

Australian Unity Survey Results

In April 2017, the PSA/CPSU conducted a survey as a result of concerns raised by members relating to increased workload and the need to work excessive hours.

A brief summary of the answers to the survey are as follows. There were 125 participants who took the time to complete the survey. The respondents were made up of the following:

ANSWER CHOICES	RESPONSES (%)
Service Coordinator	62
Administration Assistant	10
Branch Manager/Service Centre Manager	8
Community Engagement Representative	6
Allocations Coordinator	3
Other	10



63% represents the number of Service Coordinators who completed the survey.



83% of respondents were ongoing/permanent employees were 12.81% were acting in various positions ranging from a few months to 7 years.



96% represents the more evenly spread respondents in Cutovers 2, 3 and 4.



86% represents the number and majority of respondents who forfeited hours over the past 6 months. 64% stating they lost between 0-50 hours and 16% lost between 50-100 hours.



91% represents the number and majority of respondents who felt pressured to work more than 35 hours a week.

Causes of the pressure to work more than 35 hours a week are:



IMPACT ON CASE CLIENT CARE



IMPACT TEAM AND/OR INDIVIDUAL WORK PERFORMANCE



EXTRA ADMINISTRATIVE DUTIES



PRESSURE FROM MANAGEMENT

87% of respondents spoke to their family or friend about the workload issue, 82% discussed with co-workers. 43% talked to doctors, however only 4% raised it with their WHS representative.

A comment others may relate to "My doctor has advised me to take leave. I advised my doctor I can't as there is no relief and my job is twice as hard when I return trying to catch up."

Procura was identified by respondents as the main contributing factor in the workload issue at 73%, followed by lack of training at 73%.

68% named information third with allocations fourth at 60%.

Contributing factors relating to workload issue are:

"Unreasonable demands of management/not listening to repeated responses of staff/ongoing issues. Threats "if you don't like it find another job"."

"No formal procedures – policy on the run."

"AU lurches from one billing catastrophe to another and the clients are calling the branch and abusing us. We have no control over it. There are too many "fingers in the pie" and there are no clear guidelines and the communication from above is poor."



Australian Unity Survey Results (Continued)

“Processes and procedures are changing constantly without adequate time to understand the new systems. Also changes to people responsible for functions within AU is happening which makes it hard to find answers to daily tasks of operation. No one seems to know what is happening within payroll, recruitment and employee central.”

“I’m sure no one understands the added pressure that is put onto everyone. They just expect the job to be done regardless. Apparently if we can’t cope then we need to have a think about whether this is the right job for us – that is what our manager told us.”



believes these pressures affect them and their workplaces. Insufficient staffing (77%) and inadequate training (70%) are the next biggest factors.

Some of the other causes identified by respondents are:

“Huge workload and deadlines.”

“Insufficient care workers and increasing client load.”

“Thinly veiled threats of reprisals if KPIs and work performance outputs not high enough.”

“when anyone is on planned leave there is no back filling.”

“Often trying to perform 2 roles at the same time.”

“Rostering system slowness – labour intensive.”

“We have been directed to stay back above our core hours by a manager.”

Some of the comments are:

‘No family life too busy with work.’

‘it has impacted on my work... I was too scared to make a workers compensation claim.’

‘Loss of job satisfaction – very sad.’

‘A lot of confusion about the correct procedures to follow.’

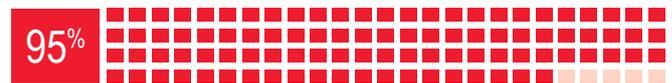
‘New clients have not been able to be visited in the required time.’

‘Additional work of staff off on stress leave and staff resigning.’

In relation to the question;

“Have you experienced, or are you currently experiencing any of these effects? How often?”

Below is the breakdown of the replies:



responded that workload is affecting the delivery of service in their team.

QUESTION	NEVER (%)	WEEKLY (%)	DAILY (%)	MONTHLY (%)
I find it difficult to set aside time for breaks	7	21	70	2
I have been refused some or all of my annual leave	84	1	1	14
I find it difficult to balance work and family responsibilities	14	38	41	7
I feel unreasonably pressured at work	7	32	54	6
I feel overwhelmed or exhausted at work	30	38	58	2
I often work unpaid hours	14	29	42	15
I suffer from work-related anxiety and stress	13	29	44	15
I have difficulty sleeping at night	17	36	41	6
I have withdrawn from personal relationships and social activities	30	29	35	7

