

Public Service Association of NSW
4 April 2017



PSA members recently elected members to a dedicated Service First Departmental Committee.

The first meeting for 2017 was held on Wednesday 29 March. This committee is your voice in the union.

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 (PSA Organiser) –
cstaples@psa.asn.au

Service NSW Newsletter

Your **voice** in the union

Issues and concerns

Common issues raised by members at meetings include:

- lack of time to engage in training and then practice and implement knowledge
- difficulty in gaining competency across the full range of transactions
- need for clearer policies around transfers and location movements
- provision of training for Managing Difficult Behaviour and appropriate support and care after abuse or harassment from customers
- display of code of conduct and access to security support
- implementation of flexible working arrangements including nine day fortnight and compressed working week
- review of progression and grading of classifications.

accurate information about their rights and entitlements in the workplace. The following advice is based on your Industrial Award. All of these rights and entitlements are legally enforceable.

Sick leave

Clause 33 of your Award sets out your sick leave entitlements. 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 for the specific nature of the illness to be stated. If a Doctor has stated you are "unfit for work" that is sufficient.

The PSA has also been notified of instances where staff have been told



There are still more vacancies, so please contact Caroline Staples if you are interested in being part of this group. You can access Special Leave to cover your participation and attendance.

These and many other issues are being taken up by your Departmental Committee.

Your rights at work

The PSA is concerned members and staff are not being provided with

to take minimal sick leave and that they could be rostered to work away from customers. This is entirely inappropriate. The PSA encourages any staff member who is unwell 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 a number of reports from members regarding a concerning view that Service NSW are not required to consult with the PSA regarding any changes they wish 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 will provide relevant information about:

- i. the proposed change;
- ii. effects on the employees;
- iii. the rationale for the proposed changes based on business needs; and
- iv. the proposed time frame and plan for managing the change".

It is clear by the above section of the Award that Service NSW are indeed required to consult and furthermore they are required to "genuinely consider all input and provide timely responses to matters raised". Changes to working arrangements may include:

- **the introduction of time clocks**
- **the bilateral changing of rostering arrangements which have worked well**
- **The bilateral removal or rejection of special shift arrangements.**

The PSA will raise these matters at the next JCC and will not hesitate to raise disputes when we believe that we are not being adequately consulted.

In addition, PSA delegates have the right to be released from normal duty when required to undertake a range of union activities including attending meetings, supporting and consulting with members and distributing publications and union materials. This includes the right to place union information on a workplace noticeboard in a readily accessible and visible location.

Our Industrial laws state clearly that "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 on one-day travel

The PSA has been made aware of Service NSW no longer paying lunch meal allowances on one-day journeys. This matter primarily affects Driver Testers. The PSA has written to Service NSW to lodge a formal dispute over this matter, as the PSA believe the removal of the allowance to be a breach of the Award. Your Award is clear on the payment of the lunch allowance, and 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 lunch 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 being given inadequate or no time to prepare their work station at the beginning of their shift and little or no time to finalise transactions or interactions that occur close to centre closing time. As per your Award, you are entitled to be paid overtime for any hours of work you do outside your usual daily hours of duty set out in the roster.

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 work 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 working arrangements

The PSA has received many complaints about a lack of flexibility in the construction of work schedules and patterns of work.

This lack of flexibility is causing stress and hardship for our members and flies in the face of Service NSW claim's 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. On the contrary morale and productivity are higher and absenteeism is lower where employees are consulted and their personal responsibilities taken in to account.

WE ARE YOUR UNION

The PSA represents all staff working at Service NSW. We negotiated your current Award that sets out your wages, conditions and entitlements.

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 at www.ircgazette.justice.nsw.gov.au/irc/ircgazette.nsf/webviewdate/C8532

Non-members can join online at www.psa.asn.au

