



# Take the Lead

## President's Report

Another term has quickly passed us by and it is hard to believe that we are half way through 2010!

It has been a very busy term for all of us as we all gear up for significant changes in 2011. The majority of my time this term has been spent traveling around the state facilitating professional development days for Business Services Managers and Administration Officers. This model of communication has been extremely successful as we have reached over 2700 people from all regions and each region is receiving the same message. We hope this may be a mode of communication, that we can continue to use in the future to ensure that everyone receives up to date consistent and relevant information.

Organising these days can be time consuming and a logistical nightmare but with the help and support of the many BSMs who were willing to provide their school and organize catering this was an easy task. To those BSMs who allowed us to use their facilities— a big thank you!

To Christine Porter who organized the majority of registrations, thank you. To the many speakers we were able to secure, Paul Tucker and the team from HRMIS, Philip Prouten and the team from OneSchool, Darren Bond from Workforce Relations, Mary Sirett and Kim Dunlop from OnePortal and Shane Wright and Rhonda Smith from Identity Management, thank you for making yourselves available to speak to BSMs and Admin Officers. The days have been very successful and we really appreciate the time you have given to us!

We will be organizing more professional development days in the later part of this term, so please keep watching out for information through the discussion lists.

The executive, Ian Stoker and Denis Orr had the opportunity to meet with the Principals' Associations this term also. At this meeting we discussed:

- The flying start submission and the possibility of consolidating our responses
- The changes to our entitlements and the impact this will have on schools
- School funding and what is actually in school accounts
- The changes to the HR delegations and how this may

affect the day to day running of schools

On all of these issues it was decided that we would have a united approach. The principals associations were extremely supportive and we will be meeting again in the near future to continue these discussions. From these discussions many of you may have seen, either through your principal or through our discussion list, the financial survey that Denis Orr has developed on our behalf. This survey has been distributed through the principals associations newsletters and networks and also through our discussion list. If you haven't taken the time to fill it in, please take the time. Denis will be collating and presenting this data at our next meeting with the principals associations. Thank you Denis for all your work in developing this survey.

I have also had the opportunity to meet with the Information Technology Branch to look at the upcoming changes that will be impacting schools over the next 12 months. With the help of the management committee, a document was developed with all of the planned reporting and activities that schools will be required to complete in a 12 month period. This will then be put in to a matrix and those planned changes will be added. This will give the department a clear picture of when to release new initiatives, policies, training etc in schools.

A meeting with the Facilities Services Branch, with Michelle Catterall - Director and Garry Cooper - Manager was also held where the executive and the facilities committee were asked to provide feedback on the Draft Asbestos Management Plan. Although the timeframes were tight and this had to be done in confidence, again this was another great opportunity for the association and although we did provide some feedback, we found the document to be comprehensive and very easy to follow, with step by step flow charts to help schools deal with an asbestos incident. You can view the document at: <http://education.qld.gov.au/asbestos/pdfs/asbestos-management-plan.pdf>

I have also had the opportunity to meet with the Workforce Capability and Performance Unit where we discussed a variety of topics. The Gold Branch have had the opportunity to complete a diploma in Management which is course

# President's Report Continued

that has been specifically developed for Business Services Managers. SBMAQ has approached Workforce Capability and Performance to see if this course could be offered to all BSMs across the state. Initial discussions have been extremely positive and the likelihood of this happening is very strong. More details will be released as they come to hand.

We also discussed the possibility of a SBMAQ funded mentoring program that would be supported by Workforce Capability and Performance. Again we are working extremely hard to get this program up and running. As term 4 2010 and term 1 2011, are looking at being 2 of our busiest terms we hope to have this program implemented by term 2 2011.

We discussed the future of the BSM Connect program and I can announce that we have secured the continued funding for the 2010/11 program with \$30,000 being deposited into our account. This again is another great result for the association.

During the month of June we held our Reconnectors workshop where our BSM Connectors and the focus group came together to reflect on how the program has progressed and what we did well and what we need to improve. We were extremely fortunate to have with us representatives from Regional Finance Managers and Regional HR Managers also. This gave the Connectors the opportunity to explain to the Regional Managers what the program was about and also gave an opportunity for the Regional Managers to help develop where the program's direction is headed.

Hopefully everyone has access to our new SBMAQ BSM team site. It was decided that even though the Learning Place site had great information, it really was too difficult for members to try to navigate to. As a result Ian Stoker has been working extremely hard to consolidate the information on the Learning Place Site moving it across to either the team site or to the SBMAQ website. As a result

the team site and the members only page of our website has been created. I'm sure you'll agree both sites are extremely worthwhile with all documents, links etc relating to the role of a BSM being located on the BSM Team site and all documents, including financial statements, minutes, agendas, branch rep reports etc being located on our members only page. If you don't have access to either of these sites please email Ian on [istok1@eq.edu.au](mailto:istok1@eq.edu.au)

From feedback received from you, the members, Ian has also produced our Flying Start submission which was sent to the ADG last term. I'd like to take this opportunity to thank Ian for all his work he has done on behalf of us all. Thanks Ian!

As we gear up for our Biennial State Conference in Townsville this year, the conference committee have been going into overdrive. This is a mammoth task and they have been working extremely hard. Glenys Brown, our sponsorship coordinator has almost cracked the \$100,000 for sponsorship for this conference which has been an amazing result. We have also been able to secure \$18,000 in advertising sponsorship which has also exceeded our expectations.

This year we are also extremely fortunate to have representatives from DET, who will be staffing booths from the following areas:

- OneSchool
- MyHR
- HR
- Facilities
- Organisational Health
- Audit
- Data Management
- OnePortal
- Procurement

This will give BSMs an opportunity to discuss any topic on a one on one basis.

Thank you to everyone on the conference committee, who are doing everything in their power to make the conference a huge success. If you haven't gotten your registration forms in, it's not too late!

We are in the process of organizing JEMS workshops in all regions across the state in term 3. The workshops were developed in consultation with Workforce Relations and Workforce Relations attended the meetings to develop the content of the program. The workshop facilitators are from the Division of Public Sector Industrial and Employee Relations, through the Department of Justice and the Attorney General.

I understand these workshops are expensive but we have tried to keep costs to a minimum. It has cost the association to develop the program, we then have a significant cost for the facilitators to present the program and also travel costs, catering, venue hire etc. Given the response has been slow, we have decided to combine areas that are close enough for people to travel. More information will be released shortly.

The Schools Officers held their first state wide conference on the 10th, 11th and 12th July in Yeppoon and Norm Hart—President QASSP and I were asked to attend and address their conference dinner. This was a great honour for both of us and we used this time to lend our support as this group develops networks across the state. Please encourage your schools officer to become involved in the network in their area.

Congratulations to all of the BSMs who were appointed as Regional Liaison Officers. This role is an extremely important one as the RLO will be facilitating the OneSchool training and supporting BSMs as the new program is rolled out.

The USB drives have finally arrived and we will be distributing them in the coming weeks. If you haven't received yours within the next month please email me and I will follow up for you.

Lastly our membership is at an all time high with our numbers reaching over 530 members.

Hopefully I will catch up with you at our conference in Townsville on the 10th August. If not our next general meeting will be held on the 25th August, with venues to be advised.

Kind regards  
Sharon Abbott  
President

# Reef to Outback Conference 2010

The "Reef to Outback Conference" in Townsville from 11-13 August is approaching very quickly and all the Northern Branch members are preparing to welcome Business Managers from across the State to our glorious city.

The weather is perfect during the day and slightly cool in the evenings. A couple of the functions will be outside in the evening so you will need to bring some warmer clothing.

It was with regret that Laurie Lawrence had to withdraw as the main speaker of the Conference due to personal reasons. BUT.... we have new speaker **Steve Francis**.

Steve is a leading educator, author, executive coach and professional speaker. After successfully

leading a number of schools in Australia and Hong Kong, Steve has returned to Brisbane to work with people to make their organisations great.



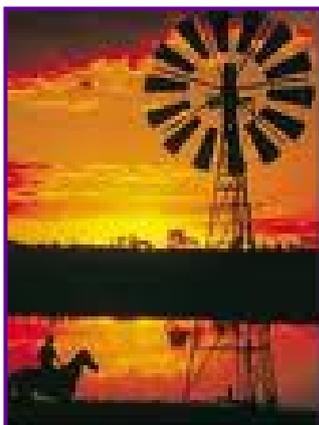
Steve was recently awarded the 2010 Kerri Nairn Scholarship by the National Speakers' Assn of Australia.

Steve will be speaking at the Conference on Friday about Leadership and comes highly recommended. This fits perfectly with the Conference topic of Lead and Develop.

**Transfers from Airport** - We are endeavouring to ensure that bus transport to and from the venue/airport are available for the majority of delegates arriving/departing

at the same time. If you have not already done so, could you please let Michelle Maddick know your arrival and departure information by emailing her at [mmadd18@eq.edu.au](mailto:mmadd18@eq.edu.au)

**Branches** - don't forget that each Branch is to have a signature item for the Birthday Bash on Thursday night. Once the Branch has decided could you please email Eva Foster on



[efost8@eq.edu.au](mailto:efost8@eq.edu.au) so that each branch has a unique signature item. Signature items will be kept confidential. I currently have signature items from Darling Downs, Capricornia, Sunshine Coast and Northern.

**Workshops** - We are trying to optimise information you receive from the conference along with



meeting the demands of members. After the holidays the workshops will be decided and advertised and your preferences will be requested again. Sorry for the inconvenience however

this is in the best interest of members.

**Travel Subsidy** - Thanks to Glenys Brown who has been doing a fantastic job raising sponsorship, travel subsidy will be available for the delegates travelling from the south-east corner. More information will become available shortly.

We will not only have sponsors booths, we will also have booths represented from DET departments including:

- OneSchool
- MyHR
- HR
- Facilities
- Organisational Health
- Audit
- Data Management
- OnePortal
- Procurement

This will give Business Managers the opportunity to have one on one time with these representatives to talk about matters relating to their school situation.

## **Functions**

Each night function has a different theme and to add to the fun we are requesting delegates to participate in



dressing up. The themes are:-

Tuesday night – reef (outside)  
Wednesday night – outback (outside)

Thursday night (conference dinner) – formal birthday bash with signature item.

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# OneSchool Update

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## **OneSchool access December 2010**

*As part of the data migration activities scheduled for commencement on 16 December 2010 the OneSchool application will be unavailable from close of business on **15 December 2010 until 4 January 2011**.*

*Schools should ensure end of year reporting is completed in OneSchool prior to 15 December 2010.*

## **Timetabling and Regional Liaison Officers Appointed**

*Secondary school Timetabling Liaison Officers (TLOs) have been appointed and commence work in Term 3, 2010.*

*Please refer to the OneSchool website for their contact details. Primary TLOs will be appointed for Term 4.*

*Regional Liaison Officers (RLOs) have been selected and take up duty on 20 September 2010. More details will be published at a later date.*

## **External Attendance and Text Messaging Systems Interface**

*The following companies have been provided with the interface specification to enable data exchanges with the OneSchool application in January 2011. If your attendance system provider is not listed below please contact Philip Prouten at OneSchool with their details so we can ensure your current business process is supported:*

- Academy
- Elite
- IDAttend
- A School
- First Class
- Message You
- Call Parents

## **Library Systems Interface**

*The following companies have been provided with the interface specification to enable data exchanges with the OneSchool application in January 2011. If your library system provider is not listed below please contact Philip Prouten at OneSchool with their details so we can ensure your current business process is supported:*

- Access-it Software
- Concord Australia (AIMS software)
- Bisland Library Consultants (Destiny, Athena, InfoCentre, Spectrum software)
- Functional Solutions (FILMS, e-Library software)
- SimLib Technology (Informatif software)
- Libcode
- LMSi
- Amlib
- Bibliotech
- Book Mark Library Services (Bookmark software)
- Civica (Spydus software)
- Ex Libris (Australia) (Alep, Primo, Voyager software)
- Greenstone
- Innovative Interfaces (Millennium software)
- Insight Informatics (Libero software)
- Maxus Australia (Inmagic, Maxus software)
- SirsiDynix (Symphony, Unicorn, Horizon, Dynix software)
- Softlink (OASIS, Alice and Oliver for Schools, Liberty for Corporate, Special, Public and Academic Libraries software)
- VTLS (Virtua software)

## **Business Change**

**Regional Curriculum and Assessment Workshops**

*Twelve regional Curriculum and Assessment workshops were held across the state during Term 2 with a further 13 workshops to occur in Terms 3 and 4. The aims of the workshops are to build regional capacity for the implementation of the curriculum and assessment functionality in OneSchool, and to develop school and regional*

# OneSchool Update

networks to support implementation. Participants include school-based and regional office staff members who are involved with curriculum development.

## Timetabling Workshops

Timetabling workshops for secondary schools will begin on 19 July 2010. Schools will be advised of dates and venues via email. This also will be available in the application via **Help > Deployment > Release Two Timetabling**.

Primary and special school workshops will commence in Term 4, 2010.

Primary schools who wish to gain an understanding of what is being delivered in the timetabling application can view the following short videos.

[Timetabling for Band 5 Principals](#)

[Timetabling for Primary Principals and Deputy Principals](#)

[Timetabling for Primary Teachers](#)

## VET Reporting for Secondary Schools

Discussions are underway to enable schools to directly report VET outcomes from OneSchool to the QSA via the Department's VARS system.

## Business Readiness for Release 3

SMS Data Validation reports have been updated to include finance details from beginning of Term 3, 2010. The SMS Data Validation Instruction Manual has been updated to reflect these changes.

The Deployment Checklist Part 2 – Non Student will be available within the application via **Help > Deployment > Release Three – Pre-Deployment Readiness Checklist Part 2** from the beginning of Term 3, 2010.

The Five Step Change Plan will be made available to schools, regions, Internal Audit and Finance Branch in late July 2010.

## Support/Webinars

Webinars covering a range of new topics for all OneSchool functionality are advertised in OneChannel. Access to previously recorded webinars is available within the OneSchool application via **Help > Resources > Webinars**.

## OneSchool Key Dates

<b>July 2010</b>	Monday 12 – State wide Release Timetabling and Secondary TLOs commence. Timetabling is made available to each school after their Timetabler attends a training workshop Monday 19 – Timetable training workshops for secondary schools commence.
<b>September 2010</b>	Release of preliminary NAPLAN data and new OneSchool Corporate Reports for NAPLAN, Enrolment, Absence and Attendance. Monday 20 – RLOs commence training.
<b>October 2010</b>	Monday 4 – Primary TLOs and Timetabling training workshops for primary schools commence.
<b>November 2010</b>	Monday 8 – RLOs commence state wide training workshops for Release Three.
<b>December 2010</b>	Wednesday 15 – last day for SMS data entry for migration to OneSchool.
<b>January 2011</b>	Corporate Data Warehouse migrated to OneSchool Corporate Reporting.

## OneSchool Helpdesk

For any OneSchool assistance please contact the OneSchool Helpdesk on 1800 680 445, option 2, option 4.

# OneSchool Update

Congratulations to the newly appointed Regional Liaison Officers, who will take up their appointment on the 20th September.

Far North Region		North QLD Region	
Doreen Law	Cairns West State School	Janet Lockhart	Mt Isa D/O
Pauline Spackman	Herberton State School	Jan Tyrell	Townsville R/O
Caroline Chadwick	Tully State School	Eva Foster	Heatley Secondary College
Fiona Candlish	Cairns SHS	Narelle Searston	Townsville SHS
Jenny Pearson	Tagai State College	Jan Phillips	Proserpine SHS
Central Qld Region		Darling Downs South West Region	
Kerrie Strang	Longreach D/O	Karen McGrath	Roma D/O
Marina Ahlkvist	Gladstone D/O	Suzanne Murdoch	Warwick D/O
Cheryl Haupt	Mackay D/O	Leonie Evans	Kingaroy State School
Jodie Elsebach	Burnett State College	Shelley Jackson	Middle Ridge State School
Kathy Bull	Dysart State School	Judy Lyne	Gatton State School
Sam Briggs	Gladstone D/O	Donna Wilson	Dalby State School
Norelle Waldron	Andergrove SS/ Mackay D/O	Vicky Hempstead	Charleville SDE
Michele Bailey	Frenchville State School	Heather Whittaker	Pittsworth SHS
North Coast Region		South East Region	
Kacey Hannant	Torquay State School	Jacki Lane	OneSchool
Genelle Matthews	Gympie Special School	Moya Fox	OneSchool
Matthew Dunford	Bundaberg Special School	Adam Ronald	Mt Warren Park SS
Ian Stoker	Tewantin State School	Deb Nixon	Eagleby State School
Kerrie Natoli	Talara College	Angela Tsakalos	Benowa State School
Sue Johnson	Caloundra State School	Don Marschke	South East R/O
Dianne Winthrop	Narangba Valley SS	Debra Schubring	Beaudesert State School
John Ferguson	Dakabin SHS	Karyn Dillmann	South East R/O
Kay Wheatley	Nambour D/O	Bart Duffy	South East R/O
Gary Sypher	Maryborough D/O		
Metropolitan Region			
Christine Porter	Boondall State School	Christine Profke	Metropolitan R/O - Ipswich
Janet Kouimanis	Wishart State School	Juanita Fischer	Warrigal Rd State School
Alison Christensen	Oxley State School	Janece Fynes-Clinton	Bundamba Secondary College
Charmaine Macaulay	Centenary SHS	Helen Albury	Samford State School
Karen Grunwald	Springfield Lakes SS	Paul Hillier	Metropolitan R/O
Bernadette Tarrant	Aspley East State School	Ros Nugent	Metropolitan R/O

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The DET HRMIS (Human Resource Management Information System) Program has been chartered to deliver efficient and effective technology to support the delivery of HR services to all employees within DET.

MyHR is the new business solution providing, a robust, integrated and e-enabled HR technology in the areas of:

- HR based corporate reports
- payroll automation
- recruitment and applicant management
- performance, capability and talent
- prevention and management of workplace health and safety risks and incidents.

Further detail about the MyHR solution and the training and support material available can be found on the MyHR website.

<http://oneportal.deta.qld.gov.au/Services/HumanResources/Projects/MyHR/Pages/Default.aspx>

Enquiries to the DET HRMIS team, which is delivering the MyHR Solution, can be directed via:

**Telephone:** (07) 3405 3233

**Email:**

[dethrmis.humanres@deta.qld.gov.au](mailto:dethrmis.humanres@deta.qld.gov.au)

## Presentations around the State

MyHR presentations to BSM and School administration staff across the State continue with excellent attendance. These staff have expressed their excitement with the introduction of e-business activities focussing on HR activities that reduce manual effort. By mid July, there will have been 20 presentations to an audience of approximately 2700 attendees.

"The developmental work currently occurring in the HRMIS Program will allow us to do our HR work very differently in the future. This isn't revolution but it is certainly evolution as it is time we moved from paper based activities to on line functionality. We need to reduce the time we

all currently spend on these manual tasks and create the opportunity to undertake other value add activities in our day to day work", Paul Tucker, Director Business Transformation, HRMIS Program.

Following the conclusion of this round of presentations in mid-July, a second wave of presentation is planned for these staff during Semester 2 providing more detail in relation to the pending project releases within MyHR particularly Workplace Health and Safety and Recruitment.

## MyHR Recruitment

Since 30 April, teachers have been able to use the new online teacher transfer application to complete and submit an application for transfer. Access to this application is on the Teacher Transfer page via the Quick link on OnePortal. Although access is restricted to the intranet in 2010, from next year access is planned to be available via the internet.

There are a variety of training and support resources available on the MyHR website.

Applications close on Friday 30 July.

This new online teacher transfer application is the first release by MyHR Recruitment. Further releases will continue to build an innovative online recruitment system that will be able to manage a broad range of recruitment and selection activities for prospective and current employees.

Planning is underway to expand the current functionality of Tracer within the MyHR Recruitment solution.

## MyHR Corporate Reporting

MyHR Corporate Reporting continues to rollout across Queensland. The rollout is in the hands of the each region and is currently in 83% of schools. If you have not accessed or seen the reports available via MyHR Corporate Reporting, please contact your Regional HR consultants.

There are a variety of training and support resources available on the MyHR website.

MyHR Corporate Reporting provides a report view of information in TSS (the

department's HR and payroll for school-based employees). The information is an accurate reflection of what has been entered in TSS in near real-time (i.e. information entered into TSS the previous working day).

Any inaccurate information should be raised with your Regional HR consultants.

Many Principals and regional HR staff have been complimentary about the reporting capability and ease of access.

The reporting functionality continues to evolve. If there are particular employee details and information that would provide you with data to better manage your workforce, please contact your Regional HR consultants so this request can be considered.

## MyHR Payroll

In January this year TSS was successfully upgraded to a new version. This was done to enable enhancements to be made which will support employee self-service and workflow. For example, payslips will become available on line and the current process of printing/ posting/ and distributing of payslips will be phased out. Employees will be able to update certain information that is currently maintained by completing a form/ sending to be processed/ and then processed such as updating address details.

Such enhancements are planned for later in this year or next year.

## MyHR Workplace Health and Safety Project aims

MyHR workplace health and safety (WH&S) is one of five projects being carried out as part of the MyHR Solution, a major Department of Education and Training (DET) initiative to improve the way human resource (HR) services are delivered across the department.

The workplace health and safety (WH&S) project will implement a WH&S system that will assist all DET workplaces to effectively manage health and safety activities for staff, students, volunteers, contractors and other individuals. The solution will provide on-line capability to manage health and safety activities across the following aspects:

- Manage workplace environment
- Manage workplace health and

for people

- Manage claims
- Manage rehabilitation cases

The system will include a combination of interfaces (for data feeds) and direct database connections where possible, including links with One School, ISAS and the department's payroll system.

**Key benefits**

- A single point of truth for WH&S and injury management activity for all DET workplaces.
- An integrated WH&S solution that will streamline and enhance business processes.
- Improved compliance with policies and legislation.
- Enhanced reporting capability and increased accountability for managers.
- Improved proactive management of WH&S and injury management,

including improved hazard identification and risk management.

- Improved reactive management of WH&S incidents and injury management to better handle injuries to workers, students, contractors, visitors and volunteers.

**Rollout Strategy**

The workplace health and safety module within the School Management System will be decommissioned in December 2010. The first release of the MyHR Workplace Health and Safety Solution will be to Central Office, Education Queensland Regions, the ECEC and schools in December 2010, ready for the start of the 2011 school year. This release will replace the SMS workplace health and safety functionality with enhanced business and reporting capability, including the provision

of addition functionality around WorkCover and Damages Claims.

Within the second release, the Solution will deliver the remaining functionality to Central Office, Education Queensland Regions and Schools and the full system to Training Queensland. It is anticipated that the second release of the Solution will be in July 2011.

It is anticipated that the MyHR WH&S training and support opportunities will include:

- Face to face training of Organisational Health consultants
- One Portal on-line training resources available from October 2010 including Simulation Demonstrations, Quick Reference Guides (QRGs) and Frequently Asked Questions (FAQs)
- School staff training using OneChannel Webinars available from November 2010
- A 'call centre' that can provide a range of support

<b>MyHR WORKPLACE HEALTH &amp; SAFETY</b>		<b>Education Queensland</b>	<b>Training Queensland</b>
<b>Release Schedule 2010 - 2011</b>		Central Office	TAFE
		Regions	Skills Tech
		ECEC	
		Schools	
<b>MANAGE WORKPLACE ENVIRONMENTS</b>	RISK REGISTER	R1	R2
	ACTION MANAGEMENT	R1	R2
	AUDITS	R2	R2
	PROVISIONAL IMPROVEMENT NOTICE	R2	R2
	EMERGENCY DRILLS	R2	R2
	MEETING MANAGEMENT	R2	R2
<b>MANAGE INCIDENTS</b>	INCIDENT MANAGEMENT	R1	R2
	FIRST AID	R1	R2
<b>MANAGE WORKPLACE HEALTH &amp; SAFETY FOR PEOPLE</b>	HEALTH & SAFETY TRAINING	R2	R2
	PERSONAL PROTECTIVE EQUIPMENT (PPE)	R2	R2
	HEALTH ASSESSMENT	R2	R2
<b>MANAGE CLAIMS</b>	WORKCOVER CLAIM MANAGEMENT	R1	R2
	QSUPER CLAIM MANAGEMENT	R2	R2
	COMMON LAW	R1	R2
<b>MANAGE INJURY &amp; ILLNESSES</b>	INJURY ILLNESS MANAGEMENT	R2	R2

More information about the MyHR Solution and the Workplace Health and Safety system can be accessed through the following OnePortal link:

<http://oneportal.deta.qld.gov.au/Services/HumanResources/Projects/MyHR/Projects/Pages/Workplacehealthandsafety.aspx>

# Facilities Update

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## **BEMIR**

Please revisit the following activities in consultation with your school Principal in relation to ***use of the electronic*** Built Environment Materials Information Register (***BEMIR***)

### **Items for consideration include:**

- check that your ***“Facility Contacts” list in BEMIR has been set-up*** as per your schools working arrangements for notification of Work Area Access Permits (WAAPs) and Incident Management Reports (IMRs). NOTE:
- Regional Director (RD) and Regional Facilities Manager (RFM) to be included as a contact for IMRs when created and closed
- Notifications for WAAPs are an internal reporting mechanism for personnel within a school, i.e. Principal, Deputy, HOD, administrative personnel etc... Therefore RDs and RFMs are not to be included as a contact for WAAPs unless specifically requested
- check that processes are in place for the ***creation of a WAAP in BEMIR and issuing to the service provider for all*** maintenance, installation, refurbishment and construction related work at your school
- check that all ***open WAAPs are updated and closed*** where the work has been completed
- ensuring processes are in place to ***create IMRs in BEMIR within 1 hour of an asbestos related incident***
- ensuring processes in place for ***updating the IMR*** throughout the duration of the asbestos related incident for reporting purposes
- check that all ***open IMRs are updated and closed*** where the asbestos related incident and any follow-up activities have been finalised

### **For any queries on BEMIR use please contact:**

IMS Service Centre (Information Management Services)

Ph: 1800 680 445

email: [imsservicecentre@deta.qld.gov.au](mailto:imsservicecentre@deta.qld.gov.au)

Hours of Business: 8am to 5pm Mon to Fri, or

Regional facilities contact for BEMIR

## **Asbestos Management**

Please find below a partial extract of a recent letter sent to all school Principals from Julie Grantham, Director General - DET.

As previously advised, the Department of Education and Training (DET) has been reviewing the existing DET policies and procedures relating to asbestos management in schools, TAFE institutes, Early Childhood Education and Care Centres (ECECs) and workplaces.

The review has focused on the Department's strengths and weaknesses in relation to asbestos management, and resulted in the development and refinement of the training, communication and the Permit to Work processes.

It is intended that the draft Asbestos Management Plan will provide the operational context for schools, ECECs and TAFE institutes, and includes clearly defined roles and responsibilities

# Facilities Update

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for the management of asbestos and any incidents that may arise.

While the draft policy and procedures are being finalised, the Department of Public Works has been instructed to implement the new policy and ensure that all existing and future contractors comply with the requirements prescribed in the draft Asbestos Management Plan.

As part of this implementation phase, publicly visible ACM warning signage must be installed immediately (if not already) at a facility's central control point at all DET facilities. An example of the signage and further details of the key elements are available in section 6.5 *Asbestos – Warning Signage in Schools and Workplaces* of the draft Asbestos Management Plan.

In addition, school principals are to advise their P&C and WH&S officers of their respective roles and responsibilities in the management of asbestos in schools to ensure compliance with the new processes, and provide them with a copy of the draft policy and procedures.

If you have any queries, please contact your local facilities manager.

A copy of the draft asbestos management "policy" and "plan" referred to in the above correspondence is available in DETs asbestos management website below;

<http://education.qld.gov.au/asbestos/independent-review.html>

## Other Items:

- A display stand for BEMIR and asbestos management will be staffed for the statewide BSM conference in Townsville so drop in and say hi with plenty of questions!

Other useful links are available in the asbestos management in schools web page <http://education.qld.gov.au/asbestos/index.html>

including:

- [Questions and Answers](#)
- [Fact Sheets](#)

# Procurement Update

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## Corporate Procurement Section Web Pages

The most common feedback / questions we receive day in day out relate to how to find the Corporate Procurement Section web pages detailing information relating to Standing Offer Arrangements and Contracts. This has been compounded by the recent change from Ed Info to One School. Below are the links to our procurement web pages which contain all the information schools need to know regarding standing offer arrangements for the Department of Education.

### One Portal:

<http://oneportal.deta.qld.gov.au/Services/Finance/Purchasing/PreferredSupplier/Pages/Default.aspx>

### Future Arrangement

The department is finalising a number of issues which have impacted on the timeline for the next arrangement replacing EDPSA 115 with SDS. In the interim the department has agreed with SDS to extend the current arrangement EDPSA 115 which was due to expire on 31 July 2010, until further notice. More information will be provided as we determine the future direction for this category. SDS will be launching their new catalogue later this year. Until this time schools are reminded that the current pricing can be viewed online at [www.sdsonline.qld.gov.au](http://www.sdsonline.qld.gov.au)

### BSM Conference

The Corporate Procurement Team will be attending the Biennial BSM Conference. We are excited to be invited to attend the conference and offer our support. If you have any questions relating to procurement please drop past our stand and have a chat with us, this will be a great opportunity to have your questions answered and meet part of our team.

# BSM Connect

ADDRESSING THE NEEDS OF  
INDIVIDUAL BUSINESS SERVICES  
MANAGERS AND ADMINISTRATION  
OFFICERS WHO MAY NEED SUPPORT

## *Just in time - Just for me!*

*Business Services Manager (BSM) Connect* recognises the complex role of BSMs in schools and was established to:

- provide a BSM to BSM state-wide support service
- provide practical assistance in a confidential environment
- complement existing support systems for BSMs.

*BSM Connect* was established as a partnership between the School Business Services Managers' Association Queensland (SBMAQ) and the Performance and Capability Unit within the Department of Education and Training.

There are currently 16 diverse BSM Connectors from across the state, who are committed to supporting the work of BSMs and Administration Officers in schools.

This team of BSMs with their wide range of experience and skills are now available for you to contact. You are not alone in your work, so please feel free to contact a BSM Connector.

### **What is a BSM Connector?**

- A link to key DET personnel including your regional finance/HR/facilities team.
- An active listener.
- Non-judgemental friendly ear.
- Someone to ask advice

### **What a BSM Connector is not?**

- A replacement for your regional Finance/HR/ Facilities Manager.
- A professional counsellor.
- A mediator.
- Able to give legal advice.
- Related to the recruitment and selection or performance and review processes.

### **Who could use the BSM Connect Service?**

- Business Services Managers and Administration Officer who may need support
- Newly appointed Business Services Managers and Administration Officers
- Administration Officers in small schools

**To see who are the BSM Connectors please go to the OnePortal Site**

<http://oneportal.deta.qld.gov.au/Services/HumanResources/Schoolshr/supportiveschoolleadership/bsmconnect/Pages/default.aspx>

# Who are our BSM Connectors?

**Leonie Evans**  
**Kingaroy State School**

Leonie began working for Education Queensland as an AAEP/AO2 in a part-time position at Murgon State School in 1995. She won the full-time position of AO2 at Kingaroy State School in 1999 and then was upgraded to AO3 at Kingaroy State School in 2001. She has relieved for short periods of time as the District Finance Officer and HR Customer Services Officer at the Wide Bay West District Office.

**Specific areas of expertise**

All aspects of School Finance and SMS  
Human Resources Management  
Rehabilitation of staff as Workplace Rehabilitation and Return to Work Coordinator  
Management of non-teaching staff

**Career highlights**

Working with other Business Service Managers and Administration Officers to maintain and grow the Wide Bay West Administration Network  
Relieving at Wide Bay West District Office  
Working with school staff and community members to develop Kingaroy State School's last two Triennial School Reviews.



**Shelley Jackson**  
**Middle Ridge State School**

Shelley has worked at various schools as an AO2 from 1996. In 2004 she worked at Pittsworth State School as a Business Services Manager and moved to Middle Ridge State School in 2007.

**Specific areas of expertise**

Finance  
Human Resources  
Assets and facilities  
Communication and negotiation skills  
Mentoring/coaching  
Contributing to the school community

**Career highlights**

Working in a variety of schools from small country schools to a large city school  
Moving from an AO2 to Registrar  
Being selected as a BSM Connector  
Being selected as an RLO for the OneSchool Rollout



**Caroline Chadwick**  
**Tully State School**

Caroline worked as an AAEP at Tully State School before moving to an Acting AO2 at Feluga State School. She returned to an AO2 position at Tully State School before commencing a Business Services Manager role. In this time she worked at Innisfail State High School doing Cyclone Larry recovery and as a Senior Finance Officer at the Far North Queensland Regional Office.

**Specific areas of expertise**

Finance  
HR  
Training - SPP, GST, FMP, SMS Finance Advance Workshops  
Management of non-teaching staff  
Budgeting and monitoring

**Career highlights**

Assisting in the recovery of Innisfail State High School after Cyclone Larry. Caroline's task was to establish a database of all assets, furniture and fittings that were damaged, and arrange replacement. She provided support to the staff as many of them had also lost their homes, and their wellbeing was a priority. This was a great learning experience both personally and professionally.  
Acting as a Senior Finance Officer in FNQ region.



**Sharyn Jones**  
**Isabella State School**

Sharyn was employed as an AAEP at White Rock State School from 1991 to 1999. In 2000 She was employed in an AO2 position. I moved into a Registrar position from 2001 until 2007 working at White Rocks State School and Isabella State School. In 2008 Sharyn was employed as Business Services Manager at Gordonvale State School and moved back to Isabella State School in 2009.

**Specific areas of expertise**

Leadership involving change and building relationships within a school community  
Developing systems/procedures to enhance administrative operations  
Building capabilities in others

**Career highlights**

Becoming a Business Services Manager  
Being the President/Secretary of FNQ Registrars Association for six years  
Initiating the establishment of an online Professional Learning Community and being Community Manager of the FNQ BSM/AO PLC for seven years  
Successfully being able to balance work and family commitments and stay sane



# Who are our BSM Connectors?

## **Lesley Maykin** **Redlynch State College**

In 1994 Lesley was employed as an AAEP in the two-person office at Redlynch State College. As enrolments grew and office staff came and went, her employment progressed through various positions from casual Teacher Aide/AAEP to AO2, AO3 and finally AO5 Business Services Manager.

### **Specific areas of expertise**

Promoting collaborative partnerships with all stakeholders, including volunteers and the community.

Modelling high performance and integrity to develop staff to become leaders

Positive expectations of herself and team members

Developing facilities to meet faculty and classroom requirements, including planned and unplanned maintenance

Building hands-on comprehensive knowledge on Human Resources as panel member and chair to employ, pay, manage day-to-day organisational operations of non-teaching and relief teaching staff in the school

Provide support and training to program managers/staff to develop AOP/budget submissions and day-to-day management of the school's financial activities.



## **Karyn Venturato** **Cairns and Cape Hub**

Karyn's pathway to a District Business Services Manager began with working in various areas of the school environment. These positions include but are not limited to finance officer, library assistant, sick bay assistant, teacher aide and student services officer. She has a background in the Engineering Industry working as a contract drafter for various companies.

### **Specific areas of expertise**

Assisting and supporting Principals, BSMs and administration staff in understanding and managing the day-to-day functions of their schools and, in particular, their budgets

Proficient in SMS and facilitating SMS training in the Far North Queensland Region

Key player in supporting schools in the transition from Quickline to Commbiz

### **Career highlights**

Acting Senior Finance Officer  
BSM Connector

Marketing and organising the

Regional Administration Conference

Building long lasting business and personal relationships

Making a difference - especially in the rural and remote communities



## **Karen Grunwald** **Springfield Lakes State School**

Karen commenced her career at Chinchilla SS, before joining the RAN as a writer (pay/accounts clerk). She then worked at St Bridget's at Rosewood and then worked at Walloon State School. Karen then applied for the Business Managers' role at Rosewood SS and then moved on to Brassall State School as the Business Manager. Her journey continues as she has secured the Business Manager's position at Springfield Lakes SS.

### **Specific areas of expertise**

Working well as a team member through being aware of my own strengths and weaknesses

Good conflict resolution skills when dealing with difficult clients and colleagues

Ability to listen to enhance effective working relationships

Finance in small school and large school settings

Establishing trust and positive working climate quickly in new environments

Implementing new systems and innovation in workplaces that are resistant to change  
Writing successful grant applications  
Rehabilitation Officer  
Workplace Health & Safety Officer



## **Matthew Dunford** **Bundaberg Special School**

Matt has been employed by Education Queensland for approximately 13 years. His first position was at Kepnock State High School as a Client Services Officer (AAEP) and he later obtained a permanent AO2 position. Matt acted in the position of Registrar at Walkervale State School and transferred to Bundaberg Special School which gave him the experience to apply for the position of Acting Business Services Manager, which is currently my substantive position, and first permanent appointment as a Business Services Manager.

### **Specific areas of expertise**

High standard of knowledge of Finance, Human Resources, Facilities and ICTs

HR management and problem solving methodologies

Excellent communication skills and the ability to use them in assisting staff with communication, problem solving and to resolving conflict

Working within an ethical

framework, Matt is a professional and willing to reflect on his actions to enhance his own learning

Establishing and streamlining systems for effective and efficient operations

Leadership - networking, style, district/region/state focus

Reflecting and working with others to create new opportunities



# Who are our BSM Connectors?

**John Ferguson**  
**Dakabin State High School**

John acted in an AO3 Business Services Manager position at Aspley State High School from June 1994 to August 1995. He obtained a permanent Business Services Manager AO4 position at Dakabin State High School in August 1995 and won the AO5 Business Services Manager position at Dakabin State High School in November 1996.

**Specific areas of expertise**

- SMS
- CommBiz
- Incorporated entities Structure and Reporting requirements
- Balance sheets and financial statements
- Cash flow forecasting/financial modelling
- Facility maintenance/refurbishment plans
- New facility planning and implementation
- Grant submissions
- Network infrastructure - cabling/electrical/hardware
- Server and workstation standards
- Complex financial issues including planning/budgeting/forecasting
- Project management - particularly in the facility areas



**Judy Jenkins**  
**Paradise Beach State School**

Judy worked as an AAEP/AO2 in a small school in Toowoomba and as a Registrar at Warwick West State School before working As a Business Services Manager at Pacific Paradise State School.

**Specific areas of expertise**

- Supporting the strategic direction of EQ through building a shared purpose and direction with the non-teaching staff
- Continuous improvement in work practices
- Building individual and team capabilities
- Building her own professional capabilities through self awareness and personal development
- Adapting to change and helping others through change
- Nurturing relationships with client groups
- Positive and balanced approach to work
- Building school capability through sourcing other areas of income for the school
- Growth and development of the non-teaching staff
- Developing Property Management
- Plans to enhance school grounds



**Kerri-Ann Steadman**  
**Pine Rivers Special School**

In 1998 I commenced as a Business Services Manager at Pine Rivers Special School and have remained at this school to date. During this period I have acted as Finance Officer at Sunshine Coast Regional Office and held short placements as Business Services Manager at Narangba Valley State High School and Kurwongbah Primary.

**Specific areas of expertise**

- Work life balance
- Budget development
- HR - Teacher Aides - managing approximately 750 hours per week
- Change management
- Managing rapid growth of school facilities and staff
- Human Resource Management - working on value in the workplace
- Financial leadership
- Time management - actively drawing attention to everyone's responsibility for theirs and other's time and wellbeing
- Developing performance/capabilities in others - seeing others succeed and develop skills



**Dianna Millard**  
**Kirwan State School**

Dianna has worked at the Regional Office as Supervisor for Keyboard Services before acting as Business Services Manager at Aitkenvale State School for four months and Mundingburra State School for six months. She has been a Project Officer at Bwngcolman Community School and have acted as Senior Finance Officer on a number of occasions. My current position is Business Services Manager at Kirwan State School.

**Specific areas of expertise**

- The wide range of experiences and opportunities that Dianna has had across many schools has enabled her to develop areas of strength in the following:
- Working in leadership with the Financial Management team at Kirwan State School to ensure school priorities are met
- Leading the WH&S Committee to ensure safety and wellbeing of staff and students across the school
- Effectively communicating with stakeholders and the wider community to achieve the best for the facilities of our school
- Supporting and training non-teaching staff at a number of schools



# Who are our BSM Connectors?

## **Glenys Brown** **Wellington Point State High School**

Glenys's career in education started in 1978 as Secretary at Wynnum West State School. She moved to QUT for 21 years in the School of Civil Engineering as a Personal Assistant followed by Finance Officer. During this time she completed a Business Degree (HR) part time. In 2001 Glenys returned to the school arena for two years as Registrar at Birkdale State School. Her current position, since 2004, is BSM (AO5) at Wellington Point State High School.

### **Specific areas of expertise**

Budgets  
SMS  
Combiz  
Human Resources  
Rehabilitation Officer

She works well as a team member through being aware of her own strengths and weaknesses

### **Career Highlights**

Volunteered for organising committee for 6 SBMAQ conferences  
President and Vice President on SBMAQ Metropolitan Branch Committee  
SBMAQ Branch Representative on the State Committee  
Completing HR degree (6 years part-time)



## **Janet Kouimanis** **Wishart State School**

Commencing her employment with Education Queensland in 1993 as an AO (AAEP) performing general administration duties, Janet worked across all aspects of a primary school office, progressing to Administration Officer - Finance. In 2004 she was successful in her application to become a BSM in a Band 9 Primary School, and considers herself proficient in all areas required of this position.

### **Specific areas of expertise**

Finance  
HR forms and procedures  
Assets  
Facilities

### **Career highlights**

Certificate 4 in Business Administration  
Appointment as a BSM  
Commended Audit Reports  
Becoming a BSM Connector



## **Beryl McGreevy** **Springwood State High School**

Beryl commenced her career as an AAEP/AO2 at Richlands East State School. She then progressed to acting Registrar at Park Ridge State School, where she gained a permanent position. Beryl spent approximately three years there and then applied for the BSM AO4 position at Calamvale Community College, where she remained for five years. She then applied for and gained the BSM AO5 position at Springwood State High School.

### **Specific areas of expertise**

Her career in a variety of schools (Primary, High and a P-12 College) has given her a wide range of skills and knowledge at all levels. Beryl's experience in leadership and management enables her to be able to support BSMs and she work hard to establish trust and a positive working environment. Human resources and finance are her fortes.

### **Career highlights**

Setting up Calamvale Community College as a P-12 school. The College commenced with a Day 1 enrolment of 1200 students, and after five years grew to 2000. Working in this challenging environment was hard work, but she gained so much experience and the results came with their own rewards.



## **Linda Woodward** **Wondall Heights State School**

Linda started working in Education Queensland as a casual AAEP creating the SMS database for small schools. While working under the AAEP program and gradually taking over the finance role, She also worked as a Teacher Aide with the special needs students. Linda commenced a contract as an AO2 doing finance and administration server maintenance at Kelvin Grove SHS. She worked a number of contracts as an Acting Business Services Manager at Wellington Point SHS, Ferny Grove SS and Mount Gravatt East SS. She also worked as an AO2 at Mount Gravatt East SS before obtaining permanent employment as a Business Services Manager at Wondall Heights SS.

### **Specific areas of expertise**

Financial processes - aim for best practice  
HR Management - people, not forms/Negotiation - external/internal  
Listening (and talking)  
Facilities management - SSOT  
Change management

### **Career highlights**

Improving audit reports at various sites  
Treasurer SBMAQ Metropolitan Branch  
Vice President Metropolitan Branch  
Being part of a successful IBB negotiating team



## Schools eligible to use whole-of-Government asset disposal service

A Queensland Government program is assisting schools throughout the state turn surplus assets into cash. Government Disposals, a work unit within the Queensland Government Chief Procurement Office (Department of Public Works), assists agencies/schools with selling assets ranging from desks and chairs to personal computers, through the mechanisms of public auctions and tenders.

All government agencies, including schools, are eligible to use this service.

"Our aim is simply to achieve the best outcomes for our clients while ensuring probity and fair dealing," said Government Disposals A/Manager, Phillip Buckley.

"We are recommended by the Crime and Misconduct Commission as being 'the appropriate Government authority for disposals advice and assistance'.

"We've negotiated a whole-of-Government Standing Offer Arrangement (SOA) for the co-ordination of auction work throughout the State.

"Under this SOA, we've appointed a panel of authorised auctioneers. A bank guarantee is held for each of them offering full protection to our clients, their assets and proceeds."

The auction service includes organising transport, processing payments and invoices, auditing disposal records and storage of auction statements.

Another service the Government Disposals team can arrange is the 'wiping' of hard drives in computer equipment, if required.

"We also arrange for the sale of items via tender," Mr Buckley said.

"In the past we've sold via tender a wide range of big ticket items, including demountable buildings, plant and machinery, excess steel, tractors, boats and trucks.

"Anything that might be impractical to move to an auction centre can often be tendered on a 'purchase and remove' basis, saving schools significant costs."

To access the Government Disposals service, a school must submit an Authorisation for Disposal form, including a list of items that need to be sold.

Authorisation for Disposal forms can be downloaded from [www.disposals.qld.gov.au](http://www.disposals.qld.gov.au).

For more information, telephone (07) 3224 7943.

Our Back to School  
Order Pad arrives  
September 2010.

At Corporate Express we understand the demands of preparing for your new classes. And that's why we are here, ready to help with the right classroom supplies so you can keep doing what you do best.

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**Look out for the Back to School order pad from September 2010.**  
**For more information about Back to School ordering options,**  
**call 07 3365 0812.**





## Workplace Health & Safety for Schools Officers

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### Personal Protective Equipment

Under the *Workplace Health and Safety Act 1995* an employer is required to ensure that workers have appropriate PPE for the tasks to be undertaken. At a school, the principal as the officer in charge of the site is responsible to ensure that the provision and purchase of appropriate PPE is undertaken. The actual purchase and provision is usually actioned by the business services manager. The selection of PPE should be in consultation with the schools officer to ensure a good selection is made that will meet the needs of the schools officer and the purchasing requirements of the BSM. Including the schools officer in the selection and purchase process will usually increase the likelihood of the PPE being consistently worn or used.

To ensure the PPE is used or worn appropriately, the staff member needs to be provided with information and instruction on the purpose, correct use, care and maintenance of the PPE. This information is usually provided in the manufacturer's instructions.

Monitoring, reminders and ensuring supply of PPE are components of this process. Principals can seek advice from their Regional Principal Human Resource Consultant regarding support and processes to assist with managing compliance.

After being provided with instruction, employees have a legal obligation to wear, and appropriately use all items of PPE. For example: Sun safe shirts are items of personal protective equipment

<http://education.qld.gov.au/health/pdfs/healthsafety/personal-protective-equipment-factsheet.pdf>

### Working at Heights

Accessing work levels above the floor must be achieved by an appropriate method and using a safe system of work. If an employee is undertaking a task that involves the possibility of a fall from height, the employer must ensure that the risk of a fall is assessed and eliminated or reduced as far as practicable. The assessment may result in the task not being undertaken because the risk of a fall cannot be prevented.

<http://education.qld.gov.au/health/pdfs/healthsafety/4-working-at-heights.pdf>

Ladders have been commonly used to provide convenient access to a higher or lower level and to perform light duty tasks at height. This convenience also increases the risk of injury through incorrect use of ladders. Each year many serious injuries result from falls from ladders. Workplace Health and Safety legislation requires that an employer provides safe plant and equipment and safe systems of work. The employer must ensure that the ladder is appropriate for the task to be undertaken, for the duration of the task and that it is set up in the correct manner.

***If a ladder is used for changing light bulbs or near electrical sources it should be of a non – conductive material e.g. fibreglass.***

### Sun Safety

Queenslanders have the highest rate of skin cancer in the world so it is vital that workers are protected against harmful ultraviolet radiation (UVR) exposure. Workers who spend a lot of time in the sun should be especially vigilant and sun safe strategies should be in place including:

- When possible schedule outdoor work for the early morning or late afternoon to avoid peak exposure times.
- Rotate tasks that use natural or artificial shade with tasks that are in the sun.



## Workplace Health & Safety for Schools Officers

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- Plan work around the movement of the sun; work on the western side of a building in the morning and the eastern side in the afternoon.
- Wear protective clothing, hat, sunglasses and sunscreen.

### ***Avoiding Heat Stress***

- If possible do not work in an environment heated by several sources.
- Follow any doctor's advice if on medications. Have a plan in place for treating heat affected workers. Have a first aid kit handy to the work.
- Drink water regularly
- Have a plan in place to ensure staff (especially those working alone) have a mobile phone or other system to call for assistance if required.
- Admin should also be aware of the Schools Officer's daily routine to ensure that they are not left unnoticed if unwell.

<http://education.qld.gov.au/health/pdfs/healthsafety/5-other-safety-info.pdf>

### **Competency and skills**

Many work activities today have significant risks attached to them. Staff are often required to have a minimum level of competency to show they are able to perform these activities safely.

Competency may be demonstrated by attaining relevant occupational licence or accreditation however where there are no mandatory requirements for an activity, training courses are recommended to help provide Schools Officers with a reasonable level of competency for these tasks and assist school administration feel confident about the worker's competency level.

Of the training is part of the Australian Qualification Framework the successful completion of the course may contribute to further qualifications that may be undertaken by Schools Officers.

There are significant risks associated with the use of tractors, chainsaws, welding equipment and chemicals. At the Principal's/Business Services Manager's request, Schools Officers may be involved in tasks that involve these types of equipment. School management needs to implement appropriate control measures to manage these risks. The provision of information, instruction, training and supervision will assist management to discharge their workplace health and safety obligations to provide a healthy and safe environment for their workers.

Electrical Safety and Occupational Licensing and Conditional Registration Fact Sheets

<http://education.qld.gov.au/health/pdfs/healthsafety/schools-officers-electrical-safety.pdf>

For more information please refer to the Creating Healthier Workplaces Website or the Green Manual which has been supplied to all schools.

<http://education.qld.gov.au/health/safety/managing/schools-officers-fold.html>

# Teacher Aide Entitlements—Frequently Asked Questions

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## Guaranteed Hours

### **What hours are guaranteed?**

State-funded Day 8 2008 enrolment-based hours for individual permanent teacher aides in Band 6 – 11 primary, secondary and special schools employed as at the 24 October 2008. (separate guaranteed hours arrangements apply for permanent SEP teacher aides – see below)

### **What happens if a permanent teacher aide resigned before 24 October 2008 and the hours were only filled by a temporary teacher aide?**

If your school had a permanent teacher aide with 2008 Day 8 enrolment-based hours or SEP student contact hours who ceased employment before 24 October 2008 and a temporary teacher aide was employed in their place, then those hours are not guaranteed.

If a permanent part-time teacher aide in a Band 6-11 was on leave as at 24 October 2008, however, their Day 8 2008 enrolment-based hours or SEP student contact hours as at 24 October 2008 are guaranteed.

### **What happens if a permanent teacher aide resigned after 24 October 2008 and had permanent hours?**

The above guaranteed hours remain guaranteed when reallocated to a new or existing permanent part-time teacher aide. The number of hours that are available will determine what process schools must follow when distributing the available hours. ie less than 14 hours or 14 hours or more (see Section 1, Schedule 1 “Maximisation of Hours” of the Agreement).

### **Are hours guaranteed for teacher aides in Special Education Programs (SEPs)?**

Yes, SEP student contact hours as at the 24 October 2008 are guaranteed to permanent teacher aides in programs that are designated special education programs.

### **Are hours guaranteed for teacher aides in Band 5 schools?**

The hours are not guaranteed for teacher aides in Band 5 schools but prior to reducing the hours of any permanent teacher aide working Day 8 enrolment-based hours, Band 5 schools must adhere to the process as detailed in clause 5 of Schedule 9 of the Certified Agreement.

The department has committed to review stability arrangements for Band 5 Day 8 enrolment-based hours and Band 5 SEP hours within the first 24 months of the Agreement. This review commits to trialling stability of hour initiatives in 10 Band 5 schools (at least five remote schools).

### **How will teacher aides be advised if/how many guaranteed hours they have?**

Teacher aides eligible for Day 8 2008 enrolment-based hours should receive a letter by the end of Term One 2009.

Teacher Aides eligible for guaranteed SEP student contact hours should receive a letter at the commencement of Term Two 2009.

The principal will also receive a copy of each letter.

### **If a permanent part-time teacher aide in a Band 6-11 was on leave as at 24 October 2008, are their hours guaranteed?**

Yes, their Day 8 2008 enrolment-based or SEP student contact hours as at 24 October 2008 are guaranteed.

### **What happens if the school’s Day 8 enrolment hours are reduced from year to year (throughout the life of the Certified Agreement)?**

Where Day 8 enrolment-based hours are reduced in a Band 6 – 11 schools, the school must apply the following process within 4 weeks:

1. Voluntary reduction in guaranteed hours to achieve work-life balance
2. Voluntary transfer within the state (at no cost to the department)
3. Reduction in hours of work for casual/temporary teacher aides
4. Maintenance of guaranteed level of hours through the reallocation of ‘other’ hours
5. Required transfer within 50 minutes of a teacher aide’s home
6. Redundancy

For Band 5 schools whose Day 8 enrolment-based hours are reduced, schools must apply the following process within 4 weeks:

1. Voluntary reduction in guaranteed hours to achieve work-life balance
2. Voluntary transfer within the state (at no cost to the department)
3. Reduction in hours of work for casual/temporary teacher aides

# Teacher Aide Entitlements—Frequently Asked Questions

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4. Maintenance of guaranteed level of hours through the reallocation of 'other' hours
5. Compulsory reduction in hours

## What happens if there is a reduction in the school's allocation of SEP hours?

In the event of a reduction in a Band 6 – 11 school's allocation of SEP hours, surplus guaranteed hours can be reduced within 4 weeks through:

1. voluntary reductions in guaranteed hours for work-life balance reasons
2. voluntary transfer anywhere within the State (at no cost to the Department)
3. reduction in hours of work for casual/temporary staff
4. maintenance of guaranteed level of SEP hours through reallocation of "other" hours
5. required transfer within 50 minutes
6. consultation with the LHMU to eliminate surplus capacity

In the event of a reduction in a Band 5 school's allocation of SEP hours, surplus SEP hours will be reduced within 4 weeks through:

1. voluntary reductions in guaranteed hours for work-life balance reasons
2. voluntary transfer anywhere within the State (at no cost to the Department)
3. reduction in hours of work for casual/temporary staff
4. maintenance of guaranteed level of hours through reallocation of "other" hours
5. compulsory reduction in hours

## Can I contact a school close by if my school has lost hours?

Yes, if your school loses Day 8 enrolment-based hours, schools are encouraged to contact other schools close by in the event those schools' state-funded enrolment-based hours have increased. In this event, teacher aides may be required to work at a separate location to maintain their guaranteed hours. Regional offices will be facilitating this process.

## Can a teacher aide temporarily reduce their hours for a period of time without losing guaranteed hours?

Yes, provided that the reduction is temporary and the teacher aide has voluntarily requested to reduce their hours and the school has agreed to this request. e.g. If a teacher aide has 30 guaranteed hours they can reduce to 20 hours for one school term. At the end of that term the teacher aide would revert back to their 30 hours.

## Are TAOO4 teacher aide hours guaranteed?

Yes, regardless of classification level any permanent teacher aide employed as at 24 October 2008 that had Day 8 enrolment-based hours are guaranteed those state-funded hours.

## Maximization of Hours

### What should teacher aides do if they want to increase their hours through the course of a year?

Teacher aides should submit an expression of interest to the Principal requesting to have their hours maximised if hours become available. It is recommended that teacher aides submit an expression of interest at the beginning of each school year notwithstanding that expressions of interest for maximisation have no nominal expiry date.

### Is it mandatory for schools to maximise a teacher aide's hours if hours become available?

It is only mandatory for schools to maximise teacher aides' hours up to 5 hours a day excluding ADO, when less than 14 hours become available for the following reasons:

- Increase in Day 8 enrolments ; or
- Teacher aide resigns, retires or is dismissed

If less than 14 hours become available for other reasons not listed above, schools are to *refer to the normal* maximisation of teacher aides' hours provisions.

### Does the maximisation apply to temporary/casual teacher aides?

No.

### What happens if 14 hours or more become available?

If 14 hours or more become available, the school must first consult with teacher aides about how to allocate the hours. Once this has taken place, then schools must:

1. Consider deployees/redeployees
2. Consider required transfers
3. Consider high compassionate transfers

# Teacher Aide Entitlements—Frequently Asked Questions

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4. Consider maximisation of hours
5. Consider requested transfers
6. Consider open merit

## **Can voluntary transfer to reduce surplus capacity of hours, be considered as step 2 along with required transfer for the above process?**

Yes, an employee who chooses to voluntarily transfer to reduce their schools surplus capacity of guaranteed hours, can be considered at Step 2.

## **Do the hours that become available have to be offered to the teacher aides in that area first if the school is going to maximise?**

Yes. As an example, if hours become available in Special Education Unit (SEU), the hours must be offered to the permanent teacher aides in that area first if the school is going to maximise those hours. Once they have been offered to those teacher aides, then any remaining hours must be offered to other permanent teacher aides in the school, who have submitted an expression of interest to maximise hours.

## **Can available hours be maximised past the five (5) hours a day for teacher aides?**

Yes teacher aides can maximise past 5 hours per day in accordance with the Certified Agreement, provided that it is not mandatory and operational factors can be considered when maximising hours above the 5 hours per day (exclusive of ADO).

## **What is the Principal's responsibility if the decision not to maximise is made when hours become available?**

In the first instance, the certified agreement requires Principals/Business Service Managers must consult with teacher aides and consulting as per agreement states *"consultation will involve more than a mere exchange of information. For consultation to be effective the teacher aide/s must be contributing to the decision-making process, not only in appearance but in fact."*

When considering maximisation of available teacher aide hours the Principal or delegated officer must consult (see Clause 2.1 - consultation definition) with the teacher aides concerned (those teacher aides who have submitted an expression of interest to maximise available hours) with the objective of reaching mutual agreement on the best method to maximise hours subject to the provisions of this Section. Due consideration is to be given to all options proposed by the Principal or the teacher aides concerned.

Following a decision not to maximise hours to a teacher aide who has requested additional hours in the maximisation process, the Principal is required to provide written response to teachers aides providing the operational factors relied upon in the decision not to maximise hours. This ensures Principals consult with teacher aides when hours become available or when the school loses hours. A pro forma letter has been provided to Principals for the purpose of providing written advice to teacher aides who have unsuccessfully applied for maximisation.

## **Can teacher aides appeal decisions regarding the maximisation or reduction in hours?**

Yes – see Clause 2.7.2. which in summary provides:

If the dispute/grievance remains unresolved after two days it can be referred to the Joint Department and LHMU Resolution Committee.

Referrals should be made to the Director, Workforce Relations (Education).

The referral to the Resolution Committee will be made in writing and contain brief information outlining the:

- matter giving rise to the grievance/dispute;
- outcome of school-level discussions; and
- resolution desired by the teacher aide/s.

## **Special School/Special Education Allowance**

Teacher Aides who voluntarily perform the following health procedure/s on students is entitled to a non-pro rata payment of \$20 per fortnight.

Internal feeding (gastrostomy, nasogastric)

Urinary management (catheterisation, urostomy care)

Airway management (tracheostomy care, oral suctioning, oxygen therapy)

Bowel management (colostomy/ileostomy care, MACE)

Schools must complete the specialised health procedure form for the allowance to be paid. This form only needs to be completed once and then the payment will occur each fortnight until payroll is notified to cancel the allowance. Whether a teacher aide performs the procedure once or many times within a fortnight, they are to

# Teacher Aide Entitlements—Frequently Asked Questions

A teacher aide cannot be forced to perform the abovementioned procedures. It must be voluntary and the teacher aide MUST have the appropriate training. It is the Principal's duty to ensure that teacher aides have received the appropriate training before performing these procedures.

## Special School/Special Education Allowance:

This allowance is payable to TAOO2, TAOO3 and TAOO4 teacher aides who are attached to a SEU/SEP, including Early Childhood Development Programs (ECDPs).

As at 1 Sept 2008 - \$22.70 per fortnight

As at 1 Sept 2009 - \$23.60 per fortnight

As at 1 Sept 2010 - \$24.50 per fortnight

## No other changes to allowances payable to teacher aides.

First Aid Allowance - \$2.65 per day [refer to [Employees of Queensland Government Departments \(Other Than Public Servants\) Award – State 2003](#)].

Communication Allowance - \$569 p.a. paid weekly (\$10.94)

Laundry Allowance and Damaged Clothing - \$12.50 per occasion

Payment of toilet cleaning allowance – \$1.44 per day [refer to [Employees of Queensland Government Departments \(Other Than Public Servants\) Award – State 2003](#)].

Payment of kilometric allowance – Ministerial Directive relating to motor vehicle allowances

Supervision Allowance for remote schools and virtual school settings - \$60 per day / part day.



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## Greetings from Capricornia

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Well thank goodness this term I'm not including any reports of wild weather damage. People are completing the final clean up of the debris from fallen trees and vegetation around our Mackay area from our infamous cyclone.

We did not hold a Professional Development Day in Mackay this term as we are having our information session delivered by SBMAQ and EQ on the 23<sup>rd</sup> June, plus Emerald, and Rockhampton have had their sessions.

Going by reports from other members of our branch the sessions are very informative and go a long way to helping us understand what we have in store for us.

This year is a huge year of change, from preparing to use a new software program to having new districts, new management personnel to communicate with on a daily basis, new directives on delegation of signatories for our weekly forms, and of course BEMIR, being used on a daily basis for all works in our schools. As I have said before it is just as

well we are resourceful people. Some of us have and will experience the ups and downs of having new buildings and refurbishments going on as well in their schools.

There is a new Draft Asbestos Management Plan on OnesPortal and it is beneficial for us to familiarise ourselves with it, as ultimately we are the staff who deal with BEMIR day to day.

Looking forward to the Townsville Conference in August! From reports it sounds like everything is on track and wonderfully, the sponsorship has grown to an all-time high.

My family and I attended a wedding in August last year at the Casino in Townsville and stayed there as well. It is a great venue, plenty of room, everything went well, good organisation by the Casino, to top it off and the weather was lovely. So with the expertise of our Townsville BSM's organisational skills I am sure we will have a great time.

It would be wonderful to see someone from our region

receive a nomination for a Significant Achievement Award at the conference. Do you have anyone in mind? Not only could it be great achievement within the SBMAQ, but in the community as well. But of course primarily achievement within EQ and/or the SBMAQ would be preferable. Do you have anyone in mind who has made a difference? Nominate them now!

The JEMS Review Training Session dates have been advertised. Please think seriously about applying to attend the training as a review of our positions would be beneficial to us all. We have the backing of the Principals' Association, so that at the end of the day, the question will be asked as to why, should individual schools pay for the upgrade of our positions when equally Senior Teacher upgrades are paid from a departmental level.

Have a pleasant, restful and safe holiday however long or short it is for you.

Kind regards  
Sharon Dunns  
President  
Capricornia Branch

## Greetings from Darling Downs

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Term 2 has been a productive professional development term. The OneSchool and MyHR day that was held in Toowoomba was very well attended by 150 people. The next day 37 people attended the sessions in Chinchilla. Thank you to the organisers for this valuable professional development. You will all no doubt agree that it was very worthwhile in preparation for the training and eventual changeover to OneSchool.

At our local meeting this time we welcomed three new members and our membership currently sits on 40. This is great! As usual there was a lot to talk about and the

networking is wonderful for all of us. Our next meeting will be at Warwick West State School. Thank you Judy.

**Bruce Sullivan** will be our guest speaker at our Pupil Free Day Seminar on 12<sup>th</sup> July. The topics for the day are ***I Love change! Looking forward to OneSchool!*** – very appropriate for all of us I would say and ***How to live and work with people who are NOT like YOU!*** We have probably all been challenged at one time or another with someone just like that!

The local members are busily getting organised for the Townsville SBMAQ conference with half of our membership

making the trip north. We have our signature item chosen and are all looking forward to seeking some warmth away from the cool winter in our part of the world. Roll on August!

Warm Regards  
Linda Robinson  
President  
Darling Downs Branch

## Greetings from the Gold Coast

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Term 2 has flown by with everyone starting to prepare for the change to OneSchool, gaining as much info as they can, keeping on top of the validation reports and participating in webinars, exciting times are ahead! For the first time in many years we held our breakfast meeting at a different location to cater for the northern end of the Region. Thank you to our

Sponsor Bizfurn. Cluster groups are still meeting regularly to offer support and a source of networking. The Leadership Partnership program has proved to be successful once again and has just finished for this year. With slight modifications hopefully the program will be run again next year. About 30 mentors and mentees were involved

this time with all parties benefiting enormously. Have a great holiday everyone!

Cassie Goodwin  
President  
Gold Coast Branch

## Greetings from the Far North

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Well another school term is almost complete and it feels like the weeks again have just flown by. I trust that everyone is well and truly settled into the school year and have had the opportunity to put in some new year resolutions (for our schools that is). Anyway our term 2 network meeting was held at Mareeba State High School courtesy of BSM Pam Evans. We had a

number of presentations including MyHR, The Learning Place (Conflict Resolution), and a OneSchool Webinar. Guest speaker for the afternoon was Brett Moore the Workplace Health & Safety Advisor. Other speakers also gave talks on BSM Connectors and Internet Etiquette. At the moment I'm busy getting things finalised before I go away for a forced holiday of 8 weeks.

Apparently I am one of those with excessive leave balances. Anyway I hope that everyone has a lovely break when the school holidays come and are then ready for another exciting term on return.

Kind regards  
Alistair Ingram  
President  
Far North Branch

## Greetings from Metropolitan

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Thanks to Kookaburra and SchoolBiz for sponsoring our Term 2 Meeting at The Gap High School. Facilities was the theme for the day with Cliff Kuskopf, Regional Facilities Manager, and his team of Facility Managers from Metropolitan made themselves available for an open forum. Community Hire was the main topic for discussion with all the new halls being built this year. Kookaburra put together a display showing the latest portable staging available. Our second speakers were Ryan Keast, Industrial Officer, EQ Workforce Relations and Dave Smith from Organisational Health who were presented with a number

of questions regarding PPE for Schools Officers. Dave provided a brief outline of the mandated PPE schools are required to provide for their Schools Officers. Schoolbiz provided a interesting looking mannequin highlighting the latest fashion for Schools Officers. Following the branch meeting Michelle Low from Organisational Health presented the Department's Health, Safety & Wellbeing Action Plan. The message is clear that we need to take care of our own well being to survive the pressures of working in a school. So far we have 61 BSMs from Metropolitan attending the Conference in Townsville in August which is fantastic. We are busy organising our signature

items and I look forward to catching up with everyone then.

Warm Regards  
Glenys Brown  
President  
Metropolitan Branch

## Greetings from the Sunshine Coast

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Only 48 sleeps to conference... guess who is excited! It's fantastic to see that the Sunshine Coast Branch will be well represented at the Townsville Conference and I'm sure we'll all have a great time learning during the day and networking (partying?) during the evening. Being an old (maybe not too old) Townsville girl, I'm looking forward to catching up with, and meeting new, BSMs around the state as well as reminiscing about my childhood - the mud flats where I use to go chasing crabs is now a Casino!!! Our 'special item' has been selected and I will be contacting individuals, who have registered, shortly.

This terms professional development was organised by the SBMAQ with over 120 BSMs and AO2s from the Sunshine Coast region watching presentations regarding OneSchool, MyHr and OnePortal. Feedback I have received regarding these sessions has been extremely positive, and I would like to take this opportunity to thank Sharon and other members of the Executive Committee responsible for organising the day. Discussions have already commenced regarding another day for term three regarding similar topics so if you missed the last one, make sure you keep an eye out for

registration for term three.

I would also like to congratulate Ian Stoker on the fantastic job he has done on getting the new BSMs - OnePortal page up and running. The page is an excellent central source of information for BSMs and if for some reason you haven't been able to get access, contact me [dwint27@eq.edu.au](mailto:dwint27@eq.edu.au) and I'll organise it for you.

Kind regards  
Di Winthrop  
President  
Sunshine Coast Branch

## Greetings from Wide Bay

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This year the branch is trialling roaming meetings throughout our region. The ideology for this is to allow all members the opportunity to attend a meeting and with less travelling time. The meeting on the 26<sup>th</sup> May was held at the Tropical Gardens Motor Inn Bundaberg, with attendees travelling from all corners of our region – Kingaroy, Monto, Mundubbera, Gympie, Maryborough, Harvey Bay and Bundaberg.

Discussion took place during the general meeting on the success or otherwise of taking our meetings to a different town and venue each term. Decision on format for 2011 will be discussed and decided at the AGM in October. 2010 plans to remain unchanged.

The branch this year has been in the process of re-aligning our branch goals with the SBMAQ vision - "To lead and develop Business Services in Queensland State Schools".

In Gympie this year, the executive met the day prior to the general meeting and participated in a self run workshop, of which a PowerPoint presentation of outcomes was presented by the executive to members. The main outcome aim determined, was for SBMAQ – Wide Bay and its members, to be a regionally recognised leading association and leaders respectively. The open member forum focus that took place in the middle session at Bundaberg centred around– what we

see that works well and what see needs change in order to achieve previously determined goals of;

- Representation in Regional Office – HR, Finance, Facilities, Technology, Regional/District e.g. Members actively involved governance groups.
- Two way conduit for information
- Move towards being a recognised advocacy group with established links

Interesting to note, that members felt the only thing we do reasonably well at a branch level is our biennial conference, but the really healthy discussion that took place was just fantastic to see members engaging they way there were. It is the first time for me to witness this at our branch meeting and personally left me on a high.

The outcomes were so broad, that they are currently being separated to form a SBMAQ – Wide Bay Branch Strategic Plan and an Operations Plan in alignment with the State Vision and Goals and the process has facilitated the platform for members to take charge of their association and provide feedback for direction they want to see the association moving towards.

Our guest speaker was Mr Trevor Schulz, Regional Facilities Manager with his presentation on facilities

hire with a specific focus on hiring of halls.

A major development that resulted from the last meeting in Bundaberg was that members stated that they want the open forum time included into the meeting day schedule to: address topics of association and members interests respectively, members to present and share their best practice methodologies and network.

**Term 3 meeting – Kingaroy 25 August. Term 4 – Maryborough 27 October**

Structure of Kingaroy meeting will be as follows:

9.00 – 11.00 State Teleconference

11.00 – 12.00 Open Forum

**Topic - Finance**

12.00 – 12.30 Lunch

12.30 – 2.00 Guest Speaker

2.00 – 3.00- Wide Bay Branch Meeting

I wish to take this opportunity to sincerely thank all our members for your participation in our branch activities this year and the personal effort they make in order to attend our meetings.

Please take the time out for you this holidays and I look forward to catching up with everyone during term 3.

Kind regards  
Matt  
Matthew Dunford  
President Wide Bay

**Have you checked out the SBMAQ BSM Team Site Yet?  
If you don't have access please contact Ian Stoker  
istok1@eq.edu.au**

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**Important Date  
to Remember  
Next General Meeting  
Date:  
25th August 2010  
Venues to be advised**

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