



CBA BRANCH AUDIT

Organiser Name

Workplace Name

Workplace BSB

Date of Audit

Name of CBA staff assisting with audit

Area office

STAFFING

1. Which positions are vacant/absent today?

- CSR Branch manager
- CSS Lender
- Concierge Specialist
- CSM

2. How many vacancies due to planned absences: (please number in boxes)

- RDO Training
- Annual Leave Unfilled vacancy
- Long Service Leave Other

3. How many vacancies due to unplanned absences: (please number in boxes)

- Sick leave Providing Relief Elsewhere
- Carers Leave Not sure/Other

4. Was relief provided? Yes No

5. If yes, was relief provided by :

- Casual Relief officer

6. If yes, did relief cover the entire vacancy?

- Yes No

7. If yes, was the relief adequately trained to cover the role?

- Yes No

CUTS TO HOURS

1. Have hours been cut from this branch over last 6 months? (Actual, not FTE)

- Yes No

2. Have individual staff had their hours cut?

- Yes No

3. Were the affected staff consulted?

- Yes No

4. Did the affected staff agree to take the cuts?

- Yes No

BREAKS

Number of staff not taking tea breaks

Number of staff not taking lunch breaks

OVERTIME

1. Has anyone worked overtime this week?

- Yes No

2. Total no. of overtime hours worked at the branch this week?

3. Total no. of hours paid overtime?

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

5. Reasons for working unpaid overtime? (Collect details)

- balancing
- discrepancy
- attend de-brief
- as directed by manager
- to meet targets
- paperwork
- other, please specify _____

TARGETS

1. Have your targets been increased since 1 July 2008 ?

- Yes No

2. Have your targets been altered to reflect changed staffing levels?

- Yes No N/A

3. Have your targets been altered to reflect your reduced hours?

- Yes No N/A

4. Do your targets reflect the downturn in lending levels?

- Yes No

5. Have your workloads increased overall?

- Yes No

CES

1. Are CES results impacted by staff shortages?

- Yes No

