

Office Team TOIL

The purpose of this procedure is to clearly define the process by which TOIL is requested, authorised / declined, recorded and managed. The intention is to ensure that all office staff have an appropriate work / life balance and that workloads and performance are being managed as a part of a single system.

1. **TOIL request:** At any point that a member of staff believes that they need to work additional hours (which they intend to claim as TOIL) they must first request and received authorisation from the General Manager.
2. **General Manager availability:** The General Manager is available via phone or email during most periods of operation. If the General Manager is unavailable, the member of staff should initially try and complete the authorisation process through the COO.
3. **Information requested:** At the time of the information being requested the requesting staff will need to advise, i) what the additional work is, ii) why it has not been completed during normal working hours and iii) how many hours they are requesting to complete this work and subsequently claim back.
4. **Authorisation approved:** At the time of the General Manager providing authorisation, the details will be entered onto a log by the General Manager.
5. **Authorisation declined:** At the time of the General Manager declining the request, the member of staff can seek the approval from the COO.
6. **TOIL database:** The TOIL database will be managed by the Training Coordinator team. The updated content will be provided to each member of the team weekly. The TOIL database for both the office team and the training staff will be emailed out each Monday. On some occasions (A/L / bank holidays etc) this will be provided within the following few days.
7. **Time reimbursement:** The request to reclaim back any hours owed should be made directly to the General Manager. A minimum of 48 hours notice should be given for any TOIL requests and should not impact negatively on service delivery or cause undue workload to the scheduling or processing teams.