

RMS Customer Service Branch – Service NSW Transition – PSA members' update

Through our workplace visits and online survey, PSA members at RMS Motor Registries around NSW provided feedback about their concerns regarding the transition to Service NSW. The principal concerns of members were that they want:

- Offers of direct appointment to a position with Service NSW.
- To ensure adequate consultation around the transition process with the provision of timelines for all relevant processes, including the date and order that each Registry would transition over to Service NSW.

Service NSW:

- Offered a placement process similar to that used for the Tranche 1, however this was not entirely satisfactory to members.
- Did not provide a change process and the timelines.

Due to these concerns your union, the PSA, subsequently sought the assistance of the New South Wales Industrial Relations Commission (IRC) to resolve members' issues and to negotiate a better process for members.

Outcomes of Proceedings - PSA secures better process for RMS staff in Registry 'spill and fill'

As a result the PSA has secured new concessions from Service NSW in our long running dispute with the agency over the filling of 'new' service centre jobs.

Following the most recent round of conciliation in the IRC, the PSA and Service NSW have agreed to a package that improves employment security for affected staff seeking 'new' roles with Service NSW. Under the new arrangements all registry staff seeking employment with Service NSW will be regarded as either:

- Priority 1 (a) – Directly affected staff seeking a role at the same level
Priority 1 (b) – Directly affected staff seeking a role at the same level but at a different location; or
Priority 2 – Directly affected staff seeking promotion and any other permanent staff from Fair Trading or RMS who would like to join Service NSW.
- All Priority 1(a) staff will have access to an 'assisted appointment review' process, conducted by a Member of the IRC, in the event that they are unsuccessful in gaining appointment to their nominated role. **Appeals must be lodged within 7 days of receiving feedback from the Selection Panel Convener.**
- No appointments will be confirmed where a 'new' role is the subject of an 'assisted appointment review'.

Want to transfer to Service NSW at your current Location?

This is defined as Priority 1(a) and you have a right to appeal if you are unsuccessful in gaining a position at service NSW.

What you should do:

- Look up the definition of Priority 1 (a) in this bulletin
- Read over the merit based right of appeal (the review process)
- Contact the PSA for assistance if you were unsuccessful

What if I get a job?

The PSA represents members at Service NSW and

- Negotiated the Service NSW Award on behalf of members
- Represents members at the consultative forums

Update Your Details

If you have moved, have a new work email, work phone, or work location, please update your membership details at:

<http://psa.asn.au/change-of-address-2/>

Visiting Your Registry

Your union will be visiting your registry soon. We will advise members at that location when we will be visiting.



Key Outcomes

As a result of the PSA dispute, the following outcomes were achieved:

- **A merit based right of appeal (the review process)**
In the event an existing employee is unsuccessful for a job in Service NSW and vacancies remain after the first round for each position, they will be able to have the decision reviewed by the IRC. The review process provides a safeguard for employees in the event they are not appointed to an equivalent position in Service NSW.
- **Use of government sector merit selection principles**
All interviews and interview panels must adhere to the merit selection principles used in the public sector. Merit will be based on an assessment of the capabilities, experience and knowledge of the applicant against the pre-established standards for each of the 'new' roles. 'Pre-established standards' refers to the Key Accountabilities & Challenges and Capabilities section of the Role Description.
- **Consideration of your service record**
An applicant's employment record will have significant importance in reaching a decision as to suitability. This is a protection against being knocked out if you don't perform well at interview.
- **No appointments to roles subject to appeal**
No appointments will be confirmed until **after** the outcomes of any assisted reviews are known.

What about direct offers of employment?

As previously reported, the initial recommendation in the Tranche 1 process stated that non-management applicants be directly offered jobs following a check on conduct and performance. It became apparent that this may have resulted in applicants being knocked out for minor or past employment issues, with no right of reply. Under the interview process, all members now have the opportunity to address any such issues, and can lodge an appeal if unhappy with the result. **This is a significant result for members.**

Assistance with the review process

As explained above, directly affected applicants for equivalent positions now have the right to appeal recruitment outcomes. The PSA will assist members who are facing this. To seek assistance, please contact the PSA on 1300 772 679 as soon as you are informed that you were unsuccessful.

RMS Registries – The process of transition

RMS Motor Registry members throughout the state will be aware that the transition to Service NSW is ongoing. Your union intends to visit your location in the coming months to discuss the process. Registries now transitioning will be visited in due course and/or as close as possible to Service NSW briefings.

What can you do?

- Give a copy of this bulletin to your colleagues.
- Print this bulletin and put it up on your notice board.
 - Ask a colleague to join the PSA.
- Get involved as your Area Contact. Email rmsorgansing@psa.asn.au
 - Attend a meeting at your worksite.

You can JOIN the PSA online at

www.psa.asn.au