

ANZ Staff Audit Form

Workplace Address:

Date of Audit:

Organiser Name:

Name of ANZ staff member assisting with audit:

Phone:

Staffing

What is the total number of staff employed at this branch on this day of the week?

What is the total number of staff working at this branch today?

How many of the following positions are usually found in this branch on this day of the week?

- | | |
|--|--|
| <input type="checkbox"/> Service Consultant | <input type="checkbox"/> Relationship Manager |
| <input type="checkbox"/> Personal Banker | <input type="checkbox"/> Agribusiness Specialist |
| <input type="checkbox"/> Senior Personal Banker | <input type="checkbox"/> Assistant Manager |
| <input type="checkbox"/> Home Loan Specialist | <input type="checkbox"/> Branch Manager |
| <input type="checkbox"/> Small Business Specialist | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Small Business Manager | <input type="text"/> |

How many of the following positions are actually filled today?

- | | |
|--|--|
| <input type="checkbox"/> Service Consultant | <input type="checkbox"/> Relationship Manager |
| <input type="checkbox"/> Personal Banker | <input type="checkbox"/> Agribusiness Specialist |
| <input type="checkbox"/> Senior Personal Banker | <input type="checkbox"/> Assistant Manager |
| <input type="checkbox"/> Home Loan Specialist | <input type="checkbox"/> Branch Manager |
| <input type="checkbox"/> Small Business Specialist | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Small Business Manager | <input type="text"/> |

How many of the vacancies today are due to planned absences?
(please number in boxes)

- | | |
|---|---|
| <input type="checkbox"/> Annual Leave | <input type="checkbox"/> Unfilled vacancy |
| <input type="checkbox"/> Long Service Leave | <input type="checkbox"/> Other (please specify) |
| | <input type="text"/> |

How many of the vacancies today are due to unplanned absences?
(please number in boxes)

- | | |
|--|---|
| <input type="checkbox"/> Personal Carers Leave | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Sick Leave | <input type="text"/> |

Was relief requested for the vacancies today? Yes No

Was relief provided? Yes No

How many of today's vacancies were filled with relief staff?

If yes, did the relief cover the entire vacancy (in terms of hours)? Yes No

If yes, was the relief fully trained to cover the vacant role? Yes No

Overtime

Has anyone worked overtime this week?

Yes No

How many staff have worked overtime this week?

Total number of hours overtime for the branch this week?

Of the staff that worked overtime, how many will be claiming payment for the overtime worked this week?

Of the staff that worked overtime, how many will not claim payment for the overtime worked this week?

How many hours in total for the branch will be unpaid overtime this week?

If overtime was worked this week and payment won't be claimed, please tell us why. Please select the 1 most appropriate response:

- It won't be authorised
- We don't have the budget
- We've been told not to claim it
- I have chosen to take time off in lieu
- I have been instructed to take time off in lieu
- Other (please specify)

Targets

Do you have individual targets at this branch?

Yes No

Do you have branch targets?

Yes No

Have individual targets changed in the last 6 months?

Yes No

If yes, have they been increased or decreased?

Increased
 Decreased

Have the branch targets changed in the last 6 months?

Yes No

If yes, have they been increased or decreased?

Increased
 Decreased

Have workloads in this branch increased overall in the last 6 months?

Yes No

Notes on next page

