



6 February 2015

ServiceFirst outsourcing update

A meeting between the PSA and ServiceFirst Management to discuss the details of the outsourcing plan (which was distributed in December, 2014) has been re-scheduled to take place on **Tuesday, 10 February, 2015.**

The PSA has already received many questions and concerns from our members, and these will be put to management. In general, the PSA will be asking management questions about:

- The length and term of any contract;
- The selection criteria upon which successful bidders were determined;
- The projected savings and rationale used;
- The stipulation of service levels;
- The inclusion of terms pertaining to employment conditions and/or guarantees; and
- Guarantees that jobs will be kept in NSW.

Whilst the rescheduling of the meeting is disappointing, the PSA would like to use this extra time to gain as much feedback as possible from staff and to add to the

feedback already received. To this end, we would like members to participate in the following short survey available at:

<https://www.surveymonkey.com/r/servicefirst2015>

All individual information will be kept confidential, and no member will be identified to management.

All Members Meeting

Further, we would like to call an **all members meeting for Tuesday 10 February at 5:30pm** at PSA House (160 Clarence Street, Sydney – near Market Street and Queen Victoria Building).

This meeting will be a chance for members to hear the very latest information from our meeting with management, and to discuss what action members would like to take.

We encourage all members to arrange their finishing times accordingly so as they can attend this meeting.

Membership forms will be available for any non-members wishing to join and participate. Please RSVP to: mchristensen@psa.asn.au.

Join the PSA
membership.psa.asn.au/join

