



*Shire of Wyndham East Kimberley*  
*Council Policy Manual*  
*OSH 17*

<b>POLICY No:</b>	<b>OSH 17</b>
<b>DIVISION:</b>	<b>Occupational Safety and Health</b>
<b>SUBJECT:</b>	<b>Evaluation and Management of Staff Workload</b>
<b>REPORTING OFFICER:</b>	<b>Executive Manager Engineering and Development Services</b>
<b>ENABLING LEGISLATION:</b>	<b>Occupational Safety and Health Act 1984</b>

**OBJECTIVE**

The aim of this policy is to ensure that all employees have access and opportunity to liaise with management in relation to their workload if they perceive it to be excessive.

Excessive workload, whether real or perceived can be a contributing factor in stress related psychological illness.

**POLICY**

Council is committed to affording all employees the opportunity for review of workload on request and will take appropriate action should intervention be required.

Employees are encouraged to discuss workload issues with management, but if they are unable to resolve the issues, a formal process will be undertaken.

This action can be initiated by any employee providing they are willing to fully participate in the workload evaluation and subsequent processes.

Those unable to participate in the process for any reason must submit a written outline of issues pertaining to workload and reasons why they perceive the load excessive. They may also nominate a peer to represent their interests.

Employees may also raise workload issues with their Supervisor or Executive Manager, the Occupational Safety and Health representative or directly with the CEO if they feel unable to address the issue with the above channels.

Council, Managers and Supervisors will ensure that those who seek workload evaluation will not be victimised or compromised in any way by their actions.

The workloads reviews will be supervised by the Payroll Officer and the result and actions required will be forwarded to the CEO for ratification.

Action will be taken against any level of management who is found to be discouraging or preventing employees from accessing an independent workload review.



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As a matter of course, all employee duty statements and workloads will be reviewed annually as part of the performance appraisal process.

### **Workload Evaluation Process**

A review of the Job Purpose, Duties and Performance Measures will be carried out by a manager or supervisor from a different team as deemed appropriate and approved by the CEO.

The employee will keep a work diary for two weeks relating to tasks carried out, phone calls, meetings and customer interfaces. This will be evaluated against the job purpose and duty statement.

An audit of the skills and training required to carry out the identified tasks and actions will be carried out at this stage, including interpersonal skills in dealing with customers and peers.

The resulting review will identify areas that are exceeding expected workload, or other factors that are infringing on effective time and work efficiency.

A strategy will then be devised to assist the employee and their line management to deal appropriately with issues arising. The strategy may include, but is not limited to:

- Work delegation
- Employee training or retraining
- Time management training and support
- Duty Statement revision and workload adjustment
- Ongoing support and reviews

Monitoring of the ensuing workload will be carried out at 4 weeks, 3 months and 6 months intervals, and a formal review will be carried out at 12 months.