

From: Michael Pegg <peggms24@gmail.com>
Sent: Tuesday, 19 November 2019 3:28 PM
To: Chambers - Ross J <Chambers.Ross.j@fwc.gov.au>
Subject: AM2018/26 - NDS witness Miller response to questions

Dear Associate

Attached please find the response to questions asked by his Honour of the NDS witness Steven Miller regarding broken shift (Transcript of 17/10/19 at PN2061-2069 and 2082). This relates to the number of breaks within a broken shift, and that the incidence of broken shifts for this service was a total of 37% of work days, with the remainder being continuous shifts.

Mr Miller has separately advised that he is unable to readily extract information about minimum engagements for each portion of a broken shift.

regards

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Michael Pegg

Michael Pegg Consulting
[REDACTED]

*I acknowledge that my workplace is based on the land of the Wurundjeri peoples of the Kulin Nation, and recognise their continuing connection to land and community. I pay my respects to their elders past, present and emerging.
My office uses energy that is 100% carbon neutral.*

BEFORE THE FAIR WORK COMMISSION

MATTER NO. AM2018/26

S.156 – FOUR YEARLY REVIEW OF MODERN AWARDS – SOCIAL, COMMUNITY, HOME CARE AND DISABILITY SERVICES INDUSTRY AWARD 2010

Statement of Steven Miller

I, Steven Miller, of [REDACTED], say:

1. I am employed by Endeavour Foundation as the Head of Operations, Service Delivery.
2. I commenced with Endeavour Foundation on 19th November 2019. My role involves the leadership of Endeavours Support Services including billing, rostering and the NDIS support function (policy, process, customer onboarding and funding management).

Broken Shift

3. Information is provided in response to requests from the commissioner as to what support workers actually worked in a roster period under the requirements of clients supported by NDIS funding
4. Analysis was undertaken of 2000 separate Support Worker actual shifts worked over a roster period.

Detail	Count	%
Employees	1034	
Shifts	2000	
Single Split Shifts	668	33%
Double Split Shifts	78	4%

5. The 2000 shifts included 1034 employees working an average of 1.9 shifts per day.
6. 33% of all work days included a single break broken shift where the duration of the break between shifts was over 1 hour in duration
7. 4% of all work days included a double break broken shift where the duration of each individual break was over 1 hour in duration.

Steven Miller

Head of Operations – Service Delivery

Endeavour