

COMMUNITY SECTOR SURGE POOL

FREQUENTLY ASKED QUESTIONS

Who is eligible for the CSSP?

The focus will be on state funded community services, but includes aged care services and NDIS services which are federally funded. At this stage, individual NDIS clients are not eligible for the CSSP (i.e. clients who self-manage their NDIS plans)

What is WACOSS' role in the CSSP?

WACOSS has been resourced to develop, implement and facilitate the CSSP by the Department of Communities. We are currently in the final stages of developing the resources and systems for interested parties to register their participation. Once the registration system is live, WACOSS will facilitate matching requests from organisations who need support with organisations who may have surplus capacity of similarly qualified staff.

Will accessing the CSSP cost anything?

There is no charge for WACOSS' management and support of the CSSP. However, as the CSSP is a secondment pool comprising existing employees in the community services sector the receiving organisation will be required to reimburse the parent company for the seconded employees salary.

For the period of secondment, the parent company will continue paying the salary of their employee as normal (unless seconding under a higher-duties arrangement) and will invoice the receiving organisation per an agreed arrangement, either at intervals that align with the employees pay cycle or at the completion of the secondment.

How long will it take for seconded staff to start work after I make the request?

It is WACOSS' hope that the system will be able to fill gaps within 24 hours or less (if the request came during working hours). Depending on the available capacity in the sector of those who registered to participate, seconded staff may be available to start on the same day.

The process will be faster if organisations have familiarised themselves with the Memorandum of Understanding (MoU) and consulted with their staff on the conditions of the Secondment Agreement. The greater buy-in we have from the sector the more successful this service will be if it is needed over the coming weeks and months.



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How does it work and what documents are involved?

WACOSS will provide the sector with the necessary information and resources to register, and later engage with, the CSSP. Initially, interested organisations will review the provided MoU which will lay out the general conditions of the arrangement. If organisations wish to alter any aspect of the MOU, they are at liberty to do so among themselves. These will usually be specifics around invoicing.

To register, WACOSS will provide you with a surge pool registration form, where relevant information will be collated so that requests are paired with the most suitable organisation's workforce. We are hoping to complete this step by Friday 18 March 2022.

To request support, an organisation will simply need to access the WACOSS website and complete a surge request webform. Again, we are hoping to have this surge request form live on WACOSS' website by Friday 18 March 2022. Please consider that WACOSS will start building the pool of organisations who have capacity to send staff on secondment, so with time more requests can be actioned.

Once a parent organisation is found, and a suitable candidate identified, both the parent and receiving organisation will sign a Terms of Secondment agreement (ToS) with the employee, which will lay out the employee's rights, responsibilities, and the conditions of the secondment. When the match is made, WACOSS' involvement is concluded and the respective organisations will proceed with the terms laid out in the MoU and ToS.

Will only critical services be able to participate in the CSSP?

When a request is made, WACOSS will prioritise the surge pool based on requests that are most critical to client wellbeing. However, we will attempt to assist all service continuity requests, provided there is enough capacity in the surge pool to accommodate this.

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