



Delegates please ensure that all workers on your site or branch get a copy of this update  
PSIS, 18 August 2008

## Outcome of Meeting with PSIS about staffing survey

### KEY POINTS:

- The union council meet with PSIS on 14 August to discuss the results of the staffing survey.
- PSIS were open to discussing the issues on staffing and finding solutions. If you have ideas on how relief staffing can be improved please email these to Finsec at [campaigns@finsec.org.nz](mailto:campaigns@finsec.org.nz)

**ACTION:** Delegates please distribute this update to all staff in your worksite.

### Snap shot of the staffing survey results

A total of 120 staff members participated in the staffing survey, the vast majority of whom were union members.

56% of respondents said staffing levels in their worksites were borderline, and that this was causing them some degree of stress.

Staffing levels were viewed as having a negative impact on the quality of customer service being provided by teams. The quality of individual work was also being affected.

The amount of additional hours staff are working ranged from everyday (12%), 1-2 days a week (29%), and 3-4 days a week (6%). 51% of respondents said these additional hours were unpaid. The main reasons staff worked additional hours are to attend team meetings, complete administrative tasks, process documents and additionally because of current planned or unplanned staff shortages.

For the full results of the staffing survey go to this link: <http://www.finsec.org.nz/psis.aspx>

### PSIS response to survey results

PSIS agreed with some of the data we presented, in particular that staffing levels were impacting on the quality of service provided to customers by individual staff and teams.

### What staffing relief is currently provided?

PSIS provides for 30 days of relief per full time equivalent role (FTE). In the smaller

branches relief is provided for all absences longer than a day to ensure there are always a minimum of three staff at all times.

In medium sized branches relief is provided for all absences longer than two days and in larger branch (10 plus staff) absences of a week or more relief is provided. PSIS said they are always reviewing their staffing methodology.

### PSIS open to staffing improvements

PSIS were open to suggestions as to how they could improve relief staffing and listened to our concerns about the high proportion of staff working unpaid additional hours. They said they would be raising this issue with managers, as their view was that staff should be paid for all hours worked, and that work life balance is paramount for staff.

### Possible solutions

We discussed solutions to resolve the issue of relief. PSIS are considering a dedicated internal relief pool, and exploring utilising tertiary students for peak periods of leave. They have undertaken to report back to our Union Council by the end of October on these matters.

PSIS have left the door open about resolving staffing issues, therefore if anyone has other creative solutions, please email Finsec at [campaigns@finsec.org.nz](mailto:campaigns@finsec.org.nz) with your ideas.

*From the PSIS Union Council*