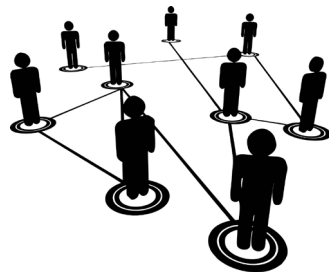


## STAFFING

**Staffing has safety and security implications. Insufficient staff means that those at work are potentially at greater risk.**



When there are not enough people to do the work, staff can become overworked and stressed, impacting on health and wellbeing.

The FSU is concerned about the wellbeing of members, and is conducting an audit of CBA branches around the country to check on staffing levels, working hours and targets.

At the end of the audit, the FSU will provide the results to the CBA, (without identifying individual members or staff) and seek solutions to any issues of concern that become apparent.

### WHAT DOES THE EBA SAY?

The CBA Retail Banking Services EBA 2002 states that:

*Where vacancies or absences occur (other than for RDO's), the Bank will provide the most appropriate relief having regard to the nature of the role and its business needs.*

**Are there enough staff in your branch today?**

**Did the bank provide appropriate relief?**

### WHAT CAN I DO?

- » If your branch is understaffed and you have concerns about safety and security, contact your Health and Safety Rep (HSR), your FSU Rep or FSU Organiser, to talk through how you might tackle the situation.
- » Tell your manager that your workplace is understaffed, request more staff and keep a record of both the request and your manager's response.
- » Participate in the FSU CBA audit.
- » Keep a record of number of staff, number of absences, number of relief staff provided, and number of hours of overtime worked. Count the number of times you can't complete all of your work in ordinary working hours.
- » If you are going to be absent, give as much notice as you possibly can, so that relief staff can be requested to cover your absence.
- » Go home on time, and make sure that the timebook reflects the hours you actually work, even if they are unpaid.
- » Read about how understaffing affects your colleagues in the finance sector, and add your own story, on the FSU Online Forum: [www.fsunion.org.au/News-Views/Understaffing-Fact-or-fiction.aspx](http://www.fsunion.org.au/News-Views/Understaffing-Fact-or-fiction.aspx)
- » Join your union!
- » FSU members can call the Member Rights Centre on 1300 366 378 from 8am to 8pm (est) Monday to Friday for advice and assistance.