

Results of the NSW Trustee and Guardian workload survey

Thank you to all members who participated in the survey. The results of the survey were presented to the CEO of NSW TG and more than 80 members responded. Of these 80, the majority were from Financial Management (36 per cent), followed by Estates (21 per cent), Public Guardian Officers (20 per cent), Branches (16 per cent). Members from within Power of Attorney, Intestacy, also responded.

The survey results confirm the copious anecdotal advice of overwork members have conveyed to the PSA.

Causes of workload pressure

- 84 per cent of respondents identified insufficient staffing as the biggest cause of workload pressure. This was followed by:
- inadequate time for work allocated (73 per cent respondents);
- unreasonable management expectations (61 per cent respondents);

The effects of workload pressure on a daily basis include:

- Finding it difficult to set time aside for breaks every day (78 per cent of respondents)
- Feeling overwhelmed or exhausted at work (68 per cent of respondents)
- Feeling unreasonably pressured at work (67 per cent of respondents)
- withdrawn from personal relationships and social activities (59 per cent of respondents)
- difficulty sleeping at night (59 per cent respondents)
- suffering from work-related stress anxiety and stress (54 per cent respondents)
- balancing work and family responsibilities (39 per cent respondents)
- 45 per cent of respondents indicated they had spoken to their doctor about work-related stress.

These figures are alarming and indicate NSW Trustee and Guardian (NSWTG) has failed to ensure a safe workplace for members.

When the PSA addressed the above issues with the CEO at our last meeting with NSWTG on 1 June 2021, he acknowledged there was a significant problem. The PSA also emphasised that under section 19 of the *Work Health and Safety Act 2011 (NSW)* employers are obliged to ensure the health and safety of staff.

Clearly, despite the many reviews which have occurred the only answer to workload pressure is additional staff. The PSA will seek a further meeting with NSWTG on the issue and members will be updated as a matter of course.

Your PSA staff

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