

# St George/Bank SA Staffing

## FSU AUDIT RESULTS

### RELIEF STAFF

- 30% of branches reported that vacancies were not covered by relief staff

#### MEMBER COMMENTS

“there is no relief pool in our area, we have to work things out in-house”

### HOURS

- 20% of branches reported that in the last six months, hours in the branch had been cut

### OVERTIME

- 50% of branches reported that overtime had been worked in the branch in the past week
- On average, branches reported that only 33% of overtime hours worked would be paid
- 16% of branches reported that overtime worked would not be claimed because it would not be authorised

#### MEMBER COMMENTS

“my manager says about overtime - ‘don’t ask, it’s not in the budget’”

### REST BREAKS

- 25% of branches audited had staff that were not taking paid rest breaks. Across those branches an average of 4 people per branch were not taking these breaks.

#### MEMBER COMMENTS

“breaks are contingent on staffing”

“staff consider going to the toilet is their rest break”

### TARGETS

- 31% of branches reported that since October 2008 targets have increased
- 44% of branches reported that targets are not adjusted to reflect staffing levels/lack of staff
- 71% of branches reported that targets have not been adjusted to reflect the downturn in the economy

#### MEMBER COMMENTS

“Unrealistic expectations due to socio-economic composition of customers - struggling rural town”

### WORKLOAD

- 54% of branches reported that their workload has increased in the past 6 months.

## WHAT TO DO NEXT?

**Know your rights at work.** These legally enforceable rights are set out in the St George Enterprise Agreement. See the enclosed ‘**Staffing and Workloads Factsheet**’ for more information or contact the FSU.

**Contact the FSU if you or your colleagues are:**

- not getting paid rest breaks
- having undue pressure put on you over targets and workloads
- experiencing understaffing or lack of relief.

**Let’s work together to make St George/Bank SA a better place to work.**

For more information contact the FSU Member Rights Centre on 1300 366 378 or visit the FSU website: [www.fsunion.org.au](http://www.fsunion.org.au)

# Staffing and Workloads Factsheet

## STAFFING & ROSTERS

Rosters will be set with joint consideration for personal and business needs at least one month in advance.

- Any changes to the roster must be mutually agreed using the 'Change Procedure'.
- When determining staffing levels St George will take into account all relevant local factors including staff experience, market demographics and business opportunities.
- St George must build times for breaks and training into the roster.
- St George will take all reasonable steps to fill vacant positions promptly and aim to a six-week maximum period to permanently fill.
- In the Branch network, relief will be used to cover all planned and unplanned absences (including personal carers' leave).

## TARGETS

Your performance objectives are mutually agreed. This means targets will be discussed and agreed with your workplace team (or individual where appropriate), and will be realistic and achievable within ordinary working hours.

- If you don't agree with your targets, you must raise your concerns early and in writing. Ring the FSU for advice and assistance on 1300 366 378.
- When your manager is assessing your performance these are some things that must be taken into account:
  - staffing levels in your workplace
  - market factors
  - periods of time you have been acting in higher duties roles
  - your experience and access to training
  - adjustments for approved time spent away from work (e.g. annual or personal carers' leave).

## OVERTIME

- Work in excess or outside of an employee's ordinary hours is overtime.
- Ordinary hours are 37.5 per week for full time staff and the agreed hours up to 37.5 per week for part time staff (Any extra part time hours up to 37.5 per week are paid as overtime unless agreed to in writing as "extra ordinary hours").
- e.g. If you're asked to balance after your rostered finish time, you are being asked to work overtime and you must be paid as such.

## PAID REST BREAKS

- If you are rostered to work 7.5 hours or more in a day you are entitled to take 2 paid breaks. If you work less than 7.5 hours in a day you are entitled to take 1 paid break. Your paid rest break is in addition to any unpaid lunch break.
- Rest breaks are typically 10 to 15 minutes each but the length and timing of your break should be arranged between you, your colleagues and your manager. It is not your manager's decision alone, but one that must be arrived at collectively.