

**DCC**  
**Clarence Correctional Centre**  
**Agenda**  
**Date: 2 April 2025**

**Attendance: Scott Jacques (GM), Rebecca Reilly (CPSU), Tom Whitton (CPSU), Mik Smart (CPSU) Mark Bathgate (Del), Kody Richards (Del), Craig Dennis (Del)**  
**Apologies: Thane Pearce, Keri Parbery, Luke Binskin**

**Apologies:**

Agenda No.	Notes/comments	Actions
<b>(1) Action items from previous meeting:</b>	<p><b>Current number of staff at CCC</b>  <b>See previous minutes for background</b>  <b>Staffing Levels February</b>            Current CCO's = 195 – 200 plus casuals            Current Seconded Staff= None            PCT= Not currently running PCT until April due to focus on leadership development.</p> <p><b>Staffing levels April</b>            Current CCO's = 210            Current Seconded Staff= None            PCT= 25</p>	Update to be provided each meeting.
<b>(2)</b>	<p>Consultation on tiered absentee management structure. Serco trying to address attendance.            Serco- This is yet to be agreed on. There is an absentee policy, but it has grey areas.            Proposal- Trigger formula- the trigger for the absenteeism will be either 10 days or 76hrs, whichever is reached first</p> <p><b>Update October</b></p>	Close

Agenda No.	Notes/comments	Actions
	<p>Proposed trigger point intervention – conversation with staff at 50 hr point to raise issue/offer support.</p> <p>Once 76 hrs reached –second conversation re. Issue. Support to be offered again. If issue persists beyond this intervention – action to be taken.</p> <p>Consultation indicates 3 stage process was welcomed by staff.</p> <p>Early October proposed implementation date.</p> <p><b>Update December</b></p> <p>Policy has been developed and will be rolled out as an active policy before the end of the year.</p> <p>No concerns raised regarding the implementation of this policy</p> <p><b>Update February</b></p> <p>Staff are turning up more and getting more overtime. Absenteeism has improved. Staff will start to have conversations this month if they reach the trigger point.</p> <p><b>Update April</b></p> <p>Attendance rate is improving. Comms have recently gone out to staff. Policy is having a positive impact with more boots on the ground.</p>	
(3)	<p>Casual Leave roster- email sent to Kerrie Dudley with details. To be discussed at the DCC meeting.</p> <p>Members who are casual have raised the below concerns regarding the allocation of casual shifts. It's often difficult for casual workers to accurately predict their availability so far ahead. Moreover, after shifts are allocated, there are noticeable discrepancies. Some casual employees are assigned full fortnights of shifts, while others are allocated shifts for a brief period followed by gaps of several weeks. This inconsistency has raised concerns among the workforce, particularly regarding how decisions are made on who will receive no shifts for extended periods.</p>	Close

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	<p>Full-time staff on the "Overtime (OT)" list have been able to secure sufficient overtime to work for extended periods, raising additional questions about the overall fairness and transparency of the system. The new availability system was intended to promote fairness and equity for casual staff, but the current process – where not all available shifts are offered to casual workers – has made it difficult for us to plan and maintain a stable schedule. Previously, when shifts were simply uploaded to T2W, the process seemed more transparent and equitable. However, the shift request system now requires communication via the CLA workforce email, which has introduced inefficiencies and added complexity. Additionally, we would appreciate clarification on whether, once shifts have been allocated to casual staff, any remaining shifts will be automatically offered to full-time employees. This is of particular concern, as many casual employees are seeking to secure a consistent wage rather than pursuing additional overtime.</p> <p><b>GM Response:</b> If you know your availability get it into “time to work”. Also put in when you’re not available. Casual roster is what it is casual with no fix times. Fix term contracts are on offer to all casuals. Staff can work part-time or fulltime for 3 months and then extend. Overtime is offered as a last point to fulltime staff and its back to 2 days, casuals are offered first. Regular hours are not part of casual conditions as casual shifts are not about predictability. If casuals would like increased predictability, then they should apply for part-time contract. The time to work is 6 weeks in advance and it’s a rolling roster, staff can put in further availability over 6 weeks but the roster officer only looks at 6 weeks in advance. Get ahead of the game and put in your availability and when you’re not available. For example, if you cant do Fridays then put in time to task. Casual work will change as per needs, once have increased CCO’s then the work will decrease. If any staff have individual issues with the allocation then bring this to the attention of management.</p> <p><b>April update</b></p>	

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	Casuals have not raised any further concerns. CPSU will bring back if Casuals raise any further concern.	
<b>(4) General Business</b>	<p>After our DCC meeting members raised concern about the air conditioning systems that had broken down in some areas.</p> <p><b>Response from Serco-</b> Further to our conversation the other day, I confirm the air conditioning issues are being resolved. Since the initial incident on the 15 January 2025, the facilities team have been working in conjunction with the contractor and they have:</p> <ul style="list-style-type: none"> <li>• had three Portable A/C units were deployed to priority areas while CBRE technicians worked on reinstating the compressors.</li> <li>• installed three additional 4.5kW portable air conditioners to help with cooling.</li> <li>• had an additional 2 new 4.5kW and 1 x 3.3kW portable AC units, along with 3 pedestal fans, installed, and the third compressor was repaired and brought back online.</li> <li>• had replacement compressors were delivered to the site.</li> <li>• commenced to install new compressors.</li> </ul> <p>The Facilities Management team, in collaboration with our contractors, is developing a critical spare inventory to ensure stock is held on-site in case of future compressor failures.</p>	Close unless members raise further issues.
<b>(5)</b>	<p>Serco to increase the uniform allowance and ensure staff are provided with durable clothing suitable for their roles (e.g 4 and 4 pants to cover 4-day consecutive roster). That the first-response kit is upgraded so staff either carry a leg or a brace option.</p> <p>Discussion regarding a low bearing vest or leg holster. Also, can staff have their own individual leg holsters as the adjustable leg holders are not suitable as a one size fits all.</p> <p><b>Update April</b></p> <p>Serco will now supply a magnum boot- which is a better boot that should last longer.</p>	SERCO to provide update next DCC.

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	<p>All staff will receive 1 pair every 18 months. If you need a new pair in between yearly allocation you will be given a new pair.</p> <p>Discussion regarding the holster and strap or a load bearing vest.</p> <p>Load bearing vest not an option.</p> <p>Serco to work with textiles to look at how they can tighten the strap so they can fix it onsite.</p>	
<b>(6)</b>	<p>Union rights- Serco and CPSU will exchange letter regarding access to an office space for meeting with members, commitment for Serco to invite CPSU industrial staff to all inductions with suitable notice and a pass into Serco for CPSU organisers that regularly visit the centre. No access to staff email's however if CPSU want to email all staff then this can be sent through GM.</p>	<p>Mark to look into passes.</p>
<b>(7) General Business</b>	<p>Delegates raised the issue of all staff staying back due to incorrect muster. Why do all units have to stay back if it's the one unit that keeps getting muster incorrect.</p> <p>Serco- If it's an incident that staff need to stay back then its paid, if its incorrect muster then its unpaid. Scott agreed to provide an update out of session however there is a debate on previous arrangements so we will discuss further at the next DCC 6/6/25.</p>	
<b>(8)</b>	<p>Good news story- Sept, Oct and Nov- 27 people left and in Dec, Jan and Feb only 9 people left.</p>	<p>Close</p>
<b>(9)</b>	<p>The roster will change as of 14 May due to feedback of the disconnect between staff on either roster and so there will be no more A &amp; B roster. This will be a trail for 3 months. This should reduce the number of CCO's that needs to do nights and less disruption of sleep patterns.</p>	<p>Continue to monitor</p>
<b>(10)</b>		

Agenda No.	Notes/comments	Actions
(11)		
(12)		
(13)		
(14)		
(15)		