HSU
NSW•ACT•QLD

EXCESSIVE WORKLOAD DIARY

HOW TO USE THIS BOOK

This book is provided by your union to assist in documentation of your workload. Most Aged Care workplace agreements have "Workload Management" clause. This clause is used to manage excessive workloads in a constructive and consultative way.

The best way to raise excessive workload issues is through evidence based arguments. This workplace diary gives members the opportunity to record their daily workloads. Members are encouraged to record the following

1. Any unfinished work each day.
2. Any handover not completed properly.
3. Any breaks missed due to excessive workload.
4. All regular duties and the time taken to complete them.
5. Any other issue that the member finds important.
6. Any perceived bullying as a result of excessive workload.

An example of a workload management clause is on the next two pages. This example was taken from the FEROS CARE, NSWNMA AND HSU NSW ENTERPRISE AGREEMENT 2014 - 2017.

Ideally this workload diary should be used for a two-week period. If you are unsure of what should go into this workload diary you should call your local organiser or call HSU member services on 1800 478 679.

36. WORKLOAD MANAGEMENT

36.1 The parties to this agreement acknowledge that employees and management have a responsibility to maintain a balanced workload and recognise the adverse effects that excessive workloads may have on employee/s and the quality of resident/client care.

36.2 To ensure that employee concerns involving excessive workloads are effectively dealt with by Management the following procedures should be applied:

1. (a) In the first instance, employee/s should discuss the issue with their immediate supervisor and, where appropriate, explore solutions.

2. (b) If a solution cannot be identified and implemented, the matter should be referred to an appropriate manager for further discussion.

3. (c) If a solution still cannot be identified and implemented, the matter should bereferred to the appropriate senior manager for further discussion.

4. (d) The outcome of the discussions at each level and any proposed solutions should be recorded in writing and fed back to the effected employees.

5. (e) At each of the steps above the parties should aim to agree on a reasonable time frame for response

36.3 Workload management must be an agenda item at staff meetings on at least a quarterly basis. Items in relation to workloads must be recorded in the minutes of the staff meeting, as well as actions to be taken to resolve the workloads issue/s.Resolution of workload issues should be based on the following criteria including but not limited to:

(a) Clinical assessment of residents' need

(b) The demand of the environment such as facility layout;

(c) Statutory obligation, (including, but not limited to, workplace health and safety legislation;

(d) The requirements of nurse regulatory legislation;

(e) Reasonable workloads;

(f) Accreditation standards;

(g) Replacement of employees on leave; and

(h) Budgetary considerations.

36.4 If the issue is still unresolved, the employee/s may advance the matter through

Clause 43 - Grievance and Disputes Resolution Procedures. Arbitration of workload management issues may only occur by agreement of all parties.

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Our member services division can assist you with grievances relating to bullying as well as many other matters

Member Services Officers will work together with local HSU delegates/representative to manage:

- Grievances;
- Award conditions;
- Attend meeting with members;
- Regrades;
- Pay issues/inquiries;
- Disciplinary and other meetings;
- Legal referrals;
- Direct employer contact to deal with issues;

For assistance, you can contact Member Services on the HSU's freecall number: 1300 478 679 or email to memberservices@hsu.asn.au