

18 September 2017

Better Regulation – Customer Experience Parramatta Leave Issues

KPIs for managers to reduce your unplanned leave

Concerns have been expressed by members across Customer Experience, and raises particular concern for the PSA, on the implementation of KPIs for managers. One KPI encourages managers to reduce your rate of unplanned leave. In essence, a manager's performance is being measured against how much of your unplanned leave they are able to reduce.

This is wholly inappropriate. Implementing such KPIs for managers will inevitably lead to management practices which conflict with sick leave and FACS leave entitlements.

Examples of this practice have recently been brought to the attention of the PSA, including examples of staff being pressured to use a portion of recreation leave in instances where they have applied for a period of carers/FACs leave.

If your manager has pressured you in this way please notify your union delegate.

Recreation leave exceeding 25 days

Also, some members have been requested by their managers to make provision to reduce their recreation leave balance when it exceeds 25 days.

Members should be aware that the only time Management can *direct* you to take recreation leave is when your accrued balance reaches six weeks.

The relevant Clause of your Award states:

CI 77.2.3 *The Department Head shall notify the staff member in writing when accrued recreation leave reaches 6 weeks or its hourly equivalent and direct staff to take at least 2 weeks recreation leave within 3 months of the notification at a time convenient to the Department.*

The PSA will be holding a members' meeting this **Thursday, 21 September** to discuss and sort through these issues.

From: **12:30-1:30pm**

Address: Customer Experience

Level 8, Room MQT08-M01-16V

Macquarie Tower

10 Valentine Avenue, Parramatta

