



16 June 2015

ServiceFirst Update

As a direct result of work done by you, the members, PSA ServiceFirst has recently had a number of significant wins.

After the NSW Government's announcement on 17 December 2014 that it planned to outsource the services provided by ServiceFirst, the PSA and delegates met with management on numerous occasions to express concerns over the decision's impact.

The meetings were backed up by strong actions from members, including petitions, and lunchtime walkouts. Vigorously presenting members' concerns, the PSA pushed the Government to reconsider its original outsourcing model of 95 percent offshore and five percent onshore.

The union also worked to protect members' hard-fought rights and conditions.

The PSA recently met with the Executive Management team and were advised that the Government had made a final decision on the outsourcing of ServiceFirst.

They confirmed that contracts had been awarded to two vendors – Unisys and Infosys for the outsourcing of existing ServiceFirst Finance, Human Resources and ICT transitional services.

The following hybrid onshore/offshore

model is to be implemented:

- ICT Services to Unisys with 90 percent of services onshore and 10 percent offshore,
- Finance and HR Services to Infosys with 50 percent of services onshore and 50 percent offshore.

In the final model 70 percent of services will stay onshore. Whilst the offshoring of any job by the NSW Government is a short-sighted and extremely concerning outcome, PSA members can be proud that they have forced a significant change from the initial advice suggesting only five percent would remain onshore.

In addition, S29 temporary staff employed prior to CMP2 were converted to permanent full-time status, so they will be eligible for ongoing employees' entitlements.

A number of other wins came out of the consultation and negotiation, including:

- Senior officers impacted by CMP2 will have access to a redundancy calculation using the "Managing Excess Employees Policy",
- A scheme to facilitate transfers to other shared service providers to be implemented,
- A job swap program for shared

services staff across the public sector who are interested in “swapping” positions with ServiceFirst staff to access a VR,

- An EOI by the vendors to attract staff, provided they meet the vendor’s capability framework,
- For staff successful in gaining a position with the vendor, continuing membership for those in defined benefits superannuation schemes,
- A 12-month employment guarantee including continuity of leave and retained conditions,
- A transfer payment of up to eight weeks based on the length of service,
- Vendors to pay a four-week retention payment after 12 months,
- Temporary staff transferring will get a six-month employment guarantee, and
- A VR or redeployment for ongoing staff in accordance with “Managing Excess Employees Policy” that includes CMP2 impacted staff Grade 11/12 and below.

The PSA has been advised that an updated restructure plan is being drafted to manage the transition. This will be provided when the PSA next meets the Executive Management team within the next fortnight.

Media reports concerning the announcement

A number of members have rightly expressed their unhappiness at the recent media release from Minister for Finance, Services and Property, Dominic Perrottet, who intimated that ServiceFirst was inefficient, expensive and outdated.

The Minister’s release is insulting to ServiceFirst’s award winning staff and the PSA remains focussed on standing up for the rights and entitlements of our members affected by this Government’s relentless privatisation agenda.

The PSA will continue to seek the best possible terms, conditions, and outcomes for our members. Member meetings will be scheduled following the meeting with the Executive Management Team.

What can you do?

- Attend the next members meeting to be scheduled following the meeting with management.
- Encourage non-members to join the PSA and get involved in the cause.

Not a member?

Join today to ensure your hard fought rights and entitlements are protected.

Join the PSA

membership.psa.asn.au/join

