

WORKLOAD CONCERN REPORT

DATE	TIME RANGE OF ISSUE
CENTRE	
DESCRIPTION OF EXACT ISSUE	
WERE CHANNELS MERGED/ALPHA? WHICH ONES AND FOR HOW LONG?	
WERE ANY CHANNELS SENT TO ANOTHER CENTRE?	
DID YOU HAVE A CHANNEL FROM ANOTHER CENTRE?	
WHAT WAS THE GENWATCH WORKLOAD % FOR THE AFFECTED CHANNELS IF AVAILABLE?	
HOW MANY STAFF WERE ROSTERED FOR THE SHIFT? HOW MANY CALLED SICK/TERMINATED? WERE THEY REPLACED?	
WAS THE SUPERVISOR ADVISED IF IT BECAME TOO BUSY AND WHAT ACTION, IF ANY, WAS TAKEN?	
PLEASE ATTACH A COPY OF THE RUNNING SHEET FOR THE DAY IF POSSIBLE	