if they are damaged, broken or stolen. If the school cannot provide the proper tools or equipment to do the job, then the job should not be attempted.

Should the GA be asked to perform work that they consider unsafe, the GA should bring any safety concerns to the attention of their supervisor. As part of staying safe at work, schools can ask for a risk assessment to be completed for the task.

If no action is taken and you still feel there may be safety issues, the GA can then report their concerns to the school's HSR or WHS committee. You can also report safety incidences to the Department's Health and Safety Directorate. Make a note of the incident report number provided by

Department's Incident Report and Support Hotline on 1800 811 523.

If there is no action taken by the DoE WHS Directorate and you still feel there are safety issues, then GA members can contact the PSA for advice and support.

The DoE Health and Safety Directorate provides Safe Operating Procedures (SOPs) and Safety Alerts for all staff on its website. It is recommended GAs download a copy of all relevant safety documents and reference them when using equipment.

Be aware that these safety reference materials may change over time and you should make sure you regularly check for updates.

Manual Handling

Manual handling involves lifting, lowering, pushing, carrying, moving, holding or restraining. Many health problems can arise from these activities. To avoid injury and workers compensation claims, schools must provide the appropriate equipment to enable GAs to perform activities safely without a risk to their health.

It should be remembered by GAs that there is no set maximum weight that can be lifted. Everybody is physically different. If you cannot lift a weight comfortably, ask for assistance. The Department has assured the PSA that if a GA requires assistance it will be provided. If the GA is not given assistance and there is a possibility of



a manual handling injury occurring, then the task should not be attempted.

Safe Work Practices advice can also be found on the DoE Health and Safety Directorate website.

Chemical Handling

Chemicals may be dangerous and prolonged exposure can lead to serious health conditions. When handling and using chemicals, it is the school's responsibility to provide the appropriate Personal Protective Equipment (PPE).

The DoE requires all staff to be trained in the safe use and handling of chemicals. GAs should have available to them the Material Data Sheets (MDS) for all the chemicals that they use and store at school.

Schools should provide GAs with appropriate storage cabinets for all chemicals in the GA workshop. This includes petrol, weed killer, pesticides, paint, turpentine etc. that is used in schools.

Schools should also provide a safe and secure way of disposing of chemicals (that meets legislative and regulatory requirements). Fines can be imposed for contamination and pollution if they are not disposed of properly in accordance with the relevant legislation or regulations.

If a GA member has any concerns with the use of chemicals and other hazardous materials, they should first raise it with their Principal or supervisor. If no action is taken, and safety issues are not addressed, then they should report this to the DoE Incident Report and Support Hotline on 1800 811 523. The GA should keep a record of the incident number.

Asbestos

Asbestos is dangerous and exposure to air-borne asbestos fibres can lead to serious health conditions. Always treat any substance carefully until it has been tested.

Asbestos handling, remediation and removal requires trained



Malcolm Roach at North Rocks Public School

professionals. GAs should not perform any duties relating to asbestos remediation or removal.

GAs should check the register before starting any job in the school. GAs should either have a copy of the school asbestos register in their room or have ready access to the asbestos register in the school office. The asbestos register can also be found on the DoE Website at www.schoolinfrastructure.nsw.gov.au/content/infrastructure/www/what-we-do/we-look-after-our-schools/schools-asbestos-register.html

Ideally, a copy of the schools asbestos register should be available in the GA's workshop. This is in case work needs to be undertaken during school vacation periods where office staff may not be on duty.

If you suspect asbestos is present that is not noted in the school's asbestos register, report it immediately to the Principal.

Likewise, if asbestos is found on the school grounds, immediately make the area safe and report it to your Principal and making the area safe could mean that "danger tape" is used around the area until remedial action is taken.



Electrical Equipment

Electricity is dangerous, and using unsafe electrical equipment can lead to electrocution.

All electrical equipment used by the GA should be tagged and tested. Tagging and testing should be a regular process that is programmed into the school calendar year.

As most GAs are not qualified electricians, you should complete a visual check of your equipment before use.

If the power cord has damage that

can be seen it should be replaced. All damaged and obsolete equipment must be disposed of safely by following the school's procedures for disposing of equipment.

Electrical Circuit Breakers

Using unsafe electrical devices may trip the schools circuit breakers. Electricity is dangerous.

GAs may be asked to reset a tripped circuit breaker. If the GA agrees, knows the location of the circuit board and has access to an E-key, they may try and reset the tripped circuit breaker.

If the circuit breaker trips again the GA should not search for the object causing the problem. The GA should report the fault to the Principal. The Principal would then engage an electrician to call at the school and find the fault.

At no time should a GA reset the main circuit breakers to the school. These breakers carry the main power supply to the school. This means that they carry a large electrical current. If one of these has tripped the GA should report this to the Principal. The Principal should then engage an electrician to find the fault.

The PSA recommends that GAs do not reset circuit breakers if they are not confident. Electrocutation can be fatal and GAs who do not have the appropriate knowledge should not reset circuit breakers.



School Emergencies

From time to time, there are emergencies in schools. The school also has to periodically undertake emergency drills. Emergency procedures and drills involve all school staff including GAs.

GAs should familiarise themselves with the school procedures in the event of emergencies. GAs should be aware of the different alarms for evacuation, lockdown and lock out.

If a GA has a role to play in any emergency scenario, then they should make sure that they follow the exact directions for their emergency role.

For example, if there is a fire in the school the GA might be asked to stand at the front gate and direct the fire brigade to the location of the fire.

Responsibilities as an Employee to the Department and Colleagues

WHS Act requires employees to always use safe working practices and comply with all Safety Bulletins.

As an employee a GA must contribute to the management of health and safety risks to work colleagues and students by notifying their Principal or Supervisor of WHS issues and risks. This ensures a safe and healthy workplace for everyone and complies with the WHS Act.

Working Alone

GAs often work alone at school during vacation periods. Over the years, accidents have occurred and the PSA pushed strongly for the Department to implement procedures to ensure the safety of all school staff working in isolation or alone during school vacations.

Before the commencement of every school holiday the Principal or supervisor should be discussing what tasks the GA will be doing over the holidays.

These discussions should be around the safest way to complete these tasks. If the GA feels that there is a risk involved with completing the task, then it should be raised at this meeting.

The outcome from safety concerns raised in these discussions could be that the GA does not do the task until someone is also on the site, or the task is not completed until school returns.

The PSA believes that schools should supply their GAs with a mobile phone. The Working Alone Risk Assessment should also include text in and text out procedures.

Text in/out procedures are simple and help alert your supervisor you are on duty. A GA should notify their Principal or supervisor of their arrival at the school by sending a simple text message.

When the GA has completed their shift, a simple text message is sent again to the Principal or supervisor to advise they are leaving the school for the day.

If the Principal or supervisor has not received a text within 15 minutes of finishing time, they should contact the GA with a phone call to check on their safety. If there is no response or answer, the Principal or supervisor should contact the authorities for assistance.



CONDITIONS OF EMPLOYMENT

GAs working in Schools are covered by two industrial awards. The main award is the Crown Employees (General Assistants in School - Department of Education) Award which you can find in the schools section of the PSA Website. There are other “employment instruments” also covered by the Award for GAs in schools, such as the GA Role Description on page 30.

The Award establishes rates of pay, hours of work, rostered days off, and entitlements, like sick leave.

The Award covers your entitlements and conditions if you working as a permanent or temporary GA on contract.

Hours of Work

GAs who are fulltime employees work 38 hours a week. This includes GAs who are on a full-time temporary contract.

Ordinary hours are worked between 6:00am and 6:00pm from Monday to Friday for eight hours per day over a 20-day cycle. RDOs may apply and information on how RDOs apply is detailed below.

Starting and finishing times should be negotiated with the Principal.

Rostered Day Off (RDO)

A GA work cycle is 20 days. To get an RDO, a GA works eight hours a day (plus an extra 30 unpaid minutes for lunch) for 19 days per work cycle. A small amount (24 minutes) is banked to accrue a paid RDO. This accrued time allows the GA to take a RDO on day 20 of their work cycle.

Taking a RDO needs to be worked out with your school. GAs should negotiate with the Principal to either:

- take an RDO when it falls due on day 20 of the work cycle; or,
- bank up to 5 RDOs to be taken during the following school vacation.

GAs can negotiate to combine RDOs with Recreation Leave.

If GAs choose to take an RDO in a current 20-day cycle, this cannot be changed unless there is an agreement with the Principal. If agreed the RDO can be taken on another day in the 20-day cycle. If this is not practical to either the GA or the Principal, then the RDO must be given and taken in the next 20-day cycle.

GAs still accrue time towards a RDO when on Recreation, military, FACS, study, special and sick leave. However, if a negotiated RDO falls during a period of sick leave, it is still regarded as an RDO and is not deducted from the sick leave.

Should GAs be on extended leave (LSL), or workers compensation for part of the 20 day cycle, and return to work before the prescribed RDO, GAs still accrue time towards a RDO. However, if the GA is absent for the full 20 day cycle, then no time accrues.

GAs who are “on contract”, work a five- day week at the same school are also entitled to an RDO.

Part-time GAs are not entitled to RDO’s and work 7 hours 36 minutes per day.

Meal Breaks

Meal breaks must be given to and taken by staff members. Under the Award, GAs should have a minimum break of 30 minutes after five hours of work.

Should a longer break be required, the GA should negotiate this with the Principal.

Salary

The Department must pay salaries into your nominated bank or credit union account to enable access to salary on pay day.

Should a GA be unable to access salary on pay day and there is no problem with the bank or credit unions computer systems, then immediately notify EdConnect by either phone call or email.

Overtime

GAs may be required and directed to work overtime. Overtime must be approved in advance and best practice is to get approval for working overtime in writing. Overtime is paid as follows:

Weekdays:

Payment at time and one half for the first two hours, and for the third and subsequent hours, payment is at double time.

Saturdays:

Payment at time and one half for the first two hours, and the third and subsequent hours, payment is double.

Sundays:

Payment for all hours worked is at double time.

Public Holidays:

Payment for overtime worked on a public holiday is at the double time and one half rate.

It is preferable that a GA is paid overtime in their wages. However, overtime can also be paid as Time Off in Lieu (TOIL). TOIL is paid at the same rate as the applicable overtime rate.

For example, if overtime is directed and approved to work three hours on a Saturday, the first two hours worked is paid at time and a half (totalling three hours pay). The third hour is paid at double time (totalling two hours pay). That means the overtime payment for working on the Saturday



Clare Jones at Camdenville
Public School

is 3 hours pay + 2 hours pay. The overtime payment in this example adds up to five hours pay for working on the Saturday.

The choice of overtime being paid as wages or as TOIL is the choice of the GA. It is good practice to discuss your choice with your Principal prior to working the overtime.

Recreation Leave

GAs working full-time are entitled to four weeks' paid leave per year. If you are working at a school in the Western Region of NSW you are entitled to five weeks' paid leave per year.

GAs can accrue a maximum of 30 days Recreation Leave. When accrued Recreation Leave is approaching 30

days, the DoE can direct GA to take leave to reduce their balance.

The Department prefers GAs to take recreation leave during school vacation periods. However, if GAs have sound reasons for requiring leave outside school vacations the GAs should negotiate taking of the leave with the Principal.

It is advised that when applying for recreation leave you provide as much notice as possible to your Principal. This enables the school to arrange a replacement GA for the period of the leave.

Part time GAs accrue recreation leave on a pro rata basis.

ALLOWANCES

Use of Private Motor Vehicles

GAs are not required to hold a driver's licence or own a motor vehicle.

Use of your private car is voluntary. Should GAs agree to use their private motor vehicle on school business (for example to purchase hardware supplies or petrol for the school's mowers) you are entitled to be paid an allowance by the school for the use of the vehicle.

Before GAs can receive the allowance, the Principal must sight your current driver's licence, car registration and comprehensive Insurance policy.

It should be noted that some Comprehensive Insurance policies do not cover the use of a privately insured vehicle being used for Business purposes within the policy.

When requested to use their private vehicle, GAs are entitled to be paid by the school at the Award's official business rate per kilometre. The rate paid is based on the Cubic Capacity of the vehicle, for example 1600cc engine, 2000cc engine.

The allowance is updated as part of the Award negotiations between the PSA and the NSW Government. The current rates can be accessed on the DoE Intranet.

If the vehicle is damaged whilst being used for work, normal excess insurance charges prescribed by the

insurer shall be reimbursed by the DoE/school. This is provided the accident is not the fault of the GA and the insurance is not an insurer's punitive excess charges.

Should the windscreen of the vehicle suffer damage whilst on official school business then, provided the costs cannot be met by your comprehensive insurance due to excess clauses, the DoE/school may reimburse you for the cost of the repairs to the windscreen.

Remember, before claiming these entitlements, the Principal has to request the use of your private vehicle. The request should be official and in writing. The requested use of your private vehicle should be arranged with the GA on a regular basis, for example every school term or school year.

On-Call Allowance

If a GA is directed to be "on-call" for a possible recall to the school because of an emergency or break-in, an "on-call" allowance must be paid for each hour the GA is available for the recall to duty.

This allowance is paid by the school. GAs should have written approval from their Principal before being placed "on-call".

Recall to Duty

A GA recalled to work overtime after leaving the school premises must be paid for a minimum of three hours of work at the appropriate overtime rates.

If recalled to duty, a GA is not required to work the full three hours if the job can be completed within a shorter time period, but will still be paid the minimum three hours.

When a GA is recalled to the school premises again on the same day (and within the first three hours of the paid overtime period and the job isn't completed until after the three hours have elapsed) then the overtime is calculated and paid as one continuous period but will still be paid the minimum three hours.

Whilst it is preferred that any recall to duty is paid as overtime, this time can also be claimed as Time off in Lieu (TOIL). TOIL is calculated at the same rate as the Recall to Duty rate.

Child Protection and Supervision of Students

Prior to a GA commencing work with the DoE, A Working with Children Check (WWCC) is required.

It is important that GAs are familiar with the DoE policies and Code of Conduct relating to DoE employees maintaining professional relationships with students. If a GA is working near students, they should always try and ensure a teacher is nearby. Try and do

any jobs in toilets before students are on the school site. If a job arises that has to be done immediately then, the GA should first make sure that the toilets are vacant. That might mean you ask a teacher or student to check. Whilst completing the job you should either have someone stop students entering or lock the door so that no one can gain access.

Whilst GAs do have a “duty of care” to students they should not be expected to supervise a class, or individual students. If asked, the GA should refuse and advise the teacher it is not the GAs job or responsibility to supervise students.

Under no circumstances should a GA supervise or transport students in their own vehicle.

Mandatory Training

GAs will have to complete mandatory training each year. Mandatory training includes: Child Protection, Anaphylaxis (basic), Code of Conduct, WHS Induction, E-emergency care (basic). For a full list of mandatory training you should check the DoE's intranet or request a list from your supervisor.

Mandatory Training is to be completed in work hours. GAs should not be expected to complete this training at home in their own time.

If the GA does not know how to use a computer to complete this training, they should ask for and be given assistance.

Access to Computers

Computers have become another tool for the General Assistant. Mandatory training, emails, leave applications and research all require access to a computer and the Department's intranet.

All DoE resources are now available on the DoE website. This website is full of valuable information for General Assistants.

DoE states that schools have only to provide a GA with access to a computer. This computer may be located in the GA workshop, staffroom, common room, library, or office.

A GA is entitled to access this computer as often as necessary to do their job. GAs should not be questioned as to why they are using the computer or the length of time that they have spent.

If the GA feels that they need training in the use of computers, they should speak to their Principal and ask that training be provided. This could form part of their Performance Development Plan.

Paul Hearn at Northbridge Public School



PROFESSIONAL AND ETHICAL STANDARDS DIRECTORATE (PES) (PREVIOUSLY EPAC)

The Department has a duty of care when it comes to its employees and the students who attend its schools. From time to time, problems occur and staff may be alleged to breach the Code of Conduct or Departmental and school policies and procedures.

When allegations are raised and need to be looked into sometimes the PES Directorate will handle the investigation. At other times, the investigation of allegations will be handled by the Principal or another senior member of the Department under the guidance of PES. If you have issues raised with you or are contacted to be part an investigation or are being investigated, contact the union as soon as possible through the Member Support Centre on 1300 772 679. The PSA has been highly successful supporting GA members with PES cases.

PES has produced policies and procedures which apply in the investigation of allegations. These documents can be found on the Department's website and all GA members should familiarise themselves with how investigations are handled.

Allegations will usually take the form of performance concerns or conduct

concerns. Allegations can be raised by students, parents, school visitors or your co-workers. When it comes to allegations involving students, all staff have a duty of care to report behaviour that breaches the Code of Conduct and other policies and procedures in place in schools.

Performance concerns

Your supervisor is required to oversee your work and if they see performance issues these need to be raised with you at the time they are identified. This may be by way of formal performance reviews as part of your Professional Development Plan discussions, or as part of your daily interactions with your supervisor.

When performance problems occur, your supervisor should be supportive and provide you with guidance on how to improve how you do your work. If training is available, you should be given a chance to access training to assist you to become a better worker.

There could be a whole range of factors that may lead to a drop in performance. This includes problems at home, health issues, work overload, and disruptions to your daily schedule due to emergencies or tasks with higher priorities taking over.

An example of this could be constant disruptions to open gates for visitors. Every GA knows that if you're out mowing and you get a call to open the gate for a visitor, you have to pack up and make your equipment secure, maybe return the ride on to storage and then open the gate and escort the visitor to the office to sign in.

You then need to get the mower back to the area and continue your job. This distraction does involve some time and will impact on how quickly and efficiently you can mow the grounds.

Your supervisor may raise the time it is taking to keep the grounds mowed and if you are constantly called on to open gates, this could be an explanation. If work is being impacted this way GAs should keep their own notes on what external impacts are affecting their efficiency and raise these with your supervisor. It is also good practice to keep notes such as this in case your performance is called into question. If you are in this situation contact the Member Support Centre on 1300 772 679.

Conduct concerns

Conduct concerns are the other area that PES investigate. These concerns may range from inappropriate conduct with students, over familiarity with parents and co-workers, storing inappropriate personal belongings at school, theft and misappropriation of school property, or working on your hobbies while on duty.

GAs should take particular care not to develop or promote overly close personal associations with students, parents, school visitors or co-workers. At all times, GAs should make sure that their interactions are professional and limited to what needs to occur to undertake your job. What you may think is cordial, or extra friendly, others may think oversteps boundaries.

Investigating allegations on performance and conduct contact the Member Support Centre on 1300 772 679.

For assistance and advice on any of these issues members should contact their delegate on (see page 50) or the Member Support Centre on 1300 772 679.

GENERAL ASSISTANTS ROLE DESCRIPTION – PSA QUICK REFERENCE GUIDE

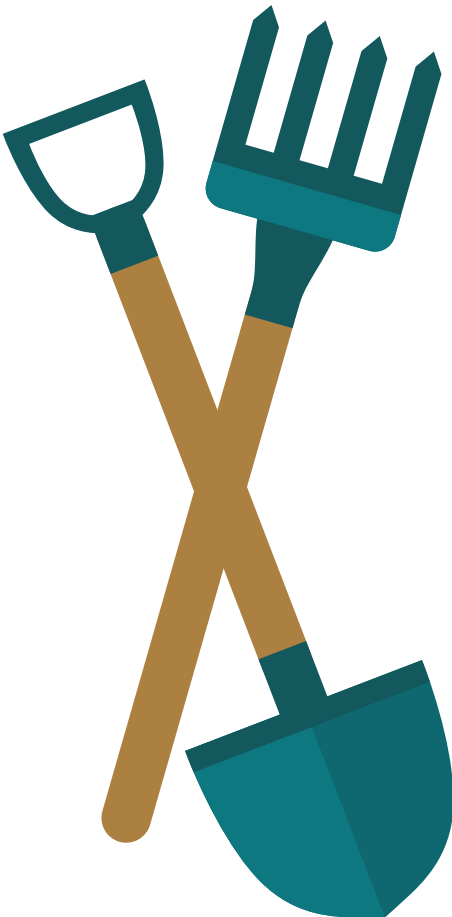
Over the past 10 years, employment in the NSW public service has gone through some substantial changes. The Public Sector Employment Management Act has been replaced by the Government Sector Employment (GSE) Act. This change occurred in 2013.

General Assistants (GAs) are now covered by the GSE and one of the major changes is that you are now no longer employed in a position, you are assigned to a role. The GSE has seriously undermined public servants' conditions particularly in respect of job security. The PSA fought against the introduction of the GSE.

The GSE allows the Secretary of the Department of Education (DoE) to reassign staff across the agency. This means a GA can be directed to work in different schools. However, the GA must be consulted, you should contact the PSA if you need assistance.

Another change is that GAs now work under a Role Description instead of a Statement of Duties. The DoE and the PSA had a lengthy consultation about the role description for GAs. What the DoE has implemented has undergone some substantial modifications from the original draft version as a result of intervention by the PSA.

Your Delegates on the General Assistants Advisory Group (GAAG) have assisted the union to ensure the best achievable outcome for GAs to retain as many elements of the Statement of Duties as possible. Eighteen changes to the original draft were sought by the union and the DoE agreed to eleven amendments.



THE ELEMENTS OF THE ROLE DESCRIPTION

Agency Overview

The DoE describes itself and what programs it delivers into the community.

Primary Purpose of the Role

This provides an overview of the job. Members should notice that the provision around the time allocation for a GA has been retained. This means that a GA whose time allocation is two days can't be expected to do five days' work.

Key Accountabilities

This area provides the main functions of the GA role. You will notice that there is a greater emphasis on work health and safety as the DoE shares the unions commitment to a safe workplace. Some of the key accountabilities will look very familiar as the union has sought to keep this document as simple and clear as the old statement of duties.

- Organising rooms, furniture, audio visual aids, public address systems, lockers and other items/equipment for school activities as required; dismantle and store items when not in use (with assistance where required). (NB. the role is not responsible for operating audio

visual equipment or public address systems)

This is similar to the old statement of duties. You will notice that work health and safety is to be considered when you are asked to undertake your duties. If the task needs two people to be performed safely you should ask your supervisor to arrange for help.

- Identify and report maintenance / safety issues to the role supervisor; undertake minor maintenance of buildings and equipment not covered by contracts or requiring a qualified tradesperson

This key accountability combines several elements from the old statement of duties. This includes reporting requirements and minor maintenance such as repairing a hole in a wall, painting a door or erecting a notice board. Minor maintenance does not include building a wall, painting the library/class rooms or installing smart boards or air conditioners.

Tasks that are under contract or require a qualified trades person should not be performed by a GA. This has always been the case.

- Maintaining and caring for school grounds, including: mowing school lawns and playing fields; marking of school playing fields; preparation of ground for planting trees and shrubs and planting and watering of same; pruning shrubs, trimming hedges, light lopping and trimming of trees. Safely and proficiently operate mowers, tools and equipment; store and maintain mowers, tools and equipment in accordance with WHS standards.

This is a repackaging of item 10 of the old statement of duties. Again, a focus on WHS standards has been introduced. Your supervisor must take WHS into consideration when assigning your tasks.

The union encourages members to be fully aware of the DoE's Safe Operating Procedures, Safe Work Practices and Safety Alerts. If you do not have access to these documents, you should request them from your supervisor.

- Unpack, store and/or distribute supplies in accordance with school procedures and safe work standards (e.g. chemical storage and handling); assist with school stocktakes as required

This is a repackaging of items two and three from the old statement of duties. Again, a focus on WHS standards has been incorporated into key accountability. A GA is not a

storeperson and packer. A GA can unpack, store and deliver supplies only after the order has been verified as being correct.

While procedures may differ from school to school, the union believes that the best person to verify the order is correct is the staff member who placed the order.

Monitoring school security systems and reporting faults to the Principal or School Teaching Executive.

This is retained from the old statement of duties except reporting faults is now to the Principal or someone from the school teaching executive.

- Other related duties of the role, within the capabilities of the General Assistant, as directed by the Principal or School Teaching Executive.

This is retained from the old statement of duties except the Principal can delegate the supervision of a GA to a member of the school teaching executive. This has always been the case, however, now it has been formalised in the role description.

Other related duties of the role does not mean that you can be tasked to do anything and everything in a school. The other duties must be directly linked to the other key accountabilities.



Secretary to the Advisory Group,
Michael Burrell

Key challenges

- Working cooperatively with the role supervisor to prioritise upcoming tasks

A GA works with their supervisor to plan and prioritise upcoming tasks. A GA is consulted with but does not develop school work plans or maintenance schedules.

- Responding flexibly to competing / emerging minor maintenance priorities

A school is a very busy workplace where unexpected issues and

emergencies occur without notice.

A GA is consulted with but is not responsible for dealing with unexpected issues and emergencies.

For example, a GA should not be

expected to check rooms for students during a school lock down or evacuation.

- Maintaining cooperative relationships with teaching and non-teaching staff.

This element aims to foster harmony in the workplace. This is also a requirement of the Code of Conduct.

GAS AND OTHER STAFF MEMBERS

Who?	Why?
Internal	
<p>School principal or nominated delegate</p>	<ul style="list-style-type: none"> • Receive guidance and instructions; escalate significant safety issues • Receive feedback regarding performance <p>This relates to your day to day manager. A GA can be managed directly by the Principal or the Principal can delegate the supervision of a GA to a Deputy Principal, Assistant Principal or another member of the schools teaching executive.</p>
<p>Other non-teaching staff</p>	<ul style="list-style-type: none"> • Maintain cooperative working relationships and liaise to ensure coordinated tasking and a safe working environment • Receive guidance as appropriate <p>This does not relate to your day to day supervision. This relates to your day to day interactions with other school staff members when you are undertaking your GA duties. For example, the SAM or a SAO may ask you to move boxes out of the office to a storeroom.</p>
<p>Students / staff</p>	<ul style="list-style-type: none"> • All staff should observe the department's Code of Conduct requirements
Who?	Why?
<p>This relates to your day to day interactions with teachers, students and other DoE staff members when you are undertaking your GA duties. For example, moving a whiteboard for a teacher or escorting someone from the Asset Management Unit to inspect a maintenance issue.</p>	

ROLE DIMENSIONS

Decision making

Traditionally a GA has worked with minimal supervision. This is still sometimes the case depending on your school. The GA exercises discretion on completing tasks that they are competent to undertake. If the job requires a qualified tradesperson or is under contract, the GA should raise this with their supervisor. GAs should not attempt work requiring a qualified tradesperson.

In exercising their discretion, a GA will factor in a number of elements to the job such as the process involved and work health and safety. If a GA is asked to mow the oval but the oval is in use by students, the GA will use discretion to mow at another time when students are not present.

Reporting line

A GA reports either directly to the school Principal, or if the Principal wishes, another member of the school teaching executive. GAs do not report to SAMs as a SAM manages SAS Staff as specified in their statement of duties.



Advisory Group member
Hayden Berry

Direct reports

A GA has no supervisory role; this includes supervising contractors. A GA can be asked to escort a contractor to the site of the job.

Budget/Expenditure

A GA does not have any budget management responsibilities. All purchases should be approved following the school's purchasing procedures and procurement policy.

Essential requirements

For some time now, GAs along with other school staff and volunteers have been required to have a valid working with children check (WWCC) clearance. The WWCC clearance lasts for five years. Make sure you allow plenty of time to renew your WWCC clearance as the DoE can terminate staff who have allowed their WWCC to lapse.

Capabilities for the role

Under the GSE all public sector employees' roles have a number of capabilities identified that the employee must fulfil. Each capability has five levels of skills, knowledge and abilities in that area. These levels start at Foundational and progress through to Intermediate, Adept, Advanced and Highly Advanced.

The DoE has determined that GAs are only required to have foundational capability levels to successfully undertake their role in a school. A foundational capability level is base level in respect of **Manage Self, Communicate Effectively, Deliver Results and Demonstrate Accountability**. These are known as the focus capabilities for a GA.

If you want more in depth knowledge of the capability framework visit: www.psc.nsw.gov.au/capabilityframework

The NSW Public Sector Capability Framework for GAs follows. The bold capability names and levels are a GAS focus capability.



PSA CPSU NSW HAS YOU COVERED!

JOURNEY INSURANCE

As part of your membership, the PSA/CPSU NSW took out a journey insurance policy for its financial members in the wake of the State Government's slashing of workers' compensation benefits in 2012.

Among the benefits cut were journey provisions (except in extreme circumstances) leaving workers and their families vulnerable.

Whilst the PSA/CPSU NSW's actions lessen the blow of the Government's attack on injured workers, we remain committed to fighting for the reinstatement of all work injury compensation.

For full details of the PSA/CPSU NSW's journey insurance policy and other insurances go to www.psa.asn.au/member-benefits or www.cpsunsw.org.au/member-benefits.



The PSA/CPSU NSW's journey insurance policy can provide:

Salary compensation with weekly injury benefits - Eighty-five per cent of salary up to \$2,000 per week for up to 104 weeks for members aged 16 to 70 years. Members aged 71-75 are eligible for up to 26 weeks' payments.

YOU ARE COVERED ONLY IF YOU ARE A PSA/CPSU NSW MEMBER



Non-members just have to watch their step. To join the PSA/CPSU NSW go to www.psa.asn.au/join or www.cpsunsw.org.au/join.

*Policy coverage subject to the respective insurance policy schedules and the terms/conditions of the policy wording - Employee Journey Personal Accident Insurance AH 670.6 PDS JM 09/01176.5.



1800 772 679
(02) 9262 1623

psa@psa.asn.au
cpsu.nsw@psa.asn.au

www.psa.asn.au
www.cpsunsw.org.au

[f](#) psansw
[i](#) cpsunsw

JOINING FORM

Joined by:



Terms and Conditions:

Automatic Payment Service Agreement

We, the PSA, make the following commitment to you:

- » The PSA will debit/charge your membership fees as they fall due. However, if this day falls on a non-business day, they will be debited/ charged on the next business day.
- » The PSA will only use this authority to debit/charge regular fees.
- » If you miss a payment, it will be picked up in the following period i.e. two instalments will be taken out.
- » Resignation from the PSA must be notified according to the section "How to resign from the PSA and CPSU NSW". Should you resign your membership, the PSA undertakes to cease debiting your account upon the termination of the written notice period.
- » The PSA will notify any changes to your union fees in "Red Tape".
- » The PSA will act in accordance with our Privacy Statement, while noting that your financial institution may require such information to be provided in connection with a claim made on it relating to an alleged incorrect or wrongful debit.
- » The PSA will investigate and deal promptly with any queries, claims or complaints regarding debits/charges and provide a response within 21 days of receipt.

Your commitment to the PSA:

- » You will ensure that the account details provided to the PSA are identical to the account details held by your bank or financial institution.
- » You will ensure that you have sufficient funds or credit available in the nominated account on the due date for payment of your fees. You will let us know in writing within 14 days if the nominated account is altered, transferred or closed.
- » You will be responsible to ensure that the amounts debited/charged to your nominated account for your PSA fees are correct.
- » If the charging arrangements are stopped by you or your nominated bank or financial institution, you will arrange a suitable alternative payment method with the PSA.

» Resignation from the PSA/CPSU NSW will be notified by you as per the conditions in the section "How to resign from the PSA and CPSU NSW". Repayments will not be made for late notifications.

How to resign from the PSA and CPSU NSW

You may resign from membership when either you cease to work in an area covered by the Association or by giving 14 days' notice in writing of your intention to resign to the PSA General Secretary.

Resignation from the PSA will also be taken as resignation from the CPSU NSW, subject to confirmation.

Resignation from the CPSU NSW can be by notice in writing of two weeks or more, such notice being delivered to the Secretary of the CPSU SPSF Group NSW Branch.

Please note that you are obliged to pay any dues owing to the PSA up to the date of effect of the resignation and that fees are not refundable on resignation from the PSA/CPSU NSW.

Privacy Statement

Information collected in these applications is used for the purposes of the PSA and the CPSU NSW only.

Any information collected is handled and used in accordance with the Australian Privacy Principles, the Privacy Act 1988 (Cth).

When we use third parties to carry out union functions (eg mail-houses, electoral offices, candidates to union office, union delegates, etc.) only necessary information is released, and subject to the condition that it not be used for any other purpose.

Information requested for payment of membership fees is provided only to the relevant financial institution or employer.

Any member may at any time arrange to see and correct their membership record by contacting membership@psa.asn.au



PROVIDENT FUND

Once you have been a member of the PSA/CPSU NSW (SPSF Group) NSW Branch for three months, you will be entitled to the benefits of Provident Fund membership. The Provident Fund provides a benefit of \$4,000 to the nominated beneficiaries upon the death of a member. Payments are usually made within a few days of a completed and finalised claim.

If you do not return a form you will still be a member of the fund, and the beneficiary will be your spouse, next of kin or other appropriate person as determined by the Provident Fund Trustees.

**To nominate beneficiaries fill
in the form overleaf and return to:
membership@psa.asn.au**

**Public Service Association of NSW
GPO Box 3365, Sydney NSW 2001**

RETURN COMPLETED FORM TO MEMBERSHIP EMAIL: membership@psa.asn.au

160 Clarence Street, Sydney NSW 2000 GPO Box 3365, Sydney NSW 2001
1300 772 679 📠 (02) 9262 1623 ✉️ psa@psa.asn.au 🌐 www.psa.asn.au 📺 psansw

Authorised by Stewart Little, General Secretary, Public Service Association of NSW, 160 Clarence Street, Sydney NSW 2000

PSA PROVIDENT FUND

160 Clarence Street (GPO Box 3365), Sydney 2001. Tel: 1300 772 679

NOMINATION OF BENEFICIARIES

To the Trustees, PSA Provident Fund

Full Name:	
Address:	Postcode:
Department/Employer:	
PSA or CPSU NSW Membership No. (if known):	

I hereby elect that the benefit payable on my death shall be paid to or applied for the maintenance and support or otherwise for the benefit of my dependant listed No. 1 below.

Name of Beneficiary(s): (please use block letters) No. 1	Relationship to Member:
	Contact Number:
Address:	

In the event my dependant nominated as No.1 is ineligible or predeceases me I nominate a secondary beneficiary as No.2 below:

Name of Beneficiary(s): (please use block letters) No. 2	Relationship to Member:
	Contact Number:
Address:	

In the event of my having no close relative or dependant or other person who in the opinion of the Trustees is entitled to receive the benefit, the benefit shall be paid into the Reserve Account.

Signature of Member:	Signature of Witness:
Dated:	Dated:

CONDITIONS OF MEMBERSHIP

All financial PSA/CPSU (SPSF Group) NSW Branch members will be covered by the Provident Fund after three months' membership. All you need do is complete this form and return it to the Association. Retired members may remain in the Fund until age 70 provided they have been continuously members of the Association or CPSU (SPSF Group) NSW Branch and then the PSA's Retired Associate Members Branch and the Fund since retirement.

If you do not return the form the Fund will normally pay the benefit to your spouse, a close relative or personal representative.

Unless you make an expressed provision for a particular case, the nomination will be revoked by your subsequent marriage or if it nominates someone who predeceases you. The form is also revoked if it nominates a former spouse where the marriage ended in your lifetime.

You may also revoke a nomination by notice in writing to the Fund.

The Fund's Trustees have certain legal obligations relating to the approval of benefit payments. Because of possible legal difficulties and consequential delays in finalising benefit payments, the Trustees have decided that forms nominating charitable organisations cannot be accepted. Your beneficiary should either be a person or persons, or your own estate.

Members wishing to leave the money to a charitable institution should make provision for this in their will and nominate their own estate as the beneficiary of the Provident Fund.

An officer or employee of the PSA may not be nominated as a beneficiary unless he/she is husband, wife, father, mother, child, brother, sister, nephew or niece of the nominator.

There is no extra payment needed for membership of the Fund.

PLEASE KEEP A COPY OF THIS FORM FOR YOUR PERSONAL RECORDS.



WARNING!
SECURITY
CAMERAS
24/7 OFFSITE RECORDING

ENQUIRIES

SCHOOLS NEED US!

PSA





P 1300 772 679 W 1300 772 679
F (02) 9262 1623 E schools@psa.org.au
Published by Stewart Little, General Secretary

Welc
Shell Cove
Admini
Our offic
8.30am

ADMINISTR

Shell Cove Public School
GA Michael Kynes

NSW PUBLIC SECTOR CAPABILITY FRAMEWORK

Capability Group	Capability Name	Level
 <p>Personal Attributes</p>	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 <p>Relationships</p>		Foundational
		Foundational
		Foundational
		Foundational
 <p>Results</p>		Foundational
		Foundational
		Foundational
		Foundational
 <p>Business Enablers</p>		Foundational
		Foundational
		Foundational
		Foundational

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	Be willing to develop and apply new skills Show commitment to completing work activities effectively Look for opportunities to learn from the feedback of others
Relationships Communicate Effectively	Foundational	Speak at the right pace and volume for varied audiences Allow others time to speak Display active listening Explain things clearly Be aware of own body language and facial expressions Write in a way that is logical and easy to follow
Results Deliver Results	Foundational	Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks Seek clarification when unsure of work tasks
Results Demonstrate Accountability	Foundational	Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on work tasks Follow safe work practices and take reasonable care of own and others health and safety Escalate issues when these are identified

These are examples of what the Government sees as the minimum requirement for GAs to undertake their role. The PSA does not believe the Role Description should be used to add new jobs or increase the workload of a GA beyond their time allocation and training.

A full copy of the Role Description follows on the next page.

Role Description

General Assistant

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	General Assistant
Role number	Various
ANZSCO Code	899311
PCAT Code	1112292
Date of Approval	November 2018
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

Performs a range of tasks relating to the routine maintenance and upkeep of a Departmental school/grounds. The role may assist with the set-up and removal of furniture and equipment for school activities.

The range of duties performed at the school will be dependent upon the time allocation of a General Assistant to the school.

Key accountabilities

A General Assistant may be required, subject to Workplace Health and Safety obligations, to perform duties from the range listed:

- Organising rooms, furniture, audio visual aids, public address systems, lockers and other items/equipment for school activities as required; dismantle and store items when not in use (with assistance where required). (NB. the role is not responsible for operating audio visual equipment or public address systems)
- Identify and report maintenance / safety issues to the role supervisor; undertake minor maintenance of buildings and equipment not covered by contracts or requiring a qualified tradesperson
- Maintaining and caring for school grounds, including: mowing school lawns and playing fields; marking of school playing fields; preparation of ground for planting trees and shrubs and planting and watering of same; pruning shrubs, trimming hedges, light lopping and trimming of trees. Safely and proficiently operate mowers, tools and equipment; store and maintain mowers, tools and equipment in accordance with WHS standards.

- Unpack, store and/or distribute supplies in accordance with school procedures and safe work standards (e.g. chemical storage and handling); assist with school stocktakes as required
- Monitoring school security systems and reporting faults to the Principal or School Teaching Executive.
- Other related duties of the role, within the capabilities of the General Assistant, as directed by the Principal or School Teaching Executive.

Key challenges

- Working cooperatively with the role supervisor to prioritise upcoming tasks
- Responding flexibly to competing / emerging minor maintenance priorities
- Maintaining cooperative relationships with teaching and non-teaching staff.

Key relationships

Who	Why
Internal	
School principal or nominated delegate	<ul style="list-style-type: none"> • Receive guidance and instructions; escalate significant safety issues • Receive feedback regarding performance
Other non-teaching staff	<ul style="list-style-type: none"> • Maintain cooperative working relationships and liaise to ensure coordinated tasking and a safe working environment • Receive guidance as appropriate
Students / staff	<ul style="list-style-type: none"> • All staff should observe the department's Code of Conduct requirements

Role dimensions

Decision making

The role may undertake routine tasks involving the application of clearly prescribed standards / manufacturer's instructions within level of training of the General Assistant. The role may work under direct supervision individually, and as a member of a team. Some discretion in completing tasks within duties allocated by the role supervisor. Will be required to identify and reports maintenance issues and/or health and safety-related hazards to the school principal or approved delegate.

Reporting line

The General Assistant reports to the school principal or their nominated delegate (e.g. Deputy/Assistant Principal or School Teaching Executive)

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

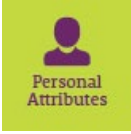



- Valid Working With Children Check clearance

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills Show commitment to completing work activities effectively Look for opportunities to learn from the feedback of others

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified

YOUR DELEGATES

GENERAL ASSISTANTS ADVISORY GROUP

As at January
2022

ALISON CRITTENDEN

Chair and Metro Delegate

Representing members in Metro South East

Sutherland North Public School
alison.crittenden@det.nsw.edu.au

MICHAEL BURRELL

Secretary and Metro Delegate

Representing members in Metro West

Blacktown Boys High School
Michael.Burrell10@det.nsw.edu.au

PHILIP CROWE

Representing members in Metro Northern

Northern Beaches College –
Freshwater Campus
Philip.Crowe@det.nsw.edu.au

HAYDEN BERRY

Representing members in Metro South West

Spring Farm Public School
Hayden.Berry@det.nsw.edu.au

STEPHEN SMITH

Vice Secretary

Representing members in Central West

Cobar High School
stephen.smith130@det.nsw.edu.au

WAYNE GAW

Representing members in North West

Armidale Secondary College – Duval
Campus
Wayne.Gaw@det.nsw.edu.au

WILLIAM (BILL) MARTIN

Representing members in South East

Vincentia High School
william.martin13@det.nsw.edu.au

SALVATORE (SAM) SALE

Representing members in Newcastle & Hunter

Wadalba Community School
salvatore.sale@det.nsw.edu.au

If member would like any issues raised.
Please email or contact their nearest
delegate.

ENTITLEMENT TO CLOTHING & PROTECTIVE EQUIPMENT

The standard entitlements of General Assistants to equipment and protective clothing are:

Cotton canvas sunhat
Sunscreen cream to be supplied on an as needs basis
2 x dustcoats, or
2 x overalls, combination, or
2 x overalls, bib and brace type, or
1 x dustcoat and 1 x overalls (combination or bib and brace), or
1 x overalls (combination) and 1 x overalls (bib and brace type), or
2 x trousers and 2 x shirts
1 x pair Wellington boots
1 x plastic coat
1 x pair plastic trousers
1 x sou' wester
1 x pair industrial leather gloves leather
1 x pair rubber gloves
1 x pair safety goggles and 1 pair safety boots, if operating motor mowers
1 x pair ear muffs, medium attenuation, if operating a ride-on mower.

Note

New Protective Clothing is automatically supplied on your appointment and should be replaced when the items become worn, damaged or unserviceable.

Should a General Assistant transfer or be appointed to another School they are entitled to new Protective Clothing.

General Assistants are entitled to nominate preference for desired clothing, for example overalls or dust coats, plus overalls or trousers/shirts.

Entitlement to Furniture

1 x Utility Table
1 x Plastic Chair
1 x Cupboard Clothes Locker
1 x Woodwork Wall Bench
1 x Pegboard Panel

Tools

In order for the General Assistant to perform duties, the School must supply appropriate tools and equipment. This includes proper manual handling equipment, for example trolleys and equipment required to be provided by the employer under the NSW OH&S Act 2000.

The school should also supply a lockable toolbox for General Assistants to use when working on school premises.

WORKERS' COMPENSATION: FREQUENTLY ASKED QUESTIONS

If I am injured at work how do I make a claim?

Notify your employer immediately and record the injury. If your employer has a claim form, complete it and hand it to your employer. Your employer should notify the insurer within 48 hours of your injury. You will then need to see a doctor (this will be your choice of nominated treating doctor). Get the doctor to fill out a State Insurance Regulatory Authority (SIRA) Certificate of Capacity and give it to your employer as soon as possible.

Weekly payments should start within 7 days unless additional evidence or information is required. A claim for workers compensation should be made within six months of the date of injury, accident or date of death.

If the failure to make a claim within six months is the result of ignorance, mistake, or absence from the State a claim for workers compensation can still be made if it is made within 3 years from the date of accident.

If a claim is not made within three years but relates to an injury resulting in death or serious permanent impairment of the worker, the claim may still be made. However, this may take longer than expected for the

claim to be accepted or declined.

You can find the claim form at:

<https://www.sira.nsw.gov.au/resources-library/workers-compensation-resources/forms/workers-and-claims/SIRA08684-Workers-InjuryClaim-Form-0119.pdf>

What happens once I put the claim in?

The insurer will contact the worker, employer, and if necessary, the worker's nominated treating doctor, to build your case.

Provisional liability payments will start within 7 days of the insurer receiving notification of the injury. If the insurer has a reasonable excuse to not commence provisional liability payments, they will notify the worker within seven days of receiving notification of injury.

Do I have to obtain a Certificate of Capacity to make a Workers Compensation claim?

Yes. All claims for workers compensation must be supported by a SIRA *Certificate of Capacity*. The certificate must be completed by your treating doctor and submitted with the claim form.

If I am a casual or part time worker can I still put in a workers compensation claim?

Yes, you can, as long as your injury arose out of, or in the course of your employment where the employment is a substantial contributing factor.

What should I do when I see my Doctor? Tell your doctor about:

- How and when the injury happened
- Any previous injuries or illnesses you've had
- Any treatment that you have received or are still receiving for the work related injury
- The types of duties and tasks you do at work
- Your normal days and hours of work.

To help your doctor, take a description of your job and the duties that you do (you can get this from your supervisor/employer)

Make sure that you:

- Obtain a certificate of capacity if you need time off work or any treatment for your work-related injury
- Authorise your doctor to provide necessary information to your employer, insurer and other relevant people by signing the certificate of capacity
- Complete the certificate of capacity (worker declaration) and

send all sections of your certificate of capacity to your employer

The insurer will assess your work capacity and then make a work capacity decision. This decision will determine if you have the entitlement to weekly payments and at what rate.

Is my department exempt from the current legislation?

If you are a police officer, paramedic, fire-fighter & Rural Fire Service, SES, coal miners or suffer from a dust disease, then you are exempt from any changes that were made by the NSW Government in June 2012. The old system applies to these workers.

What benefits is an injured worker entitled to?

Everyone's situation is different; the answers below may vary depending on the situation.

- Weekly benefits
- A lump sum for your injury
- Medical, hospital, domestic assistance and rehabilitation expenses

How long are my medical costs going to be covered?

There has been a limit placed on the coverage of medical costs.

Any medical or related costs will cease 12 months after your weekly payments cease.

Please note that an insurer is not liable

to pay for treatment that they have not pre-approved, except for treatment received within the first 48 hours after the accident. However, those who are classified as seriously injured workers are exempt from the above.

I'm on workers compensation and I am about to reach retirement age, what will happen to my workers compensation payments?

Workers can receive weekly payments up until the one-year anniversary of reaching retiring age.

Workers injured after retiring age are limited to weekly payments for up until 12 months after the date of first incapacity. Medical expenses are paid for a maximum period of 12 months from when an insurer ceases to be liable to pay weekly benefits.

The insurer previously accepted liability for my injury, but they will no longer pay for my medical costs, what should I do?

An insurer is liable to pay for the reasonable and necessary treatment expenses related to the injury during the period that the worker is receiving weekly payments and up to 12 months from when the insurer ceases to be liable to pay for weekly benefits. If the insurer decides to stop paying for treatment expenses in this period, then call WIRO (Workers

Compensation Independent Review Office) on 13 94 77 or SafeWork NSW on 13 10 50.

If legal assistance is needed contact the PSA, as we have WIRO approved solicitors to assist.

Can I claim Lump sum compensation?

Claims for lump sum compensation for injuries that occurred on and from 1 January 2002 are based on an assessment of your permanent impairment.

If your claim for lump sum compensation was made **on or after 19 June 2012**, then you must have more than 10% permanent impairment for a physical injury or 15% or more for a primary psychological injury to be entitled to receive permanent impairment compensation. No permanent impairment compensation is available for secondary psychological injuries.

Only one claim for permanent impairment compensation can be made in respect of the injury. However, if you made a claim for permanent **impairment before 19 June 2012**, you may be entitled to make one further lump sum compensation claim if your condition has deteriorated.

Assessment of permanent impairment...

The degree of impairment must be assessed by a medical specialist listed on the SIRA website as a trained assessor of permanent impairment.

To undergo an assessment, your injury must have reached maximum medical improvement. This means your condition has stabilised and is unlikely to change substantially in the next year with or without treatment. If you are unsure if you have reached maximum medical improvement, speak with your treating doctor or specialist.

Please refer to the relevant SIRA guidelines.

If I want to dispute my declined claim do I have to pay anything?

If you seek your own solicitor (who is not WIRO approved) to take on your declined claim, yes you need to pay out of your own pocket.

If you are a member of the PSA at the time of your injury, you have the option of being referred to the PSA's solicitors who are WIRO approved. The solicitor can then apply on your behalf to WIRO for an ILARS grant to cover your legal fees.

What is an ILARS grant?

ILARS stands for Independent Legal Assistance and Review Service.

Through WIRO, your Lawyer (who must be recognised as an Approved

Legal Service Provider) can apply for an ILARS grant on your behalf.

This will allow your solicitor to investigate and legally challenge any dispute regarding your workers compensation claim.

If I have gone to a lawyer before ringing the PSA, am I able to use the PSA's Lawyer?

If you have just sought advice from another lawyer then you are able use the PSA Lawyer, however, if you have had another lawyer acting on your behalf, then the PSA Lawyer will not take on the case.

The insurance company has accepted liability, they are covering all medical expenses, they are stalling on an operation I need. Is there anything I can do to speed up the process?

You can contact **WIRO** on **139476**.

If there are further problems, call the PSA as you may need to be referred to a solicitor.

What are the stages of workers compensation weekly benefits?

- During the first 13 weeks, workers who have no current work capacity will receive up to 95% of their pre-injury average weekly earnings (PIAWE).
- From weeks 14 to 130, workers who have no current work capacity will receive up to 80% of their pre-

injury average weekly earnings.

- If the injured worker is returning to work for 15 hours + per week, they are able to continue on 95%.
- After 130 weeks, workers who have no current work capacity will continue to receive up to 80% of their pre-injury average weekly earnings. Weekly payments stop after 5 years of incapacity unless you exceed the 20% whole person impairment threshold.

The insurance company has stopped my weekly payments; does this mean my medical expenses stop also?

Payment of medical expenses stops 12 months after the insurer ceases to be liable to pay weekly benefits.

Am I able to tell my employer, rehabilitation providers or case managers that they are not to come in to my Doctor's appointments? If so what can I do if they insist on coming?

Yes, you do have the right to inform your employer, case manager or rehab provider that you do not wish to have them come to the doctor with you. They have the right to access the information concerning your workplace injury only. If they want to meet with your doctor they can make their own appointment, but if you choose to be present, you also have that right. There is no legislation that supports their right to force their way in to your appointment.

You can suggest that a case conference is arranged for immediately AFTER you have seen your doctor privately, then invite the Return to work co-ordinator or Rehab provider to come in for that case conference.

I have been injured on my way to work. What counts as the most direct route to/from work?

Under the current legislation you are unable to make a workers compensation claim if you are injured to/from work unless there is a real and substantial connection between employment and incident (see Workers Compensation Act 1987 section 10). However, you may be able to make an insurance policy claim. If you are a financial member, contact the MSC on 1300 772 679 for advice.

What is a Work Capacity Assessment (WCA)?

A WCA is a review done by the insurance company to assess your current capacity for work. This is to determine if the worker can return to work and if so, under what conditions or restrictions (see Workers Comp Act 1987 section 43.1, a-e) (known as a Work Capacity Decision - WCD).

A WCA can involve a medical assessment, however, it can also be simply the insurer reviewing the medical evidence on your file.

When do I have a WCA?

Workers receiving weekly benefits are required to undergo WCAs throughout the life of their claim, unless they have an injury resulting in a whole person impairment (WPI) of greater than 30%.

Workers who suffer from a WPI of greater than 30% can ask to be work capacity assessed should they wish to do so, and if it is appropriate to assess them.

What if I disagree with the insurer's Work Capacity Decision (WCD)?

Your work capacity assessment will occur by 130 weeks of incapacity and this will be reviewed at least every two years. If you disagree with the insurer's WCD you can apply for an Internal Review by the insurer within 30 days of the decision. If you are still not satisfied with the reviewed decision you can request a Merit Review by SIRA, to review the insurer's decision, again, within 30 days of receipt of the internal review decision. You can contact SIRA on 13 10 50. If you are unsatisfied with SIRA's decision, you can apply to WIRO, within 30 days of receipt of the Merit review decision, for a Procedural review. WIRO can assist with this (and the entire) process. WIRO can be contacted on 13 94 76. If you still want to review the decision you need to seek legal advice. See WIRO's guide to work capacity decisions.

<https://wiro.nsw.gov.au/sites/default/files/WIR0007-Guide%20to%20Work%20Capacity%20Decisions%20v%202.pdf>

Will the changes resulting from my WCA take effect immediately?

There is a 3 month notice period after the WCA where you will continue to receive your regular payments before the changes decided by the WCD come into play.

How do I go about returning to work?

The first step is to obtain a certificate of capacity from your nominated treating doctor (the doctor that is treating your injury/managing your treatment) and provide it to your employer and insurer. If you experience difficulty returning to work, then you can ask the insurer to engage an accredited rehabilitation provider to assist. The rehab provider can be recommended to you by your insurer, doctor, or employer or you may pick one yourself. The aim is to develop a return to work plan, which will outline how you go about returning to your previous job. The rehab provider can also assist in finding a new job which suits your new limitations. This is not a service that you are required to pay for. The insurance company is liable for this and you have the right to choose your own rehab provider. All Public Services should have a Return to Work policy that should be provided to you when making a Return To Work plan and accommodate the medical restrictions placed on the injured worker.

If I am unable to return to work, how does medical retirement occur?

Your doctor's advice or an independent medical assessment may inform an organisation about a worker's fitness to continue working in their role. The organisation is able to use this advice to determine whether or not the person should be medically retired, as medical retirement is the responsibility of the organisation. If the organisation decides that a worker is to be medically retired they should be informed and may have to cease duty immediately.

Workers who are facing medical retirement should contact their Superannuation fund, financial advisor and their PSA Industrial Officer if they wish to challenge it.

Please seek advice if you are facing medical retirement.

For more information on workplace injury visit the State Insurance Regulatory Authority (SIRA) website <https://www.sira.nsw.gov.au/theres-been-an-injury>

Useful Phone numbers when claiming for a workers compensation injury:

WIRO (Workers Compensation Independent Review Office) - 13 94 76

SafeWork NSW - 13 10 50

Mental Health Helpline - 1800 011 511

Lifeline - 13 11 14

Beyond Blue Information line - 1300 224 636

Please direct any workers compensation enquiries to the PSA on: 1300 772 679

PSA SUPPORT

What to do if you have an issue at work

The PSA is here to support you if you face issues at work. PSA staff can provide you with support, advice and representation. PSA staff can act as your support person during meetings, make sure that due process is followed and that actions taken are appropriate.

For union support or advice on workplace issues call the PSA on **1300 772 679**.

Helpful Hints for Members Dealing with Workplace Issues

If you are approached about an issue at work, there are some simple steps to follow to ensure that you are protected and afforded natural justice and procedural fairness.

Be wary of being ambushed by a corridor conversation or an office chat that becomes the beginning of a performance, disciplinary or misconduct matter. The PSA has developed the following helpful hints to assist you if this occurs.

1. If you are called to a meeting/catch up/chat about your work that you did not have advance notice of (preferably at least 48 hours) request in writing the following:
 - purpose of the meeting
 - who will be attending

- what issues are to be discussed and that an agenda be provided
 - time and venue.
2. If the date and time are unsuitable, you have the right to negotiate a new date and time.
 3. If you are concerned about the location of the meeting you can request an alternative location.
 4. You have the right to have a support person of your choice attend the meeting with you to ensure principles of procedural fairness are upheld. Your support person can be a PSA representative or local delegate, colleague, family member or friend.
 5. Request that minutes are taken and distributed to all in attendance. You or your support person should also take notes.
 6. Questions should be open ended rather than leading. The tone of questions should not be intimidating or accusatory. The officers conducting the interview should avoid making comment on or interpretations of answers given.
 7. The member should be invited to make comment on any relevant issue, or give their version of events.

8. Request the meeting ceases at any time if you believe you have been ambushed or the issues being discussed are different to those on the agenda, or you are feeling distressed, unsafe and threatened.
9. Your support person is there to support you and not to be a mere observer. They can:
 - request a break during the meeting and have a private conversation with you – this may be about not continuing the meeting if you are distressed or if the meeting has not been conducted in a calm, professional and respectful manner
 - ensure new issues are not introduced about which you had no prior notice
 - seek clarification if questions are irrelevant and/or unfair
 - take notes to assist you in confirming that the minutes are accurate.
10. Either you or your support person can confirm the agreed outcomes of the meeting and request information about any possible next steps and/or future meetings.
11. Don't agree to anything in the meeting that you are unsure about or not comfortable with - you have the right to have time to consider and seek advice.
12. Minutes of meetings may be provided to you on the day, or at a later date. If you don't agree with the minutes, advise the convenor of the meeting in writing. Don't sign the minutes unless you are in agreement that they are a true and accurate record.

PERFORMANCE DEVELOPMENT PLANS

What training is available?

PDP training is available through eLearning. The training is optional, but the PSA recommends that you undertake the training before commencing the PDP process. By understanding the process, you will get more value from your participation. Under your Award (Section 12: Training and Development), SAS staff have an obligation to maintain and update their skills and the Department has an obligation to provide opportunities to do this.

When do I do the training?

The training is designed to be done during working hours. The PSA's position is all authorised work beyond ordinary hours should be paid overtime (including the option of time in lieu), in accordance with Section 11 (Training and Development) of your Award.

How many goals do I need?

Usually between three-to-five goals. Other appropriate scenarios could include developing group goal/s, or applying the PDP process to a current project. If there is any difficulty in discussing and agreeing appropriate alternatives in your school, please advise the PSA.

Who is my line supervisor?

PDP supervisors will generally be the day-to-day supervisors of staff, consistent with their statements of duty.

How will the goals be measured?

The use of SMART goals should assist in establishing whether goals have been achieved. In the DoE Procedures document, section 5.5 (Assessing Performance) outlines the process of review, and section 5.9 (Resolving Concerns) addresses the process if there is disagreement, with an emphasis on informal and local resolution. The Complaints Resolution procedures should be used initially if there is no resolution. The PSA can assist in this process

How is your PDP managed where members work across several sites as permanent or as Long Term Temporary staff, or in different SAS Staff classifications?

While this will be decided by the respective principals, it is expected practicality and common sense will be exercised. For example, a member would complete their PDP process in their dominant classification. If there is any difficulty in making appropriate arrangements, members should contact the PSA.

Are short-term temps required to undertake PDPs?

No, if the term of temporary employment is under ten weeks.

What process is available when there is disagreement about goals or final outcome?

If this is unable to be resolved between the supervisor and staff member then the complaints process can be used. Members can be supported by the PSA.

I am concerned PDPs will be used as a performance management tool and not for development.

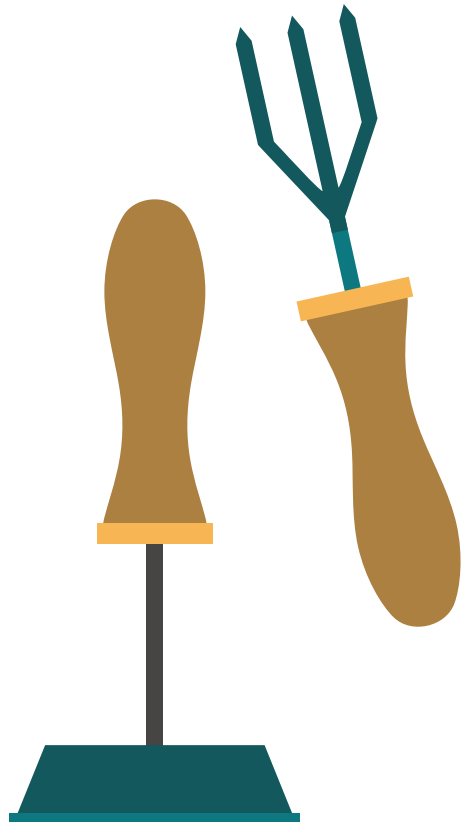
The Department of Education has assured the PSA that this will not happen. If you feel the process has not been properly managed, contact the PSA for further advice and assistance.

Is there a ban on participating on Performance Development Plans (PDPs)?

No. There was a PSA ban from July – December 2016 after which it was lifted by a resolution of the Schools Departmental Committee.

Make our union stronger! **JOIN** the PSA at **www.psa.asn.au/join**

For further information, contact the PSA to organise a meeting on **1300 772 67**.



INCIDENT REPORTING

How to respond to an incident at school

The PSA advises all School Support Staff to report every incident that occurs at their school. To assist members to do this we have created this easy to follow fact sheet on incident reporting.

What is an Incident?

An incident is an event that creates danger or risk that could significantly affect the health, safety and wellbeing of individuals of a physical or psychological nature, including near misses.

They may include, but are not limited to, physical incidents whilst working with children (such as spitting, hitting and kicking), or whilst working on the school grounds, or whilst undertaking general maintenance; as well as psychological incidents such as the significant pressure placed on administrative and support staff due to workloads.

You can notify incidents yourself or on behalf of the injured/involved person/s. Before you call, be sure you find out:

- As much information as available about the incident.
- Details of the incident, such as date, time and location.
- The nature of the incident/injury?
- Was medical treatment provided?

- If the incident is in relation to the Principal, then you can request that the report is sent to the Director only.

How to report incidents:

1. Call the Incident Report and Support Hotline on 1800 811 523 and complete an incident report. Keep a record of the incident number and a copy of the report lodged. If the incident occurred outside the hotline hours, leave a message on the hotline number. Alternatively, you can complete a paper-based notification form.
2. Report incidents immediately to your Principal or Supervisor. All incidents should be reported to the hotline, not just to your Principal.
3. If necessary, seek medical advice.
4. You cannot be victimised for speaking up and logging incidents. If this happens to you, contact the PSA immediately on 1300 772 679.

Department of Education Incident

Report & Support Hotline
1800 811 523
Monday-Friday 8am-5pm

Why is it important to report an incident?

All staff have an obligation to report incidents for their own safety and for the safety of other staff and students. You should log every incident, injury

or near miss. You cannot be victimised or punished for logging incidents, near misses or injuries.

Incident notification enables the department to act to provide early intervention, management and support where required, and take corrective action to prevent further incidents or injuries. The PSA can make a better case for assistance to our members if there are records within the Department of your concerns.

Incidents and injuries are reported in accordance with the Incident Notification & Response Policy and Incident Notification & Response Procedures. Workers deserve to work in a physically and psychologically safe environment free from violence, hazards, threats to overall wellbeing including near misses – as per the Work Health and Safety Act 2011.

School Support Staff should be 100% Protected

Over the last few years there has been an alarming increase in incidents of workplace violence, workload and work intensification in schools.

The PSA will fight for members to be 100 percent protected no matter where they work in the school. Incidents may include, but are not limited to: spitting, hitting and kicking when working with students, as well as the significant psychological pressure placed on administrative staff due to workloads. Both physical and psychological incidents can have a detrimental impact on your wellbeing.

GENERAL ASSISTANTS

FM WEB

In early 2020 the PSA was involved in disputes with the Department of Education regarding the use of FM Web by General Assistants (GAs) and School Administrative Staff.

The dispute went before the Industrial Relations Commission (IRC) in February. The PSA used all available industrial and legal means to protect member's interests in this process. With the advice of the IRC we reached agreement on the requirements that this work be undertaken as set out below.

We believe that this agreement will make clear what is required to be done by GAs, Administrative Staff and Principals in the use of these systems and the support that is available.

Role of the GA

- It is the role of the GA to identify and report maintenance and safety issues to the Principal (or delegate). However, all employees of the Department, are still required under the Department's Work, Health and Safety Policy to report hazards in the workplace.
- If they have the necessary skills and competencies, under their role description a GA can be required to undertake the online logging of a repair request using FM Web so that corrective action can be taken by the Facilities Management Contractor.
- If a GA has the necessary skills and competencies, under their role description, to do this work they must also be provided with the time and tools to do so. This means a GA must be given access to a computer.
- In addition to using FMWeb to make an online callout log, a GA can continue to contact the Facilities Management Contractor either by telephone or email with the relevant details for the repair request
- General Assistants are not required to log Security and Insurance incidents using FMWeb.
- The overall responsibility for managing the maintenance issue, including any related site or asset management issues, remains the responsibility of the Principal or Business Manager. This includes ensuring that the GA is provided with all information required to log the request e.g. relevant category of repair, building/room identification number as per AMS Data Capture Plan, name and title of person requesting repair, description of the repair including measurements of relevant materials etc. Importantly, GAs must be supported by their Principal with *workload management* and any *training* necessary to undertake these tasks within their role description.

Provision of training and support

Principals must ensure that GAs employees are provided with appropriate training before being required to use FMWeb. A computer must also be made available for this work to be done.

Allocation of work and managing work load

The Principal (or delegate) is responsible for ensuring that what work is allocated can be done in the

time available, and the priority of the work to be done. GAs should discuss these matters with the principal. A principal is able to provide additional resources funded through the school budget to manage increased work load. Such support could include the employment of additional temporary staff, on a short term basis, or requesting that permanent employees work overtime.



PSA TRAINING

Stronger Together Through Education

Union training aims to empower members and delegates to grow the union in their workplaces and achieve good and effective resolutions to workplace issues. Members are entitled to Special leave to attend union training (12 days in a two-year period).

You can enrol online at www.psa.asn.au/training-you/training-application

Delegate/Activist Development

Prerequisite: Introduction to the PSA/CPSU NSW

This course examines how the union works, union history, power dynamics and values.

Level 1: Role of the Delegate / Young Workers Training

Examines the role of the delegate and organising at work. Young Workers Training includes a session on activating younger people in the union (members 35 and under).

Level 2: Dealing with Member Issues

Learn how to handle individual issues using the problem solving framework, and build on your advocacy skills.

Work, Health and Safety Work, Health and Safety (2 Day)

Examines the rights, entitlements and obligations under the WHS Act 2011 that underpin a safe and healthy workplace, including: WHS responsibilities, consultation, issue resolution, Health & Safety Representatives (HSR), risk management and workplace inspections.

Mental Health, Care and Resilience

Examines how to create good mental health at work. including looking at information and resources to support people with mental health issues, and strategies to manage stress and build personal resilience.

BRINGING BENEFITS TO YOU

The PSA gives you more than support in the workplace.

Australia's trade union movement has harnessed the combined buying power of its millions of members to give you great benefits away from the workplace as well.

All PSA members have access to substantial discounts through the Union Shopper program and other discounts.

Union Shopper features great deals such as cheaper white goods from The Good Guys, insurance courtesy of Budget Direct and better prices on cars from an entire network of dealers.

The service also offers discounts on grocery cards - use this discount on your weekly shop and you could easily save more than the cost of your union membership.

PSA members receive similar deals on cars, wine, travel and a host of other services.

PSA members also receive discounts on loans and credit cards through Australian Mutual Bank.

Members receive journey insurance through their membership for no extra cost. This protects you if injured travelling to and from work.

See over page for just some of the companies that offer great deals for union members.

KEEPING YOU COVERED

PSA membership not only protects you at work, it looks after you getting there and back.

In 2012, the State Government cut your journey to work and home from its workers compensation coverage. The PSA thinks that is wrong, and until the law can be changed, will provide journey insurance coverage to all member. Any PSA member injured travelling to or from work is covered.

Journey insurance is just one of the insurance packages offered to members. PSA membership fees automatically include personal injury cover: and you can include your family in the coverage for just \$11 a year - regardless of how many family members you add to the policy.

All members of the PSA and their families are eligible for discounted health insurance coverage through Union Health, a fund set up to protect all union members throughout Australia.



GET YOUR UNION FEES FOR FREE WITH UNION SHOPPER!

The PSA has a range of member benefits associated with membership beyond just collective and individual advocacy, a full list of which is available on the PSA's website.

By using Union Shopper, members can recoup the cost of their Membership Fees by using discounted gift cards and thereby saving five per cent off their grocery shopping at Coles and Woolworths.

Step 1 Go to www.unionshopper.com.au and create an account (or login to your existing account).

Step 2 Purchase a discounted gift card from a wide range of retailers at discounted rates (a \$500 Coles or Woolworths gift card costs \$475).

Step 3 Use the gift card to pay for groceries and other shopping at partnered retail outlets.

If your weekly shopping bill is \$200 per week, you will save \$520 per year, which is approximately the amount of discounted gift cards are available from a wide range of stores, including:

- Coles 5% and Woolworths – 4% discount
- Caltex – 5% discount
- Myer –5% discount
- Flight Centre – 3% discount
- Webjet – 5% discount
- The Good Guys – 5% discount
- JB Hifi – 5% discount
- Harvey Norman – 5% discount
- Kmart – 5% discount

See the Union Shopper website for a full list.

Go to www.unionshopper.com.au and create an account (or login to your existing account).

YOUR RESOURCES

PSA members have a variety of resources at their fingertips.

The PSA website - www.psa.asn.au - lists the awards and agreements that govern your workplace, outline what you are paid and your duties, as well as legislation such as the Workplace Health and Safety

A'ct. The PSA website is also the place to go for PSA fact sheets on workplace issues such as your leave entitlements, workplace bullying and lactation breaks.

The website also has legal advice on commonly asked questions, such as use of private vehicles and your rights when administering medicine to students.

It is also the place to download PSA forms such as travel claims or insurance coverage applications, as well as an overview of the benefits available to all our members.

All resources can be found at www.psa.asn.au/school - resources.

As a PSA member, you also receive a quarterly magazine, Red Tape. Here you can find features and news stories on the PSA and our federal arm, the CPSU NSW. As well as news on schools, you can

see the amazing work done by your fellow union members throughout NSW, who can be found anywhere from national parks to Parliament House to working in prisons.

You can receive Red Tape in the mail or in digital format.



OUR SOCIAL MEDIA ACCOUNTS

- facebook.com/psansw
- twitter.com/psansw
- instagram.com/psacpsunsw
- tiktok.com/@psansw
- Member Support Centre
1300 772 679
- membersupport@psa.asn.au



Version 1. 8/2022



160 Clarence Street, Sydney NSW 2000 GPO Box 3365, Sydney NSW 2001
☎ 1300 772 679 ✉ psa@psa.asn.au 🌐 www.psa.asn.au 📘 @psansw

Authorised by Stewart Little, General Secretary, the Public Service Association of NSW, 160 Clarence Street, Sydney