



To: All OAC Unit
Re: Duty Schedule
Date: 20 May 2024

Scope:

The Duty Schedule reporting serves to establish a consistent structure for day-to-day operations, supporting each team and its members in effective time management and ensuring workloads are organized efficiently.

Key principles for assessing duty schedule reports include the SMART goals concept, prioritization based on deadlines, time, and value for the business, equitable distribution of workload, and suitability of agenda items based on the member's designation and areas of accountability.

Methodology:

1. A Duty Schedule sheet will be created for each staff member on a weekly basis, with Monday as the week's beginning.
2. At the start of the day, staff should draft their agendas and tasks for the entire day.
3. The deadline for drafting Duty Schedules is **09:45 AM**. These will be reviewed by the corresponding team leads and management.
4. Staff will consistently check their duty schedules and update the status of completed tasks accordingly.
5. Staff can plan their meetings, daily tasks, and pending tasks for the entire week.
6. Unaccomplished tasks are expected to be included in the next day's activities until completion.
7. The completed Duty Schedule for the day will serve as their End of Day Report.

Failure to include agendas in your Duty Schedule may lead to unproductivity and inefficiency. It is imperative that all team members adhere to these guidelines to ensure smooth operations and effective time management.

Note: An incomplete Duty Schedule indicates that no tasks have been accomplished for the day. Therefore, management reserves the right to declare that no service has been rendered by the respective staff member, and the shift date without a completed Duty Schedule may be excluded from the invoice until proof of service delivery is provided.

If you have any questions or concerns in relation to this matter, please contact the OAC Governance Unit on OAC-GOVERNANCE@ssfservices.com.au.
