



# SAS Staff News

December 2013

## LEARNING MANAGEMENT BUSINESS REFORM MEETING REPORTBACK

**Please circulate this newsletter to all PSA members, including GAs,  
School Learning Support Officers & Aboriginal Education Officers**

### PSA FOLLOW UP MEETING WITH THE LMBR TEAM

Mark Philip – Director Industrial Relations

Michael McMahon – General Manager LMBR

Nick Churchman - LMBR Business  
Transformation Director

As agreed at the previous LMBR meeting held on 28 November, the PSA and LMBR Team met again to continue discussions regarding the rollout.

At this meeting the Department advised that it would now put a moratorium on additional rollouts beyond the LMBR 229 Focus Schools. The next major 'Go Lives' will not take place until mid-next year, with a date to be confirmed.

In discussing the survey results collected by the Department, it was evident that there was a direct correlation to the statistics gained from the PSA survey. The following table details the findings of the Department's survey results.

Department Scale	Percentage respondents
Urgent Attention	21%
Challenging – not happy needs assistance	29%
Challenging – coping but not requiring immediate assistance	18%
Positive about transition	43%

### ROLLOUT TO DATE

The Department confirmed that on Friday 6 December 2012 new 'Go Live' for SALM was rolled out to 11 LMBR Focus Schools who had volunteered to participate. On the following Monday, another 76 schools were included in the SALM 'Go Live'. The remaining schools were to 'Go Live' on a staggered basis.

The PSA discussed the non-provision of incident numbers when members logged calls with the Shared Service Centre. The Department acknowledged that this was not helpful as it did not provide any avenue to analyse calls, monitor issues, identify trends, and length of time for issue resolution.

The Association is pleased to announce that as a result of member feedback, the Department will modify its help desk support, and will introduce a single person point of contact. The Department believes this will alleviate the bulk of concerns around untimeliness. It also allows for PSA members with LMBR issues to build a relationship with a single support person.

The PSA also provided the Department with additional information in relation to vendor payments, for example; not being able to view payments.

The Department reiterated its Emergency Service process for members experiencing payment difficulties. The PSA also expressed concerns relating to the matter of 'double'

handling /scanning vendor invoices. The Department will investigate.

Members are to contact Garry Browne, Assistant Director Finance Shared Services (02) 8633 1699 directly, who will arrange for these payments to be processed.

The Association suggested that the Department draft an apology letter to vendors, as the School needs to maintain good relations, as many of the vendors are local small businesses. The Department undertook to consider this request.

### **ONGOING SUPPORT**

The Department undertook, as suggested by the PSA, to record the Video Conferencing sessions for access on the Department Intranet, allowing staff flexibility of viewing at a time convenient to them. It was also suggested that LMBR consider Adobe Connect sessions as an additional alternative option.

The Department advised that there were several video conferencing sessions per day, over a range of topics and that these sessions were very well attended. These will continue in 2014.

### **TRAINING FUNDING**

The Association sought advice on funding for training. The Department indicated that the SASS Reference Groups (SRG) would be sought to provide the training. The Association sought guarantees that funding for the LMBR training would not come out of SRG funds. The Department confirmed that LMBR had its own training funds which would be made available to SRGs to deliver training around this rollout into the future.

At the conclusion of the meeting, the Association reiterated the need for LMBR to consider the timing of the rollout to the 2000 schools in relation to workloads, particularly during term 4.

LMBR has committed to further consultation with the PSA, scheduled early in the New Year, prior to rollout to the 2000 non 229 focus schools.

Members are encouraged to continue sending feedback to [schools@psa.asn.au](mailto:schools@psa.asn.au)



**ON BEHALF OF THE PSA SCHOOLS TEAM WE WISH ALL MEMBERS  
A MERRY CHRISTMAS AND A HAPPY NEW YEAR**

**For further information:**

**please contact the PSA on 9220 0900 and ask for the Schools Team**

**or email [schools@psa.asn.au](mailto:schools@psa.asn.au)**

**If you are not a PSA member**

**Join the union NOW**

**On-line application <https://membership.psa.asn.au/join/>**