# Improving the business

The question posed:

This Productivity Commission inquiry wants to hear about ideas for improving workplace “productivity”, among other things. Can you tell them if you are able to get your manager to listen to and implement ideas you or colleagues have for making the business and workplace run better?

| Line | Location | State | Response |
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| 278 | Ainslie | ACT | From the definition of 'productivity' that has been provided for the most recent round of Commonwealth agreement it seems that the government does not understand or chooses to misunderstand the accepted definition of productivity preferring to see it as an exercise in taking away employee rights. This of course will demotivate workers and lead to less real productivity. |
| 41 | Banks | ACT | Listens most of the time. We are in the process of downsizing, so nurses will lose jobs, process has been poor with little communication, started in October 2014 still no answers to who is staying and who has to be placed somewhere else, very distressing. |
| 293 | Banks | ACT | Tax cuts on taxable income. I get taxed too much on my second job and I rely on my second job for supplement my part time job. |
| 305 | Calwell | ACT | Managers will listen to ideas which can increase productivity and sometimes even reward you for your ideas. |
| 231 | Garran | ACT | One of my main complaints having worked in the public health industry for many years is poor leadership. In my current position I have had over 8 different direct line managers over me, most of them acting in the position with no real ownership, and most of them very new to the organisation. I find that ambitious individuals tend to apply for leadership positions which are well beyond their capacity and executive management are only concerned with having the positions filled, and not the quality of the individuals sitting in these key positions. It feels like recruitment processes are not being followed in the best interests of the patients or the organisation. As I said, I have no ambition and so have not applied for promoted positions, so I have been able to sit back and watch these promotions happen. There is no system to evaluate the performance of individuals in executive/director leadership positions - I have certainly never been asked to rate the performance of one of my managers. Some of them have been great and some are appalling, but there has never been any feedback loop to assess their management style. It feels like once individuals are promoted, they are untouchable and can behave in any way they wish without being accountable to the people they manage, as long as they can look good to those above them. |
| 341 | Holder | ACT | We try to get things done and my managers listen but we are often hamstrung by government red tape , outside agencies having far too much influence in the running and daily operations of an operational workplace while having no complete understanding of how things actually work and or the types of people we are dealing with on a daily basis. Politicians then bow to the interest groups and thus make the opportunity to improve the safety and security of the centre for all clients, visitors, interest groups and of course staff. We also have great difficulty with other sections of our organisation being too scared for want of a better word. To their assigned tasks and help us to improve things by simply doing their own jobs mainly because of fear of repercussions if they do go ahead and someone in an interest group complains or a decision is appealed. |
| 73 | Isabella Plains | ACT | Tackling bullying and allowing people in key roles to take leave would help with staff retention and morale, thus improving productivity. I have encountered bullying and excessive workload in multiple jobs, across the public and private sector. Have realistic workloads and allow people time to learn new role/skill, with guidance if possible. A lot of the subtleties of a job cannot be conveyed well on paper. Tackle excessive flex time early - this has always been a result of excessive workload and expectations for me. |
| 143 | Kambah | ACT | The best way to improve productivity is to have bosses who know what they are doing. |
| 335 | Monash | ACT | Our organisation emphasises innovation and improvement. Our main concerns are about staff shortages which has caused us to reduce services, and the ageing work force. Oue management does generally listen to concerns and considers any ideas we have. |
| 188 | Nicholls | ACT | Get rid of softly softly deals for large enterprises, they do not pay their way. Australia used to run off the back of small businesses we will have Nothing left if the government does not go back to supporting and encouraging small business and what will they do if more of them go out of business - THEY WILL NOT HAVE THE TAX REVENUE TO DO MUCH AT ALL. Start taxing Church entities - they are just another bloody business with their fingers in far too many pies. |
| 270 | Page | ACT | I have tried a number of times to improve the workplace, both in operations as well as employee relations, however my employer is largely disinterested. There are a number of state and federal government benefits that encourage bad work practices, and discourage productivity improvements. |
| 95 | Spence | ACT | My workplace is always open to improvement suggestions. The problem is there is only so much blood you can get from a stone. Productivity improvements have been happening for many years. Tying productivity to wage increases is wrong. There is some things employees have little or no control over. |
| 308 |  |  | The entire finance department does not get listened to a compliance/productivity issues in services areas are left continually unaddressed. |
| 45 | Arrawarra Headland | NSW | Professional Learning has been decentralised to a school/Regional level putting undue pressure on teachers. The expectation is that teachers should attend PL outside their work hours. This is unreasonable considering the long hours teachers must do after work at home. |
| 100 | Avoca | NSW | I think my current employer gives the impression that they listen but actually only do things that will improve the bottom line of the business not realising that profit stems from a happy workplace. To me it seems that the general rule in the private sector is that profit is the sole motif in human motivation. I couldn't disagree more strongly. |
| 413 | Balgowlah | NSW | In 10 years , I have had only one appraisal...waiting to see if what was discussed will pass. We should have a model that assist most industry to improve the work tools and space and allow for a voted member of the staff to represent the base/employee when there is more than 20 persons employed. Unfortunately , managers seldom take in account practical improvement from its employees . |
| 104 | Barden Ridge | NSW | Ideas from me are never listened too. They threaten that if I don't provide them it will affect my kpi ratings and when I do they are not used at all |
| 120 | Bathurst | NSW | I observe and deal with all employees in Corrective Services in my home city. They have a difficult and necessary work environment. Because of Government cost cutting and workplace reforms that they have accepted, there is now no room for further productivity moves that are safe for inmates or staff. Everyone knows the prisons are full. |
| 287 | Bellingen | NSW | I find workplaces are conducted to brutalise workers and extract more from workers than workplaces are willing to pay. They are not family friendly. They are misogynistic, so that your point of view is not relevant if it is more about cooperation and collaboration rather than power playing. Managers are interested more in extract as much as they can through manipulation and threats rather than working constructively. I find this evident in the power based language and agenda that leaves no room for language of enabling. Managers consider they already have the solutions and dismiss other avenues and possibilities that are not filling an agenda of power playing. Many managers use the good cop/ bad cop approach that is not about constructive outcomes but about bullying set agendas. |
| 354 | Blaxland | NSW | The biggest constraint to productivity in local government is the politics from councillors and the management. Staff are perceived as being obstructive or stubborn but are working on strict policy guidelines continually trying to correct non compliant submissions. The designer then conveys information to their client that council is holding them up; when actually prior to submission they new it was not going to be approved. This adds expense of resubmission fees the designer has milked redraw/modification fees, consulting with council fees per call or letter etc from the client at the expense of Councils reputation also time delays add costs. The Councillors prioritise mates jobs through "enquires" to management. Much time is wasted chasing non compliance of "privately certified" constructions. Privatisation of building certification has led to much shopping for a friendly certifier (pay for signoff) leaving future purchasers and adjoining owners at risk from non compliant, poor or potentially unsafe development. The staffing required to assess and reassess things and then chase certifiers into doing their job on behalf of affected residents stretches staff from an unfunded stream for workload increasing strain and reducing funds per staff required. |
| 106 | Bondi | NSW | My productivity and that of those I work with is outstanding. We deliver to the students in our care over and beyond our role as classroom teachers. |
| 50 | Bossley Park | NSW | Even though the manager of my depot has put forward many ideas in improving and reducing costs with consultation with the drivers and the union, which would have benefited the company as a whole, management at the upper echelon totally rejected these changes without even having considered them. |
| 184 | Bowen Mountain | NSW | As a chef with 26 years of experience, I feel I have a lot of experience and knowledge to share. Around 18 months ago, some decisions were taken at my workplace, with the input of consultants, which I strongly disagreed with. My opinion was completely ignored, and those decisions are now being cited as the reason in a downturn of patronage. The management, with the input of another group of consultants, and none whatsoever from myself or any other employees, have now made the decision to 'contact out' the catering facilities at my workplace. That company, as a matter of policy, do not retain ANY current staff. I have been given 2-3 weeks notice of termination of my employment. |
| 14 | Camden South | NSW | It's a bit hard to do CPR faster. Productivity in nursing & midwifery isn't possible. The answer to improving patient safety, thereby reducing in hospital deaths and adverse outcomes, is to employ more nurses. That will cost in terms if employee related expenses, but will improve the system. I would urge caution with the push to increase productivity and be very clear that it's not really profits people are trying to increase. |
| 98 | Campsie | NSW | My manager totally ignores me and most of my fellow colleagues. He has never invited staff input. Any suggestions I make to my supervisor are completely squashed immediately. |
| 178 | Campsie | NSW | The only productivity improvements that can be made are external to my employer. Better roads, less traffic.. |
| 206 | Canowindra | NSW | Many people in my office are temporary. It is impacting on moral. Others are permanent so there is inequality. Those that are temporary are always looking for a permanent job, to better look after their families, so the office is unstable and wasting the money that is spent on training new workers. There would be far less turnover and therefore training money being spent if people were made permanent. |
| 237 | Casula | NSW | They wouldn't really listen to how you can improve workloads etc, I think if they want to change anything, they do it with little or no consultation. |
| 55 | Caves Beach | NSW | Ensure union membership and rights are encouraged and protected. |
| 296 | Cessnock | NSW | Our Supervisor has a "Closed Mind" to employees ideas about how to improve work environment and safety. |
| 448 | Chatswood | NSW | It is very difficult in the public sector because managers are not held accountable. Working in Mental Health staff are always getting assaulted or abused. The workplace is not safe. Currently we have 6 out of 18 nurses on long term workcover due to assaults. I have recently had surgery and have been on workcover for 8 months due to an assault. |
| 219 | Como | NSW | my managers are lazy and have no power to do anything in the workplace to have any improvement in my workplace we need to get rid of the managers as they hinder not help us |
| 402 | Coonamble | NSW | If management did our jobs for a week maybe they would understand the workload and what is expected of us! Better nurse to patient ratios are the solution! |
| 165 | Croudace Bay | NSW | Overall I find my employer quite reasonable when it comes to recommendations from staff about how the workplace operates. I am very very concerned about the State Governments push to amalgamate Council's particularly when this will threaten my ongoing employment. The staff and management of my organisation enjoy a mostly harmonious relationship but this will change for the worse if our Council is forced to amalgamate with another local Council. |
| 212 | Diamond Beach | NSW | I believe to improve productivity in my workplace would mean some staff taking on additional tasks through their working week. Some departments are over-staffed while other departments are under-staffed. Some workers take their jobs for granted and don't appreciate working for Local Government which I believe is better working conditions than for private enterprise. |
| 317 | Dorrigo | NSW | When I hear 'Improving Productivity', it sends the message of reducing wages and conditions for employees in order to improve the wages and conditions of management and shareholders. |
| 241 | Earlwood | NSW | Our managers are not interested in our views but force us to perform duties with very little or no appreciation. |
| 343 | East Hills | NSW | Sometimes but rarely |
| 275 | East Kurrajong | NSW | "Productivity in the workplace" has become a euphemism for getting rid of workers. There have been numerous times I or members of the team(s) I used to be in had passed on suggestions to one-up, two-up, three-up managers only to be told that they had no powers to implement any change (our company had approximately 7 levels of management, effectively insulating decision makers from workers). Many times plans for "productivity" improvements had been put forward to us as a means of reducing staff levels, with the staff reductions occurring regardless of whether the improvements had been introduced or not. When questioned as to how the reductions can occur without the improvements actually taking place, management would indicate to us that the reductions were based on "potential" improvements, and left the remaining staff to pick up the additional workload with no additional pay or benefits. I firmly believe this extremely stressful situation led to my suffering clinically diagnosed depression and numerous mental breakdowns, the worst of which traumatises me to this day. Upon my return to work after these incidents, plans to ease me back into work were invariably abandoned due to the workloads required of each remaining staff member. The one time management actually did a good job of handling my illness, the 2 managers in question were themselves made redundant and put me back into a situation where the remaining managers were either unable or unwilling to actively manage a return-to-work program. When I started seeing a psychologist, she was horrified at the high percentage of workers within our team that were suffering from diagnosed depression, and her strongest suggestion was to leave the company which I eventually did. Talking to people in other companies, however, actually leads me to believe the company I left is among the better ones out there, which is a truly horrifying prospect. |
| 398 | Eastern Creek | NSW | We used to have a workplace committee that didn't listen .then they got rid of it. The boss only interested in numbers that can be manipulated just faster faster more picks per hour .we originally used to pick 30 Orders per hour now we pick 75 per hour They still want more. the boss projected a 3 million $ profit. we made 2.5 million. this is described as a half million loss. the numbers are never good enough. This is a Australian top 100 company worldwide it is in the top 500 it's a NYSE listed company. |
| 164 | Enmore | NSW | Increasingly, throughout my time as a teacher I have seen a shift in culture at my workplace from trust and support of teachers and their ability to perform their function professionally and correctly to a culture of constantly needing to justify any decisions made and "cover one's back with a seemingly endless stream of red tape and duplicated data (EG. having to enter details of mandatory professional learning hours on several systems). This detracts from my actual role which should be the students' learning. |
| 385 | Erina | NSW | No, they are just worried about money, not how the units can run more effectively. There needs to be a short list on how long NUMs run their wards, i.e. contracts for three years, etc., in case they stay for long periods where nothing changes in that time. |
| 276 | Erskineville | NSW | There are rarely any suggestions taken up from regular teachers. It is all top down ideas that come from even higher up. They are based on industry fads that have little merit and usually fail despite most ordinary staff knowing this beforehand. |
| 319 | Fairfield | NSW | Productivity is simply based on staff being happy at work. It can be greatly improved by catering or listening to staff needs personally and appreciating the work the staff carries out. Management needs to be more than flexible in providing what staff needs within their work entitlements. They need to stop being partial and have an open approach to each and every single staff. |
| 310 | Forestville | NSW | Currently the relationship between the unions and the company are open and constructive. |
| 430 | Glenbrook | NSW | more money for mental health would attract nurses essential for running the service and dealing with aggression and difficult clients. Health should not be run as a business but management consistently do so. If morale was not as low as it is staff would not be leaving in droves, doctors and nurses would take pride in helping the sick, now it is becoming a burden to go to work |
| 297 | Glenfield | NSW | If we are asked what we think, and we do happen to say something and they don't want to hear, you are fobbed off. If you try to be graded up a level (even after 37 years of service) you are more or less made to feel like you are not worth, it so don't even try. I also think that some managers feel a bit bullied as well, so they don't try for us. The process to do so is complicated, so staff give up trying. |
| 141 | Glenmore Park | NSW | The Industry needs good, hard working and dedicated people to care for the elderly. |
| 421 | Goonellabah | NSW | The best single way I can increase my productivity is to upgrade my business website. That is what I've been doing for the last two months. A major distortion in that process was that my (then) replacement "Webmistress" - local "Home Business of the Year" winner!) has not (even now) replied to my emails asking for her assistance! I have subsequently become my own Webmaster! A second way I can increase my productivity is to advertise 'learn to drive' holidays to potential clients in Sydney, Melbourne and Brisbane. I have yet to correspond with a Facebook business marketing expert. The third way I can increase productivity is to better ensure that clients who are casual employees are better able to negotiate with their employers to have "time off" for between 1 and 2 1/2 hours for their driving lessons. Their employers benefit directly and indirectly by granting them such time off - which can be arranged to maximise mutual convenience. Frequently, these employees are young and workplace naive; they lack the assertion to state their case. As a result, they do not keep their appointments and I lose money! |
| 387 | Goulburn | NSW | I see managers as the biggest threat to productivity in Australia right now. One area where I see workplace productivity seriously undermined is the manager constantly micro managing. This means that work is done more than once by more than one person. Sometimes a report is edited so much that it ends up being exactly the same as it was in the first place but meanwhile many hours/days/weeks and people's effort has been wasted. An employer should select people based on their qualifications and skills and then let them have the autonomy to do the job. Over the top micro management results in unnecessarily high absenteeism and low morale as well as reduced productivity. I have experienced far too many workplaces where we were unable to ask questions or give a point of view and consultation with staff was limited or non existent. In one of these workplaces, if you gave a viewpoint different to the manager you were subjected to bullying, ostracism and risked losing your job. This is a missed opportunity for the employer to improve productivity, build creativity, empower staff and tap into the skills of the entire team thereby improving outputs. Absenteeism can increase when staff are prevented from expressing themselves and contributing to the workplace. Unnecessary absenteeism is an important source of lost productivity and I think that absenteeism should be linked to a managers performance as it is inextricably linked to morale and workplace culture which are areas that manager's have a responsibility to manage. |
| 214 | Guerilla Bay | NSW | When I started at a federal government agency, most senior managers were returned WW2 servicemen particularly from the RAAF (employed for their mathematical skills). They worked to change Australia for the better. They were open to new ideas and inspired staff to achieve their goals. That has changed in the last 20 years because of government's political public service bashing, efficiency dividends and short sightedness. It was frustrating to have your concerns about the agency's direction dismissed with 'You need to accept change'. The question not often answered is why do we need to change? Most change in the workplace has been driven by profit but that profit is generally not shared with the people who make it. The current government has axed huge chunks of the public service, but government expenditure on consultants has increased exponentially, as it did when the Howard government embarked on similar cost cutting. The Private Sector is not always best as the alleged ORS rorting shows. |
| 236 | Gunnedah | NSW | I have made numerous approaches on workplace efficiency and productivity which are usually met with 'What the hell would you know? Where's your degree?' |
| 152 | Gymea | NSW | Listening to employees about issues they work with would be a great start. We do have consultation & surveys sometimes on the larger issues, however input from front line staff is ignored if it doesn't support managements predetermined decision. This is one of the reasons our workplace has become greatly demoralised. Professional front line staff no longer feel it is worth participating in trials & surveys as management have already made their decision before they receive our input. |
| 404 | Gymea | NSW | Any change is difficult especially in the public health system... Plethora of committees to get any form of clinical practice changes through.... Then resistance from managers and colleagues. A staff of approximately 90 makes it even more problematic. |
| 352 | Hamilton | NSW | I believe that the Productivity Commission needs to be aware that some jobs just cannot be done any faster or more productively than at present. It just takes time to take time and resources to clean a person who has been incontinent of urine and faeces and to change the bed and make that person clean and warm and comfortable; to check medication charts, medications, give medications and sign appropriate sheets to show whether or not the drugs have been given, taken and/or refused; to assist someone with swallowing difficulties to eat and drink, to be with a dying person and his/her family, to answer questions, to notify families and other professionals or a person's change in circumstances. |
| 260 | Hamilton North | NSW | My manager does not liaise with me at the moment and is actually attempting to change my hours of work that will make life more difficult for me as I currently work 6 - 2pm and my wife takes the kids to school in the morning and I pick them up at 3pm. He wants me to do 10am-6pm every fortnight. Moral is down and the job prospects for a storeman in the steel industry is difficult , so I can't look for other employment. |
| 57 | Hobartville | NSW | In my workplace there is too much competition between award employees and those of open ended contracts. If all were on the same agreement the productivity may substantially increase |
| 17 | Hornsby | NSW | Very few managers listen to the ideas of employees, especially females. |
| 326 | Hornsby | NSW | Senior management is almost entirely separate from the nursing staff, and are rarely engaged in two-way communication. |
| 138 | Kandos | NSW | It is a small business and no the boss won't listen. E.g. buying a proper work vehicle for area we are in aka a dual-cab due to having to go to onsites on farms. Implementing forms, procedures, policies to make the place for efficient and improve customer satisfaction. Change current ticketing system to a better one that can be used on tablets reducing lost paperwork and improving data entry/billing efficiency. |
| 34 | Kensington | NSW | Every year we improve our productivity. It comes with the territory. This can cause stress for staff as there is always change. In my earlier years I used to tell people "next year will be easier". I gave up doing this a number of years ago because every year brings new challenges, especially around technology. Productivity continues to increase and yet pay rises are nowhere near equivalent to these improvements. |
| 300 | Kiama | NSW | Productivity is generally referring to the greatest outcome volume for the least time and money. Productivity in education must be about quality. The VET sector is ploughing headlong into the mire of remote learning in the absence of professional teachers and short courses even though this is something Industry is backing away from with great haste. Improving productivity must be about appropriate teachers, appropriate time for learning & mastery and quality graduates capable of meeting Australians needs into the future. Without this base all Industries will flounder then fail. |
| 288 | Killara | NSW | I am able to talk to my manager, who would be happy to implement some of my ideas. |
| 173 | Kingswood | NSW | No, the supervisors and managers never listen to our implement ideas. if supervisors and managers listened more to the workers the work place would be a better place to work and productivity would be much better. |
| 16 | Kooringal | NSW | Incentives to work harder i.e. opportunities for promotion, bonus' for those sitting at the top of a pay point and continuing to go above and beyond their duties. Most departments have a underperformance policy but it does not seem to be utilized and many ineffective people are still employed, even promoted. |
| 204 | Lake Heights | NSW | I often have suggestions to improve our productivity and a lot of it is common sense, however these changes can not be implemented or even looked at, as the government takes forever to change anything, and doesn't appear to prioritise the suggestions of staff. All the staff in the office I work in try very hard to get all the work done using tools and procedures that are insufficient to achieve the set KPIs. Changes seem to be very difficult to try and achieve unless it is the upper management who has made the decision. |
| 367 | Lake Illawarra | NSW | Always taking suggestions to Employer. |
| 307 | Lavington | NSW | Where I work employees have no say in improving anything Not even the Manager--all done by someone in a high office in Sydney. Only speak to us via email or phone. They have No idea of what is needed at ground level |
| 13 | Legume | NSW | if they want the workplace to be more productive then they should listen to the workers, start treating us like humans instead of dumb robots and reward us for our ideas not just so they can get a big fat bonus! |
| 70 | Leura | NSW | My work place implements democratic principles and flexible work practices. We are a non-hierarchical workplace. I do hear many horror stories from other workplaces. We are very fortunate in our workplace. |
| 285 | Lilyfield | NSW | No. At my wife's restaurants, the employers treated the workers like slaves - giving them no job contract to ensure job security, employed them on a casual basis, and overworked them and underpaid them, giving them little or no say in hours. Anyone with the most BASIC knowledge of psychology or business will know that this results in low productivity and high stress and exhaustion - one of the major causes of our marriage break-up, because my wife was so stressed and exhausted from work, that she was unwilling to try to make our marriage work. To hell with Australia's economic system!!! Denmark's more egalitarian system is MUCH better for workers, and for EVERYONE. How about you stop dilly-dallying with endless reports and tweaks that make things worse for workers, and instead copy a system that WORKS - the system in DENMARK??? |
| 378 | Lisarow | NSW | Implement 12 hr shifts. |
| 370 | Lugarno | NSW | There are many ways I can make suggestions about improving or even fixing work processes, but often they get nowhere as finding the right 'owner' can be challenging, let alone communicating what the problem is and your solution. Getting people to think outside the square is a real challenge to improving productivity. However in spite of trying the most negative aspect is the lack of rewards when you do achieve something. |
| 253 | Macquarie Hills | NSW | As I am relatively new in this employment I have not observed any major inefficiencies that would improve productivity. |
| 213 | Maroubra | NSW | Forward and individual thinking is very much frowned upon in my workplace. You are considered to not be a part of the team if you voice any ideas or opinions. We have a personal development scheme, which is purely used as a tool for punishing and demoting workers who are seen to be promoting change within the workplace. It has become way to common for staff to 'just keep their mouth shut', to avoid drawing attention to themselves |
| 371 | Maroubra | NSW | I work in a proactive workforce which is motivated by evidence based practice, we are constantly encouraged and supported to streamline what we do and when we do it at all times with the patients welfare and outcomes at the heart of it. Nurses are dynamic, adaptable, professional, highly educated true servants of the public. From the bedside nurse to upper nursing management we strive to be efficient effective people who care for perfect strangers and display enormous compassion and understanding together with skills envied by many other industries. High emotional intelligence together with a passion to serve make us a highly productive workforce serving the community at large. If you truly believe that we are not value for money, ask any parent that has had the misfortune to require our services about how productive we are. |
| 22 | Moama | NSW | Where I work there are many people who bludge on the rest of us as there is very little the company will do as far as dismissal or reprimand |
| 443 | Moree | NSW | My colleagues and I do not get invited to Board meetings and even though suggestion forms exist we do not have a say on how to make the workplace run better. |
| 250 | Mortdale | NSW | The immigration intake is too high. There are not enough jobs for everybody. Property developers want high immigration because they will profit from it. But there will NEVER be enough jobs for everyone. Also immigration IS NOT a substitute for productivity. |
| 108 | Moss Vale | NSW | Staff have no say and have to do what they are told. |
| 124 | Moss Vale | NSW | It seems to me that having provided employers with the complete power to pick and choose their employees has some implications for productivity. I am far too aware of choices to employ a less able, less qualified person, simply due to the employers personal instinct. I am saying that the best person is quite often not chosen for the job, and I am suggesting that employers should not have total control over who they employ. I also think that there should be some oversight of employers who constantly sack people, or put off subsidised workers once the subsidy period ends. |
| 379 | Mount Annan | NSW | Let the workers make the decisions, too many layers of management. |
| 347 | Mount Saint Thomas | NSW | I find our company is less likely to listen to workers these days, compared to the past. I know personally that I am prepared to work much harder for a company that has respect for workers. Mutual respect is the best way to improve productivity. If the system is fair for all, people feel wanted and contribute more. |
| 69 | Narara | NSW | Employers just want from you all the time the best. When they will get that they want more. Treat people nice respect people specially hard working one, Be fare and if you want you also give. Give people pay rise what they deserve don't take commission from them because company is stingy for money. If you treat your good workers right and look after them they will look after you. Treat people how you would want to be treated then you get from them maximum, if not they will just do half-hearted job. It is your choice. |
| 353 | Newtown | NSW | one employer problematic. Not able to give input. hierarchy appalling. |
| 205 | North Albury | NSW | How much more productivity do we have to give. There is only so much we can do before we have breakdowns. Please have a look at business and the demands they put on their workers. |
| 447 | North Boambee Valley | NSW | There needs to more communication between management and staff, I am only speaking from my workplace, I have also been in management myself here so I have ideas that are not listened to. This has made life very frustrating for most of the staff. We have had changes in management over the years and changes which have been for the better but this last change is disastrous and I do not know how the place is going to survive. We are working with skeleton staff, no one has time to scratch themselves during the day, meetings are called without any notice etc. |
| 9 | North Curl Curl | NSW | I don't have any freedom in having my suggestions accepted by management. This is part of the major problem that I've seen in the workplace. Management, at least at lower levels, is barely competent. |
| 121 | North Narrabeen | NSW | No-one who makes decisions about productivity ever comes to see our work or to talk to front line staff. They have no idea how hard we are working just to keep our heads above water. Please get your information from workers, not from Senior Managers' spin. |
| 126 | North Nowra | NSW | Productivity could be improved by having more workers on the ground and a less top heavy management. Less paperwork would actually enable us to look after our patients better and more efficient. If more nurses would be employed, patients would recover quicker and the number of readmissions would drop and that would save the government a lot of money. |
| 261 | North Willoughby | NSW | The company does the minimum required by law to train staff and lately even that has been reduced. Productivity is affected as useful training often gets cut and employees get stuck at the same level of competence for many years doing the same job rather than seeking improvement. |
| 160 | Nowra | NSW | My boss & I aren't close as her brother works there & I won't stand there & let them put things over me because I'm in the union. The boss tried to make me return to work earlier or resign while I was on maternity leave, because her brother was after my contract. Thankfully I was in the union who told me my rights & there for I still have my job.... |
| 381 | Nowra Hill | NSW | Working as a teacher, the definition of productivity would need to be clearly defined- is it better educated children? How is this measured? Is it about educating more children with less teachers? Is quantity more important than quality? In any case, as a casual teacher, you really don't have much say in the school. When I worked in pubs I feel like I was not in a position to talk to my managers about improvements as I was only a casual/part time employee and was concerned I'd get less shifts. |
| 415 | Orange | NSW | Sure my manager will listen to me but is she willing to implement ideas that make the place better run. No way. She is under the pump like everyone else. She may well recognise that a change will make a difference but it is too hard , will upset the apple cart and no one has the time to push things through. There is no money to make the changes that are needed. There is no will to make the changes that are needed. The system is designed to fail and it does, all the time and in some many ways. And who suffer the staff suffer the patients suffer and ultimately our society suffers. |
| 425 | Parramatta | NSW | Better mental health friendly work places. |
| 298 | Queen Victoria Building | NSW | The productivity commission must not listen only to business operators; they need to hear from those who actually do work. |
| 190 | Randwick | NSW | Some OHS issues. |
| 329 | Raymond Terrace | NSW | some time the managers listen to ideas for a better work environment but most of the time they don't |
| 433 | Raymond Terrace | NSW | If we focus more on leadership, create a culture for our hospital, respect staff and support them Then we may retain more staff and have them let embittered and willing to help achieve hospital goals. |
| 365 | Rhodes | NSW | Improve nurse to patient ratio to ensure an efficient and safe delivery of health care. |
| 390 | Romarnie | NSW | my site manager is very approachable re ideas from staff. However in the end there is really too much work for staff to fairly manage and this is unlikely to change |
| 153 | Ryde | NSW | The current Home Care management is very receptive to staff suggestion. Each staff team has a monthly meeting (paid work time) and I hope this will be the case after privatisation. Even if you can't attend the meetings you can put items on the agenda. Notes are prepared and sent to everyone after the meetings. |
| 129 | Saumerez Ponds | NSW | I think that if positions are made into job-share positions, then additional time is needed to be factored into the working arrangements to communicate between the people involved. Productivity can be affected in jobs that are split. Many communications, which normally would not need to be shared or recorded, need to be, when working as part of a team. It has been my experience that people in administration, or in outside organisations, only wish to deal with one person in an office. I have found in the current arrangements that I need to check my email communications on each working day of the week, even though I am only employed for two, just to direct communications to the relevant personnel job-sharing the role. |
| 175 | Scone | NSW | We have a very positive team ethic in the work place, led by our principal and supported by executive and other teaching and non-teaching staff. The main problem confronting productivity is financial, and ergo material, resources to benefit the young people we serve. |
| 96 | Seven Hills | NSW | My previous work exposed me to one of the biggest issues reducing productivity in the workplace, bullying and harassment. When bullying starts, a workers' efficiency is massively reduced. Absenteeism increases, workers become distracted and disinterested, complaints then get lodged requiring investigation. This is a drain on resources. However, if bullying was properly addressed through legislation, the bullying may be reduced or even eliminated. |
| 191 | Somerton | NSW | we try to talk to managers and other people sometimes they listen sometimes they don't as long as it does not cost money than maybe why would they listen when they cant even follow there own safety procedures and national log book rules don't apply to them when it suits |
| 434 | Springfield | NSW | I feel in recent years that nurses spend more time filling in paperwork which is then repeated on computers. We have numerous databases to access and complete. I feel nurses have become data entry clerks which takes me away from direct patient care. In our unit we have a ward clerk 4 hours a day leaving nurses to answer doors and security monitors taking us away from direct patient care. I cannot compete one task without being interrupted numerous times which affects patient care and safety. We rarely have unit meetings to address the issues and when we do we are keeping an ear and eye on our patients. When I have discussed this with management. I am told we will have a new unit in 5 years. In the meantime "what can we do" |
| 435 | Springfield | NSW | I am somewhat listened to though when I have to knock back a short notice shift which I rarely do. It involves having most shifts stripped from me. |
| 198 | Springwood | NSW | I have a manager and a board who will listen and take on board any suggestions. Our workplace is flexible and I have no complaints at the moment but our funding is only guaranteed until 2016. |
| 408 | St Clair | NSW | My manager may listen to my ideas but then they go no further. There is no forum for staff to have input into anything. |
| 185 | St Marys | NSW | To improve efficiency and meeting budget requirements, the Government needs to streamline senior management positions. I have worked in many state government departments and they are all top heavy with senior management and lacking lower level clerks to do the ground work. |
| 80 | Sydney | NSW | Being casual I have no say at work. |
| 419 | Sydney | NSW | One of the major obstacles I see is that Nurses are often not paid for ALL of the education they are required to complete- especially the annual mandatory education- In my workplace- Part time Nurses are expected to undertake this in their own time- The Facility supports time in lieu, but as a manager- it is extremely difficult to ever give the time back to the staff as the staffing profile for patient care delivery is built on the bare minimum numbers- so often the Nurses cannot get off the floor any earlier then their formal finishing time. Time in Lieu does not work and the Facility management substitute it them having to pay overtime. Another thing is the Nursing patient hours per day number- Nursing management make the manager pressure staff to take Annual Leave (shift to shift basis at extremely short notice which is not planned)- although this is "voluntary"- the pressure is applied to the managers to "find" someone to take the annual leave. Also I don't think it is too fair to make the staff take the Annual leave when it is not planned or be utilised for their own family breaks. |
| 340 | Tabulam | NSW | As a result of changes to employee entitlements, ie: penalties I would not be remiss in saying no nurse would give up penalties to care for others when they could give that time and energy to their own loved ones. I can speak from my own vast experience where I missed out on family gatherings, care of my own children so as to do my shifts at work. |
| 130 | Tallong | NSW | There is very little opportunity in my workplace for giving feedback to the executive. Actually as a teacher I feel that I have no input into the things we teach, the way the classes are structured, the educational philosophy that I am expected to follow or the way that discipline is managed in the school. I feel that my professional opinion is not valued at all and that I am not given any real opportunity to influence how the workplace operates. I believe we should change the way that look at and structure our workplaces. The people who actually do jobs should have a great deal of input into how they undertake those jobs particularly if they can improve both their productivity and lessen their stress levels. Also, when we apply for a job we give our supervisor or boss's name as a referee, why not our workmates who see us at our jobs and know how well we work. In so many workplaces the people in management take credit for everything achieved by their team because they want to move up the ladder and the people at the top do not ensure that the people who have made the biggest contributions have the opportunity for recognition. |
| 222 | Tolland | NSW | our managers are reluctant to listen to us as they think we are trying to get callouts rather than save money in the long term |
| 342 | Toorooka | NSW | The managers at both hospitals are great and are very approachable but their hands are often tied by policies from above, relating to cost cutting and "increased productivity". This is especially true when it comes to staffing matters. |
| 227 | Urunga | NSW | Generally speaking direct line managers are supportive of innovative ideas and are looking for ways to increase productivity. This is often driven by ever increasing excessive workloads, so looking for ways to have more time. However, upper middle management often block ideas from getting to the executive because of fear, bullying egotistical behaviour. This behaviour occurs because people are promoted beyond their capability, often resulting in managers with no managerial training, qualifications and very little referenced experience. This stifles productivity because they are unable to manage staff and projects effectively. |
| 337 | Vauluse | NSW | Our employer always goes for the bottom line. The cheapest (or free) version of essential hardware, e.g. interactive whiteboards or Moodle are bought. This means they are temperamental and can not be used efficiently, effectively or innovatively. We do not even have enough desks for staff to work on - they have to sit at the kitchen table without access to computers which are essential. They have to wait for someone to vacate a desk before they have access to essential files for teaching. How can this be productive? It is a noisy workplace but the bosses all have offices with doors they can close. Teachers become exhausted by the noise and are required to speak as little as possible. There is nowhere to sit quietly and discuss work issues. This is not productive. Students are put into a completely inappropriate level for their abilities and the teacher and the students are expected to cope. This is not efficient or fair, and certainly not productive for anyone involved with the class. Anyone who applies to be a trainee teacher is accepted for the teacher training course which means they often cause problems for the cooperating teacher in the classroom and it also means that the cooperating teacher spends much much more time with the trainee than they are paid for. This is inefficient and extremely stressful. None of these issues have been addressed by management. Profits first with resultant bonuses for them. We do not get bonuses. Around 90% of the teaching staff has been casualized. This means that, not only do teachers not make suggestions, because they might be penalized for making an unpopular remark, but there is so much coming and going of teachers that essential information such as where teaching material is located, how to use this kind of equipment or how this particular student is faring is not passed on correctly or not passed on at all. This is not productive. Managers often do not respond to emails, leaving the employee uncertain on how to proceed. This is not productive. |
| 333 | Verona | NSW | My organisation previously organised a "Think Tank" strategy, which allowed for all employees to put forward ideas for continuous improvement etc. The ideas I have put forward had been disregarded and then magically implemented a couple of years later, an extremely disappointing result. Also we are quite often asked our opinions regarding issues policy etc and are thanked for those opinions, and then they are disregarded and the Manager's original policy etc is implemented. In other words they are seen to be ticking the boxes. |
| 264 | Wagga Wagga | NSW | Productivity is more one on one with patients, and less managers doing paper work or projects, non-productivity is there are more admin staff than nurses that care for patients, this is why health cost too much and is un-productive |
| 295 | Wallsend | NSW | Simple get rid of all the middle management bludgers we don't need them. |
| 325 | Warrawong | NSW | I have a board of directors that are all volunteers. They are open to change and very strict on paying the award and supporting us workers. but they are powerless to stop funding cuts in the community sector. If we lose our jobs in the next year or so there will be no redundancy payouts. |
| 187 | Waterfall | NSW | I have put forward ideas to my managers to improve productivity but on all occasions have been ignored. The biggest problem here is the Bonus system management works under, they change things, try to cut back on good working systems and customer service just to prove to their bosses that they have done a good job, so, they can get their monthly bonuses. Then when it does not work, they blame the staff below them. |
| 146 | Wattamondara | NSW | Workers compensation people should be retrained in a tafe course or something similar and not you can be a clerk because you can read a paragraph of a newspaper. From jack hammer to clerk LOL |
| 436 | Wattle Grove | NSW | On our ward we have a 'productive ward' where our educations are very keen on listening to our tips on trying to be productive |
| 112 | Wentworth Falls | NSW | At work the company isn't interested in hearing about any improvements to the process. Instead we are expected to work till 100% and then look for someone who isn't before thinking about hiring more people. We have millions of dollars in the pipeline and regularly make 50-100 million profit yearly but we are under staffed. And managed by people whom aren't suited to the roles. From zero qualification to zero experience. Safety and reporting on incidents is meagre, someone got a broken finger and was told he COULD write out an injury report but we have had too many already this month. Another incident they where sandblasting at a site without any protection. Another someone using a high power type of paint spray ended up spraying it inside his finger and ended up in hospital. Very little is learned... I am in the office luckily, although yesterday we had diesel fumes in the office we felt ill one woman went to the hospital that night with carbon monoxide poisoning the OH&S guy wandered about hands in pockets and then back to his building. |
| 401 | Wentworthville | NSW | I have never been able to convince management to make workplace chances, even in relation to workplace health and safety. In trying you are regarded as being a trouble maker. |
| 323 | Whalan | NSW | In my workplace no one listen to me as a security professional or at least as a human. |
| 239 | Wingham | NSW | Our workplace has very little positive interaction between staff and management. As a casual, I have little sway in discussions with the employer and due to a lack of management expertise staff are supposed to be motivated by daily threats to their job security and regular screaming matches from the manager and 2IC. |
| 301 | Wollongong | NSW | It is not easy implementing productivity changes within the organisation as we do not have a formal process in place for reviewing such suggestions. |
| 172 | Woodburn | NSW | I doubt I can be much more productive as I put in many hours of unpaid work at home to meet the requirements of my employer. Recognition of this in some form would be very much appreciated. The so called related duties time we are allocated is not enough to cover the work we are expected to do, especially with the new requirements of "Smart and Skilled" which add much more administrative paperwork and expects us to teach the same course material, with the same level of quality in less hours. A semester in 2014 was 18 weeks 9am - 4pm each teaching day. It is now 17 weeks 9:30 - 4pm no reduction in requirements. |
| 411 | Woodburn | NSW | Local managers use intimidation and bullying to cover short falls and budget constraints, generally will not listen to employees unless it involves significant cost savings. |
| 60 | Woy Woy | NSW | The higher level managers are I believe, so far removed from reality, that its up to the lower managers to keep them in check, however, there are so few of them, and too many that are "yes" men |
| 19 | Bayview | NT | I have plenty but am far more over qualified than 98% of the people above me. I spent nearly 15 years working for London Met Police and participated in over 100 courses developing my skills. I was on accelerated promotion and received several commendations for my work. I cannot get anyone within my place of employment to take me seriously and am now seeking work elsewhere. |
| 39 | Casuarina | NT | Yes current workplace seeks regular input on ways to improve services for clients as well as workplace efficiency. However, there is an emphasis on "client numbers" rather than amount of service; there is no measuring whether service is sufficient to meet client needs - so ethically and morally the limited input we are directed to give to clients can be difficult to reconcile. |
| 201 | Herbert | NT | My current boss is always open to new ideas although I can’t say that about past managers were I was not listened to nor taken seriously and had my ideas taken from me and the pat on the back was not given to me |
| 202 | Nhulunbuy | NT | In my workplace we have increased our productivity by reducing staffing at rural offices from five (or more) to three, two or one with automation taking up the slack. We used to have a company vehicle at each office, but now there are only a handful of offices with access to a company car. We used to call people in to cover a shift when someone went sick but now the shift is not staffed. At the moment my boss is on sick leave after an operation. He is expected to be away for a number of weeks but there is no one doing his job because there is no money for Higher Duties Allowance. Is this any way to run a ship? The poor bloke is trying to connect to the office on his laptop while he at home in bed. Because if he doesn't, when he gets back to work there will be a mountain of work on his desk waiting for him. There is talk of changing our work role to make it non-shiftwork which causes me great concern. And all these productivity measures do not result in wage increases - they are consumed by organizational budget cuts and "efficiency dividends". |
| 336 | Tiwi | NT | Our manager is quite open to suggestions |
| 412 | Acacia Ridge | QLD | No this place is stuck in the stone ages! No one cares that is why I am out of there. They shoot you down sweep in under the carpet attitude. No one wants to know and this is adopted right from head office! |
| 377 | Albany Creek | QLD | I have never seen morale so low, governments want to take all of the time, it feels like a very dangerous place for patients to be. Ideas are put forward but with so much change in last 3 years the desire for change is a dirty phrase. |
| 328 | Alliingham | QLD | I had been trying to gain employment in the mining sector for the last 5 yrs , and yet we have the big miners telling us they need to employ overseas workers as there’s no Australians who will work there .the last application had over 700 people trying for 2 positions as cadets . |
| 193 | Annerley | QLD | in order for each resident to get the care they deserve, ACFI needs to be replaced with a system that funds staff to each resident on a needs basis to ensure that managers don't get away with understaffing as they do now |
| 186 | Ashgrove | QLD | I have made 2 attempts to introduce extensible industry best practice into the agency I currently work for ( LEAN / Agile / centralising data management/governance). Each time met with any number of reasons/excuses like, not enough resources, or we don't have the funding. The truth ( as I sense it ) is of course that senior management don't want to put in the effort to firstly constructively evaluate the proposal for merit, and then to marshall the necessary resources, budget, and sponsorship to effect real change with tangible benefits ( like reducing duplication, maximising re-use, eliminating "silo-ed" development, advocating systems integration and interoperability, a robust and reliable system of record, and strategic planning just to name a few ). Here we have opportunities to follow leading evidenced-based industry initiatives that are known to improve productivity and time-to-market yet management lack the fortitude are risk-averse, or ignorant of the efficacy of the proposal. Whichever of these "reasons", it's not very encouraging, especially when I am being asked to work longer hours, take a drop in pay ( my agency is not even keeping pace with CPI now), and take away hard-won entitlements and conditions. |
| 318 | Ashgrove | QLD | Unfortunately to date there has not been sufficient consultation with myself and colleagues regarding the implementation of various processes involved with our ongoing working procedures. |
| 18 | Ashmore | QLD | I think a suggestion box for staff to fill out a form or any grand ideas in their own time might be a good idea. I wouldn’t expect the owner or manager to use their time , or mine as they were paying me to listen to my ideas as well as perhaps many others. That would be rude unfair and uncalled for. |
| 8 | Balmoral Ridge | QLD | I and my colleagues are always working unpaid overtime and the demand on us from our employer is more of an unsaid expectation. Even our customers are sharp as our staffing especially during lunch periods is always minimal to ensure top dollar profits are reached |
| 12 | Bargara | QLD | My wife often says her ideas are not listened to, she realises that not all will be viable straight off but feels with some thought and 'tweaking' they could improve the system she works within. |
| 43 | Biggenden | QLD | My Employer does not listen. |
| 395 | Boondall | QLD | As a general principle I and other workers are always looking for ways to improve our efficiency and keep costs down. We get through a large amount of work and regularly put in extra time without compensation to keep on top of our work. |
| 181 | Brackenridge | QLD | less reliance on casual work force, and recruiting quality permanent staff for continuity and quality of care. improve nurse/patient ratios and set as legislation. the workplace has a system of improvement suggestions and they are presented to management, ultimately management makes improvement decisions. improve union relations because we are all about the same things... quality patient care |
| 113 | Bray Park | QLD | In my previous workplace all the managers were men. My opinion was not valued at all. For example, my position was Print Room Operator and was not consulted when 3 new printers were purchased. I had already been a graphic artist also. All the women were called "girls" and couldn't get raises, despite upskilling. |
| 383 | Brighton | QLD | As a Union delegate, I am often contacted when employees are concerned about working conditions and productivity. It is my responsibility to try and raise these concerns with management. It often seems that the "intent" of productivity improvements is less about productivity and more about cutting costs. |
| 25 | Brisbane | QLD | No way, I have worked on 9 different sites and all they all care about is the bottom line, only a few actually care about the guys working for them, we are just a number to them and easily expendable. If you want to call it the "productivity commission" health and safety procedures should be more streamlined across the whole industry, safety is always of utmost importance but there is a lot of job creation as each safety adviser tries to reinvent the wheel, every new site and new company that we work for its like starting from scratch again which must waste thousands of man hours across the country. |
| 420 | Brisbane | QLD | Work place Meetings |
| 356 | Browns Plains | QLD | Too many chiefs and not enough Indians in our work place. Nobody knows the categories in which management or decision makers will start listening. Kevin Rudd did the right thing by organizing people to contribute ideas and they got rid of him. So why ask me for something which will not be successful anyway. |
| 445 | Bundaberg | QLD | Over the last 10 years or so I've noticed a specific trend for management to blame the worker when strategies aren't working or goals not achieved. Additionally, managers significantly support managerial prerogative ie the manager is always right regardless of the facts. In combination with managers supporting each other (regardless of the circumstances), workers feel powerless to be able to contribute meaningfully towards improving the workplace unless the worker's comments support management's position. These circumstances significantly established and support 'group think'. Any worker who speaks against a strategy or concept is considered to be 'not a team player', their concepts dismissed and any opportunity for career advancement curtailed. |
| 397 | Burleigh | QLD | We are constantly required to work 100% efficiently out in the work force, however we find ourselves severely hampered as the task requested from the office/ computer system, has constant errors in which we must modify. Also the system continues to send workers to incorrect areas of work, extending travel time, becoming less efficient. |
| 427 | Burpengary | QLD | I was always able to get my line manager to listen to my ideas but public service managers are never the boss. I have had Directors General and even State Premier and ministers of the crown listen to me but I doubt if they paid anything other than lip service to my ideas. Problem with Senior managers is that they have been trained not to commit to anything. |
| 61 | Capalaba | QLD | At present all ideas for productivity comes from the Managers and CEO. There is a lot of Rate Payers monies’ being wasted on useless Red Tape and new systems that would make the Qld Health Department pay roll system seem like the only one for 1st place. Remove the need for Procurement Contracts and get back to the basics of testing the market for the best price and products available and not be tied to a Contract. |
| 84 | Carina | QLD | The public service is a venue in which fearless feedback from the bottom up aimed at improving productivity is stopped at a middle management level as it implies to these managers that they are not doing their jobs properly. |
| 272 | Carina Heights | QLD | To improve productivity in this agency, we need more staff! Seriously, there have been such severe budget cuts that we are extremely overworked and unable to keep up with the amount of work to do. Tell me how cutting budgets and people can increase productivity!!! The government will be hit with stress leave and claims as a result. How will that improve productivity? It will reduce it!!! These changes have not been made to consider the working life of good hardworking loyal and dedicated people. They have been created to 'weed out the bludgers' but the good staff are suffering. Why doesn't the real problem be addressed - and that is those slackers who don't do a good days work be addressed by their managers! |
| 125 | Carrara | QLD | There is absolutely no interest in my employer taking ideas from workers. I previously suggested twice to a national manager to make a suggestions box for workers to suggest productivity gains on a loss making contract. It was not taken up. There is a fair bit of truth that managers and supervisors in my employers organisation are perhaps overloaded and have no time to listen and seem constantly stressed. |
| 230 | Carrara | QLD | I think that people who cannot do their job should be put off and not promoted or given opportunities for higher roles. Maybe tests to have people keep their roles and if they fail they need to learn how to do their role correctly. |
| 277 | Carrara | QLD | My workplace is 50% unionised and management seem to try and do the right thing. |
| 220 | Coombabah | QLD | Pay people what they are worth. Staff should be paid overtime, when asked to work after hours. Staff should not be hassled on their private mobiles after hours etc this is what I had to deal with ... |
| 194 | Cornubia | QLD | I am rarely able to get my manager to understand that small things can make a big difference to productivity. For instance, I developed small training sessions designed to reinforce staff learning of some complex aspects of policy for team leaders to deliver in team meetings. These materials were so well designed that almost no additional impost was placed on team leaders and the return on training $ improved. Despite wide support from middle managers, team leaders and staff this inexpensive and worthwhile initiative was 'binned'. This penny wise, pound foolish approach means that 80% of the funding spent on our training program is lost in terms of returns from improved staff learning and therefore improved performance. If training is not reinforced by well-timed and targeted follow up, the dollars spent on the original training may as well be flushed down the drain for all the good it does. The research has proved this again and again - how many managers does it take to find the switch before the light bulb goes on???? Poor productivity is more often linked to poorly performing managers, poor managers engage in bullying tactics and this lowers performance or causes it to plateau. If the productivity commission is really about turning our workforce into a C21st version of an enslaved population, then the productivity commission is not about productivity at all. The most productive workforces are engaged, happy, ambitious and confident - making workers lives miserable by grinding them down is not only inhumane, it's plain stupid. |
| 339 | Cornuiba | QLD | I was the work place health and safety representative, and use the knowledge gained to improve the workplace through the legislation and the lessons learnt from accident reports. Im one of three dual tradespeople all of our recommendations for improvement are rejected. |
| 54 | Crows Nest | QLD | We have some avenue to advise our employer of changes that may increase productivity. |
| 384 | Currmbin Valley | QLD | In am a workplace employee representative and have advised the company on productivity initiatives. My experience is that the company does not seek employee input even where the employees are the knowledge holders. |
| 46 | Eumundi | QLD | I am working for a technical delivery agency that has decimated its technical capacity and replaced it with unqualified bureaucrats. As a result the technical standards for this sector have dropped across the state with adverse outcomes for the general public. I live remotely from my office and travel four and a half hours each day (car/train) to get to/from work. My role is easily undertaken by telecommuting (I did so for four months in the UK and six months in the US) but my director refuses to entertain the concept because he has to travel long distance as well, despite HR policy making the provision for telecommuting. I am a very experienced operator and find that such personal intervention unnecessary. I believe that making such work arrangements that impinge so severely on my life style should not be in the hands of the manager but delegated to an independent body. |
| 157 | Forest Lake | QLD | I was working as a Senior Case Manager with a previous employer and my manager there did not listen anyone but if me or my college had any idea than she would abuse us and said "we are against her". During my work with that employer staff members resigned due(they said)to manager's behaviour towards them. However, I am happy with the management team with my current employer. |
| 145 | Gracemere | QLD | More opportunity for permanent work force or sick and holiday pay with labour hire company's |
| 47 | Helensvale | QLD | The Fundamental issue facing the workers of Australia is its ever decreasing permanent full time work force. There is no job security for Australian families anymore and government has aided business in allowing to create the new class of citizen. This new class is the unsecure working poor which will have little to no savings and the same with superannuation on retirement. |
| 266 | Herston | QLD | Technology is often seen as the main driver of productivity improvements in the workplace. Technology does mean that we are able to perform many additional tasks and often perform some administrative tasks quicker. However the burden of servicing vast computer networks, reporting and keeping the data up to date also creates a lot of additional work. In a sense that is good because we are still creating employment. On the other hand the efficiencies are not as great as formerly envisaged. We are doing more with more - not doing more with less! Are we working more efficiently? I would say we are working differently rather than working more efficiently. It is like the illusion of labour saving devices in the home. We work harder to earn more money to pay for all the gadgets we need. In the workplace we spend more and more time servicing "the system" rather than the customer. Some systems are definitely "clunkier" and less efficient than the older incarnations of 10-15 years ago - but they are designed to do more tasks. |
| 154 | Highgate Hill | QLD | Always taking suggestions to Employer. |
| 26 | Holland Park | QLD | Improving productivity has many facets, but part of the process should be the encouragement, by the ATO for everyone to pay their fair share, and that doesn't matter if they are Australian or multinational companies or mining "magnates" with an oversized view of their own importance. Everyone should pay their fair share, and the fact that the ATO doesn't chase the Gina's and the Twiggies, means they aren't doing their job. Why do we SME's get chased for $500 and the likes of Rinehardt and the pig Murdoch, get given 800 Million of my hard earned? |
| 423 | Inala | QLD | cut out all these so called inquiries into Australian workers who are the backbone of the country work with them not against them |
| 228 | Indooroopilly | QLD | Improving workplace "productivity" starts with improving stability in the workforce. If workers feel they have some commitment and goodwill from the employer to honour their input, they will ultimately give back in production and loyalty. |
| 359 | Ingham | QLD | The Service Provider I work for do not listen to its employees about workplace "productivity" they are to busy caught up in their own agenda. |
| 247 | Kalynda Chase | QLD | In the section I am in it depends who you are, as to whether or not your ideas are listened to. Because I am a more mature aged person the younger ones tend to be of the opinion that I could not possibly have an idea worth listening to let alone implementing. Therefore you tend to give up and not say anything. |
| 27 | Kawana | QLD | Self-managing systems are the best productivity answer. |
| 410 | Kelso | QLD | From my experience it has been impossible to get any manager to consider any input from myself and any other worker or worker organization. It has always appeared to be an attitude of management that it is their money, their ideas and their ideas that have made the business a success, yet the number of these business that have gone into bankruptcy to avoid paying due wagers and tax and reappeared under another manager to repeat the cycle has the worker organizations totally dismayed The only changes that I have seen in management attitude is when the Work,Health & safety Act became a force to be reckoned with whereby management levels including chief executive officers faced jail terms for non-compliance to the act and death of employees. It was at this time that the term consultation became "in vogue" and the worker organizations managed to have an input into management policies and determined better and safer working conditions for the workers. This input showed the management that with the total massed brains and ideas of the workers that there are abilities being employed but totally ignored by the management as it showed management that basically the adage "two minds are better than one" is still relevant in the world of today I have seen some management who have now totally accommodate ideas from workers and worker unions in the form of enterprise bargaining agreements which have resulted in productivity increases, reduced costs through better processes and where the consultation processes has been absorbed into management thinking to promote the business and improve the industrial harmony. Work place productivity has always suffered where the worker and worker organizations have not been allowed to be involved and this has resulted in a movement by the employer organizations to approach the government to implement laws and policies that restrict workers in association with other workers, worker organizations and by making it illegal for workers to discuss their individual terms of employment ( refer to the act in work choices where the individual was prohibited from discussing the wage rate with other employees) |
| 418 | Kelso | QLD | We are always trying to implement ways of streamlining our business however these are at times thwarted by resistance to change or fear of becoming too efficient and having positions eliminated resulting in potential job losses |
| 262 | Keperra | QLD | I have been appointed as OH&S representative for my sector in the establishment where I work. We meet monthly and discuss issues that arise within our workplace. Most of my suggestions and concerns have been acted upon. |
| 299 | Kirwan | QLD | In my current position I am able to reform my role and improve my workplace and productivity. Due to my knowledge and experience, I am able to voice an opinion and be heard, however this has been not always the case. In my previous work section, basically two people controlled everything in a national workplace of around 120 people. It was a shambles and the people who still work in that section, who I keep in touch with are still trying to recover. |
| 394 | Leichhardt | QLD | Listen to your workers, you wouldn't have your position without the people on the front line. Happy workers, better production. I work a flexible roster working 12hr day and night shifts. I get the best of both world working this way. I get the benefit of only working 7 shifts for the fortnight. Time with my family, and a break from the responsibility of my job. Idea's don't take penalties away from shift workers. We work those hours because we want to not because we have to if you take away people penalty allowances then you will lose decent workers who are good in their roles for people who aren't trained and don't care. |
| 200 | Malanda | QLD | we are about as productive as we can be.....the work is hard and physical....we use our own body strength to help the elderly to move about and it's demanding work that causes injury to our backs and our joints. We couldn't possibly be any more productive. |
| 215 | Maryborough | QLD | Productivity comes from respect. When employees are consulted and good points acted upon, they feel valued and will go the extra mile. Across management, consultation is a dying art and it all comes from the top. Thus employee attitudes are justifiably negative. |
| 169 | Mcdowall | QLD | I believe this whole concept of "productivity" is a joke. The number of people now on stress leave across many occupations continues to rise. You cannot keep dragging more productive work out of overworked and stressed employees. In my experience, most positions lack training and the person is blamed for lack of "productivity" when they have not had the correct induction and/or training required to excel in the role and managers are often not as skilled as they should be for that role. Also, maintaining this current practice of casual and contractor role leaves everyone in a temporary position with them looking for something better...they are not committed and for the company, keeping an employee far outweighs training a new one! |
| 373 | Mcdowall | QLD | It remains difficult in many hospital areas to inform managers of better working practices and more so to actually change old ideas and established routines. |
| 21 | Moranbah | QLD | It is so common now when going to an interview to be asked, how much remuneration would you expect for this role? Why can’t the salary be open and transparent? It is almost like we are bidding for the cheapest offer when we apply for permanent work. I am degree qualified and feel that I often have to downgrade the value of my education just to get the role. There should be set levels of remuneration based on your academic qualifications and experience levels. This was the case when I was first in the work force with a major bank commencing work in 1983. Please need honesty, transparency and stability. Redundancy notice periods of 4 weeks are no longer sufficient to support an individual until they obtain further work. |
| 218 | Mt Gravatt East | QLD | My daughter was hired as a head dental nurse, the owners sister is the practice manager who doesn't listen, my daughter has had real concerns about hi gene and they employee girls from other countries that Standards are not like ours. When she brings this to their attention the practice manager just rolls her eyes |
| 189 | Mudgeeraba | QLD | The area manager and the company is all about profit. The girls and I put 100 percent into the centre and the children. It is usually the case that we go without a lunch break because there are not enough staff members employed to cover. This lack of staff effects all issues of the job. It makes you feel undervalued and we have a high staff turn over. But management don't listen. |
| 407 | Narangba | QLD | If you want to improve workplace " productivity " do not gang up on nice competent Registered nurses like myself. |
| 442 | North Bundaberg | QLD | Don't take away our penalty rates - it is hard enough to get good nurses now without them losing their penalty rates |
| 388 | North Cairns | QLD | In my time in the industry I have seen a shift from direct Company employment to Agency, with a loss of care for the individual employee this has an effect on the training and enhancement of the individual to the detriment of the company. The requirement made by insurance companies on employers and then passed on to the employees is also detrimental to productivity. Tax incentives that were given for training are absorbed by the safety trainers and not spent on the betterment of the employees as they were designed. |
| 58 | Oxley | QLD | We need more staff. My manager does not listen to or implement ideas that my colleagues and I have raised about improving the workloads or becoming more efficient. We are all so overworked that we have to constantly react to situations, rather than being able to plan and implement better strategies. I am completely overworked and for the past 3 years have been doing the work of 2 or 3 FTE staff, sometimes working in excess of 70-80 hours per week. I then get in trouble for working longer hours that I am authorised to do, because the university doesn't want to be sued if I am injured or attacked going home late at night, but they also won't hire more staff or acknowledge how overworked I am. I also face getting in trouble for not getting my work done and keeping on top of things. So I am stuck in a catch 22 situation where I am punished either way for wanting a decent work-life balance, or for keeping on top of my excessive workload. My manager does not do enough work himself, and often gives my colleagues and I extra work above our pay grade that he ought to be doing. I can't exactly delegate my work on to staff below me (there's only one) as she is already busy enough and is also not reliable, consistent or accurate enough in her work. |
| 40 | Pacific Pines | QLD | Instead of overburdening professionals with multiple layers of administration and micro-management, slim down Boards and remove middle management and replace them with Management Committees made up from within, so teachers form policy for teaching, not accountants. Nurses should be deciding how emergency departments work best, not HR executives. |
| 268 | Portsmith | QLD | It is impossible to get upper management (ie Canberra) to listen. Centralisation has created so many silos where each silo writes policy or procedures that benefit itself to the detriment of the other silos. |
| 292 | Redland Bay | QLD | Productivity in public transport is a no brainer, as we rely on passengers travelling on the network. So productivity is not the solution in my case. We provide the service the Queensland government set out and our on time rate is very high, plus our customer service is second to none. There is your productivity. |
| 405 | Redland Bay | QLD | I work with a Manager who has his own agenda of trying to save his job. I also see this in the LE levels. It is creating an unhappy work environment and negativity. My Manager is not a person I would feel comfortable discussing anything of concern. I and my colleagues all feel we are unable to trust that person. It is also shameful that staff are discussed by name in weekly Managers meetings. |
| 441 | Rochedale South | QLD | My grandson has regular weekly meetings with all managerial staff and motivational meetings with line workers. I believe that constant dialogue both upward and downward in the employee/employer chain is important to the workplace relations. Constant dialogue and recognition of ideas and feelings. |
| 330 | Sadliers Crossing | QLD | Over the past decade, there has been a shift in our school from a collaborative structure to a leadership structure. Teachers feel less valued for their professionalism. Data measurement, such as NAPLAN results has led away from teachers exercising professional judgment to leadership feeling the need to prove itself. |
| 389 | Sandgate | QLD | It's simple. If staff aren't confident that they will have a job next week (barring incompetence or wrongdoing), they do not give the fullest of their talent. |
| 103 | Springwood | QLD | It is naive to think that business decisions are based on productivity. I have had some wonderful managers in the industries within which I have worked. However, I have found a distinct hierarchy between Australian states. Qld MDs, CFOs and COOs are frequently unable to have their ideas heard or implemented if the strings are held by WA. Over the past 6 years I have worked for three companies that have been taken over then closed their offices in Queensland. On two of those occasions the Queensland operations which were in the black were closed in favour of keeping work for WA where at the time their less profitable/ less productive head offices were located. Many of the highly skilled and experienced engineers who were employed at the Qld workplaces have either had to accept fifo roles or remain unemployed in their profession for very long periods. I have also worked for a multi-national JV company which brought many Filipino staff into Brisbane, supposedly for training prior to being mobilised to a PNG project. These staff were signed to a contract in the Philippines often for very minimum wages ($6,000 per annum) but were employed illegally in the Brisbane office. These poor people could not even afford to buy food or catch a train to their company provided shared accommodation out in the suburbs. At that company I was told "Oh you're Australian, we don't like to employ Australians because they are too expensive." |
| 263 | Stafford | QLD | I feel we are very productive and we all work bloody hard for our money. |
| 163 | Stretton | QLD | At the current place of employment I am unable to get the management level staff to listen or implement any ideas about making the business or workplace run better as they do not foster an open door or approachable work environment. Therefore to improve this I would suggest: - Transparency throughout the business (at all levels) - Having a clear and defined structure in place in the workplace that is explained to all new employees, i.e. who to speak to with any issues, or problems with your work, or environment - Requirements for managers/leadership roles in certain sized businesses that will take on the role to facilitate an inclusive and approachable workplace culture. This allows employers and employees to have honest and open conversations about their goals, ambitions and objectives, in a confidential and judgment free space; this could improve productivity by helping workers feel valuable, trusted and like their voice is truly being heard and recognised - With a business of a certain size I feel it is important to have an established "leader" or "manager" type role that aids in the smooth transition of new staff, and explains processes and procedures that are in place to alleviate any stress or anxiety caused due to uncertainty and to alleviate feelings of incompetency. - An open door policy with higher level colleagues who might be either the director or a manager; establishing trust and fostering an approachable and caring work environment - Acknowledging that mental health is a real illness, and abolishing the social stigma; encouraging workers to be open and not feel like they will be judged or ridiculed for disclosing such information |
| 76 | Sunnybank Hills | QLD | My boss is relatively open to new ideas and better operation of the business however I know that many bosses are not as open and accepting. |
| 351 | Sunshine Beach | QLD | Staff involvement in workplace organization is often helpful they are on the coal face and many have ideas for better procedures. In the restaurant industry the worst thing is the lack of understanding of how little profitability there is and how costs have to be continuously managed, many owners don't want to work in the business and don't get that that takes out about $50.000.00 per year. |
| 369 | Tarragindi | QLD | The concept of workplace productivity for operational staff is often misunderstood by management whose focus and understanding is principally based on administrative and financial concepts with a disconnect from the reality of operational issues. Therefore, attempts to improve productivity from operational staff are often treated with either suspicion regarding motivation and/or an inability or refusal to understand potential benefits. This problem largely underlies this entire discussion. |
| 400 | Tewantin | QLD | The Education Department still feels students can perform better with oversized classes. This has proven to be incorrect. |
| 156 | Tin Can Bay | QLD | It is hard to pass on knowledge learned over 30 years when potential work has been taken by 457 visa holders or New Zealand workers, there wages are then taken 'home' to a foreign country with no ongoing benefit to Australian business's to lower unemployment here. A joke! |
| 417 | Townsville | QLD | There are always ways in which to improve patient care but unfortunately often it comes down to the dollar. There is a lot of short term thinking at the moment instead of preventative options that will reduce patients returning to hospital. Staff patient ratios is one of the most important ones. To often decisions are made by people who have not worked on the actual ward floor for to many years. Pieces of paper to cover the hospital and forget about the actual care of the patient. |
| 252 | Urangan | QLD | (90%) of Managers that I have come across do Not Listen to any Worker that is Beneath them...Even if Safety is an issue. I would suggest some form of Benefit in Favor of Individual Managers Upon Recognition of Staff skills and examples of those skills and or Benefits for and on behalf of the company or industry each year ...Perhaps even monthly. |
| 88 | Wakerley | QLD | As a progressively changing business focused to meet the demands of an ever changing customer. We change and adapt all the time. However the only change we have no control over is the LNP destructive want to introduce a foreign work force into an extremely dangerous field of expertise. I have seen multinational corporations commit to multi million dollar contracts only to engage unsuitable workers for the task but also risk the lives of workers and the public . These worker have a very limited understanding of the English language and are very reluctant to speak up when placed in a threating situation on the job site. |
| 348 | Warwick | QLD | The best way to improving productivity is to have unions involved with meetings with management and employees, we do have committees and meetings with managements but managers often ignore ideas and issues raise with them. Once the ideas are ignore all the workers feel disappointed by management. |
| 256 | Withcott | QLD | I'd love to do a productivity inquiry on all politicians to see what they actually do in a day. If question time on the ABC is anything to go by, they are no better than a bunch of unruly school children. They could come and walk a day in our shoes in the operating theatre when all the lists are running over at the end of the day and we have families to go home and attend to. We need to be looking at getting rid of some of the fat cats up the ladders, sitting in offices, sometimes I wonder how much actual productive work some of them get done in a day in between socialising at coffee breaks. |
| 36 | Wollongabba | QLD | Even though I have a relatively senior classification, reflecting the specialised knowledge required in my job, I have never been in a position to make decisions relevant to productivity in the workplace. Such decisions happen at the higher levels of the organisation. My colleagues and I are proud of the efficiency and professionalism that we achieve in doing our duties, but we have no say in managing these duties. |
| 248 | Wolvi | QLD | Nothing to say here - casual employees don't have a say |
| 357 | Wyreema | QLD | I do make suggestions about improving the way we work and normally the company consider my suggestions |
| 49 | Enfield | SA | my manager would rather we do a bit less work so that he can use subbies to do our work. we tell him that we can get the job done but he wants to keep using subbies. even though they are more expensive as they are paid an hourly rate and go slower than us and do not do as good a job. |
| 38 | Hawthorn | SA | My employer can be consultative, during periods of lefter governments, there are consultative arrangements which not only exist in the agreement but also live in the workplace culture. In periods of more right wing governments, the life of this culture is diminished, squashed and staff are deemed as nothing more than resources to be moved, scheduled, and audited at a whim. Consultation and inclusive business decisions is crucial to productivity. We continually see programs role out with productivity glitches. They work 50% really well but the other 50% means reverse workflow, workarounds, delays, lack of transparency and lack of engagement with the process. I struggle incredibly that organisations say, "we are doing this" and expect their staff to pick it up and run with it without context to the drivers of change nor the direction of where it's going. Without this I cannot buy into the change nor the business. I can't help achieve their goal. I feel It is crucial to any workplace to see your staff as more than robots doing the work. There must be context provided by employers to assist staff in being able to understand the context of change and to assist staff to buy into change and development. Arbitrary rules which restrict this, stifle innovation and productivity. it reduces staff to widgets |
| 315 | Huntfield Heights | SA | Very good management/ employee interaction. Would've been good if govt. Sustained australia's auto industry |
| 414 | Macclesfield | SA | We offer many solutions to the overcrowding of the emergency department ( at times we have 25-30 admitted patients waiting to go to wards, we are only a 31 bed department), but unfortunately these solutions usually mean opening unfounded beds. Our manager listens, but is unable to help due to lack of funding. Our hospital in the past was 900 beds, now it is 265 beds. |
| 273 | Modbury Heights | SA | Productivity, and workplace harmony could be improved by rationalising the current Award system. Conditions under the "Professionals" Award are different to those under the "Manufacturing and Associated Industries" (MAI) Award. Management should not have the ability to pick an Award with poorer conditions, then tell everyone "This is your Award". |
| 209 | Morphett Vale | SA | My manager is very approachable and a listener and an implementer although at times I feel his hands are tied as we are a subcontracted company. |
| 364 | Morphett Vale | SA | Lack of time to do all the things required of us. Very pleased we have accreditation on a regular basis to make sure all the standards required of the company are seen to be met. Sometimes this brings about some changes more inline with reality. |
| 166 | Newton | SA | We don't really have a manager, we have agency managers/owners who have never expressed an interest in our opinions. We are not in a position to improve productivity as how we work is dictated by administrators who know nothing about our profession and are only interested in what is the cheapest and the most convenient for them, not what is best for the actual users of interpreters. Given that interpreting is not a commodity, productivity is difficult to measure. Given that outcomes are not monitored, nor is quality monitored, those, who make decisions don't care. The interpreting dollar could be put to much more effective use which can reduce the costs of the overall operation of institutions such as courts or hospitals, but the profession is not seen in that light. The administrators are just ticking boxes and protecting themselves against litigation. |
| 30 | Oakden | SA | I think that it is the managers and executives that need looking into - just how productive are they to warrant huge six-figure salaries? I think not! |
| 254 | Parkside | SA | There are not enough nurses on the floor doing the "work". I refer to EN'S and RN'S. There has been an explosion of upper management, executives, sector managers of this and that. Hospitals and health systems functioned perfectly before - for a long time. They do not have any worthwhile input to the client's survival. In my opinion this is a WASTE OF PUBLIC MONEY-a huge drain on our budgets. We also want to be Nurse led, not Social Worker or Occupational health led. They are not from a medical background, and should not be overstepping professional boundaries. |
| 449 | Port Pirie | SA | My direct line manager is fantastic at listening to his staff's concerns and needs, however those above him have very unrealistic expectations of what can be achieved in a classroom. |
| 83 | Sailsbury Park | SA | I have seen three or four EBAs in the thirteen years I have worked at my place of employment. In that time the employees have had little to no say in content and no say in the negotiations. I would say we have very little say in what management decide to do . With another union I had been involved in national EBA,as a deligate and an official . We had great results in productivity and savings . This does NOT happen at my place of work. |
| 267 | West Richmond | SA | Over the past few years those in Leadership positions seem to have become increasingly dictatorial and disinclined to listen to suggestions of the staff, many of whom have years of experience. An example of this is when purpose built facilities were in the planning stage and feedback was requested by staff, these suggestions were ignored. Since moving into the new building it is apparent to everyone, except those who made the decisions, that simple changes would have made the building much more people friendly and reduced time being wasted because of the distance staff have to walk - when a door from one section to another would have made the facility much more user friendly for both staff and students. Management seems to have become youth fixated and have promoted very young teachers with little or no experience over those who have had years of experience and excellent outcomes with students. These young staff then often need excessive amounts of support to do their jobs effectively taking up valuable time and good will of more experienced staff. I believe the workplace would be greatly improved if the knowledge and experience of all staff were listened to and taken into consideration and applicants were appointed on genuine merit. |
| 324 | Crabtree | TAS | More money seems to go to the top end Management instead of at the grass roots level where the hands on care is needed. |
| 107 | Goodwood | TAS | my job is extremely fast pace and do not get brakes at all .All 3 chefs who work roster can not get time to have brakes because of time constraints to have meals dished in time .we keep telling them we cant get time to have our brakes but it falls on deaf ears |
| 259 | Howrah | TAS | No you can't get management to implement good ideas because they are too threatened to recognise that a lesser being could come up with an idea that was better than anything they could think of. Sorry it's a nice idea, it just doesn't work. And anyway these "icons" at the top are being paid extortionate salaries to "run" the place. Let them come up with the improvements. Isn't that what they are paid for? |
| 362 | Kingston | TAS | Many nurses are unhappy with the rostered days allotted them, too many late/early shift mixes and requests not always accommodated. Calls to remedy this fall on 'deaf ears'. |
| 312 | Launceston | TAS | There is only one thing that businesses need to do well and that it to make their employees there most precious asset. Treat their employees with the utmost respect and you will get that respect and dedication in back in return. Employees who have a strong invested interested in the business always have things in their work environment that they become aware of that either could or would advantage the business if there were specific modifications or changes made to increase productivity and effectiveness. There will even be times when the employees is willing to jump to the aid of the business at times of urgent demand or support. This is something that I have appreciated abundantly over the years whilst I was a business manager. My workers were the most valuable asset the business possessed. |
| 258 | Pelverata | TAS | My workplace is quite good and is flexible, however, I feel they could job share some shifts between people like myself without reducing our hours. Instead of each doing an 8 hour shift, both could do 4 hours each for both shifts. |
| 311 |  | TAS | The employer is sympathetic to individual requests for ways to improve work-life balance through reduced hours and flex-time arrangements seeing positive outcomes for productivity by improving performance and focus but also reducing unplanned leave |
| 179 | Primrose Sands | TAS | more staff to help with the 'coal face' work or scheduled days of off phone time to manage the workload |
| 132 | Trevallyn | TAS | I work for a large health provider so a lot of the say is with them and they take a generic view. Centralised in Canberra it feels a long way from us here in Tasmania. |
| 42 | Warrane | TAS | As a customer service officer I have no say in the workplace for improving productivity or anything else for that matter. |
| 102 |  | VIC | I'm currently working on putting a maximum number of hours that an employee can work in the patient transport role. Currently, it isn't out of the norm for a staff member to work up to 18 hours. I am up for a very big fight as all management want to do it save money. I should mention that driving is involved in these 18 hour shifts. They are literally saving money while risking our lives. Morale is down to all time lows and yet they have no interest in improving it, when it has been proven time and time again that if you want to improve productivity you need to improve staff morale, and it isn't an expensive task! |
| 232 | Albert Park | VIC | No discussion all ideas imposed and even worse case scenario you are coach on How to speak or express yourself, it is not very pleasant |
| 316 | Ararat | VIC | Continuous improvement is a big part of the workplace |
| 304 | Bairnsdale | VIC | Currently the regime in which we find ourselves is not conducive to an educational philosophy but rather a business mindset. Any ideas tend to be focused on cutting costs, including salaries and cutting benefits that staff have enjoyed. I don't feel comfortable in expressing my opinion that that education can not be forced into a business model, because the current hierarchy have been installed by a neo-liberal government with an agenda to trim costs to education. The people in positions of power within our organisation will be paid bonuses when they get our TAFE back into the black, and therefore they are driving costs down in any way they can. |
| 56 | Ballarat | VIC | in my work as an eLearning advisor I work with many academics and most of the academics on my campus have only a single monitor connected to their computer. I am lucky to have 2 computers each with 2 monitors. Which I use consistently almost all my working day. When I visit academics offices to assist them with their work I find that they are often limited in there efficiently through having only a single computer screen. I have on occasion lent academics one of my screens when they are engaged in online marking and they really need a second screen. One to read the essay or paper online and the 2nd screen to record the marks en excel etc. This may sound like a trivial issue but I see many academics at my institution struggling with this issue on a daily basis as more and more marking is conducted online. |
| 59 | Balwyn North | VIC | The main impediment to improving productivity is compliance issues. I spend a large amount of time complying with Regulations that are not conducive to improving efficiencies. Also there is a considerable requirement to report on issues to different levels of the Department. It is essentially the same information required but it has to be reported separately to different parts of the Dept and Govt. Our IT systems are archaic and not able to interface properly requiring additional extra work in keying in data to the different systems. |
| 208 | Bayswater North | VIC | Management have in place a program for submitting ideas which they reward based on merit. This program is not promoted and not general knowledge. Morale in the workplace is quite low, and one of the reasons for this is that suggestions by workers are openly ridiculed by store managers, or simply dismissed as having no merit. With work pressures and low grade intimidation, employees are very reluctant to offer positive suggestions |
| 20 | Box Hill North | VIC | Finding a much better platform for redirection of businesses and less destructive methods that are usually used. |
| 291 | Box Hill South | VIC | I give my idea's away for free. Unfortunately managers don't always have time to listen to ideas and colleagues are too afraid to back you and change the status quo. |
| 63 | Braybrook | VIC | Leave the work place the way it is, or add more worker right to it. |
| 284 | Brunswick | VIC | I have been fortunate in that I have mostly had supervisors and managers who have let us contribute to workplace productivity. In my last job we had 'self-managed' teams which reduced the need for managers to oversee everything. The team did the budget, assigned tasks, reported outcomes, and met objectives. |
| 286 | Brunswick West | VIC | The very notion of "workplace productivity" makes no real sense in the education field and attempts from recent governments to impose measures such as "performance pay" are anathema to the teaching profession. We work on a collaborative basis with all of our colleagues and any measures that can be applied such as student test or exam results cannot be directly attributed to the effect that a particular teacher has. It is important that the Productivity Commission realises that some professions like ours cannot be assessed in terms of productivity and exist instead to provide a common good to society with the education of our children. |
| 110 | Burwood | VIC | Manager is not responsive to certain people, i.e. only listens to their favoured colleagues. They refuse to listen to ideas from certain people, hence they are not open to ideas. |
| 192 | Camberwell | VIC | The massive elephant in the productivity room is the very poor people management skills in Australian management (Including Union Management). Unfortunately the business world and Unions is basically completely ignorant of the ways to maximise the potential of the most critical factor in the productivity equation, people. |
| 338 | Carnegie | VIC | Implementation of ideas for better workplace productivity is largely difficult as the management structure within the Water industry is extremely top heavy due to state ownership. The opportunities for improvement are restricted by overarching policy which is cumbersome at the least. |
| 148 | Castlemaine | VIC | I have a good relationship with my manager. She is open to new ideas about making the workplace run more smoothly. |
| 245 | Clifton Springs | VIC | Community agencies usually only use fixed-term contracts as they are reliant on government funding. This does not give workers a sense of job security. |
| 327 | Coburg | VIC | Worker input into workplaces would have an effect on people's happiness and productivity at work. In various hospitality jobs there has not been much from for input, leading to me having to use chemicals I'm not comfortable with, work alone when I feel unsafe to do so etc. Staff retention leads to better productivity as staff who are long-term know more about the business, and also the business can save on training costs/lost time. |
| 101 | Coburg North | VIC | I think there are many ways productivity in the workplace could be improved but even though our manager listens to what my colleagues say, rarely is anything implemented and if it is, it is slow in being implemented. |
| 386 | Coolaroo | VIC | I believe the best way to improve productivity is to ensure stable, secure, permanent long term employment that is remunerated adequately, also a focus on workplaces that value workers. From my own experiences in various workplaces I have found that those workplaces that meet the above criteria were the workplaces that were more productive and where employees were prepared to go the extra or put in extra time because of job satisfaction. In those workplaces I worked where employees weren't valued were paid sufficiently, had insecurity of employment or treated poorly the productivity was poor; there were increased sick days, high staff turnover and general dysfunction. |
| 62 | Croydon | VIC | I know nothing about this as I, till recently, always worked for myself.....not anymore as there are NO JOBS here in Australia ! |
| 360 | Croydon | VIC | Our workplace is very productive because everyone is valued, from consumers to the CEO. All have a say in how the organisation is run and the work we do. We are all committed to our work and derive a great sense of value from achieving in our roles. |
| 128 | Elwood | VIC | Special events in Aged Care cut into the Lifestyle budget leaving it overdrawn and requiring cuts. We want special events budget not to effect daily running costs. |
| 246 | Elwood | VIC | It is increasingly difficult to separate work and life outside as the pressures on teachers (and students, and families) continues to grow. I regularly do hours and hours of unpaid overtime, which is then followed by needing to take sick days to either complete work or to recover physically. My managers are sympathetic, but we're all working in the same system with the same pressures, and with the proposed uni fee deregulation, our students are going to be even more stressed as the stakes get higher and higher. I am considering leaving teaching after 7 years, simply because I cannot do my job well and maintain a reasonable work/life balance. Applying the term 'productivity' to education leads to short term, hollow outcomes for students, and an increasingly stressed and overworked staff. |
| 251 | Elwood | VIC | I feel that things take a long time to be fixed/implemented at my school. The technology is terrible and problems can take months to be resolved. For instance, my interactive whiteboard, an integral teaching tool, is not functioning properly and we're halfway through term 1. The Department requires us to lease our laptops, paid for out of our own salary. The laptops are unanimously regarded as slow, outdated and problematic. My colleagues and I do not have adequate furniture in our classrooms, despite requesting this last year. The management style is to put back all the responsibility on the staff, when sometimes all the staff want is a clear directive from management. |
| 221 | Fairfield | VIC | We find it difficult to get our management to listen to ideas and implement ideas we have about making our workplace run better and more productively. |
| 77 | Ferntree Gully | VIC | Communication in our workplace is a real struggle. To get anything implement in our workplace you need to have it in writing, and you need a copy for yourself. After submitting your copy you need to be persistent and keep on them, in saying that if you push too much you risk being targeted or labeled as a trouble maker not enough and you get no where.... |
| 105 | Footscray | VIC | Productivity is a matter for individual businesses. Having to pay high wages might enhance productivity by incentivizing employers to think carefully about how they use hours. My ideas are unlikely to be heard as corporate policy dictates work system. Effective management enhances productivity as do well-paid workers, who feel they can afford to live. |
| 391 | Frankston | VIC | I was placed "In excess" on January 20, 2015 because the school I am in has a declining student population in my subject area. Despite the fact that I was on-going permanent I now have just 12 months to secure another job or be made redundant. Teaching jobs in my methods are very difficult to find. I live more than an hour away from the workplace and have travelled more than two hours per day for 7 years to continue working. As it turns out I was under the wrong impression-that I would have work till retirement. I am 64 years old and am now in a very difficult situation. I was told that I was selected out of a staff of 7 "because I didn't get on with people" by the principal. I made a grievance to the Merit Protection Board and it was upheld while the principal went back and made a new statement as to why I was selected and then was selected again as "in excess". This has made a big impact on my sense of moral, it has been alienating and many other staff are very confused about my status, asking me why I am still at the school. I sought advice from the AEU and have been incredibly supported by the AEU throughout this process. |
| 216 | Frankston South | VIC | As with most government schools, as teachers we have only limited clerical support and resourcing. This seriously impacts on our capacity to efficiently perform our designated roles, since many mundane tasks must be done by us as individuals. We are also besieged by an unstainable avalanche of Emails (I can receive up to 60 in one day), including increasingly from students and parents at night and weekends. |
| 217 | Frankston South | VIC | Productivity could be improved if management showed some appreciation of their staff, instead of just "cracking the whip". I know for a fact that staff take "sickies" because they feel management don't care about them they are only interested in the bottom line managing the budget, so they get their bonus. |
| 114 | Gladstone Park | VIC | There is possibility to improve workplace ideas, but managers are very slow in implementing those ideas due to regulations, protocols or it is to costly for department |
| 94 | Glen Iris | VIC | I have suggested ideas in the past and they have fallen on deaf ears as the changeover of management has been so regular due to the sheer stress of the hospitality industry. |
| 93 | Gowanbrae | VIC | Management at the moment are law onto themselves with no respect for their employees - all THEY are worried about is their BIG bonuses. They are hiring people on VISA 457's like they are going out of fashion and then governments wonder why unemployment is going through the roof !!! |
| 334 | Great Western | VIC | I have always had a good working relationship with my immediate supervisors |
| 133 | Greensborough | VIC | I tell the manager things to improve the work place like implement scanners instead of old fashion paper work and forks that don’t break down and have auto retract and extenders without hoping on and off the fork for every second ugly freight that takes time to adjust the tonnes but they don’t want to spend money to make money |
| 438 | Grovedale | VIC | Management is currently outsourcing work to contractors that is work that could be done in house but budget constraints apparently make it more feasible to employ very costly contractors because the funds can come out of different budget areas. |
| 244 | Hillside | VIC | do not listen just dictate no consultation on w/place changes nothing . back to scrooge days here we come |
| 140 | Ivanhoe | VIC | I find that I am often 'invisible' as an older woman. I have had situations where I suggest something, or make an observation which is ignored, then a few days later somebody else says much the same thing and is congratulated for a valuable contribution. I find people now getting promoted without having much education or experience behind them and when they get to management level they really don't know how to manage people well. There is no understanding of the psychological contract, of trust, or of the value in treating employees well. Many managers are just overpaid technical staff basically because they micro manage and don't know how to get the best out of their employees. And they are afraid of acknowledging what they don't know. Management should be about tapping into the best your employees have to offer, and letting them do it. People who are appreciated and trusted give back tenfold. If they aren't appreciated and trusted they will do only as much as they need to keep their jobs. Really good senior managers are very few and far between. Salaries and work conditions aren't a problem, bad people management is. |
| 428 | Keilorpark | VIC | Consistently putting ideas forward to help improve the workplace, management at our work know better, haha, most things fall on deaf ears |
| 35 | Langwarrin | VIC | Instead of worrying about workers productivity you should stop refugees from going on disability pensions. They should just get the newstart allowance. To make the budget to be in surplus you should put up the GST and other taxes. Those earning more than $120,000 p.a. should pay 40% tax Those earning over $150,000 should pay 50% tax. Big business should also be taxed much more. Instead of expecting the diminishing workforce to increase productivity again and again you should tax the rich much more heavily. |
| 265 | Lara | VIC | As for improving the business, there is great scope for improvement but management is not interested in implementing them. I keep a daily record of my own accord of work done, hours per job etc. Management insists on paper records and hours lost in delivering them to the workshop. Many times we have to search for the same parts instead of keeping records of part used. Training is non existent the more we know the better we can diagnose and correct issues. Need I go on |
| 117 | Leopold | VIC | They were a backward thinking place that worked off old school methods that were in bred, by promoting people that would "live on the edge" to impress management. I also informed them that I would no longer attend toolbox meetings, as nothing would ever be acted on. On the other hand the head office / design business was professional. |
| 44 | Lovely Banks | VIC | When the workplace is enjoyable, the productivity is huge. When the workplace is overly micro managed by ur supervisor, productivity drops, disgruntled workers. |
| 81 | Lynbrook | VIC | Myself, as well as my colleagues worked extremely hard to communicate business improvements and work structures that were conductive to good business. Most, if not all communications were never taken seriously and as a result left work standards stagnant and behind what we felt was best practice. |
| 67 | Maddingley | VIC | Labour practices in Australia are already very productive and any further 'gains' will be to the detriment of families. Productivity gains should be allowing the ATO to receive taxes from corporations and wealthy individuals that are, not just more equitable but equitable full stop. |
| 68 | Melbourne | VIC | At my last job my boss would listen but would never take on board any of my ideas to improve productivity. We all wanted the business to succeed (we all wanted to keep our jobs) and at times we were all unsure that it would but any suggestions we put forward would be ignored and they would try to implement their own idea but without understanding what everyone's roles were and how they went about their day to day tasks. |
| 320 | Melbourne | VIC | Too often, productivity reviews occur without consultation of those that appreciate the diversity of business processes. Ministers are focused on privatisation, because they don't appreciate the public's expectation of compliance and reporting processes, nor the complexity of IT infrastructure. Senior executive are focused on reducing legacy systems without appreciating the diversity of processes and interim procedures introduced to manage complexity. Too little consultation occurs with Operations staff. National Managers are engaged and respond to DRD's without consulting affected staff. On reflection, these are human failings. To gain productivity, focus should be placed on improved communication and understanding between technical and operations business areas. There appears to be greater focus on the placement of individuals than in their skills. I am aware of APS3 staff with programming skills, whose conscientiousness is valued more highly than their ability to improve business processes. This focus is misplaced. The reason the public service has too much middle management is that it is the only way to reward staff. If it was easier to reward technical ability than interpersonal skills, more technically proficient staff would be rewarded and the result should be improved processes. |
| 309 | Melton West | VIC | Our managers are very ignorant and do not listen to any idea or suggestion we may have |
| 226 | Mernda | VIC | There is no hope of suggesting ideas for improvements in productivity, WHS issues, roster improvements, ergonomics or anything else. Decisions are made by management, who aren't involved at all in the actual day-to-day procedures, and we are basically told, 'This is what we are doing, make it work'. So far, every "improvement" they have implemented has done nothing but make us less efficient. While making us less efficient, they continue to increase workload and if we can't keep up, we are told we aren't working fast enough. It's all OUR fault. As scientists resign, they are not replaced until months later, if at all. Experienced scientists know the reputation of our employer so the only new employees we can get are just out of Uni so don't have the skills and knowledge to work in all areas of the department. |
| 426 | Moe | VIC | Productivity can be improved by employing more staff. I am very overworked in my current position and find that I am less productive as a result. More funding for government and non-government organisations would ensure greater productivity as clients needs would be met in good time, rather than the waiting lists people are currently forced to endure and staff who are overworked and under a great deal of stress. Job sharing, permanent positions and flexible working hours, plus the option to work from home would assist productivity. |
| 393 | Montrose | VIC | We worked 7 day- 12hr shifts. Starting with 2 mornings, 2 afternoons and 3 nightshifts, with 2 days off. Often when they were short staffed, we also had work also 4 hrs overtime. If you refused just once, you would not be asked again. When someone was sick or injured you were made to feel guilty, because the rest of the team had to make up the time. Continues Shift work, especially night shift is a health hazard and family life suffers terribly especially for women with children. |
| 306 | Moonee Ponds | VIC | where possible & wanted, earlier or later starting times, this would mean less congestion in road traffic & better attitudes in the workplace as staff arrive at work in much better frame of mind. |
| 207 | Mordialloc | VIC | My employer does not listen to its staff, but it does pay lip service to that idea. Edicts are announced and we are left to somehow make them work. The employer has not consulted and is therefore unaware of the issues/problems involved in enacting these new directives. If these proposals fail it is then our fault. |
| 399 | Mount Evelyn | VIC | Productivity is not always about money, terms and conditions of work are important too. Give more certainty of work, and you will get more commitment and a better result. Our employers are at the mercy of our funding bodies, and as this funding is government controlled, it is "tuned" to their view of "value" and cost and therefore is more often than not unrealistic. |
| 71 | Murrumbeena | VIC | Within my industry and my employer it is difficult to obtain innovation and change. This is due to inbuilt cultural factors and a resistance to change. These include technological innovation, additional resources and services. Instead the focus appears to be on cost. In simple terms there are two ways to improve profitability, but is to grow revenues and the other to cut costs. There comes a point where cost control becomes under investment and stifles growth. Focus on penalty rates and loadings is inherently unfair as it tends to hit those on lower incomes. There are economic considerations. Consumption is a major part of the economic equation. If incomes are reduced then the disposable income available for discretionary spending and consumption is reduced. Those on higher incomes tend to consume more on imported goods exporting funds overseas. Sadly, any reduction of local consumption impacts the multiplier. The argument is that the consumer will pay less if goods are imported or functions outsourced. This is a furphy as jobs maintained here will lead to outcomes in consumption and taxation revenue. Many of those who lead our top 200 companies are on multi million packages a multiple very many times average weekly earnings. A CEO earning $2Million who takes a 10% increase or $200K could pay about three average workers or give 30 workers a 10% increase. We are witnessing companies who will not invest into training or resources, marketing, technology or innovation taking the easy way out and outsourcing, then receiving a substantive increase in executive remuneration. Each time they outsource jobs they are outsourcing their customers to overseas competitors. If less people are receiving a decent wage, then less can afford homes, then less demand for loans. Penalties reflect compensation for working unsociable hours. I work every second weekend, when sporting events are occurring, and many of my friends and family are off work, school etc. It is worth the money. I then consume in the Australian economy. If these were cut reducing my real income, then I would have to cut. Businesses in hospitality crying poor for example could recoup in other ways. Some impose a small surcharge, others could be innovative and provide better entertainment or be creative in promoting and developing their businesses. |
| 74 | Newport | VIC | I am a casual for a worker contract firm and from my experiences of being a casual for this firm I would not come forward to suggest workplace productivity ideas. We are treated poorly, including poor OH&S practices and given minimal information for assignments. I believe I could go to the Fair Work Commission with legitimate below standards industrial treatment as a casual worker, however I would never get anymore casual work with this firm. |
| 355 | Northcote | VIC | Workplace relations in my current (and immediately prior) places of work are good. Communication lines are short, and feedback and input on all areas of the organisation's functioning are encouraged. |
| 440 | Pakenham | VIC | As I worker on the floor we have very little input into what will and wont work in order to improve productivity. We recently had major changes which the people on the floor identified as flawed but management pushed ahead. The result was extremely unhappy staff, many resignations, confusion and potential high risk to patients. For example on a couple of occasions people were found waiting for a bed who had not even been triaged. When asked what was wrong they had chest pain and needed care within 10 minutes, but had already been waiting an hour. |
| 223 | Preston | VIC | We constantly give feedback to mngt but it is mainly discarded or disregarded. There is a productivity incentive scheme at work but the points allocated to tasks is not fairly distributed across all workers skills and tasks so it is biased and many workers are disadvantaged. If it was a fairer program it would benefit more workers and the company as high productivity and engagement equals better profit. We have also advised mngt about better rosters and allocation of supervisory roles/tasks to better use and about the overall positive affect of work/life balance to enhance better productivity but they are not interested in listening nor implementing these suggestions. Your workers are a great resource - help them to help you. |
| 32 | Seaford | VIC | Family Day Care educators should be able to set their own fees if they are independent contractors, as they need to be able to factor in holiday pay, sick leave and of course super. Surely that is a basic right. We are given a 'say' but believe decisions are already made before anyone pretends to listen. |
| 52 | Seaford | VIC | My experience is that even at least one university there is little interest from management in hearing about the challenges academic staff are facing in relation to both teaching and research. I am one of many staff who are now teaching online with overlapping semesters continuously (i.e with no semester breaks) and I have been doing this for over 7 years. It is very draining, presents unique time and life-work balance challenges (for example, there is no time for a holiday without work - as even on holidays one finds oneself with responsibilities which require going online every few days at least). Management have little understanding of these issues, as I state, particularly in relation to the changing academic environment, but especially in relation to online teaching. Despite the constant pressures to respond to students within short time frames, the loss of set periods of time for dealing with students, and the extra levels of preparation and communication necessary for delivering courses online, management still insist on the same research outcomes and refuse to recognise any of the extra demands on academic's time, nor even the extra complexity that comes with teaching online. The more senior staff have no experience with teaching online themselves and at the highest levels of the university, online teaching is not only misunderstood (i.e it seems to be seen as being less time consuming, when it is in fact more time consuming if done conscientiously) but poorly considered and poorly understood initiatives are pushed in the apparent belief that online teaching will be some sort cash-cow for universities, and a panacea for the many genuine problems they face. At the same time, the real investments necessary to provide online education are either absent, or if present, are scaled back or removed entirely. |
| 2 | Seddon | VIC | Education is constantly pushing productivity. |
| 229 | Shelbourne | VIC | I cannot get my employer to listen to my ideas about improving the work place. I am always told that current practice is the bench mark and that is what we must work to. |
| 290 | Skye | VIC | Our workplace has new management since 2012 and they have increased productivity but not without putting huge amounts of stress on the consultants. |
| 302 | South Yarra | VIC | Less busy work. PLP is a huge waste of time and peer observation after years of teaching is another waste of time. We should be trying to better our students and teaching . We spend too much time doing wasted paper work and don't spend enough time with our colleagues talking about our subject area. |
| 29 | Sping Gully | VIC | In short - no. There are too many people in management positions looking to improve their own career, who pander to the popular management direction and want to be seen as driving forces. They don't want to hear realities but will push "innovation" from the top down and fail to address matters which would improve and build on present functionality and capacity. I was asked my opinion on how to address a massive arrears situation. I provided my opinion - have a sector working on incoming claims & a sector on the arrears. Next I hear - an outside organisation was asked and came up with the same conclusion !!!! The 30 minutes of my time surely cost less than an outsourced consultative contract!!! |
| 180 | St Kilda West | VIC | Towards the end of my career I was promoted to change project management during periods of savagely implemented corporate re-engineering. Longer term employees were dismissed, not for productivity reasons but so that companies could evade their responsibilities under benefit promise superannuation arrangements. The least loyal of them carved out lucrative alternative careers. Others who were equally productive were grief-stricken and never adjusted to a workplace environment outside the company. My career-end stint as a business analyst/project manager convinced me that productivity gains from putting pressure on employees to work harder and smarter, whilst effective early in the game, is counterproductive after the initial spurt. Lasting productivity gains came from investment in technology as part of plans to improve outcomes from the mix of human, machine and computer elements in the prevailing economic order. |
| 119 | Sunbury | VIC | Let's treat all respectfully. We have the right to be paid fairly and remunerated for having to work weekends and public holidays. Taking these penalties away will reduce the operational capability of the unit. Pay peanuts you will get monkeys. |
| 147 | Sunbury | VIC | Often management wont listen to well intentioned ideas or just as likely your ideas become theirs (who likes to be stolen from). I have worked for companies that believe that should you come up with an idea, even on your time off and develop it on your own time with your own money that they own the intellectual property of that idea, these type of contracts are written in very broad terms, so guess what I have no ideas! With no credit and no financial gain as a result of draconian practices you can bet that I am absolutely clueless as to how to fix a thing! But in a slightly less sarcastic tone many companies don't want to listen when you make constructive suggestions in fact if you say hey there is a problem here it is often taken negatively and thought that you are being negative as opposed to identifying an area for improvement and trying to suggest a way to rectify it. This not only affects productivity but employee engagement. |
| 235 | Tarneit | VIC | Do not play game of knowing and benefit them only |
| 137 | Thornbury | VIC | Not at the university where restructuring has lost so much institutional knowledge that no fresh ideas would help. The decimation of admin staff has required at least six hours of my time, unpaid, just to get this years contract organised. |
| 279 | Vermont | VIC | Too much has been invested in buildings in Higher Education and attacking working conditions at a time when the focus needs to be on attracting the next generation of academics and improving systems to support the diversity of students. |
| 282 | Vermont South | VIC | In an anonymous survey conducted annually employees are offered the opportunity to provide suggestions. As a union member if the conditions are unsatisfactory the union is another option |
| 150 | Wantirna South | VIC | There is now new management running the business and with the support of new IR changes have already begun imposing drastic changes which have effected my hours of work and penalties. I and the rostering committee have approached the management with roster proposals which would be more effective for coverage, less fatigued and stressed environment and easier to work with but management do not want to hear from the very people who have the interest of the business close to heart. They tirelessly try to show their higher management that they understand operations better even by making the rostering work harder, |
| 97 | Warneet | VIC | In my industry, it's not how well you work, it's how many hours you do. All salary employees are expected to do a minimum 45 hours a week, usually more. Sometimes there is less than 8 hours break between shifts. I think you can work smarter, not harder. 8 not 9 hour days, suitable breaks between shifts and not expecting the impossible of staff. You can't serve customers, maintain gaming machines, keep things clean and deal with stressful situations when you are tired, overworked and doing the job of 2 people to 'save labour' |
| 31 | Warrenheip | VIC | Good Principals always listen, you cannot measure productivity in a school setting as your product is children. |
| 374 | Warsonia | VIC | There have been many changes introduced into my workplace in the last twelve months due to government funding arrangements and an organisational restructure. The emphasis on education being a business has put stresses on my job which have reduced productivity. Fee collection, eligibility checking and increased paperwork in accountability have changed the job role from curriculum driven to "standards" driven. Workers are not asked for their opinion in what would drive educational opportunities further. TAFE is competing with private RTO's who do not provide the same services and hence the playing field is not equal. Education should not provide profits to private enterprise derived from government money. Government money should be going into education to provide equitable opportunity to people to gain skills unfortunately government does not listen and TAFE bosses are trying to run educational institutions as businesses which will have a devastating impact on the educational offerings to students in the future. |
| 281 | Waurn Ponds | VIC | As I started my working life, very little notice if any was ever taken seriously by my superiors. And this was the same for my fellow young work colleges. It was what do you know your only a kid. |
| 10 | West Footscray | VIC | Most times they do listen to us. |
| 111 | West Preston | VIC | Full socialization of all basic secondary and service industries as well as mining and fossil fuel industries under democratic worker control |
| 123 | Whorouly | VIC | Due to a 60 million dollar upgrade the new management team don't seem to listen as well as when the locals ran the show. |
| 322 | Williams Landing | VIC | Some years ago, it was quite easy to have ideas heard and moved up the line in the university. In the past 10 years, there really are two sets of people: those making the decisions and those doing the work. The decision makers are less likely to listen to the workers in my workplace now. |
| 344 | Wodonga | VIC | stop corporate golden handshakes, using that money hire independent auditors to help grow the business to emass productivity |
| 289 | Woodend | VIC | My productivity is greatly improved by having flexible working arrangements, in particular regularly working from home. I can concentrate better - I can do tasks that require independence at home, and those that require face time in the office. Most collaboration can be done by phone / skype anyway. However, I find that when I ask for this arrangement, I am treated like I'm asking for a personal favour - employers need to be put in a position where they have to make the case why they \*can't\* accommodate these requests, otherwise they are too lazy to try. This situation is indirectly discriminatory against women - but it's also bad for business and Australia's future. We educate women at least as much as men, then at work, the economy doesn't benefit from their abilities and education effectively. |
| 350 | Yarraville | VIC | All the industries I'm involved with could use more consultation and discussion. The best outcomes result from a wide range of inputs, and 'rorting', which occurs in all industries from time to time, can only be controlled if we're all being watched. The more transparent the processes, the better the outcomes. |
| 283 | Aubin Grove | WA | You should always be able to discuss workplace ideas with management and hope they will listen and where possible implement those ideas |
| 24 | Baldivis | WA | I have emailed my manager about getting an extra staff to assist over night but every thing is about money in this work place and cutting costs in every thing, safety is declining and staff are getting injured, I have had to contact work safe to discuss the hazards some things have been organised but others like pushing broken linen trolleys to collect linen, every trolley we get from spotless is buckled, noisy has holes weld is dangerous and broken and unsafe and unsealed |
| 224 | Bertram | WA | Train your staff to be competent in their job role, train managers to manage efficiently and train leaders to lead effectively. |
| 345 | Bulgarra | WA | Improvement in our Industry would be improved if Big Companies would organise their side of the industry e.g Barrow Island not having enough lay down area so Heavy Lift vessels and Barges have to wait offshore before unloading. |
| 240 | Floreat | WA | Workplace consultation and communication is an integral part of workplace health and safety processes. It is a pity that these processes don't always apply to other aspects of workplace participation, i.e. production, business development and sustainability issues. |
| 349 | Forrestfield | WA | Management do not take into consideration concerns of how the business is run. Workers to them are economic units of production. They say all the right things about safety, but if it costs them money they don't want to know. |
| 257 | Leschenault | WA | It is not often that ideas are welcomed, listened to or implemented. Mostly if I speak up I am classed as complaining - on one occasion I went to the union because the company was not adhering to its own policy of offering additional hours to permanent part-timers over casuals - the result was the casuals who were getting all the hours were friends of the managers and given permanent hours whilst I was ostracised and received no extra hours despite requests. |
| 155 | Maida Vale | WA | My employer employs thousands of people in its workforce as full time employees. The assessment I personally make with regards to how my employer can improve productivity is simply to get rid of incompetence in management, and to get rid of our Human Resources department. They are confrontational, dictatorial, lacking life's experience and are consistently very good at stuffing up the workplace culture. |
| 37 | Morley | WA | I found with experience combative work place relations only magnified grievances from both parties and did not contribute to productivity. In fact the adverse effect happens. For this reason a healthy wage and penalty rates contribute to a companies success. For instance with living away from home allowances, that in most cases are sought after, gave the company great flexibility in bidding for remote projects in the knowledge that with this cost built in to the tender resources are readily available. Hence performance could be guaranteed and added to the company profile as a deliverer. |
| 243 | Nannup | WA | As I work in a small country hospital it is important that we are all happy and enjoy our working hours. We need to work as a team constantly to ensure the hospital runs efficiently and effectively. As such, our manager regularly checks in on us to ensure we are coping and to see if there is anything that we need or that can be improved upon. |
| 182 | Rockingham | WA | its rare for managers to listen. they why we have unions to speak for us. many employers don't care. they’d employ foreign workers on less money if they could. this just makes workers angry and unproductive. employers need to respect there workers and not keep trying to cut pay and conditions |
| 65 | Samson | WA | Getting management to listen is difficult. They are often bound to a partisan policy making process which does not reach the workplace. |
| 446 | Scarborough | WA | Don’t change which is not broken |
| 23 | South Perth | WA | This university, as most universities are, is currently 'centralising' and 'increasing efficiency', which is resulting in loss of corporate knowledge and 'how to do things', resulting in more work for everyone else and less happy students. The efficiency drive is expected to hit other areas and everyone feels insecure in their jobs, as people we know have had contracts not renewed, people have been moved to areas in which they have no background or skills, and the professional (non academic) staff itself has diminished and lost confidence while high-level executives are multiplying. |
| 255 | South Perth | WA | I have been working for over 40 years and have three degrees. I have made a number of tactful suggestions on how to improve productivity within the organization at store manager level and area manager level however they are never given any consideration. Further I have actually made many small improvements with the various stores that I have worked at. These improvements have gratefully except or used by other store managers however I have then the creator and maintainer of these and continue to do so. The company and the other managers do not attempt to maintain them themselves nor implement them company wide. I have many other productivity improvements that I have thought of however I have not had the spare time (I have had to create and maintain all my improvements in my spare time) nor am I given the support to pursue them. I have even been requested to use my skills for other tasks beyond those skills required for the position that I hold and are paid for and expected to implement them in my spare time. |
| 450 | Spearwood | WA | My manager who is a son of the owner, above this other manager, would not allow you to talk to him about any issues. He always told you that he door was always open, but found ways of avoiding you and made sure he was not available. My manager was not interested in any thing I had to say even though my area was always run efficiently and I was meeting my KPI's. There are no rights for or any protection for the employee only the employer. There is none who will fight my cause for me. |
| 375 | Waggrakine | WA | An important way to improve the business is to really consult with workers, who often have the best idea on how work is actually done and what would improve their effectiveness. This means listening and being brave enough to try new ideas. |
| 90 | Warnbro | WA | I was terminated from my last job because I was asked a question by the client what I would do to make the job more efficient. I responded by saying that I had approached my manager about the changes that I had in mind, and that he my manager had flatly refused to implement the changes. The client upon his return to Perth, approached my managers manager and asked why the people on the ground, when making suggestions, were fobbed off. 2 weeks later I was called in for a formal dressing down and a first warning that my computer literacy was substandard. After that there was continual micro managing of my role. About 3 months later my contract was terminated due to alleged company restructuring whereby my position was no longer required. I found out some time later that my position had been renamed and a 457 visa holder was given the job. My experience is that it is better to keep your mouth shut and do as you are told to keep your job. |
| 118 | Warnbro | WA | As an agency nurse this is something I've struggled with as I am not always on the same ward or in the same hospital. |
| 225 | Waroona | WA | Managers nod heads in meetings. About safety and work issues. Then it stays the same for years. Causing people not to bring ideas to table. |
| 6 | Yangebup | WA | As usual the workers at the bottom of the rung get the lease pay and have the crappiest jobs ... the top higher management level is where cuts can be made - they only think up crap for the bottom rungers to run around and do while they get fat sitting in their air conditioned office. |
| 136 | Yangebup | WA | The Entertainment Industry is one which prides itself on inclusiveness and recognition of effort well done. Senior Management is usually quite responsive to ideas for improving processes and productivity whenever presented by any member of staff. It is from that sense of inclusiveness that the motivation to suggest improvements comes, because without it, staff would feel like mere minions. |