November 2024

After-Hours Service:

Services for Children and Families (SCF) - Information for Applicants

Department for Education,
Children and Young People

Tasmanian Government

The purpose of the After-Hours Service

The After-Hours Service is designed to deliver services to build safety where risk is present, provide help and support to resolve issues and/or prevent escalation, and be responsive to the needs of our children and young people in care, outside of standard business hours.

What type of work will arise during a "typical" shift

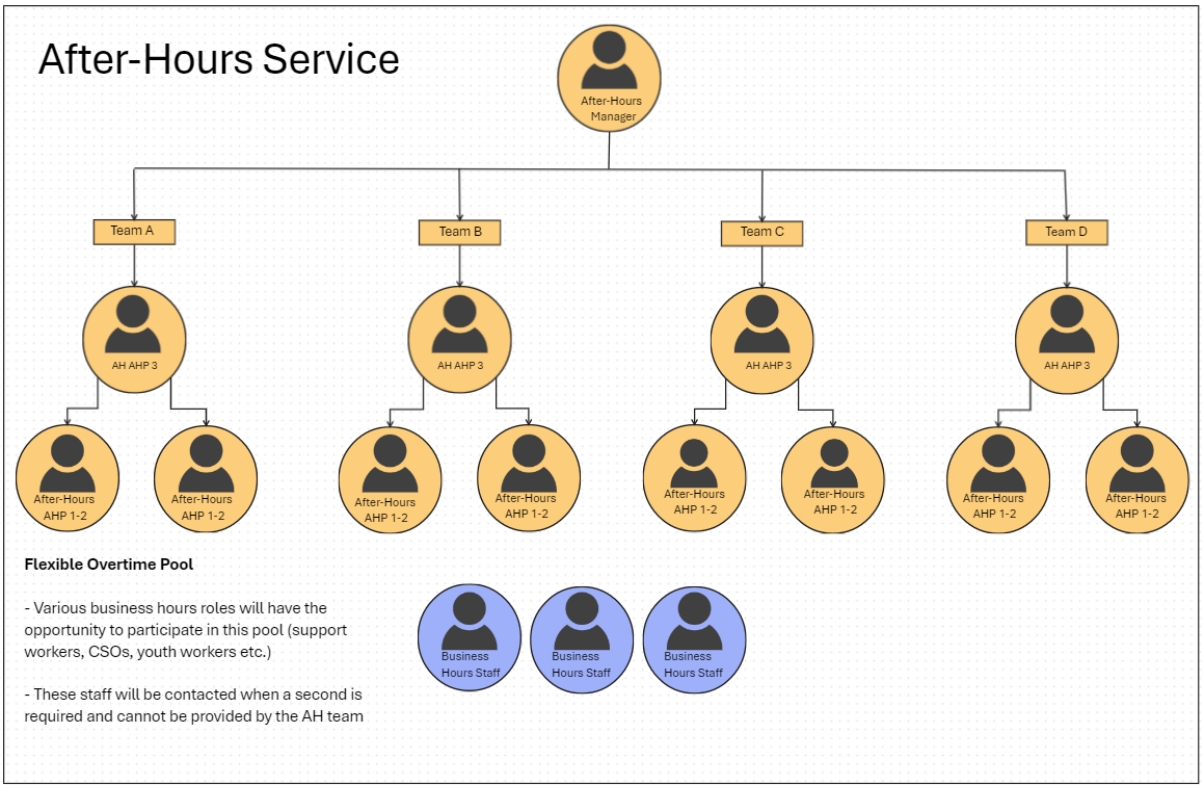
The After-Hours Service will provide services to clients of all areas of Services for Children and Families, outside of business hours. This means that each shift will be varied, dependent on the type of calls being received, including:

- Supporting children and young people in care with issues arising. This might include practical support, problem solving or more complex responses to high risk events (such as mental health crises, medical events or circumstances requiring a change in carer).
- Helping our carers work through relational and other challenges within the household, alongside the children and young people they provide care for.
- Exercising statutory responsibilities in receiving information of concerns about the safety of any child or young person (in care or otherwise), assessing the situation and taking action to build safety.
- Working with our partners who provide specialist programs to infants, high risk families and children and young people returning to family, to resolve issues arising outside of business hours.

Work will initially be completed by phone, and support received from the team virtually. When required, a visit to a client will occur and this will be planned and supported in accordance with safety and practice requirements to ensure the best service possible to our clients and the safety of staff.

Staffing structure and rostering

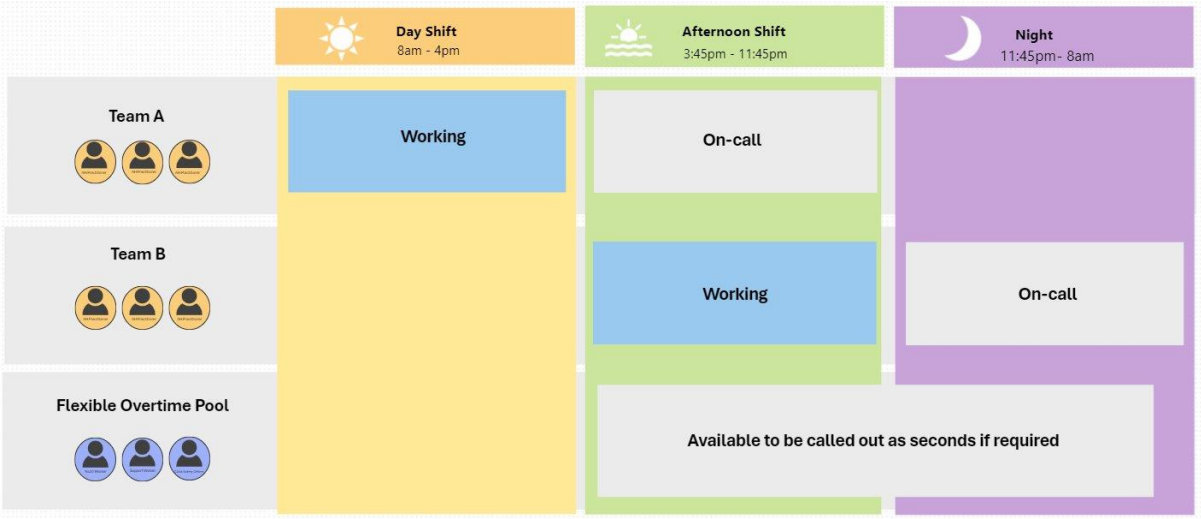
The After-Hours Service will be comprised of four teams with a minimum of three staff in each team.



The teams will rotate through shifts on a four days on/ four days off pattern as follows: four consecutive day shifts (8am-4pm), then four days off, then four consecutive afternoon shifts (3.45pm-11.45pm) and four days off. Shifts are eight hours in duration inclusive of a paid 25-minute break.

Calls between 11.45pm and 8am will be managed by the afternoon shift team on an on-call basis.

Figure 1 24-hour roster



At any point in time, there would be one team on day shift, one team on afternoon shift and two teams on rostered days off.

One team will consistently work with a corresponding team for afternoon and day rotations, whilst the other two teams are on days-off. This approach provides consistency, continuity, and the capacity for cross team relationships and for staff to attend training.

Ideally, each team will be comprised of staff from each of the three areas of the state (North, North-West and South) to provide the capability for face-to-face client services if required.

Calls to the service

Calls will be distributed across all members of the statewide After-Hours team. This means the caller may (or may not) be in the same region as the staff member responding. This supports best management of call demand and reduces any potential wait times for our clients.

If face-to-face work is required, the After-Hours staff member on shift in a particular region may complete this dependent on the demand on the After-Hours Service at the time, the nature of the work required, and the safety requirements.

What work will After-Hours staff do during the day?

The After-Hours Service will need to provide support for children and young people over weekends and public holidays, inclusive of daytime. To enable this, the shift rotations need to be consistent across the seven-day week, which includes day shifts on normal business days.

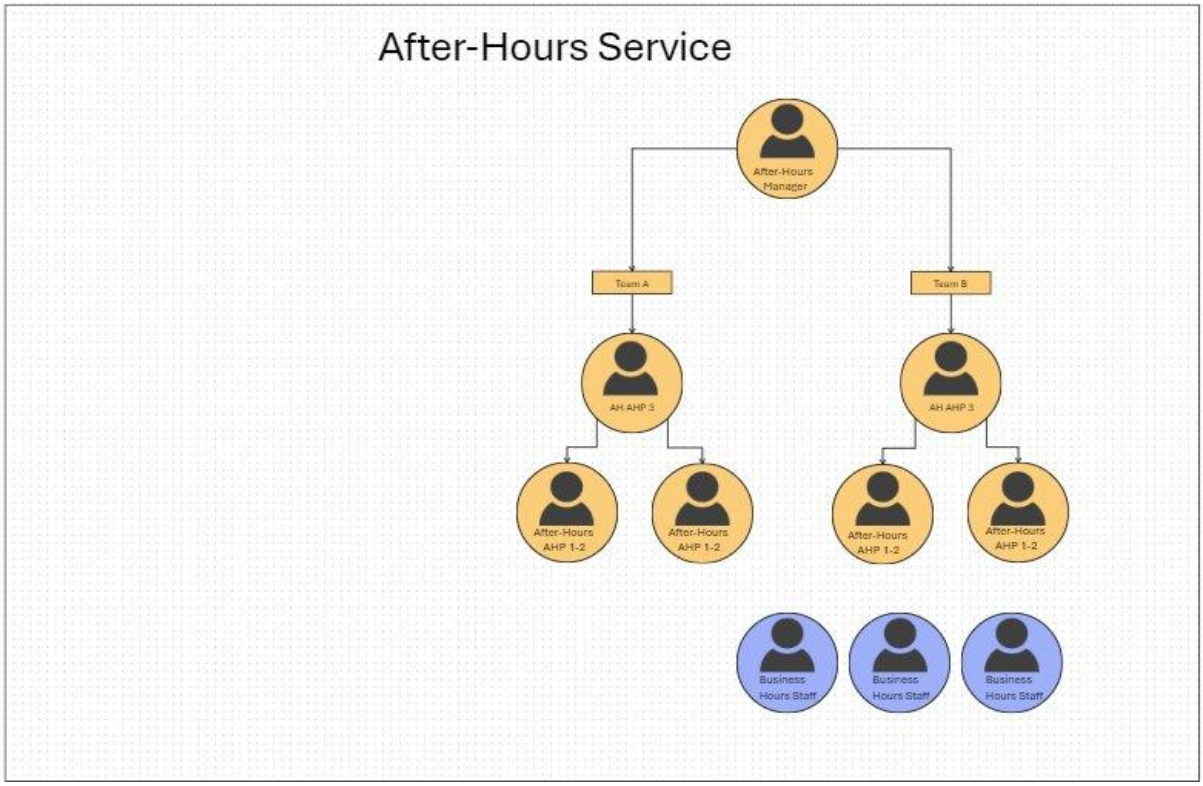
Day shifts during regular business hours will provide opportunity for integration of the After-Hours Service with other SCF areas (e.g. Child Safety Services and the Advice and Referral Line) and for staff to access training and supervision. In addition to this, staff will perform tasks during business hours day shift that support the SCF business hours service.

Staged roll-out of the service

If not enough staff are recruited for the proposed model initially, the service may be implemented through a staged roll-out.

An interim roster model has been developed to a staged roll-out of the service. This will allow SCF to meet the needs of children and young people as the service grows to the intended design.

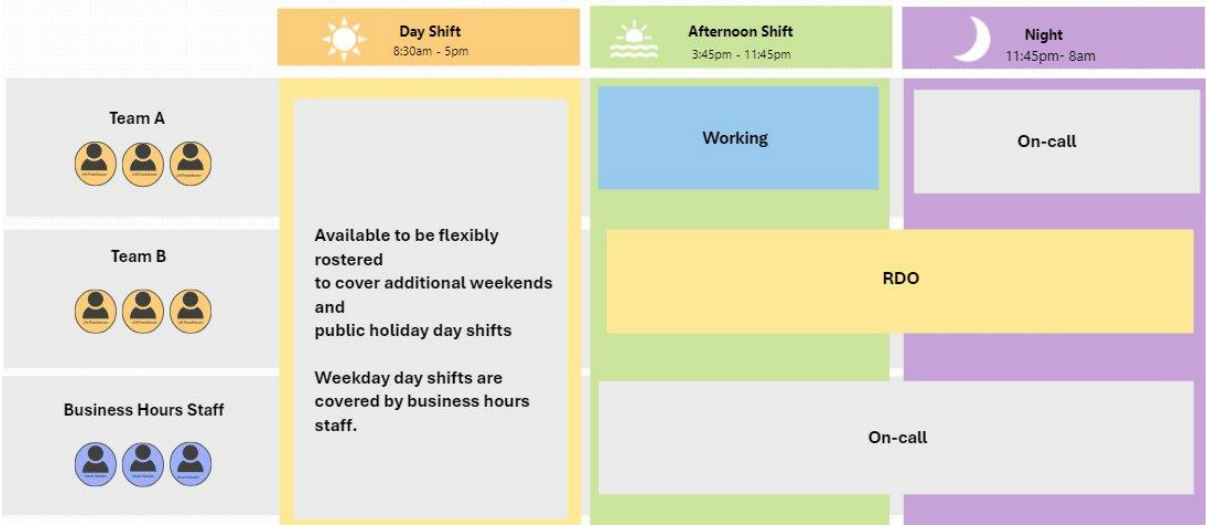
The interim roster will be comprised of two teams with a minimum of three staff in each team.



Commencing under this service model would mean the rostered shifts still follow a four days on/ four days off pattern as outlined above however, staff will only work afternoon shifts (3.45pm-11.45pm). Shifts are eight hours in duration inclusive of a paid 25-minute break.

Calls between 11.45pm and 8am will be managed by the afternoon shift team on an on-call basis.

Figure 2 24-hour roster



At any point in time, there would be one team on afternoon shift, one team on rostered days off.

Onboarding and training

After Hours staff will receive dedicated induction and training to provide the knowledge, skills and capabilities to undertake their role effectively. This includes training in relation to statutory obligations and functions. This training will take approximately 3 months to complete and will require staff to work business hours (Mon-Fri 8:30am-5pm) during this time.

After-Hours Service location

It is intended that members of each After-Hours sub-team will be distributed across the three regions to provide statewide coverage (North, North West, and South).

After-Hours Service teams will utilise technology platforms (such as MS Teams) for supervision, support and mentoring, in addition to opportunities to meet face to face.

Outside of business hours, After-Hours Service staff will be based in police stations. This will provide increased safety when working outside of business hours and build on existing relationships with primary stakeholders in the after-hours space.

The current identified police stations are:

South	Glenorchy Station located at 315-319 Main Rd, Glenorchy
North	Launceston Station located at 192 Cimitiere Street, Launceston
North West	Ulverstone Station located at 38-42 Victoria Street, Ulverstone

When working during normal business hours, staff will be located in Child Safety Service centres.

Pay and shiftwork penalties

Staff will be paid within the relevant pay scale based on their qualifications and years of experience, as per the Health and Human Services Award conditions, which can be found here.

Currently, the relevant award penalties for shift work are 15% for afternoon shifts, 150% Saturday and 200% Sunday. Public holidays are normal pay plus an accrued a day of 'public holiday leave.' If not rostered to work, employee accrues 7.6 hours of 'public holiday leave' per year. There is also additional annual leave for shift workers (38 hours for a full-time shift worker, pro rata for part-time employees).

After-Hours staff will receive predictable fortnightly pay which includes these shift penalties. Due to the rotating nature of the roster, After-Hours Service staff will receive fluctuations in the penalty component of their fortnightly pay dependant on the shifts worked. This will be equitable across staff over time as the roster rotates through its pattern.

Leave entitlements

Leave entitlements for After-Hours Service staff will be consistent with current Health and Human Services Award requirements.

As per the award staff will be entitled to 5 weeks annual leave (pro rata) each year.

Overtime

Staff may have the opportunity to take part in the flexible overtime pool if they wish to do so. The flexible overtime pool will be a voluntary pool that staff can opt in, to be contacted as needs arise and paid relevant overtime penalties.

This approach will provide capacity for two staff to attend a call-out, whilst maintaining a full quota of staff on phones, if required.

On-call

During the evening shifts (11:45pm-8am), one member of the After-Hours team from preceding afternoon shift (three team members) will be on-call. This will be supported by identified delegation points that allow effective and timely decision making. All members of the After-Hours Service will also have the appropriate training to provide authorised officer capabilities.

As per the Health and Human Services Award, After-Hours staff members who remain 'available' to take After-Hours Service calls overnight will receive the availability allowance.

All staff will be remunerated, as per the Award and the Agreement, dependent on whether they are receiving and managing work by phone call, or whether they have a call-out to return to the workplace (for example, to attend to a client).

Further information

Applicants are encouraged to visit the child safety services career page: Child safety services careers - Department for Education, Children and Young People (decyp.tas.gov.au) for further information on our services. Applicants can also register their interest in other roles in child safety services.