



# WBC BRANCH AUDIT

Organiser Name

Workplace Name

Workplace BSB

Date of Audit

Name of WBC staff assisting with audit

Region

## STAFFING

*NB: All questions on staffing relate to day of the audit.*

1. How many total positions exist in this branch?

2. Which positions are vacant/absent today?  
(please number in boxes)

<input type="text"/> CSR1	<input type="text"/> BSR
<input type="text"/> CSR2	<input type="text"/> HFM
<input type="text"/> Team Leader	<input type="text"/> Other (please specify)
<input type="text"/> Branch Manager	<input type="text"/>

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

<input type="text"/> RDO	<input type="text"/> Training
<input type="text"/> Annual Leave	<input type="text"/> Unfilled vacancy
<input type="text"/> Long Service Leave	<input type="text"/> Other

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

<input type="text"/> Sick Leave	<input type="text"/> Providing relief elsewhere
<input type="text"/> Carers Leave	<input type="text"/> Not sure/Other

5. Was relief requested?  Yes  No

6. Was relief provided?  Yes  No

7. If yes, was relief provided by :

<input type="checkbox"/> Relief officer	<input type="checkbox"/> Casual
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8. If yes, did relief cover the entire vacancy?  
(in terms of hours)  Yes  No

9. If yes, was the relief adequately trained to cover the role?  Yes  No

## CUTS TO HOURS

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

Increased  Cut  No change

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

## OVERTIME / ADDITIONAL HOURS

1. Has anyone worked overtime/additional part time hours in the last week?

Yes  No

2. Total number of overtime/additional part time hours worked at this branch in the last week:

Overtime hours  
 Additional P/T hours

## OVERTIME / ADDITIONAL HOURS

3. Total number of overtime/additional part time hours that will be paid for the last week

Overtime hours  
 Additional P/T hours

4. Of the staff that work overtime/additional part time hours this week, how many will be claiming payment for the last week?

Overtime hours  
 Additional part time hours

5. Reasons for working unpaid overtime/additional part time hours? (Collect details)

balancing  
 discrepancy  
 attend team meeting  
 as directed by manager  
 to meet targets  
 paperwork  
 other, please specify \_\_\_\_\_

6. Why won't payment for overtime/additional part time hours be claimed?

It won't be authorised  
 We've been told not to claim it  
 I've been instructed to take time off in lieu  
 I've chosen to take time off in lieu  
 Other (please specify) \_\_\_\_\_

## TARGETS

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

Yes  No

2. Have your targets been altered to reflect (if applicable):

a) Changes to staffing levels/reduced hours?  
 Yes  No  N/A

b) The downturn in the economy/lending levels?  
 Yes  No  N/A

3. Have your workloads increased overall in the last six months?

Yes  No

