

# WORK VALUE ASSESSMENT (WVA) PROCESS



## IDENTIFY NEED

- Business identifies need to review or assess position/s
- Business completes WVA request form and send to Workforce Design (WD) [mailbox](#)
- WVA request includes business reason, position/s and occupant/s details



## REVIEW REQUEST

- Workforce Planning (WP) team member reviews request and contacts requestor
- WP discusses communication strategy with business if necessary
- WP sends questionnaire to position occupant/s or nominee/s to complete and return



## ASSESS QUESTIONNAIRE, ARRANGE INTERVIEW

- WP reviews questionnaire/s and arrange interview/s
- WP conducts interview/s with position occupant/s or nominee/s



## MANAGER INPUT

- WP interviews manager for further information



## EVALUATE

- WP obtains any other necessary information before assessing
- Consolidate information and assess against the APS Work Level Standards
- Assign nominal APS classification



## FINDINGS AND RECOMMENDATION

- Draft report and discuss initial observations and issues with delegate
- Finalise report and send findings and recommendations to delegate
- If required, WP to advise business on implementing the recommendations

## Finnegan Lowe

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**From:** Jessica Patane on behalf of Workforce Design  
**Sent:** Friday, 28 September 2018 11:50 AM  
**To:** Kelly Pineira  
**Cc:** Workforce Design  
**Subject:** RE: Work Value Assessment. [SEC=UNCLASSIFIED]  
**Attachments:** 2018\_WVAprocess.pdf; WVA FAQs.pdf

Hi Kelly

As discussed, attached are a couple of resources for you to use when communicating to staff the process of the Work Value Assessments.

In summary we will be first sending out a questionnaire to the list of position occupants you nominate, this will be followed by an interview and then a discussion with the relevant manager. The final report will be provided to the delegate which in this case is Teena Callis.

We hope to have this finalised in approximately 4-5 weeks from we send out the questionnaires but as we talked about this is dependent on a few things including staff availability.

Let me know if you have any further questions.

Thanks

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**Jessica Patane**

Workforce Planning Officer, Workforce Planning

P[s 47E(d)]

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**From:** Teena Callis  
**Sent:** Thursday, 27 September 2018 5:44 PM  
**To:** Workforce Design  
**Cc:** Kelly Pineira  
**Subject:** FW: Work Value Assessment [SEC=UNCLASSIFIED]

Hi

Please find attached a job request to review the APS classifications of the work undertaken in the Debt reduction team-Perth.

Thanks

Regards

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**Teena Calliss**

Atg Director | Debt

Early Intervention | Service Delivery

Australian Taxation Office

P[s 47E(d)] M[s 47F(1)]



Make every **interaction** count | Debt EI

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**From:** Kelly Pineira  
**Sent:** Thursday, 27 September 2018 4:37 PM  
**To:** Teena Callis  
**Subject:** FW: Work Value Assessment [SEC=UNCLASSIFIED]

Hi Teena,

Can you please provide your approval and forward this form to the Workforce Design Mailbox?

regards,

**Kelly Pineira**

Business Leader, Service Delivery (Debt)

Australian Taxation Office

P[s 47E(d)]

MOC



Make every **interaction** count | Debt EI

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**From:** Jessica Patane **On Behalf Of** Workforce Design  
**Sent:** Wednesday, 19 September 2018 7:04 AM  
**To:** Kelly Pineira  
**Cc:** Teena Callis  
**Subject:** RE: Work Value Assessment [SEC=UNCLASSIFIED]

Hi Kelly

To start the process can please complete and return the attached WVA request form. I'll then be in touch.

If you have any questions please let me know.

Thanks

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**Jessica Patane**

Workforce Planning Officer, Workforce Planning

P[s 47E(d)]

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**From:** Kelly Pineira  
**Sent:** Tuesday, 18 September 2018 12:37 PM  
**To:** Workforce Design  
**Cc:** Teena Callis  
**Subject:** Work Value Assessment [SEC=UNCLASSIFIED]

Hello,

We would like to have a review done on our Debt Reduction team, can you please advise where we should start the process? Thank you.

regards,

**Kelly Pineira**

Business Leader, Service Delivery (Debt)

Australian Taxation Office

P[s 47E(d)]

MOC

<< OLE Object: Picture (Device Independent Bitmap) >>

Released under FOI Act 1982  
Australian Taxation Office

# request for work value Assessment

Please complete this form to request a work value assessment for new or existing positions. Delegate approval must be obtained for request to proceed; delegate must be EL2 or SES and final report will be provided to delegate.

This form needs to be saved before you can complete it, then forwarded to the [Workforce Design mailbox](#).

Contact the [Workforce Design team](#) if assistance is required.

## What is the work value assessment for?

Existing roles

### Information about positions

Position title/s	Position number/s	Classification/s	Name of incumbent/s
Service Delivery Officer	1032060	APS4	[s 47F(1)]
Service Delivery Officer	1048067	APS3	[s 47F(1)]
Service Delivery Officer	1073617	APS3	[s 47F(1)]
Service Delivery Officer	1099963	APS3	[s 47F(1)]
Service Delivery Officer	1101295	APS4	[s 47F(1)]
Service Delivery Officer	1101298	APS3	[s 47F(1)]
Service Delivery Officer	1101333	APS3	[s 47F(1)]
Service Delivery Officer	1102267	APS3	[s 47F(1)]
Business Analyst	1124350	APS5	[s 47F(1)]
Business Analyst	1124352	APS5	[s 47F(1)]

Business Analyst	1124353	APS5	vacant
Service Delivery officer	1141178	APS3	
Service Delilvery officer	1155303	APS3	[s 47F(1)]
Service Delilvery officer	1155304	APS3	[s 47F(1)]
Service Delilvery officer	1192141	APS3	[s 47F(1)]
Service Delilvery officer	1192142	APS3	[s 47F(1)]

**Information about the work unit**

**Team or work unit name**

Debt Reduction Team

**Master cost centre name**

B6470

**BSL**

Debt

**Information about delegate**

**Delegate's name, position title and classification (Note: the WVA report is only provided to the delegate)**

Teena Callis

**Delegates contact number**

83134

**Provide a brief rationale for the work value assessment**

This team has been in place for quite some years undertaking work which is different in nature to the rest of DEBT EI. As the work has changed and evolved over the years, it is prudent to now conduct a thorough review of processes and actions, including a work value assessment. Of particular interest are the APS5 and 4 roles- are the tasks currently undertaken required at the 5 and 4 levels.

**Contact information**

**Name, position title and classification of manager/s of position/s to be assessed**

Kelly Pineira, Business Leader, EL1

**Contact number/s**

85856

**Name and number of contact officer/s to liaise with about the assessment (if needed)**

Kelly Pineira

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## Work Value Assessment - Frequently asked questions

### What is a work value assessment?

A work value assessment is a process to review the duties and tasks assigned to a position (or groups of positions) and, based on that information, determine the appropriate classification and job type for that position. Work value assessments may be undertaken at the position, team, branch or business line levels.

When a work value assessment is undertaken, not only are the classifications and job types for positions within the business line assessed, but job design (including team structuring, capability and succession management) is also considered, with a view to a more sustainable workforce profile to support the business line business model into the future.

### Why is a work value assessment being undertaken?

The work value assessment will validate the classification profile; including identifying and rectifying any incorrectly classified positions. This will ensure that employees are receiving equitable remuneration based on the value of work assigned and that the work is meaningful and appropriate to the classification.

The work value assessment will include a review of the job types assigned to positions to ensure that they are correct. In turn this will support effective structuring, recruitment, workforce planning and learning and development activities. The work value assessment will also look at job design including, where appropriate, reviewing team structuring practices to accommodate informed short term and longer term workforce planning strategies.

### Is the work value assessment related to performance and do I need to apply for my job?

Work value assessment is a process to review the duties and tasks assigned to a position or group(s) of positions to determine the appropriate classification and job type for the position(s). It is not an assessment of the performance or the capability of the occupants and will not require staff to apply for their current positions.

### What classifications are assessed?

Work value assessments may apply to positions from APS1 to EL2. Assessments for Senior Executive Service (SES) roles are managed through the Leadership and SES Services branch in ATOP.

## Is the work value assessment being conducted to downgrade positions?

The intent of work value assessment is to validate the classification profile for the business line, ensuring that the work value and classifications of positions align. It is not a tool to simply downgrade a position or group(s) of positions. However as part of this process, we may identify incorrectly classified positions that may be to a higher or lower work value than the classification currently assigned to the positions.

## What if a position is identified as being incorrectly classified?

If the work value assessment identifies any positions that are incorrectly classified, ATO Workforce Strategy and Design can provide initial advice about addressing the situation.

## Who is authorised to request a work value assessment?

An employee with section 25 delegations under the *Public Service Act 1999* for the position(s) can request a work value assessment for those positions, provided that:

- For positions currently classified from APS1 to EL1, the authorising employee must be at the EL2 or above.
- For positions currently classified as EL2, the authorising employee must be at the EL2 Higher Work Value (HWV) level or above.
- For positions currently valued (or proposed to be valued) as EL2 HWV, the authorising employee must be SES band 1 or above.

## What do I need to do?

### Employees

We may require your assistance in providing the information on which the work value assessment will be based.

### Team Leaders or Managers

We may also require your assistance in providing and/or validating information on which the work value assessment will be based.

### Directors and SES

We will require your support for the work value assessment including helping your team members to understand the process and if required, facilitate their participation. We may also require your assistance in providing and/or validating information on which the work value assessment will be based. As a director or SES you may also have been the requester of the work value assessment.