



DHS HOUSING BROADMEADOWS AND SUNSHINE SITES CPSU Report On Visits Conducted 4 May, 2007

How serious are the stress/workload issues at the Broadmeadows Housing Office?

- HSOs experiencing the stress. FSOs have had responsibilities taken from them and re-directed to HSOs 2 years ago.
- Implementation of neighborhood units.
- HSO asked to take on rebate check list and more detailed work.
- New tenancy rebate check list can take 30 to 45 minutes.
- Individual patches replaced by Function based team in order to deal with stress.
- One person doing all rebates.
- Level of backlogs depends on teams.
- Huge backlogs depends in maintenance (up to two years old).
- Clients becoming more difficult (alcohol, drug, mental illness).
- Clients refuse or are incapable of assisting themselves.
- For personal safety reasons two HSOs need to do house visits where as in the past only one person was required.
- Calls take longer.
- Most staff stay back until 6pm.
- Staff writing off 5 to 10 hours of flexi leave.
- Computer systems too complex and in the process of being replaced leading to confusion and duplication.
- HSO2s required to provide training to other staff on new computer systems.
- Verbal abuse from clients.
- HOR has been disaster.
- No backfilling of staff on leave.
- HSO3 positions came off the floor and their work allocated to HSO2s.
- 30% increase in HSO2 workloads over last 3-5 years.
- Increase in management staff but decrease in HSO2 staff.
- 6 weeks to fill positions of staff who have resigned or been transferred.

What would you suggest would reduce stress/workloads?

- More staff.
- Relief staff to replace staff who are away on leave.

How serious are the stress/workload issues at Sunshine Housing Office?

- Two administration staff on leave.
- One staff member on leave without pay.
- Workload and distribution of work.
- Lack of staff (no replacement of staff who are on leave).
- Seven rosters in addition to normal work to cover for vacant positions.
- Additional work to this when staff away on leave.
- System operating like this for three years.
- Three hundred properties per patch for full timers.
- 260-280 patches for part timers (working three days a week).
- Rebate processes, termination checklists and coversheets.
- No credit for additional work in reviews.
- Contact reviews every six months from 2008.
- Problems for tenants to fill out paperwork.
- Maintenance call centre referring work back to Housing Offices in order to shift costs back to Housing Offices as opposed to maintenance call centre.
- Increased workload and tension.
- HSOs expected to undertake investigations.
- HEP system problematic.
- People losing two to three hours in flexi time.
- High staff turnover (of thirty staff, 25% in the last year).

What would you suggest would reduce stress/workloads?

- More staff.
- Direct lines for HSO2s.
- Administration staff permanently on front desk.