



19 May 2016

NSW Trustee and Guardian latest issues

Business Case – Beyond 2017 – update

As advised previously, the PSA and your delegates are meeting and corresponding regularly with NSW Trustee & Guardian (NSWTAG) management in an endeavor to resolve outstanding issues relating to the Business Case. At the forefront of this consultation process is the PSA's commitment to ensure all members are treated fairly and equitably.

The Pilot

As you are aware, the Pilot has been extended until the end of May 2016. The Industrial Relations Commission will assess the viability of the Pilot in the near future. The PSA has collated feedback from members across all NSWTAG offices as well as undertaken a survey specifically related to the Pilot.

The feedback provided to the PSA presents a disturbing picture. In short, the negative impact on members can be directly attributed to:

- the lack of an operating model – including the lack of processes, policies and guidelines for the creation of tasks and the allocation of tasks
- the lack of staff
- the lack of recognised training – not only in the technical aspects required to undertake the work, but in the many and varied functions performed by members
- the inability to provide a dedicated service to clients
- the fear associated with job insecurity
- the unreasonable workloads
- the inability to complete tasks because of telephone rostering

- no provision for backfilling if a team member within the Pilot is absent – resulting in more pressure on those on duty
- massive accumulation of “tasks” and the inability of the Pilot members to complete tasks created
- the delayed implementation of the TAGS program which NSWTAG management continues to promote as being the solution for workload issues
- the complexities of using two programs in the Pilot and no timeline for the implementation of TAGS
- an out-of-date critical path method.

While members believe streamlining many areas within NSWTAG will result in providing a better and more efficient service, there has been no move towards improving the services provided by NSWTAG. Rather, we have the opposite – a poorer and less efficient service.

A report has been compiled and will be presented to management and the Work, Health and Safety Committee requesting an urgent Risk Assessment and action to alleviate the highlighted problems. Members will be provided with feedback on the outcomes.

Incident reports should be submitted if members are suffering any detrimental effects to their health and wellbeing directly related to workplace incidents. Members may also wish to contact the Employee Assistance Program (EAPs). EAPs is a **confidential** service.

Recruitment

Members have raised questions relating to the recruitment processes. It is important to note that if you wish to be considered for a position within the new structure, you **must** apply for a position when EOIs are advertised.

Please refer to the FAQs available on the Hive if you have any concerns relating to recruitment. Alternatively, you should speak to one of your delegates.

It should be noted that NSWTAG management's position on the timelines for applying for EOIs are as follows:

- when a position is advertised in the First Round, those who are not eligible to apply in that round but are eligible to apply in following rounds, need to consider preparing their application from the First Round advertisement
- there are two weeks to apply for an advertised EOI in Round 1 but only one week for Round 2 applications
- Please note that Rounds 1 and 2 have the *same* questions.

Flexible Working Hours Agreement

Members would be aware the Department of Justice is currently reviewing all Flexible Working Hours Agreements across the Justice portfolio with a view to creating one common agreement. This involves 11 separate agreements.

A committee comprising the PSA, delegates from various agencies and Justice management has been established to consult and negotiate on the new agreement.

Members will have an opportunity to provide input into how they want the agreement to look. The PSA will be conducting meetings at worksites to gather feedback for inclusion in the consultation process.

Acknowledgement

The PSA once again acknowledges the dedication of all NSWTAG members to the communities they serve.

As stated in previous bulletins, it is imperative that members support their delegates and each other. Attend PSA and/or members' meetings at every opportunity and encourage colleagues who are not PSA members to join up. Continue to raise any issues of concern directly with the Transformation Team.

What can you do?

- Give a copy of this bulletin to your colleagues
- Print out this bulletin and put it up on your notice board
- Ask a colleague to join the PSA
- Get involved as your Area Contact
- Set up work place members' committees with regular scheduled meetings.

Update your details

If you have moved, have a new work email, work phone, or work location, please update your membership details [HERE](#)

[\(http://psa.asn.au/change-of-address-2/\)](http://psa.asn.au/change-of-address-2/)

Delegates on NSW TAG Vocational Advisory Group:

Paul Gavin

Robin Turnham

Martin Armstrong

Peter Edgton

Richard Falkowski

Heather Stephenson

Christine Edmondson

Join the PSA

membership.psa.asn.au

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