



# Practical Application of the SWS in Supported Employment

DUTIES AND TASKS

SETTING PERFORMANCE BENCHMARKS

# Next steps

- ▶ Grading/Classifying ✓
- ▶ Developing performance standards
  - ▶ Duties versus tasks
  - ▶ Time versus quantity
  - ▶ Replicable
- ▶ Determining individuals duty weighting
- ▶ Submitting SESA applications online
- ▶ Collecting workplace data
- ▶ Assessment completed on site

# Performance standard

1. Duty Title/Description
2. Task Title
3. Task description
4. Performance standard Details
  - Commencement & end points
  - Process of completion
  - Quality requirements
  - Quantity outcome requirements
  - Details of equipment used
  - Additional information

<b>Organisation:</b>		
<b>Department:</b>	<b>Agreement date:</b>	
<b>Employer Contact:</b>	<b>Phone Number:</b>	
<b>Assessor:</b>	<b>Phone Number:</b>	
<b>Product / Service:</b> Workshop packaging products for a retail store		
<b>Duty:</b> Package Product		
<b>Task:</b> Fill bags with product		
Performance Standards	Relevant?	Details
What is the starting point of the task?	Y	Employee picks up a bag from the adjacent table
What is the end point of the task?	Y	Employee finishes placing product in bag and places bagged product in adjacent tub, ready for next task
What process should be followed?	Y	Hold bag in one hand, while using other hand to individually pick up 4 cleansing wipes. Some employees use counting jigs. Items are placed into bag.
What is the basic level of performance?	Y	6 seconds for 1 bag with 4 wipes. 60 seconds for 10 bags.
Quantity: how many/ how much is needed?	Y	1 bag with 4 wipes inserted.
When are the results needed?	Y	This is the second step in the 'Package Product' duty.
Are there safety considerations?	N	
Legislative or regulatory requirements?	N	
What indicates the basic level of performance has not been met?	Y	Incorrect number of wipes in a bag.
Other		
Benchmarking / comparators	Relevant?	Details
Machine output	N	
Industry standards	N	
Workplace standards	N	
Material/s required	Y	Product and bags
Co-worker comparator	Y	
Start point	Y	Pick up a bag from adjacent table
Finish Point	Y	Place bag in adjacent tub, ready for next task
Machinery used	N	
Units in time	Y	Time (in seconds) to fill 10 bags.
Output/recorded time		
Additional considerations		

## Considerations:

Some duties may be better collected as a quantity figure not time figure:

- For example it may be better to assess how many bags were correctly packaged in a 15 minute period rather than it takes 60 secs for 10 bags

The SWS process is determining people's wages so if at all possible use a reasonable period of time to ensure fairness. The example beside could see someone's wage set based on a 60 second activity.

# When does a duty have multiple tasks or sit as a stand alone duty?

## Case study

Job is packaging up individual Kettle chip packs into 5 pack boxes. Job involves assembling boxes from flat packs and inserting 5 packets of chips into the boxes and closing the box.

# When does a duty have multiple tasks or sit as a stand alone duty?

Job is broken into one duty with multiple tasks  
 Duty 1 – Package 5 pack kettle chip boxes with product.

- Task 1 – Make boxes from flat pack.
- Task 2 – Fill boxes and close

Task 1 Timings		Task 2 Timings	
Co-worker	Participant	Co-worker	Participant
133	16	42	10
133	16	42	9
133	18	42	8

Add Task 1 = Task 2 average timing  
 Co-worker                  Participant  
 175                                  25.666  
 Productivity outcome equals 14.67%

Job is considered as two different duties.  
 Duty 1 – Make up 5 pack boxes from a flat pack  
 Duty 2 – Pack boxes with 5 packets of kettle chips and close

Duty 1- Timings		Duty 2 - Timings	
Co-worker	Participant	Co-worker	Participant
133	16	42	10
133	16	42	9
133	18	42	8

Duty 1 = 12.5%                  Duty 2 = 21.4%  
 If equally weighted then assessment outcome is 16.95%

# Setting a performance standard

In theory

- Performance standards must be established before a SWS assessment can be undertaken.
- An assessor must validate all benchmarks to ensure they are achievable in the assessment workplace.
  - Benchmarks must be based on at least 3 different timings, and the variance between timings should be less than 10 percentage points. Only benchmarks that achieve this standard are considered valid.
  - Once an assessor has validated a benchmark in the workplace, that benchmark may be used for other employees undertaking the same task in the same location and/or for review assessments for the same employee.
- Not “average Jo or Josephine” but “minimum Jo or Josephine”

# Weighting duties

## ▶ Example of time weighting

- ▶ An employee in a plant nursery spends 60% of their time on one duty at which they achieve 70% of full award level productivity. They spend 30% of their time on a second duty in which they achieves 50% of full award level productivity. The remainder of the time is spent on a duty in which their productivity is 40% of the standard.
- ▶ Without a time weighting, their productivity rating would be 53% - an average of the comparative timings of 70%, 50% and 40%, for example:

Duty 1 Watering – 70%

Duty 2 Weeding – 50%

Duty 3 Potting Up – 40%

Result – 53%

- ▶ With a time weighting, the employee's productivity rating (without supervision or other adjustment) is 61%, for example:

Duty 1 –  $0.7 (70\%) \times 0.6 (60\%) = 0.42 (42\%)$

Duty 2 –  $0.5 (50\%) \times 0.3 (30\%) = 0.15 (15\%)$

Duty 3 –  $0.4 (40\%) \times 0.1 (10\%) = 0.04 (4\%)$

Result – 0.61 (61%)



# SESA v's SWS

	SESA	SWS
Minimum wage	\$2.90 per hour	\$102 per week
Timeframes	<p>2 different arrangements:</p> <p>For existing employees: Initial by 2026 No review required until 3 years after the initial assessment date No further reviews unless change in job</p> <p>For new employees (Start date after 30/6/2023) Initial after trial period of 13 weeks Review – 12 months after initial No further reviews unless change in job DSS have indicated supported employees can request a review for an increase in productivity even though it hasn't been written.</p>	Initial followed by an annual review for the life of the employment
Employer Workplace data	Can be used for 50% weighting	Is not used
Minimum hours per week	N/A	8 hours
Assessment outcome	Scaled to the nearest whole percentile	Scaled to the nearest tenth percentile
Trial period	<p>At least 13 weeks but not longer than 26 weeks.</p> <p>No trial period for existing workers</p>	Up to 12 weeks with a possible extension to 16 weeks