



31 March 2017

## Service NSW Newsletter

### Your voice in the union

PSA members recently elected colleagues to a dedicated Service First Departmental Committee. The first meeting for 2017 was held on 29 March.

Lee Devitt - Burwood Service Centre  
Kieren Streat - Macarthur Service Centre  
Victor Dunstan - Liverpool Service Centre  
Michael Pugh - Hornsby Service Centre  
Susanna Abbatantuono - Warrawong Service Centre  
Nalini Wilson - Macarthur Service Centre  
Caroline Staples (Organiser) – [cstaples@psa.asn.au](mailto:cstaples@psa.asn.au)

There are still more vacancies, so please contact Caroline Staples at the email address above if you are interested in being part of this group.

### Issues and concerns

Issues raised by members at meetings include:

- lack of time to engage in training
- difficulty in gaining competency across the full range of transactions
- need for clearer policies around transfers
- provision of training for Managing Difficult Behaviour and support after abuse from customers
- display of code of conduct and access to security support
- flexible working arrangements .
- progression and grading of classifications.

### Your rights at work

The PSA is concerned members and staff are not

being provided with accurate information about workplace rights and entitlements. The following advice is based on your Industrial Award.

### Sick leave

Staff are only required to provide medical certificates when:

- the period of sick leave exceeds two consecutive days
- an employee has taken greater than five single days of sick leave in a year.

There is no requirement to state the specific nature of the illness. The PSA has been notified of instances where staff have been told to take minimal sick leave and that they could be rostered to do work not facing customers. The PSA encourages any unwell staff to stay at home, and will be raising this issue with Service NSW at the next Joint Consultative Committee (JCC).

### Tea breaks

Employee may take a 10-minute morning or afternoon tea break. Some flexibility may be required so public business is not affected.

### Lack of consultation

The PSA has received reports from members regarding a claim Service NSW is not required to consult with the PSA regarding any changes it wishes to implement. This is 100 per cent incorrect.

Your Award states “when a change is proposed that will have an impact on the working arrangements of employees, including the introduction of

technological change, Service NSW will consult with **employees and the Association**".

Service NSW is required to consult and furthermore it is required to "genuinely consider all input and provide timely responses to matters raised".

The PSA will raise these matters at the next JCC.

PSA delegates have the right to be released from normal duty when undertaking union activities. They have the **right to place Association information on a workplace noticeboard in a readily accessible and visible location.**

Laws state "an employer must not victimise an employee or prospective employee because that person is a member of an industrial organisation". If you are victimised or harassed in your workplace for your union activity or membership please contact the PSA immediately.

### **Change to lunch meal allowances**

The PSA has been made aware of Service NSW no longer paying lunch meal allowances on one-day journeys. The PSA has written to Service NSW to lodge a formal dispute over this matter. The Award does not give Service NSW the ability to pick and choose the allowances it pays to staff. The PSA has sought an immediate confirmation that the allowance will be re-introduced, and will seek compensation for members who have missed out on this payment from December 1 2016.

### **Unpaid overtime**

Many members are telling the PSA they are regularly required to work unpaid overtime, often in the form of inadequate or no time to prepare work stations at the beginning of a shift and little or no time to finalise transactions or interactions close to closing time.

This issue has been placed on the Agenda of the Service NSW JCC by your PSA representatives.

### **Transfer policy**

Members are reporting a lack of transparency and clear policy about transfers from one location to another. The PSA is seeking to negotiate a clear written document that addresses service, compassionate and forced transfers. It is important all parties know their rights and responsibilities.

### **Work schedules and flexible work**

The PSA has received many complaints about a lack of flexibility which is causing stress and hardship for our members and flies in the face of Service NSW's claim to be a dynamic, modern workplace that values and supports its employees.

Refusal appears to be often based on a generic claim of "not meeting business needs".

The PSA has seen no evidence that family-friendly workplaces are bad for business. Morale and productivity are higher and absenteeism is lower when employees are consulted and their personal responsibilities taken in to account.

### **We are your union**

The PSA represents all staff at Service NSW and negotiated your current Award.

We also represent tens of thousands of NSW public servants across a wide range of areas, including education, justice, community services, transport, national parks and the arts.

Your current Award, which contains your conditions of employment, can be viewed [HERE](#)

(<http://www.ircgazette.justice.nsw.gov.au/irc/ircgazette.nsf/webviewdate/C8532>)

Non-members can join online at [www.psa.asn.au](http://www.psa.asn.au).

