8 June 2017

Housing NSW Survey results

Why did we do a survey?

The PSA recently conducted a Housing Services survey, which closed in May. We collected data on a number of identified member concerns and measured their prevalence across Housing Services more broadly. We received a very good response, with 370 members completing the survey. All answers will be kept confidential.

The survey confirms the following wider issues affecting Housing Services members:

- unmanageable workloads
- understaffed offices
- favouritism in the workplace
- low morale in teams
- poor communication about the SHMT.

If you have any concerns in relation to industrial issues above, please contact the PSA.

Reporting Preliminary Aggregated Results

Most of respondents are Grade 2/4 employees (60.60 per cent).

More than half of reported they are *working outside their role description and/or doing extra duties* (Q.6 56.53 per cent); and more than half responded that *their workload is never manageable* (Q5. 58.24 per cent). Most believe *their workplace is understaffed* (Q7: 88.35 per cent).

For most *taking flex or RDO leave is not a problem* (Q11: 68.44 per cent) but it is a concern that more than a third of respondents believe they *are being pressured not to take flex leave and RDOs* (Q.11: 31.56 per cent).

Most respondents *felt comfortable approaching their team leader* (Q12: 74.93 per cent) but on the other hand most *noticed favouritism in their workplace* (Q13: 63.69 per cent).

The responses were evenly spread in relation to *wanting and getting 'acting up opportunities'* (Q14).

Two thirds of respondents reported their *team morale is 'low' or 'extremely low'* (Q15: 33.04 per cent). Only nine per cent of respondents rated their *team morale as 'high'*.

And 15.52 per cent of respondents *are planning to retire* in the next 2-5 years (Q.18).

Noting not all members are affected by the SHMT, of those who responded, two thirds are either *unsure* (Q16: 34.63 per cent) or actively *worried* (Q16: 37.61 per cent) *about being transferred to Community Housing*; and nearly half (Q17: 42.39 per cent) *believe management has not kept them sufficiently informed about the Social Housing Management Transfer.*

Thank you for participating in the Housing Services survey. The PSA and the Housing DC will examine the results in depth to inform a coordinated strategy for raising issues with management.

PSA Staff

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You can support the work of the PSA and your local delegates by asking your colleagues to **JOIN** their union.

(https://membership.psa.asn.au/Register)

If you have any questions about this bulletin please email: **FACSOrganising@psa.asn.au**

Update and Connect with the PSA

If you have moved home or work location, or you have changed your contacts, please update your membership details **HERE.**

(https://membership.psa.asn.au/)

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