

Staffing

What staffing level should my workplace have?

Your workplace should have staffing levels based on the following principles:

- **Workloads are capable of being completed in ordinary working hours**
If employees need to regularly stay back in order to complete their job it is a sign that staffing levels are not keeping up with the workload, and should be adjusted accordingly.
- **Taking into account market demographics and business opportunities**
Not all banking workplaces or local economies are the same. Variations include the types of local businesses, levels of home ownership, average age and income levels, unemployment rates and communities with large non-English speaking backgrounds. All of these things can have an impact on the community's banking needs and therefore an impact on your staffing levels. Specialised workplaces often need to take specific external factors into account (e.g. currency fluctuations).
- **Employee experience and provision of appropriate training**
Staffing should take into account the amount of training that is required as well as the experience of employees because more experienced staff that are well trained are more efficient. Computer driven staffing models often assume that all staff are properly trained and experienced enough to perform at optimum standards. Sometimes allowances have to be made for lack of training or experience.
- **Reasonable steps to address significant impacts by employee absences**
Staffing should not only be able to take into account all planned leave, and predictable periods of unplanned leave (e.g. winter flu season), but staffing

levels should also accommodate those times when someone is away from their main job for training or relief. Steps to address significant impacts include relief staff, roster changes, deferring work, casual employees, and paid overtime.

How do I raise an issue with staffing?

The first step is always to approach your manager or the decision maker. Put forward your reasons and ask for help. If you aren't satisfied with the response the next step depends on your employment arrangements.

If you are a CBA employee and not on an Individual Arrangement you can raise a dispute that can be taken to the Fair Work Commission for conciliation. If you are on a CBA Individual Arrangement, or work for CommSec, Colonial or CommInsure, you can raise a grievance over staffing through the Workplace Grievance Policy.

You're not alone in the Union

Even if the issue only affects one employee, Union members are not alone and will be supported by the industrial knowledge and expertise of the Union to make sure you get a fair go. FSU members have the right to contact the FSU for advice, information and representation.

Chances are if the issue affects you others may be affected as well, and it can be much more effective to have an issue which affects a group of employees dealt with collectively.

Need more information?

For more information on your rights under the CBA Group Enterprise Agreement contact your FSU Organiser or the FSU Member Rights Centre on 1300 366 378.