

MADE AVAILABLE EMPLOYEE HANDBOOK

Adelaide Rail Transformation Program

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Prepared by:

Department for Infrastructure and Transport

Workforce Transformation and Change

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1 Introduction

1.1 Purpose

This handbook has been prepared to inform Made Available Employees of the arrangements for operation of the temporary workforce transition arrangement.

Made Available Employees are those currently employed by the Rail Commissioner or the Department for Infrastructure and Transport and made available to the train service provider for a temporary period.

1.2 Background

Employees in the Job Classifications set out in the table below are required to continue performing their normal duties as directed until further notice as part of a temporary transitional workforce.

From 31 January 2021, this temporary transitional workforce will be made available to the train service provider to ensure operational stability and the continuity of train service provision.

The table below sets out the initial composition and size of this workforce, and provisionally the expected maximum duration for which employees may be part of this workforce. The size and composition of the workforce will be reviewed every three months, as explained in this handbook.

Job classification	Number “made available”	Indicative Date	Made Available Employee Workforce Reduction
Drivers	100	August 2021	10
		January 2022	24
		May 2022	24
		September 2022	24
		November 2022	All remaining Drivers
Passenger Service Assistants	20	April 2021	All Made Available PSAs
Platform Coordinators	7	May 2021	All Made Available Platform Coordinators
Network Operations Supervisors	10	August 2021	All Made Available NOSs
Operations Supervisors	9	August 2021	All Made Available Operations Supervisors
Signal Maintenance Fitter – Electrical	9	March 2022	All Made Available SMF Electrical
Electronic Signal Tradesperson	4	March 2022	All Made Available ESTs
Signal Maintenance Fitter – Mechanical	2	March 2022	All Made Available SMF Mechanical

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Signal Labourer	2	May 2021	All Made Available Signal Labourers
Track Inspectors	4	May 2021	All Made Available Track Inspectors
Electrical Control Officers	2	July 2021	All Made Available ECOs

Employees who are Made Available will continue to perform their ordinary duties under Existing Working Arrangements. Certain reporting requirements and management processes are being amended to support Made Available Employees, as further detailed in this handbook.

1.3 Consultation

Consultation requirements are outlined within each of the enterprise agreements that currently apply to the Made Available employees.

Consultation regarding the Temporary Transition Workforce Arrangements has been undertaken as part of the consultation processes of the Adelaide Rail Transformation Program. This has included the proposal for Made Available Employees which was provided for consultation in November 2019 and further proposals and details have been provided since December 2020 after it was identified these arrangements would be required.

Information provided through the consultation and communication process to date is available through the [ARTP Intranet site](#), the Workforce Transformation and Change team (ph 7109 7898 or email DIT.SAPTAFeedback@sa.gov.au) or your Transition Assignment Manager.

It has been agreed in the Adelaide Rail Transformation Program Consultative Forum that consultation will be on-going in relation to matters affecting the Temporary Transition Workforce. Should you wish to raise matters for consideration, please do so through the existing channels.

1.4 Reviews of Temporary Transitional Workforce Composition

A review by the Rail Commissioner and Department of the composition and size of the Temporary Transition Workforce will be conducted every three months. This will include a review of the number of Made Available employees in each Job Classification required to perform their normal duties, with numbers reduced in accordance with operational requirements.

Made Available Employees will be provided with at least 4 weeks written notice to advise them of the cessation of the existing work arrangement, unless otherwise agreed.

1.5 Definitions

OROA	The Outsourced Rail Operations Agreement between the Rail Commissioner and Keolis Downer Adelaide for the provision of heavy rail passenger services for the Adelaide metropolitan passenger rail network.
Train Service Provider	Keolis Downer Adelaide
The Department	The Department for Infrastructure and Transport, South Australia
Rail Commissioner Employees	Persons employed by the Rail Commissioner and covered by the <i>Rail Commissioner Rail Operations Enterprise Agreement 2020</i> or the <i>Rail Commissioner Maintenance Employees Enterprise Agreement 2019</i> or the <i>Rail Commissioner Infrastructure Employees Enterprise Agreement 2019</i> or their successor.
Department Employees	Persons employed by the Department for Infrastructure and Transport and covered by the <i>South Australian Modern Public Sector Enterprise Agreement: Salaried 2017</i> or its successor.
Made Available Employees	Rail Commissioner or Department employees who are required to continue undertaking their current duties for a temporary period as part of the transition of rail service delivery to the train service provider from 31 January 2021.
Existing Working Arrangements	The working arrangements of each Made Available Employee including but not limited to: <ul style="list-style-type: none"> • role and job description; • duties; • ordinary roster or working hours; • work location; and • terms and conditions of employment.
Suburban Train Driver – All grades	All categories of Rail Commissioner employees defined as Suburban Train Drivers in accordance with clause 21.2 of the <i>Rail Commissioner Rail Operations Enterprise Agreement 2020</i> .
Manager Transition Rail Operations / Manager Transition Rail Maintenance	Senior Department employees who are the Department's nominated point of contact for all made available employee matters in relation to the temporary workforce transition arrangement.
Line Manager/ Supervisor	An employee of the train service provider who will provide day-to-day supervision and duties to Made Available Employees.

2 Summary of Responsibilities

This section describes the high level responsibilities of the Department and the train service provider for Made Available Employees:

The Department/Rail Commissioner shall remain your employer and be responsible for:

- Paying your wages, leave and superannuation entitlements.
- Managing human resource related issues, including any alleged unsatisfactory work performance or misconduct, disciplinary action, workplace injury reporting, management and return to work processes, or grievances you may have.
- Instructing you to follow the lawful and reasonable instructions of the train service provider for the purposes of performing your duties under the Temporary Workforce Arrangement.
- Appointing the Manager Transition, Rail Operations and Manager Transition, Rail Maintenance who are the Department's nominated initial point of contact for all matters in relation to Made Available Employees.
- Providing your uniforms as replacements are required.

The Department's Manager Transition Rail Operations / Manager Transition Rail Maintenance is responsible for:

- Working with the train service provider to establish and maintain effective workforce communication, consultation processes and protocols between you and the Train Service Provider.
- Assist you with any matters that you are not able to directly resolve with your Train Service Provider line manager/supervisor.
- Act as an interface between you and the Train Service Provider for the purposes of consultation regarding any proposed variation to your existing working arrangements, including such matters as work location or rosters, in accordance with the requirements of your enterprise agreement.
- Supporting you with effective management of human resource, professional development/training and associated processes as may be required to maintain your substantive public sector employment.

The Train Service Provider is responsible for:

- Inducting you to any and all policies and procedure that are required for carrying out your duties under the Temporary Transitional Workforce Arrangement.
- Your direct day-to-day supervision, including providing instructions in relation to performance of your duties.
- Managing and communicating the master roster consisting of Train Service Provider employees and Made Available Employees.

- Obtaining consent from the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance prior to varying any of your working arrangements.
- Providing you with materials (e.g. plant, equipment) necessary for performing your duties.
- Providing your personal protective equipment (PPE).
- Providing you with training and associated processes as may be required to maintain your competency to undertake your duties as a Made Available Employee.
- Endorsing your timesheet and leave applications and providing a copy to the Department which ensures payment of your wages and entitlements in accordance with existing arrangements.
- Complying with all relevant legislative and regulatory safety requirements for the operation of the rail network.
- Providing information or assistance reasonably required by the Department in connection with management of human resource related issues, including alleged unsatisfactory work performance or misconduct, disciplinary action, workers compensation issues or grievances you may have.

Made Available Employees are responsible for:

- Complying with the reasonable and lawful instructions of the Train Service Provider for the purposes of performing your duties as a Made Available Employee as part of the Temporary Transitional Workforce Arrangement.
- Complying with the Train Service Provider policies and procedures that apply to your specific duties as a Made Available Employee.
- Complying with your employment obligations as a public sector employee, including, but not limited to, the *Code of Ethics for the South Australian Public Sector*.

Specific responsibilities are described in the following sections.

3 Employment Terms and Conditions

As a Made Available Employee, you will remain an employee of the Department or Rail Commissioner.

This means that you will:

- continue to receive your current rate of pay and applicable allowances in accordance with your relevant enterprise agreement. For train drivers this will mean the applicable aggregate wage.
- continue to receive superannuation contributions into your Super SA account.
- maintain continuity of service with the South Australian Public Sector.
- continue to accrue leave entitlements.
- continue to be employed under the relevant enterprise agreement.

Existing Department or Rail Commissioner policies and procedures will continue to apply to your employment conditions as appropriate (e.g. disciplinary processes, pay, flexible working arrangements). As far as possible without unreasonably impacting on service delivery, existing individual arrangements (i.e. flexible working arrangements) will continue.

You will continue to undertake your duties as per your current working arrangements.

The Train Service Provider will not be able to vary the scope or nature of your duties without first obtaining consent from the Department. Any proposed changes to an individual's work arrangements will follow the relevant enterprise agreement consultation process and be considered against any potential impact on service delivery.

You will be subject to the reasonable and lawful instruction of your Train Service Provider line manager/supervisor and must comply with the Train Service Provider policies and procedures as they apply to undertaking duties for the period of being a Made Available Employee.

4 Reporting arrangements

You will work alongside the Train Service Provider's workforce and the Train Service Provider will determine your day-to-day work activities, directly supervise the work and provide all plant and equipment necessary for you to perform the work.

You will report on a day to day basis to your Train Service Provider manager/supervisor for operational matters including rosters and unplanned leave. You will be provided with details to enable you to contact your Train Service Provider manager/supervisor in the event of any unplanned absence (e.g. personal illness). You are expected to liaise with your Train Service Provider manager/supervisor to confirm the preferred methods for timely direct contact for such matters as unplanned leave, overtime requests, etc.

Where specified in processes described in this Handbook and in instances where matters may require escalation, the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance will be your first point of contact.

5 Communication with the Department

The Department will ensure you have continued access to communication from the Department. Methods of communication will be confirmed with each Made Available Workgroup.

The Department will maintain Department computers and network access at selected sites that you can attend to allow ongoing access to Department communications and processes.

6 Out of Hours Communication

Made Available employees remain employees of the Department or Rail Commissioner. The Rail Commissioner will need your permission to provide the train service provider with your personal contact details for the purpose of out-of-hours contact, as explained below.

During the period of being made available, there may be a need to contact you outside of your normal working hours. Primarily this would relate to the following reasons:

- To advise you of a change to the start time of a shift (eg a WAD shift for a Train Driver or service cancellation);
- To provide you with an opportunity to accept additional overtime shifts/work; or
- To advise you of your first shift on return from periods of leave where it is required in your enterprise agreement.

Made Available employees can provide their out of hours personal contact details to their train service provider manager/supervisor if they are willing to be contacted in work-related situations outlined above.

If these details are not provided, any out-of-hours contact with a Made Available employee for the purposes outlined above will be through a Department representative.

Please note that in emergency or safety related situations, a Department employee will contact you if required after hours.

7 Safety Management

Both the Department and the Train Service Provider are responsible for the health and safety for Made Available Employees at work in accordance with the obligations of the *Work Health and Safety Act 2012 (SA)*.

As the rail operator, the Train Service Provider is responsible in the first instance for rail safety and must undertake appropriate controls to manage the safety of the workforce including Made Available Employees.

Made Available Employees are required to adhere to and operate within the Train Service Provider's Safety Management System.

The Train Service Provider must ensure Made Available Employees are inducted accordingly and provided with reasonable guidance in work health and safety.

Safety Incidents

You must report safety incidents to your Train Service Provider manager/supervisor immediately in accordance with the Train Service Provider's Safety Management System. The Train Service Provider will manage reportable incidents in accordance with its accreditation.

The Train Service Provider will advise the Manager Transition Rail Operations and/or Manager Transition Rail Maintenance as soon as reasonably practical of any safety incident concerning Made Available Employees.

The Train Service Provider manager/supervisor will liaise with the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance regarding any reported safety incidents. The Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance will ensure adequate information, support and investigation is undertaken in relation to a reported safety incident. This will include lodgement of such matters into the Department's safety system (e.g. MySafety).

In the instance of a rail safety incident concerning a Made Available Employee, the Train Service Provider will take responsibility and lead for the investigation with support from the Department. The Train Service Provider will advise the Officer of the National Rail Safety Regulator of the incident and the outcome.

Where it is identified that a safety incident, including a rail safety incident, has arisen as a result of the conduct and/or performance of a Made Available Employee, any resulting disciplinary process will be managed by the Department. The Train Service Provider will be required to provide relevant evidence that may assist in any disciplinary process involving a Made Available Employee.

8 Discipline Management

Where the Train Service Provider identifies a performance or conduct matter arising in regards to a Made Available Employee, the Train Service Provider will, as soon as reasonably possible, notify the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance. Subject to the Train Service Provider's initial risk assessment in regards to the behavior or incident in question, the Train Service Provider may require that the Made Available Employee reports immediately to the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance.

The Train Service Provider will collate relevant evidence and provide any such evidence to the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance who will manage any investigation and outcome in consultation with the relevant officers within the Department. The decision maker in relation to any disciplinary or unsatisfactory performance process and outcome will be in accordance with the Department's Delegations and Authorisations Framework (DP001).

The Train Service Provider will provide support from its management team and Human Resources where requested by the Department.

A Made Available Employee may be "stood down" or directed not to attend the workplace by the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance where necessary. In matters of serious and urgent safety concerns, the Train Service Provider may direct a Made Available Employee to not attend the workplace but must also make contact with the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance as soon as reasonably possible.

Where the Train Service Provider is required to interview a Made Available Employee, a Department Management representative must also be in attendance. In most circumstances, this will be the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance.

Managing grievances

As an employee of the Department or Rail Commissioner, the existing complaints practices will continue to be available to you. In the first instance, you should raise the matter with the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance.

The Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance will work with the relevant Department areas (e.g. People and Capability

Directorate) to provide advice to you on your options, and may undertake investigations if required.

The existing arrangements available to you as a Rail Commissioner or Department employee in relation to the management of grievance, complaint and appeal processes remain. This includes access to specific processes available through your enterprise agreement or other relevant legislation.

9 Performance Management

As an employee of the Department or Rail Commissioner, you are required to continue to participate in regular performance management processes. Your day to day performance will be managed by your Train Service Provider manager/supervisor.

The Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance will undertake a formal performance review in line with current practices. This will include relevant feedback relating to your performance from your Train Service Provider manager/supervisor.

Concerns in relation to the performance management processes should be raised with the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance in the first instance. Made Available Employees may also seek to access the Department's grievance resolution processes.

10 Rostering

Roster patterns will be developed and maintained by the Train Service Provider. The Train Service Provider will manage the rosters in accordance with relevant codes of practice and the applicable enterprise agreement. Where possible rosters will aim to retain existing day off patterns.

The Train Service Provider will advise the Department of any proposal to change your home depot. Any proposed changes will follow existing processes provided through your enterprise agreement.

Reporting of illnesses, injuries or other absences

If you are unable to attend work due to illness, injury or for any other reason, you must advise your nominated Train Service Provider manager/supervisor as soon as possible. This will allow the Train Service Provider to reallocate your work as required and meet both the Train Service Provider's and the Department's obligations to provide a duty of care.

Upon return to work you must submit the necessary leave forms and any required supporting documentation (e.g. medical certificate) for endorsement of the Train Service Provider manager/supervisor and approval by the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance. The Department will process leave forms.

Shift Swaps

Shift swaps between Train Service Provider employees and Made Available Employees are permitted.

Shift swaps may not be available for week one and will need to be requested through the roster coordinator.

Requests for shift swaps post week one must be directed to your Train Service Provider manager/supervisor in the first instance.

Overtime

The Train Service Provider will manage all workforce overtime, which may include making direct contact with you for any overtime requests. This contact will be undertaken via a method that you have agreed with your Train Service Provider manager/supervisor.

You will be required to ensure your Train Service Provider manager/supervisor has your current contact details should you wish to be considered for overtime requests.

11 Leave Management

Your leave entitlements and obligations will remain unchanged.

If you plan to take any future leave, you must discuss your plans with your Train Service Provider manager/supervisor to ensure arrangements can be put in place to meet service delivery needs.

Leave requests that have already been approved will be honoured.

Planned Leave Requests

You will need to submit a leave request to your Train Service Provider manager/supervisor who will be required to endorse your request then provide to the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance for approval and processing.

If your request is declined by the Train Service Provider manager/supervisor, you may escalate the matter to the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance in the first instance.

12 Payroll

You will continue to be paid by the South Australian Public Sector.

For Rail Commissioner Made Available Employees, payroll matters can be directed to the Department's Payroll team.

For Department Made Available Employees, payroll matters can be directed to Shared Services SA.

13 Equipment and Uniforms

Unless otherwise specified, the Train Service Provider will provide all necessary equipment and materials to undertake your duties. Any equipment and materials provided by the Train Service Provider must be returned at the cessation of your duties as a Made Available Employee where appropriate.

The use of any equipment or materials must be in accordance with the policies and procedures of the Train Service Provider in relation to their usage. In addition, you must continue to adhere to the requirements of the *Code of Ethics for the South Australian Public Sector* whilst accessing or using any equipment and materials provided by the Train Service Provider.

Personal Protective Equipment

You will retain your current PPE as issued by the Department.

In accordance with the Train Service Provider's assessment of safe management of its operations, they may issue you with high visibility vests required to be worn when undertaking duties on the rail network.

The Train Service Provider will be responsible for issuing any replacement PPE that you require whilst undertaking your duties as a Made Available Employee.

Mobile Phones

If the Train Service Provider determines that a mobile phone or other mobile device is required for the execution of your duties, the Train Service Provider will issue you with that device.

The Department may also determine that you will retain a government issued mobile phone.

Vehicles

If the Train Service Provider determines that a vehicle is required for the execution of your duties, the Train Service Provider will provide you with access to an appropriate vehicle.

Through the Temporary Workforce Transition Arrangement, you are authorised to travel in a vehicle provided by the Train Service Provider.

Uniforms

You will continue to wear your Rail Commissioner or Department issued uniform, including high visibility vests. Replacement uniforms will be ordered on an as needs basis. Any uniform requests must be directed to the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance in the first instance.

Tools of Trade

The Train Service Provider will not issue you with tools of trade.

14 Site Access and Security

You will be required to comply with the Train Service Provider site access and security processes.

You will retain your South Australian Government security/identification card and access to sites required to perform your duties. The Train Service Provider may also provide you with security/identification cards and access.

The Train Service Provider will administer and control all keys.

At the cessation of your duties as a Made Available Employee, you will be required to return all keys and security/identification cards that are the property of the Train Service Provider and no longer required by you to perform duties.

15 Risk Management

The Department and the Train Service Provider have identified and reviewed risks relating to the Temporary Workforce Transition Arrangement. Risk management will be subject to regular review throughout the term of the arrangement.

16 Review

On a three monthly basis, the Department will review the Temporary Transitional Workforce Arrangement. This review process will consider the number of Made Available Employees in each Job Classification required to continue to perform their current duties.

The review process will include consideration of the following:

- The utilisation, performance and productivity of the Made Available Employees.
- The Train Service Provider workforce competence to provide operational stability and service delivery.
- A review of the risk assessment.
- The practical operation of the arrangement.
- Whether any changes are required to the arrangements, including the reduction in the number of Made Available Employees required.

The number of Made Available Employees will be reduced in accordance with operational requirements. Made Available Employees will be provided with written notice of at least 4 weeks if they are to cease undertaking their current duties, unless otherwise agreed.

At the cessation of your duties as a Made Available Employee, you will be required to return property of the Train Service Provider.

17 Communication Protocols

Your key contacts will be your Train Service Provider manager/supervisor and the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance. As part of your induction process with the Train Service Provider, you will be introduced to your manager/supervisor and the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance and provided with details of how you can contact them.

18 Induction, Training and Qualifications

The Train Service Provider will provide you with an initial induction. Details will be provided to you through the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance.

The Train Service Provider will provide specific worksite inductions for all Made Available Employees as required.

Any training or development required to enable you to continue to undertake your duties as a Made Available Employee will be managed and facilitated through the Train Service Provider, including but not limited to:

- Maintaining required competence, including safety
- Training for any new tools/equipment/Train Service Provider relevant policies and procedures
- Observation training

Any training or development that is required as part of your substantive employment as an employee of the South Australian Public Sector will be managed by the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance who will liaise with the Train Service Provider to provide appropriate time required. This training includes but is not limited to:

- Code of Ethics for the South Australian Public Sector
- White Ribbon training

Requests for additional training to support professional development must be submitted to the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance for consideration in line with existing policies and procedures.

Medical Clearances

The Train Service Provider will be notified by the Department if a Made Available Employee requires a Cat 1, 2 or 3 medical clearance. The Department will arrange the appointment with the Department's health assessor (currently CHG).

Results of a Cat 1, 2 or 3 medical assessment for a Made Available Employee will be provided to the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance by the health assessor. The detailed personal medical results will not be provided to the Train Service Provider to maintain privacy and confidentiality unless authorised by the Made Available employee or required under rail safety or other legislation.

If a Made Available Employee is unable to obtain the required medical clearance to continue undertaking their duties, the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance will assess any required actions. Actions may include, but are not limited to, directing the employee to not attend the workplace, undertaking further investigation in line with current practices or removing the Made Available Employee from the Temporary Transitional Workforce Arrangement on a temporary or permanent basis.

Occupation Specific Clearances

The Train Service Provider will be notified by the Department if a Made Available Employee requires occupation specific clearances including but not limited to:

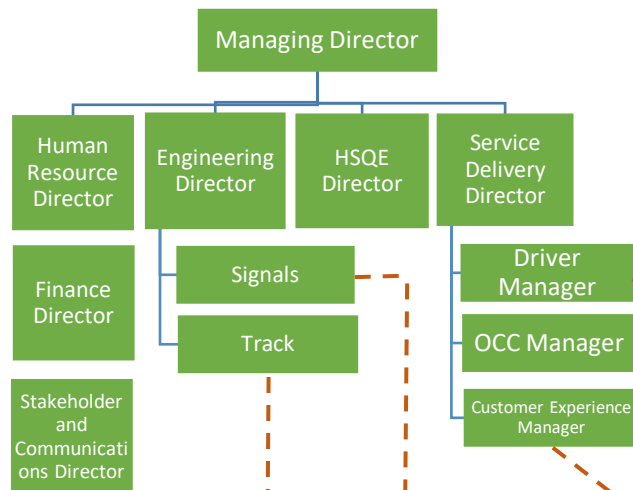
- National Police Clearance;
- Working with Children Check; and/or
- Working with Vulnerable Persons Check.

Results any occupation specific clearances for a Made Available Employee will be provided to the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance by the relevant clearance authority (eg SAPOL).

If a Made Available Employee is unable to obtain the required occupation specific clearance to continue undertaking their duties, the Department's Manager Transition Rail Operations or Manager Transition Rail Maintenance will assess any required actions. Actions may include, but are not limited to, directing the employee to not attend the workplace, undertaking further investigation in line with current practices or removing the Made Available Employee from the Temporary Transitional Workforce Arrangement on a temporary or permanent basis.

19 Organisation Chart – Department/Rail Commissioner and Train Service Provider

Keolis Downer Adelaide



Department for Infrastructure & Transport

