

# Responses to Questions on Notice at PSA Annual Conference May 2016

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Delegate	Type	Question	Answer
140 – Phil Esq	Tweet	What are you doing to increase number of younger members to union? The delegates today don't appear to cover the youth in govt.	<p>This is an issue for the whole union movement and we are working with the ACTU on it. The PSA is also looking for ideas from members. One of the fringe events at Annual Conference was on this topic, and participants reported back to the main body of conference. The ideas that were produced are being assessed and they will be included in our staff planning.</p> <p>Our Communications Directorate is currently being restructured to improve member engagement across all age groups, including under 35s. Recently, we had engagement with the 18 to 25 demographic by using you tube influencer Jordan Shanks also known as Friendly Jordies. Clearly, we need to use different ways of communication with this age group to help them understand the importance of being part of a collective.</p>
175 – Suzanne	Tweet	How is the performance of an organiser measured?	<p>Organiser performance is partly assessed within the context of a number of measurable targets including:</p> <ul style="list-style-type: none"> <li>• Submission of fortnightly organiser plans and itineraries that are linked to the team/directorate plan.</li> <li>• Recruitment</li> <li>• Number of site visits per week</li> <li>• Entry of visit information into PSA database</li> <li>• Demonstrated member engagement, communication and feedback.</li> </ul>
175 – Suzanne	Tweet	Will the new organisers be deployed in regional or metro areas?	<p>The new Organisers will be based in the metropolitan area to back fill existing vacancies. However, all organising staff are available to go to Regional areas as part of their role. The resulting increased capacity to the Organising Directorate will allow the provision of</p>

			increased resources to regional areas.
SMS received before name & number requirement announced	SMS	Interested to know why South Western Sydney Community Services not represented by a central councillor. If possible how and who can be one. Thanks	<p>Central Councillors do not represent a specific department or agency. They are elected as individuals and they participate in the governing body of the PSA, Central Council. Whilst some Councillors may also be a PSA delegate this is not a requirement for being elected as a Central Councillor.</p> <p>Central Councillors are elected every four years by the entire membership of the PSA. The next election will be held later this year, and all financial members are able to nominate for this position. In 2015 the PSA re-introduced proportional representation for Central Council elections. This should ensure greater diversity on this important member representative body for the future.</p>
125 - David	SMS	What is formal process for making a complaint against an industrial advocate and their manager for not addressing an allocated issue for over 12 months	In 2015, the PSA introduced a policy to deal with member complaints as part of the reform agenda for stronger governance and accountability. In addition, a Governance and Employee Relations Officer was employed who currently reviews complaints. The Complaints Policy is located in the <i>Contact</i> Section of the PSA website at <a href="http://psa.asn.au/contact-us/">http://psa.asn.au/contact-us/</a> . Please refer to the policy for more information.
136 – Sallyann	SMS	My question is: when PSA staff (from Sydney) visit Regional areas is it possible for the local delegates to be advised whether or not they are from the designated department being visited. It can be embarrassing to hear about it via local media or, as in my case, to run into them “shopping” in a local country store?	<p>As a matter of course, members and delegates are informed when their <b>worksite</b> will be visited by PSA staff.</p> <p>However, it would be impractical to advise all delegates in a region every time a PSA employee is there, as this would result in a large number of unnecessary and unsolicited communications.</p>
156 - Meralyn	SMS	Re MSC How many of the 26000 were single callers ringing multiple times? How many of the 21000 are the same callers ringing multiple times about the same issue and speaking to a different responder each time?	This question is being considered as part of a larger report on the MSC which will include a deeper statistical analysis and questions raised through the current MSC Member Survey. It doesn't matter who a member speaks to in the MSC, the information is now recorded and able to be viewed by all MSC staff if required.
148 - Carol	SMS	I have been employed at my current school for	The PSA developed a template for members working in schools to

SMS received before name & number requirement announced		<p>almost 2 years. When I started there, there was 1 PSA member out of a possible 8 non teaching staff. I'm happy to say there are now 7 out of the 8 that are financial members. Potential members had to be convinced of the value for money they might receive in joining - I was able to regurgitate some historical benefits - permanency for SLSO's, pay rises &amp; the development of SRG's for PL for SAS staff. That's the good news. Unfortunately we have also lost members in our region due to the frustration over the enhanced SAM role (I do understand why this cannot be pursued any further) &amp; prolonged process of the Pay Equity Case. I believe the PSA conducted a Gap Analysis &amp; that the DC has requested this report. Why hasn't the report been presented to the DC? Surely this may help in expediting our case or is management planning to pull a rabbit out of its hat come election time?</p>	<p>identify additional and/or changed duties. Members were asked to complete this template and to return the information to the PSA. In completing the templates, many PSA members provided information on a confidential basis. The "report" referred to in the question is an internal working paper for analysing returns and mapping categories of staff and schools where templates had not been received. As the paper included confidential member information, releasing this information would not be appropriate, and would not help expedite the case as the work of identifying which categories and schools we needed templates from has now been undertaken and completed by PSA staff.</p> <p>As part of the case, three large lever arch files of preliminary evidence have been submitted to external lawyers for review. The PSA understands that the length of time may be frustrating, particularly as a pay equity case for PSA members could have been initiated in 2001 following the Price Waterhouse Review of the work of School Assistants and Senior School Assistants. However, we ask members to focus on the fact that this important work is now being done.</p> <p>With regard to timing, it is unlikely that there will be an outcome for some time. History shows that pay equity cases for a single category of staff can take 5-10 years.</p> <p>However, please rest assured that the PSA is working hard for members on this deserving case.</p>
	SMS	<p>Could the people out the front please introduce themselves for those of us who have never been to a conference before and/or don't know who you are. Also could the PSA please develop and provide factsheets and links for new delegates on basic requirements – what can we say in meetings with management, who do we go to for help?</p>	<p>Thank you for your feedback, we will ensure speakers and officials introduce themselves in the future.</p> <p>An updated version of the <i>PSA Delegate's Handbook</i> has been produced and will be available on-line shortly. The handbook includes information, advice and resources designed to assist new and existing delegates in their role. In addition, tools on the Government's Performance Management Framework and restructures have also been developed.</p>

			<p>The PSA also runs courses to support new and existing delegates. Courses include Dealing with Member Issues, Dealing with Restructures and Role of the Delegate. Information on training is available at <a href="http://psa.asn.au/training/general-training-courses/">http://psa.asn.au/training/general-training-courses/</a>.</p>
SMS received before name & number requirement announced	SMS	What is the PSA strategy for delegate engagement which has been lacking. Has it been signed off by the governing body.	<p>The strategy for delegate engagement flows from the PSA Strategic Plan, which was produced and endorsed by Central Council.</p> <p>Components of the strategy include:</p> <ul style="list-style-type: none"> <li>• Targeted and tailored delegate training</li> <li>• Focus on delegate development by Organisers</li> <li>• Fully utilising and engaging with workplace structures</li> <li>• Periodic delegate surveys</li> <li>• Production of delegate-specific resources such as the <i>PSA Delegate's Handbook</i></li> <li>• Supporting delegates to assist them undertaking functions such as attending committees and member support</li> </ul>
SMS received before name & number requirement announced	SMS	Anne Gardiner spoke of the extra resources allocated to Regional Areas. In the Newcastle office admin staff are not replaced when they take leave. As we are all aware the crucial role that these PSA staff play in providing services to members and how they share the work load with the regional organisers. Why are these staff not being replaced?	<p>When the Member Support Centre (MSC) was introduced in 2014 it centralised most PSA admin around member engagement and these tasks are now done by MSC staff. In addition all Regional Organisers were provided with laptops and training in entering member/agency information into the Unison database whilst they are in the field to ensure a better service for members. PSA regional admin staff positions have not been reduced since the introduction of the MSC. However, the use of members' money to backfill these positions for leave periods cannot be justified.</p> <p>The PSA is currently working with existing regional admin staff to identify ways of broadening their role so that these positions can be retained.</p>
95 - Giovanni	SMS	May I email the fact sheets to the PSA members in my agency?	Yes, please do! Any document which is authorised by the General Secretary of the PSA can be distributed to members as a PSA document.

95 - Giovanni	SMS	<p>Good that the work of Public Servants is being promoted. How about address misconception about bloated bureaucracy. EG Health Ministry has about 300 yet people think it has tens of thousands.</p>	<p>Thank you for your feedback.</p> <p>Our vision as described in the PSA's first Strategic Plan, which was developed in 2014, is "to be an active member driven union which successfully asserts members' interests and advances the value of public services for the people of NSW". Progress has been made towards this vision despite the conservative mainstream media, but your point about bloated bureaucracy illustrates that there is still a long way to go.</p> <p>The PSA has recently finalised a review of the Communications Directorate and will be expanding this area to ensure we succeed in countering the conservative narrative around the important work you do.</p>
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