

FACS - Are you safe at work?

Recent reports from *iCare*, the NSW government insurer show that workers in FACS experience rates of psychological injury three times higher than other NSW government departments. The main causes are work pressure (36%), work related harassment or bullying (31%) and exposure to workplace violence (17%).

Violence

The PSA is receiving increasing reports of violence at work. Our members in FACS both in the field and in the newly designed offices are the subject of violence against them from spitting to punching and having objects and furniture thrown at them.

This is unacceptable. **If this occurs, please report it immediately to your manager and formally report the incident by phoning 1800 322 794 (FACS's number for all WHS incident reports).**

It is vital that there is a record of these incidents. The PSA is here to assist you in these matters. It is crucial all incidents are formally reported.

Do not be talked out of reporting the matter. **It is FACS requirement to report all incidents.** For your own safety and for the safety of other staff it is vital that there is a record so that steps can be taken to prevent future incidents.

Pressure and overwork

The introduction of ChildStory has put extra pressure on many staff in Community Services from frontline staff to their managers and support staff.

This system was introduced too early, was not adequately tested and the problems have continued. Staff still do not have confidence in the system.

This has led to the need to use both KIDS and ChildStory to ensure integrity of decisions and information. This double work has further led to additional workload pressure. It has also unfairly led to some caseworkers being told they have problems with their work performance.

This is unacceptable. It is important that if you are feeling stressed by extra work please ensure you **report this stress by calling 1800 322 794.**

Your Union has now received agreement from FACS that they will work with us to update and improve the Workload Planner to take into account the effect of ChildStory as well as other changes in practice and expectations.

Workplace changes are often introduced without adequate consultation with staff or the union and without reducing any other work to compensate.

The PSA can make a better case for support for our members if there are incident reports within the Department recording your concerns. **Help us to help you** by reporting workload pressures and violence on **1800 322 794.**

Would you like a visit to your workplace to discuss this and other matters? If so please email us at facorganising@psa.asn.au

Do you know someone who is a member? Ask them to join.

