

Trustee and Guardian Workload Survey results

Thank you to all the members who completed the PSA's Workload Survey. The results of the survey are summarised below:

- The overwhelming majority of respondents, 90 per cent of members, expressed that they face workload pressures
- The majority of respondents, 40 per cent, advised they had accumulated more than 20 hours of unpaid work in the last six months
- The most significant factors underlying work overload include:
 - o Insufficient staffing
 - o Inadequate time for work allocation
 - o Impossible deadlines for completion of work
 - o and inadequate resources to perform work.
- These work load pressures have had a substantial impact on members. The most common issues reported by members include
 - o Difficultly to setting aside time for breaks
 - o Feeling overwhelmed and exhausted at work
 - o Suffering from work-related anxiety and stress
 - o Being unreasonably pressured at work
 - o and difficulty sleeping at night.
- Almost half of respondents (48 per cent) said that they have spoken to their doctor about workload issues
- 82 per cent of respondents indicated that workload pressures are affecting service delivery at TaG
- 24 per cent of respondents indicated that they had heard of performance management in relation to work overload issues in their area, with 14 per cent having experienced performance management as a result of work overload issues.

The PSA is seriously concerned about the impact work overload has on members. The issue appears to be widespread and causing significant anxiety and stress. That so many respondents have spoken to their doctor about workload is particularly worrying. Not only does this situation represent an erosion of members' rights at work, but gives rise to significant Work Health and Safety issues.

As required by the [Conditions Award at clause 21.1](#), TaG is responsible for fostering flexible work practices with the intention of providing greater flexibility in dealing with workloads, deadlines and the balance between work and family life. Clause 21.1 also states that TaG is to commit to preventing any forfeiture of credit hours accumulated under a Flexible Working Hours arrangement. Section 19 of the Work Health and Safety Act 2011, provides that employees be provided a safe system of work.

The PSA will utilise the data from the survey in order to protect and advance member interests (please note, anything which identifies an individual will be edited out so all members remain anonymous). The PSA has written to the CEO about the issue and the survey results. A further update to members will follow.

What can you do?

- Ask a work colleague join the PSA today
- Make the union strong by forwarding this bulletin to your colleagues
- Attend PSA meetings at your worksite
- Get involved become a PSA Delegate

Not a member? [JOIN online!](#)

Your PSA staff

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