



Delegates please ensure that all workers on your site or branch get a copy of this update
PSIS
28 August 2009

Have your say in review of staffing levels

KEY POINTS:

- At this year's negotiations union members won a review of staffing levels in PSIS. As part of the review PSIS will be circulating a survey on staffing coverage in your branch. The first step in achieving improvements to staffing is all staff taking part in this survey and telling PSIS what's going on at your branch.
- PSIS have completed the review of the three branches most under stress.
- It is essential that all workers in your workplace are made aware of the importance of the survey, as this will be our opportunity to have input in proposing solutions to staffing issues.

ACTION:

Delegates please ensure that all staff on your site receive a copy of this update and encourage all staff to participate in the staffing survey to be conducted by PSIS.

Staffing reviews

At this year's negotiations PSIS agreed to review staffing levels across the branch network.

The first step was to immediately review staffing levels in the three branches most under stress. The branches were:

Takapuna: It was agreed that staff would not be used to cover other branches, meal breaks would be covered so staff can take a break, and improved training for staff.

Auckland: It was agreed to have a longer period of time between staff taking planned leave, to increase its casual pool and in the interim to utilise Onehunga and Manukau.

Wellington: They would look at improving training of staff, implementing annual leave planning as well as taking into account internal turnover of staff into the branch business plan. Review staff involvement in head office projects.

This is to be followed by a review of the rest of the branch network.

We need to substantiate the extent of the problem with staffing levels at PSIS. This will involve identifying staffing levels in your workplace, how much unpaid overtime you are doing to meet the demands of customers,

the needs of the business as well as the demands of your role in your workplace. We need to be able to prove to PSIS that under staffing is having an impact on workers and their customers.

What can I do to help?

To maximise the effectiveness of the review, Finsec delegates and members need to encourage participation. You can do this by:

- ✓ Organising a meeting where everyone completes the survey together.
- ✓ Distributing the survey to everyone and planning a day and time they will be collected sent through to PSIS.

Growing to win

In their negotiations Westpac Finsec members won a commitment from the bank to maintain staffing levels for the term of the collective agreement. This was achieved by members participating in union activities, and by growing our membership.

Union members working together and seeking improvements as a group can win change that they could never have achieved as individuals. This review is a good opportunity to ask non members to become involved in the campaign for better staffing levels at PSIS.

From the PSIS Union Council