

# Workloads and Relief

**YOUR WORKLOADS should be capable of being completed in ordinary working hours. If you're a part time or casual employee that means in the hours you're rostered to work.**

## STAFFING LEVELS

When determining staffing levels for a workplace all relevant local level factors should be considered including:

- the experience of employees
- market demographics
- business opportunities
- other relevant factors that you raise

Training is to be provided to you in order for NAB to fulfil their obligations to provide you with workloads that can be completed in your ordinary hours. NAB is required to advise the FSU of any significant programs or initiatives that will impact staffing levels as part of the consultative requirements of the enterprise agreement.

## OVERTIME AND TIME OFF IN LIEU

When you're required to work overtime it should be accurately recorded and paid. As an alternative you can request time off in lieu instead and it may be provided if your People Leader agrees. Time off in Lieu is on an hour for hour basis only. In the event you are required to stay back to finish work you should be applying for overtime or time off in lieu each time.

## STAFFING LEVELS

NAB will only reduce existing staffing following a reduction in workloads in a particular workplace which may occur as a result of restructuring, reengineering or the introduction of a new process or technology. Any reduction in staffing levels should not result in increased workloads for remaining employees. Regardless of any changes you should be able to perform your duties in ordinary working hours.

## MANAGING WORKLOADS AND RELIEF

NAB is required to take all reasonable steps to:

- Fill vacant positions promptly and consistently with business needs
- Address any significant impact on you and customers caused by absences. This includes planned and unplanned leave carer's leave, sick leave, annual leave, long service leave, RDOs and periods of training.

## ADDRESSING THE IMPACT

In order to address any significant impact on you or customers caused by absences they should be:

- Providing relief staff
- Engaging casual employees
- changes to rosters to assist with workloads and relief
- agreed variations to part-time hours for specified periods
- deferral of work
- scheduling of RDOs in a way that supports you
- approved overtime
- use of flexible part-time employees Where relief staff are provided, they will be adequately trained to perform their duties.

## WHERE COVERAGE IS NOT POSSIBLE

Where the coverage of absences is not possible, for example due to the lack of casual employees for remote locations, NAB will take all reasonable steps to relieve any immediate pressures on employees.

## TRAINING FOR NEW RECRUITS

Training will be provided for entry level recruits as soon as reasonably practicable to enable you to effectively carry out your work and at times on-the-job training is appropriate.

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