

## Witness Statement

Clark Holloway

I, Clark Holloway of 15 Mount Brown Road, Dapto, in the State of New South Wales, declare as follows:

### Background/Experience

1. I am employed by the University of Wollongong as Business Analyst in the Project Management Office of Information Management & Technology Services Division.
2. My position is classified at HEW 7. A copy of my position description is Attachment CH-1.
3. I have held this job for 4 years 7 months.
4. I have combined 3 years previous experience as a Business Analyst at former employers BT Financial (part of Westpac) and Oasis Asset Management (part of ANZ).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6. The Project Management Office team currently consists of one team Manager, 3 Senior Project Managers, 1 Project Manager, and 5 Business Analysts (as stated above, 4 of which are currently undertaking nearly-identical duties to the Senior Project Managers).
7. I am a member of the National Tertiary Education Industry Union (NTEU), and am currently President of the NTEU University of Wollongong Branch.

## **University of Wollongong record-keeping of general staff working hours**

8. The University of Wollongong requires its general staff employees to record their working hours in an online form. Until approximately 2012, a commercially available product called Kronos was used for this purpose. It allowed employees to enter their expected working hours in advance, subject to retrospective authorisation of the actual hours worked. Kronos did not allow for limits to be imposed on the hours claimed.
9. The University appeared concerned that there was an excessive accumulation of flex time. The Human Resources department developed specifications for a new online working time records system to be developed in-house by the University's IT staff.
10. The resulting new system was developed and introduced in 2012. Since that time, all general staff at the University of HEW Level 7 and below are expected to record our working hours in the new system.
11. The new system has several in-built features which operate to limit the extent to which actual working hours can be recorded. I am not aware whether these can be configured differently for other staff, but in my case these features are:
  - They system will not allow a carry-over of more than ten hours of accumulated flex-time in any fortnight, unless time has already been booked and entered into the system for taking time off in the next fortnight. Therefore, if someone has worked more than ten additional hours and has not yet arranged to take flex time off in the next period, the system will simply not allow them to enter the total hours worked. They can only complete their time record if they lie and under-report the hours worked, to keep their flex time accumulation at or below 10 hours;

- The system has a maximum number of hours which can be logged in any one day, regardless of the actual hours worked, this being 12.98 hours - this is due to a hard cutoff of not allowing entry of coming in to work before 7am, staying at work past 8pm, or taking a break of less than 1 minute;
- The system does not allow weekend hours to be logged at all;
- The system does not allow for logging of additional approved hours for overtime.
- The below screen grab illustrates the above points, including
  - a) the maximum hours workable per day (any time entered before 7am or after 8pm will default the total hours worked for that day to zero, and the break must be at least 1 minute),
  - b) the greyed-out unenterable weekend days,
  - c) the fact that in this hypothetical example the total amount of earned flex hours that should be carried over is 110.64 (in lower right), but the only

amount the system will carry over is 10 hours (lower left centre):

04/02/2016	Thu	700	2000	1		0.00	12.98	+5.98	+44.86
05/02/2016	Fri	700	2000	1		0.00	12.98	+5.98	+50.84
06/02/2016	Sat					0.00	0.00	0.00	+50.84
07/02/2016	Sun					0.00	0.00	0.00	+50.84
08/02/2016	Mon	700	2000	1		0.00	12.98	+5.98	+56.82
09/02/2016	Tue	700	2000	1		0.00	12.98	+5.98	+62.80
10/02/2016	Wed	700	2000	1		0.00	12.98	+5.98	+68.78
11/02/2016	Thu	700	2000	1		0.00	12.98	+5.98	+74.76
12/02/2016	Fri	700	2000	1		0.00	12.98	+5.98	+80.74
13/02/2016	Sat					0.00	0.00	0.00	+80.74
14/02/2016	Sun					0.00	0.00	0.00	+80.74
15/02/2016	Mon	700	2000	1		0.00	12.98	+5.98	+86.72
16/02/2016	Tue	700	2000	1		0.00	12.98	+5.98	+92.70
17/02/2016	Wed	700	2000	1		0.00	12.98	+5.98	+98.68
18/02/2016	Thu	700	2000	1		0.00	12.98	+5.98	+104.66
19/02/2016	Fri	700	2000	1		0.00	12.98	+5.98	+110.64
20/02/2016	Sat					0.00	0.00	0.00	+110.64
21/02/2016	Sun					0.00	0.00	0.00	+110.64

**Estimated Flex Carryover at END of Period: +10.00 Hours**  
 This includes **0.00** hours of approved future Flex leave

12. These are deliberate design features, which result from the specifications that IT was provided with by HR.
13. In IMTS, staff often work long hours and are required to perform duties on a weekend in order to keep the University's IT systems working, to deal with problems as they arise, and to implement backups, upgrades and other maintenance procedures at times that are least inconvenient to other staff. I am unsure of whether anyone is able to accurately record their time consistently, but I know in my case there were several instances in which the system forced me to lie to keep using it (several instances each of when I was in to work before 7am, stayed later than 8pm, and came in on Saturdays, as well as one instance where I came in on a Sunday). Therefore, several years ago my supervisor agreed to my request to stop using the timekeeping system given these unacceptable features. This technically places me in breach of policy, but

as the policy essentially required me to lie from time to time by entering inaccurate information on a timesheet, I feel that this policy runs contrary to workplace law and entitlements.

Clark Holloway

10 March 2016