

Workload issues at FEROS Bangalow

Dear Member,

Over the last few months, staff at FEROS Bangalow have raised workload as an issue with management. Your Union has raised it as well. In late June, your local HSU official surveyed 36 staff on day and evening shifts. The results are attached. We will be meeting with management in the next week or two to discuss these disturbing results.

There were several other areas of concern, such as the laundry, where we found out-of-date duty statements, chronic understaffing, injured workers, and cleaning issues. Members deserve better. If we're not able to reach some agreement on staffing at Bangalow, the HSU will have no hesitation in sharing these results with SafeWork and asking for inspectors to get involved.

HSU members should also be aware that your enterprise agreement contains a workload management clause, also attached. The Union intends to raise the abovementioned issues with reference to this clause.

This is another example of HSU members raising safety issues in the workplace. If you know someone who isn't already a member of the HSU, there is no time like the present to join. New members can join at www.hsu.asn.au/join, speaking to your Organiser, or calling the Union on 1300 478 679.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

Day Shift Results

Question	YES	NO	UNSAFE	ADEQUATE	INADEQUATE	UNSURE
Were you aware that your Enterprise Agreement had a clause that dealt with excessive workload?	0	24				
How would describe current staffing levels in your workplace?			13		11	
Do you regularly work in excess of your rostered hours to complete tasks because you are not provided adequate staff on your shift?	14	8				2
In the last month do you feel you have neglected the needs of residents due to insufficient staffing?	19	5				
Are shifts left unfilled on a regular basis in your workplace?	22	1				1
In the last week have you missed a scheduled break such as morning tea, afternoon tea or lunch due to excessive workload?	8	13				3
Have you or your workmates raised workload issues at your workplace?	21	3				
If Yes, was the issues resolved satisfactorily?		24				
Is Workload management an agenda item at your staff meetins on at least a quarterly basis?	8	15				1
Have you suffered an injury due to excessive workload?	7	17				
Do you want to be part of a campaign at your workplace to raise and address workload issues?	15	9				
Are an HSU Member?	12	12				

Night Shift results

Question	YES	NO	Unsafe	ADEQUATE	INADEQUATE	UNSURE
Were you aware that your Enterprise Agreement had a clause that dealt with excessive workload?	2	10				
How would describe current staffing levels in your workplace?			8		4	
Do you regularly work in excess of your rostered hours to complete tasks because you are not provided adequate staff on your shift?	9	2				1
In the last month do you feel you have neglected the needs of residents due to insufficient staffing?	12					
Are shifts left unfilled on a regular basis in your workplace?	12					
In the last week have you missed a scheduled break such as morning tea, afternoon tea or lunch due to excessive workload?	12					
Have you or your workmates raised workload issues at your workplace?	12					
If Yes, was the issues resolved satisfactorily?		12				
Is Workload management an agenda item at your staff meetins on at least a quarterly basis?	3	9				
Have you suffered an injury due to excessive workload?	6	6				

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:

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

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

(c) If a solution still cannot be identified and implemented, the matter should, where possible be referred to the appropriate Senior Manager for further discussion.

(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.

(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 meetings of employees on at least a quarterly basis. Items in relation to workloads must be recorded in the minutes of the 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' needs;

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