Chapter 18. Workload Management

18.1 Introduction
This policy outlines the shared responsibilities of the ATDP Members and other personnel providing support to ATDP operations to ensure that the workload we each undertake is kept within equitable, reasonable and healthy bounds.

18.2 Workplace Health and Safety
Library 4, Chapter 19 addresses the Work Health and Safety obligations of each person engaged in the delivery of and participation in ATDP services.

18.3 Considerations
Except for the ASO, all involved in ATDP implementation are volunteers. History provides clear evidence that those who engage in ATDP activities, as well as delivery of compensation and welfare advocacy services, put their heart and soul into their work. This raises the spectre of over-commitment and burn-out. CFMG and RIG Members, Mentors, candidates and advocates therefore have a shared obligation to ensure that each is aware of the risks inherent in volunteerism.

18.4 Responsibilities
The CFMG Chair, National Training Manager and Regional Managers have a shared responsibility not to task any volunteer to the extent that overload becomes a possibility.

To avoid overload, these members must know their volunteers, their personal circumstances (within defensible privacy and personal limits), personal capacity, health and other limitations, and current and projected workload. Regular face-to-face or telephone contact and frank discussion are essential. The CFMG Chair, NTM and Regional Managers are to monitor and, if appropriate, participate in such contact in consultation with the volunteer of concern.

Ultimately, however, it can only be the volunteer him/herself that knows the workload they are experiencing and its consequences for their health and wellbeing and quality of life, including the effects on their family. In addition to regular contact initiated by member of the CFMG Chair, NTM and Regional Manager, each volunteer has an obligation and a right to contact them to advise the approach of overload.

As volunteers are inevitably keen to “go the extra mile”, over-commitment, the onset of fatigue and the approach of overload can easily go unnoticed or be ignored to “get the job done”. If you find that you are not sleeping or sleeping badly as your head whirls with thoughts about the tasks you are undertaking, if you feel tired when you wake up, if you are starting to get continual episodes of colds or flu, if you are irritable with those close to you especially if the work you are doing is the cause, if you see nothing but the next task and then the next ahead of you, feel pressured compulsively
to “get back to the desk”, and a host of other symptoms, you are a candidate for burn-out.

Put bluntly, you are of benefit to ATDP, our candidates and our DVA clients, if you are sharp and fully in control of yourself and your workload. The CFMG Chair, NTM and Regional Managers want to help you help yourself to maintain your keenness and focus. We invite you to actively monitor yourself, to ask your spouse and family to help you monitor yourself, and to share our mutual responsibility to help you avoid over-commitment and burn-out.