

CORPORATE PROCUREMENT AND WORKPLACE – DRAFT RESTRUCTURE MANAGEMENT PLAN – FEEDBACK RECEIVED FROM STAFF

Theme	Feedback statement/question	Response
<p><u>Restructure Management Plan and Process</u></p>	<p>In reading the RMP documentation I believe that I will be disadvantaged because of being a grade 7/8 in Gosford. There are 3 less roles then there are staff. We were told that there will be other opportunities in grades higher or lower but the way the RMP reads, these roles will more than likely be filled on appointment at grade in stage 1 and 2. You can't apply for a role if you're not the same grade until stage 3. Please correct me if I'm wrong but this will result in me not even being considered for a role in the new structure. How is this fair?</p>	<p>All employees will be given equal opportunity to apply for roles at grade at stage 2 of the assessment process. Location of current role is not relevant in the assessment process. There are 15 roles at grade 7/8 in the current structure (some of these are vacant) and there are 12 grade 7/8 roles in the proposed structure. All current grade 7/8 employees will be given equal opportunity to apply for these roles.</p>
	<p>Why was the dates for the consultation chosen at the time when the two current Managers in Gosford will be on leave? I think this prevents them being able to have due consideration of their concerns about the new structure. And will result in them not having the resources to manage the assigned tasks.</p>	<p>The consultation period was extended by more than two weeks. Both managers currently located in Gosford have provided feedback on the new structure.</p>
	<p>Why have the PWA group been left out of the restructure? The Gosford Workplace / Procurement team staff have also been through a restructure with the split of ICare, SafeWork and SIRA, so why is there special allowance for these folk?</p>	<p>Public Works Advisory (PWA) is part of the wider Property and Advisory Group (PAG). PAG is supported by a dedicated outposted team to support the PAG accreditation for construction procurement that is not applicable to other DFSI divisions.</p>
	<p>The RMP strongly emphasis no back filling, does that mean you will no longer employ agency staff?</p>	<p>The Restructure Management Plan (RMP) includes a proposed organisational design that will not require backfilling by default (for example during short term absences of individuals).</p> <p>This intent is to allow for cross skilling to allow staff to develop new skills for career development and to allow for service continuity by the wider team during events such as short term absences by individuals.</p> <p>Temporary staff and contractors may still be required to support longer term resource requirements (for example large scale projects and long term absences of individuals).</p>
	<p>Who will be involved in the matching process as if they are not my current Manager, how will they know my skill set to match to the correct position?</p>	<p>Employees will be matched to roles based on their ability to perform the capabilities of the role which are detailed in the role description. A member of the Procurement and Workplace leadership team and a member of the People and Culture team will undertake the matching processes.</p>

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	<p>How and who is involved with selecting staff for all positions from the nominations received against each position or locations?</p>	<p>Employees will be matched to roles based on their ability to perform the capabilities of the role which are detailed in the role description. A member of the Procurement and Workplace leadership team and a member of the People and Culture team will undertake the matching processes.</p>
	<p>If my term of employment was for 2 years fulltime and that time has now expired, am I considered to be a temporary employee and am I entitled to termination payments?</p>	<p>Temporary employees who are employed at the time of the matching process who has been in their role for more than 12 months will be eligible to apply for roles in the new structure. Those that are not successful are not entitled to VR and their current temporary arrangements will continue dependant on business requirements.</p>
	<p>The RMP has changed the role descriptions and the structure of the branch and therefore the current jobs no longer exist, the officers are now displaced and are entitled to VR if they wish to take this option. Why are VR's not being made available immediately?</p>	<p>VR's are made available when roles are being deleted and there is no alternative role for the employee to be placed in. They may also be available if employees are unsuccessful through assessment processes and no further options are available.</p>
	<p>If agency staff are being employed would you give preference to those that have been working for the organisation? I have been an agency temp with the organisation for 2 years if there is any opportunity to continue I would like to do so.</p>	<p>The eligibility to be included in the various stages to fill roles in the final approved organisation structure are outlined in Section 10.1 of the draft Restructure Management Plan.</p>
	<p>In relation to the following statement in 10.1 Means of filling roles, "Eligible employees will have the opportunity to express their preferences in terms of roles and locations however may also be assessed for assignment against other roles within a grade" How specific are you allowed to be? For example if I am currently a 3/4 and I would prefer to work in Parramatta or Sydney in either the Equipment or Buildings work units is that what I should ask for? i.e. "My preference is to be considered for a Customer Service Officer Position in Parramatta or Sydney in either the Equipment or Building work units"</p>	<p>At stage 2 of the assessment process employees will be invited to submit their interest in a role at grade. You will be asked to give a preference for Location, shift preference (if applicable) and stream. Preferences are not guaranteed but will be looked at in the matching process.</p>
	<p>What happens if I do not submit a two page letter and my resume? Will I still be considered for a position?</p>	<p>As per section 10.1 of the draft RMP, at grade employees who do not express an interest in being assessed may still be considered for matching to any remaining roles.</p>
	<p>Can I make an expression to not be considered for a position?</p>	<p>As per section 10.1 of the draft RMP, at grade employees who do not express an interest in being assessed may still be considered for matching to any remaining roles.</p>

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	Can our 3-4 level staff apply for 5-6 level roles and when in the process can this happen?	As per section 10.1 of the RMP document- roles not filled at stage 1 and 2 (at grade) will be opened to all Procurement and Workplace staff at stage 3 to apply through an internal merit process.
	The RMP does not talk about actions that are being taken to support, retrain or replace elsewhere into the workplace our 1-2 staff. Why not?	Any employees who are not successful in being matched to a role in the new structure will be declared excess. These employees will be offered the opportunity for redeployment. Full support will be offered to these employees to assist them in securing a role in the NSW Public Sector.
	Why does the RMP documentation say draft when it should say proposed? There is a difference.	The RMP is in draft for consultation with staff. Once finalised the RMP will be issued as an approved version.
	The information, although now a copy and paste of many other RMP's, has inconsistencies of information, such as the date it was signed off by the previous GCS Dep Sec and the date on the document are different. The proposed org structure is different to the approved date so does this mean the org structure was or wasn't approved as delivered. It would also seem that the only input for the RMP has been Mr Grebert.	<p>The draft proposed organisation chart was updated to ensure labelling of groups of positions appeared on the PDF file format published for the draft proposed organisation chart and the date was updated accordingly. This issue has also been addressed in an email from the Chief Procurement Officer (Tue 4/04/2017 3:35 PM).</p> <p>The development and approval of the RMP involved the executive-level reporting lines for Corporate Procurement and Workplace and with support and advice from the People and Culture team.</p>
	<p>when applying for stage 1 and 2 roles, I assume applicants would be stating which office geographical location they are applying for. However if say more than one location for same role, if staff were to nominate for one location only, would they automatically be considered for another location (if it was available)?</p> <p>Would the selectors engage in dialogue with staff to discuss other options or just take applications as stated only?</p>	<p>Preferences will be taken into consideration but are not guaranteed. Employees will initially be matched to roles at grade based on capability levels and discussions around locations etc will come later.</p>

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<p><u>Consultation</u></p>	<p>There was no consultation of the RMP and no prior information or hints to changes. This left staff gob smacked at either a potential deletion of role or downgrading of role. As consultation wasn't carried out I am aware that this breaches the Work Health and Safety Act of 2011.</p>	<p>Staff were made aware of the Restructure Management Plan (RMP) during 2016 on several occasions, including:</p> <ul style="list-style-type: none"> • Announcements and documentation relating to the Corporate Services RMP highlighted a future RMP for Corporate Procurement and Workplace • Advice at staff briefings for the Corporate Procurement and Workplace team that a draft RMP for Corporate Procurement and Workplace was under development. Feedback was received prior to the release of the draft RMP for Corporate Procurement and Workplace that there was growing frustration amongst staff that it was taking so long to release the draft RMP for Corporate Procurement and Workplace. <p>The suggestion that the RMP process is in contravention to the Workplace Health and Safety legislation and Policy is not accepted. To suggest that an organisation is required to consult with impacted employees prior to forming a draft proposal is not the intent of the legislation or policy. This notion has been tested through processes in the NSW Industrial Relations Commission by the PSA previously (in regards to changes in the Flexible Working Hours Agreement) and while there has not been the need for a formal arbitrated decision, reasonableness has prevailed and the parties have previously agreed that our formal consultation processes are adequate (i.e. a draft proposal is released and then feedback from all parties is sought).</p> <p>Prior to the release of the draft Restructure Management Plan (RMP) various managers were provided with a copy of the draft Service Catalogue for review and feedback. The draft Service Catalogue is included as RMP Appendix A. Managers and staff have been advised that the draft RMP will be designed to deliver against the new standardised Service Catalogue, including at the Corporate Procurement and Workplace staff briefing in February 2017.</p>
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	<p>Why were our managers not consulted regarding any of these changes before the document was put together?</p>	<p>All managers within the Corporate Procurement and Workplace team were provided with the draft Service Catalogue. A range of feedback has been incorporated into the version included as Appendix A of the RMP.</p> <p>The scope of the Corporate Procurement and Workplace draft Restructure Management Plan (RMP) includes all non-executive roles. Therefore non-executive staff were not involved in the development of the new organisation structure to avoid the perception of a conflict of interest.</p>
	<p>Were the executive management in SIRA, Safework, WCC and WIRO informed of the proposed restructure prior to it being released?</p>	<p>The Service Catalogue and new organisation structure for Corporate Procurement and Workplace will implement standardised service levels across all divisions.</p> <p>This may change the way services are described and performed for certain divisions.</p>
	<p>Was the PSA consulted in relation to the change of job role to convert from a standard back office worker to a front-line shift worker.</p>	<p>The PSA has been consulted about all proposed changes in the Draft RMP.</p> <p>Many roles in the Procurement and Workplace structure are customer facing and this will not change. The shifts will ensure our customers receive the support they require during operational hours.</p>
	<p>Greg Grebert stated that the two-week consultation period was for the process only, there are mixed messages from different executives as to whether the two-week time period is to receive comments in respect to the process or the RMP as a whole. Please clarify.</p>	<p>Communications sent out by Greg Grebert at the commencement of the consultation period stated that staff were encouraged to provide feedback on the draft RMP. The communications also detailed that the draft RMP included the current and proposed org charts, Service catalogue and business requirements.</p>
	<p>Functional and Operational Leaders, together with the Executive Directors who will be most affected by the DRAFT Service Catalogue & intended Org Chart appear not to have been consulted.</p> <p>Can you advise who at Fair Trading and the Office of State Revenue have been consulted about the DRAFT Corporate Procurement & Workplace RMP?</p>	<p>Service Catalogues have been developed for each Corporate Services function as part of the broader Performance Plus project. The Service Catalogue for Corporate Procurement and Workplace is an input to this RMP and does not involve consultation as part of this RMP.</p>

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<p><u>Operational Impacts</u></p>	<p>Apart from dramatically reducing numbers by terminating all nine 1-2 and one General position (some of these staff are disability/special needs, which reflects poorly on DFSI), as well as reducing the number of 3-4 staff positions, gives a net loss to Gosford of 14 positions. This is extraordinary as the workloads in recent months have been increasing and we have insufficient staff to deal with the current workloads.</p>	<p>The draft Restructure Management Plan (RMP) outlines a reduction of one General Scale position. This position is currently vacant and therefore there is no impact on existing General Scale staff.</p> <p>All current Grade 1-2 staff will be able to apply for promotion to the additional Grade 3/4 roles as part of the draft RMP.</p>
	<p>How and what metrics were used to determine if the work functions currently carried out by staff will be maintained in the new 'draft' structure.</p>	<p>A range of metrics were used such as:</p> <ul style="list-style-type: none"> • transaction processing volumes that will be migrated to a self-service model through other initiatives to be implemented across all DFSI divisions <p>the number of office locations occupied by DFSI taking into account reductions through completed and planned relocations</p>
	<p>How does the RMP maintain and address the provisioning of high standards of governance for current transactional activities maintained and managed by the unit such as deployment of PCards across BRD... AND as there will no longer be procurement governance, advice and guidance to Better Regulation Division (BRD), on High Value/High Risk Procurement market engagements.</p>	<p>Transaction processing is being progressively standardised across DFSI divisions. In the case of purchasing a self-service model is being progressively adopted across all divisions in line with expenditure levels defined in the DFSI delegations. These changes are being implemented a structured manner through a range of initiatives including:</p> <ul style="list-style-type: none"> • Migration to GovConnect services • New Travel and Transport Policy <p>New PCard Policy</p>
	<p>Who signed off on the Service Catalogue as final, that is a core part of this RMP?</p>	<p>The Service Catalogue included as RMP Appendix A is in draft as part of the wider Performance Plus project that is developing and deploying Service Catalogues for all Corporate Services functions.</p>
	<p>I note that a purported benefit for the DRAFT changes are stated as “opportunities within the team structure for career progression”, with the constant restructures and no clear direction of where they will eventually end, if ever! Its difficult to be expected to have a career roadmap, when you are not afforded all the information. Has any thought been given to conducting a training needs analysis to identify the competencies required to perform the current roles as many of these roles will now become generic customer service titled generalists and not have the required skill set to provide the actual service to the customer ?</p>	<p>The proposed organisation structure includes pools of roles with the same Role Description at different grade levels. This allows for various career progression opportunities, including but not limited to:</p> <ul style="list-style-type: none"> • cross-skilling at grade • exposure to a larger scale operational environment across all DFSI divisions • development opportunities and promotions within team reporting lines <p>development opportunities and promotions between team reporting lines</p>

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	<p>Why is it assumed that our vendors are based in Parramatta, when they are not based in Parramatta?</p>	<p>Suppliers headquartered in New South Wales are most commonly based closer to Sydney CBD and Parramatta compared to Gosford. Parramatta is also being established as a major hub for NSW Government agencies including DFSI with a major trend to move away from the Sydney CBD.</p>
	<p>In 2016 DFSI Government & Corporate Services engaged an external security consultant to analyse 16 DFSI sites [in metropolitan and regional areas] to identify any current security risks to the property, any shortfalls in compliance with procedures and make recommendations for improvement. The reviews included a physical assessment of the tenancy and surrounds as well as physical and electronic security measures in place and there adequacy, any previous security reviews and relevant policies and procedures. The major recommendations from this review are not addressed in the DRAFT Corporate Procurement & Workplace Org Chart, leaving DFSI vulnerable to the identified enterprise wide risks.</p> <p>Have these recommendations not being accepted? And if so, who has made this decision?</p>	<p>The RMP is not intended to specifically address the recommendations of all audits, reviews and other reports relating to Corporate Procurement and Workplace.</p> <p>Recommendations from the Security Review in 2016 will be assigned to roles in the new organisation structure for completion.</p>
	<p>We currently have staff outsourced to Fair Trading and OSR. Will this still be the case once the RMP is in place? If not, has Fair Trading and OSR been advised and agreed to this new arrangement? If nor, when will they be advised?</p>	<p>The Service Catalogue and new organisation structure for Corporate Procurement and Workplace will implement standardised service levels across all divisions.</p> <p>This may change the way services are described and performed for certain divisions.</p>

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	<p>I am unsure why the TestSafe facilities management role in the new structure appears to have been downgraded. The facilities management of the TestSafe Londonderry site is very complex due to the unique compliance and safety challenges posed by the site. These complexities and the management of these unique risks do not appear to have been fully taken into account in the restructure management plan.</p> <p>The TestSafe site has many compliance and safety challenges that do not fit into the standard service catalogue due to the risks relating to the unique and diverse nature of the on-site testing work done and the building types. This site requires a facilities manager who has relevant work experience and a skill set over and above a standard office building facilities manager. I have attached a word document showing the tasks done by the Londonderry Facilities Coordinator and in it I have coloured red the site differences and tasks that are unique to the Londonderry site and that are unlikely to be found at other DFSI sites.</p> <p>The restructure document appears to be downgrading the current 9/10 role to a 7/8 role. Can you please advise what elements of the current workload would be changed, so that the new role reflects the new 7/8 grading, and what position would then be managing the reallocated work tasks?</p>	<p>The resourcing arrangements at Londonderry are being reconsidered in response to this and other feedback.</p>
	<p>Feedback relating to Appendix B, Business Requirement no. 5: The services provided ensure compliance with the DFSI & SIRA, WCC, WIRO and SafeWork NSW delegation manuals. BRPG has the Procurement Framework accredited to a level 2C . Accreditation to ensure compliance with the Procurement Board. The framework was established to ensure governance support to our key stakeholders when sourcing and providing contract management and supplier performance of High Risk/ High Value goods and or services. BRPD currently manage approximately 253 goods and services including ICT contracts on behalf of our key stakeholders. Most of these contracts are high risk and high value and require the onsite presence of the Procurement Group in Gosford to ensure risk is minimised and adherence to policies and the framework .</p>	<p>Better Regulation is included in the DFSI Level 2C cluster accreditation: https://www.procurepoint.nsw.gov.au/system/files/documents/list_of_accredited_agencies_updated_march_2017.pdf</p> <p>All DFSI divisions require procurement-related services from the Corporate Procurement and Workplace teams.</p>

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	<p>All non Executive staff are entitled to 20 days recreation leave and up to 24 days flex leave. Are there enough staff in the structure to cover these absences plus further contingency for sick leave?</p>	<p>The new structure will ensure coverage for any recreational or unplanned leave. By aligning the capabilities across roles at grade it will provide opportunities to develop and cross skills when coverage is required.</p> <p>Managers will continue to be responsible for approving leave and ensuring their team have coverage.</p>
	<p>I feel that I should bring these changes to your attention early so that some actions might be taken to either prepare a communication plan for our management colleagues and teams, or implement some change management process around the decoupling of all of the centralised transactional facilities that BRD management and operational teams have had in place for many years.</p>	<p>The intention is to standardise service levels provided to all DFSI divisions for:</p> <ul style="list-style-type: none"> • Travel arrangements and bookings • Purchasing items under \$5000 with Credit Cards • Reconciliation of Credit Card statements via Intellilink with appropriate delegation sign off • Hires and onboard/offboarding of contingent workforce. <p>These services have been progressively migrated to online systems that allow for DFSI staff to record and manage requests directly instead of lodging requests with a centralised procurement team for action. These self-service practices are in place for the majority of DFSI divisions.</p>
	<p>On Thursday afternoon last week a restructure plan was announced that effectively closes down completely the Procurement and Purchasing group and some Facilities/workplace functions in Gosford, and moves some of these positions to Parramatta which they class as a regional hub. There is a net loss of 14 FTE's which includes all of Procurement and Purchasing staff and there will be no staff located at Gosford which is now considered a Sydney Metro office.</p>	<p>Future Procurement roles in Gosford include:</p> <ul style="list-style-type: none"> • 1 x Supplier Manager Grade 9/10 • 1 x Procurement Officer Grade 5/6 • 1 x Category Manager Grade 11/12 with oversight of these procurement roles and other Gosford-based roles • Customer Service Grade 3/4 roles include some activities currently performed by the procurement team (eg Contingent Labour, PCard support) – NB: some existing procurement roles at Gosford are at the Grade 3/4 level. <p>4 out of 7 existing procurement roles are filled by contractors and temporary staff. Therefore in light of the future procurement roles outlined above the net impact for ongoing Procurement employee numbers in Gosford is nil.</p>

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	<p>The DRAFT Service Catalogue does not seem to address the present [Security & Facilities Services] functions being carried out for Fair Trading & the Office of State Revenue. Will these services not be included in the Service Catalogue going forward?</p>	<p>The Service Catalogue and new organisation structure for Corporate Procurement and Workplace will implement standardised service levels across all divisions. This may change the way services are described and performed for certain divisions.</p>
	<p>It was stated in the RMP that there were career progressions, how does this work?</p>	<p>The proposed organisation structure includes pools of roles with the same Role Description at different grade levels. This allows for various career progression opportunities, including but not limited to:</p> <ul style="list-style-type: none"> • cross-skilling at grade • exposure to a larger scale operational environment across all DFSI divisions • development opportunities and promotions within team reporting lines <p>development opportunities and promotions between team reporting lines</p>
	<p>There is a complete lack of metrics to support the breakup of the various operating units and there is no clarity on what current work is to be carried out by which new units. It appears there are many day to day tasks that do not fit with any of the streams.</p>	<p>The transaction processing volume reductions are based on data supplied from Gosford systems such as vFire.</p>
	<p>The implementation to SAP connect is a year if not three away so who will do all the transactional work is unknown as we do not have access to Oracle in Parramatta.</p>	<p>Oracle access is available at DFSI hub locations in Sydney CBD, Parramatta and Gosford. The migration from Oracle to SAPConnect is scheduled to occur in 2017/18 at which time purchase order processing will be performed by the business units incurring and/or funding the expenditure.</p>
	<p>After perusing the DRAFT organisational chart for Corporate Procurement and Workplace, it appears that the major Accommodation Hub of Parramatta does not have a 'Service Delivery Team Lead' 7/8 role assigned. Yet the Bathurst and Londonderry sites have this function. Is this an oversight or are the 'Customer Service Officers 3/4 expected to coordinate and manage their own workloads un supervised?</p>	<p>The final organisation structure will rebalance Grade 7/8 roles to ensure adequate resourcing for Parramatta office locations and functions.</p>

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	<p>Where does the issue of Purchase Orders and payment of invoices fit into this structure? Who issues them and who authorises them?</p>	<p>Purchase orders and the wider procure to pay process will be led by the Procurement Officer positions in the new structure. The focus of these positions is to support procurement and contract management for the Corporate Procurement and Workplace team instead of providing a centralised transaction processing service for DFSI divisions.</p>
	<p>The statement ‘An onsite procurement presence is not required at Gosford once migration of BRD to GovConnect systems is completed. How long is that likely to be as GovConnect are already having significant problems in moving their ticketing system with delays in both that area of operation as well as infrastructure set up for other business units.</p>	<p>A major catalyst for change will be the migration off the existing Oracle system and associated processes whereby purchase order and PCard transaction processing is performed by the Gosford-based procurement staff.</p> <p>Transaction processing is being progressively standardised across DFSI divisions. In the case of purchasing a self-service model is being progressively adopted across all divisions in line with expenditure levels defined in the DFSI delegations. These changes are being implemented a structured manner through a range of initiatives including:</p> <ul style="list-style-type: none"> • Migration to GovConnect services • New Travel and Transport Policy • New PCard Policy <p>The decentralised model does not require a ticketing system for normal transaction processing. The ticketing system is only required by exception to record and track requests for support (for example incidents and problems).</p>
	<p>BRPG provide regular face to face consultation with the business and provide assistance with sourcing and engagement methods such as request for tenders, quotes and proposals, 2 stage procurements and direction negotiations. (See link to Market Engagement Methods used in BRPG) How will a procurement unit solely based in Parramatta deliver this?</p>	<p>Corporate Procurement does not currently have a presence at all DFSI sites. The service delivery model will be a combination of:</p> <ul style="list-style-type: none"> • Self service resources on the FASTRAC intranet • Assisted support via logging a service request or incident on the support portal • Assisted support via meetings and site visits <p>This is consistent with the NSW Procurement approach to remote support across the wider NSW public sector.</p>
	<p>Who made the decision to move our 3-4 roles to a shift worker role?</p>	<p>The requirement for shifts is an implication of the hours of service defined in the new Service Catalogue.</p>

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	<p>The RMP centralised all Procurement teams to be based in Parramatta to what appears to be a building that does not yet exist to accommodate staff. What time period is expected prior to staff having to be located in Parramatta?</p>	<p>DFSI currently occupies six office locations in the Parramatta CBD. There is sufficient space to accommodate Corporate Procurement and Workplace staff prior to the relocation to a single new office location in the Parramatta CBD as part of the Office Accommodation Program (OAP).</p>
	<p>How will the high level of service and satisfaction currently afforded to BRD operating units be maintained from Parramatta?</p>	<p>The new Service Catalogue for Corporate Procurement and Workplace is intended to provide services to all divisions at all of their respective locations across NSW.</p> <p>The Service Catalogue and new organisation structure for Corporate Procurement and Workplace will implement standardised service levels across all divisions. This may change the way services are described and performed for certain divisions.</p>
	<p>“The Better Regulation Procurement Group (BRPG) provide procurement governance, advice and guidance to Better Regulation Division (BRD), 70% of our key stakeholders are based in Gosford using the service catalogue published on the Better Regulation Intranet Hugo. http://hugo/services/procurement/Pages/default.aspx How does the RMP align itself to the BRD executive expectations published on HUGO?</p>	<p>Four divisions are currently located at Gosford:</p> <ul style="list-style-type: none"> • Better Regulation Division • Fair Trading • Government and Corporate Services • Office of State Revenue <p>The Restructure Management Plan coincides with the implementation of a new Service Catalogue to provide consistent Procurement and Workplace Services from to all divisions by our teams in Sydney CBD, Parramatta and Gosford.</p>
	<p>The services currently provided ensure compliance with the DFSI & SIRA, WCC, WIRO and SafeWork NSW delegation manuals. BRPG has the Procurement Framework accredited to a level 2C Accreditation to ensure compliance with the Procurement Board. The framework was established to ensure governance support to our key stakeholders when sourcing and providing contract management and supplier performance of High Risk/ High Value goods and or services. BRPD currently manage approximately 253 goods and services including ICT contracts on behalf of our key stakeholders. Most of these contracts are high risk and high value and require the onsite presence of the Procurement Group in Gosford to ensure risk is minimised and adherence to policies and the framework. How is the RMP going to deliver this?</p>	<p>The former Safety and Return to Work Division (SRWSD) does not have a separate procurement accreditation under the NSW Procurement Accreditation Scheme.</p> <p>DFSI is working towards a single accreditation that includes all divisions within the cluster, led by Corporate Procurement and Workplace.</p>

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	<p>After reviewing all the available documentation about the Corporate Procurement & Workplace RMP, I note that only the Procurement function seems to have been retained, with 'Customer Service personnel' proliferating the Org Chart. Are the present subject matter experts in the fields of Fleet, Travel, Security Management, Emergency Management and Facilitates Management no longer required?</p>	<p>All services delivered by Corporate Procurement and Workplace involve significant external expenditure. The draft Restructure Management Plan is designed to apply consistent practices in the areas of category, sourcing, contract, supplier and compliance management across all services delivered by Corporate Procurement and Workplace.</p> <p>The draft Role Descriptions and draft proposed organisation chart are designed so that individual staff develop expertise in more than one area, for example fleet and travel. This approach supports business continuity during unplanned absences of individuals and career progression through cross skilling.</p> <p>The roles in teams defined within the draft proposed organisation structure are collectively required to continue delivering services such as fleet, travel, security etc.</p>
	<p>The statement that 'The deployment of PCards across Better Regulation Division will significantly reduce purchasing transaction volumes' may be valid for the Procurement group but what consultation and what advices have been sent to business units to advise them of the prosed changes?</p>	<p>PCards have been distributed across the majority of DFSI divisions to allow for self-service low value purchasing. The standardisation of this practice across all business units will be completed as part of the implementation of a single Travel and Transport Policy and PCard Policy across all DFSI divisions.</p>
	<p>There is talk that GovConnect viz UNISYS will handle procurements and contracts in the future. Is this true?</p>	<p>GovConnect services include the provision of the SAPConnect system for transaction processing. In the case of purchasing the transactions are created and approved by the business unit incurring and/or funding the expenditure.</p> <p>GovConnect services do not include contract management activities beyond the processing of payments approved by the DFSI business unit responsible for the contract.</p>
	<p>What accreditation will the new Procurement structure use and how will it be set up and governed?</p>	<p>DFSI is working towards a single accreditation that includes all divisions within the cluster, led by Corporate Procurement and Workplace.</p>
	<p>When does GovConnect indicate it can take over all of the transactional services currently proposed to transfer to GovConnect?</p>	<p>The migration of remaining divisions to GovConnect is part of a wider program of work and is not part of the Corporate Procurement and Workplace RMP.</p>

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	<p>What are all of the transactional services that are proposed to move to GovConnect?</p>	<p>The migration of remaining divisions to GovConnect is part of a wider program of work and is not part of the Corporate Procurement and Workplace RMP.</p>
	<p>Feedback relating to Appendix B, Business Requirement no. 5: The Better Regulation Procurement Group (BRPG) provide procurement governance, advice and guidance to Better Regulation Division (BRD), 70% of our key stakeholders are based in Gosford using the service catalogue published on the Better Regulation Intranet Hugo. http://hugo/services/procurement/Pages/default.aspx</p>	<p>Four divisions are currently located at Gosford:</p> <ul style="list-style-type: none"> • Better Regulation Division • Fair Trading • Government and Corporate Services • Office of State Revenue <p>The Restructure Management Plan coincides with the implementation of a new Service Catalogue to provide consistent Procurement and Workplace Services from to all divisions by our teams in Sydney CBD, Parramatta and Gosford.</p>
	<p>The DRAFT Corporate Procurement & Workplace RMP does not appear to adequately address the varied geographical locations where our customers are based. Fair Trading and OSR have offices throughout the state that presently are supported by dedicated out posted staff based at Parramatta, these positions do not appear in the proposed Org Chart. What will be the process for service delivery to our customers, especially in regional areas in the new proposed structure?</p>	<p>Support for DFSI office locations will be organised by geographic location, not divisional organisational structure.</p> <p>For example, regional locations for all divisions will be supported by resources based in Gosford instead of the Sydney metropolitan area.</p>

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	<p>In the present arrangements - there are 2 x 7/8 positions out posted from Corporate Procurement & Workplace to Office of State Revenue, namely Facilities Coordinator and Security Operations Officer. These two functions support the 8 tenancies operated by OSR across the state. These 2 positions have been identified as having several '<i>critical functions</i>' assigned to them in the Local Business Continuity Plans, given their chosen expertise and extensive knowledge of the systems that support the OSR operations. Has an informed decision been made in this regard, as such an omission leaves OSR at great risk of not being able to recover from business interruption, which would then have widespread consequences. In the DRAFT Org Chart, these 2 positions are not listed, is this an oversight or intentional?</p>	<p>There are no Corporate Procurement and Workplace positions outposted to Office of State Revenue. The draft Restructure Management Plan intends to provide standard services to all divisions and locations, which is also being driven by factors such as collocation of DFSI divisions as part of the Office Accommodation Program, Gosford Relocation, etc.</p> <p>The draft proposed organisation chart will allow for improved business continuity management for OSR, particularly for incident and emergency responses by team members based significantly closer than Parramatta to key OSR locations such as Lithgow, Maitland, Newcastle and Gosford. The existing OSR tenancies in Parramatta will be collocated with other DFSI divisions in future at the new Parramatta Square premises with consistent practices for business continuity.</p> <p>The roles in teams defined within the draft proposed organisation structure are collectively required to continue delivering services such as facilities, security etc.</p>
	<p>Advice and assistance is provided to BRD regarding the NSW Government Prequalification Schemes using eQuote system on the NSW eTendering website. This advice is often given in 'walk ups' by Project Managers, Directors and Project staff at Gosford. How will the communication and face to face contact be maintained from Parramatta with increasing numbers of staff from a range of agencies being deployed into Gosford. i.e Fair Trading etc.</p>	<p>Corporate Procurement does not currently have a presence at all DFSI sites. The service delivery model will be a combination of:</p> <ul style="list-style-type: none"> • Self service resources on the FASTRAC intranet • Assisted support via logging a service request or incident on the support portal • Assisted support via meetings and site visits <p>This is consistent with the NSW Procurement approach to remote support across the wider NSW public sector.</p>

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	<p>You will already be aware that DFSI have started decoupling much of the work that was previously carried out by our centralised Procurement / Purchasing unit, by sending functional tasks back to business managers and staff.</p> <p>Some of these included:</p> <ul style="list-style-type: none"> • Travel arrangements and bookings • Purchasing items under \$5000 with Credit Cards. • Reconciliation of Credit Card statements via Intellilink with appropriate delegation sign off • Hires and onboard/offboarding of contingent workforce. 	<p>The intention is to standardise service levels provided to all DFSI divisions for:</p> <ul style="list-style-type: none"> • Travel arrangements and bookings • Purchasing items under \$5000 with Credit Cards • Reconciliation of Credit Card statements via Intellilink with appropriate delegation sign off • Hires and onboard/offboarding of contingent workforce. <p>These services have been progressively migrated to online systems that allow for DFSI staff to record and manage requests directly instead of lodging requests with a centralised procurement team for action. These self-service practices are in place for the majority of DFSI divisions.</p>
	<p>The work your business units will eventually need to handle, will also extend to purchase orders through SAP Connect. There are many tasks our Procurement and Purchasing unit handles that will, in the future, more than likely not be handled although we have yet to receive any metrics from DFSI as to what tasks and functions are dealt with in the new business unit being set up at Parramatta.</p>	<p>The Procure to Pay (P2P) process for SAP has been distributed since 2007 whereby purchase order creation and approval are conducted by the business unit incurring the expenditure. This practice is being progressively implemented across DFSI as divisions are migrated to the SAPConnect instance of SAP.</p>
	<p>As well, you may wish to consider setting up your own centralised Purchasing and Procurement team along the same lines that icare and Long Service Corporation have recently done. We expect to be in stage four of the process by July and final transition to Parramatta soon after.</p>	<p>DFSI has adopted a shared services model for back office functions such as procurement and workplace.</p>
	<p>Feedback relating to Appendix B, Business Requirement no. 5: Advice and assistance is provided to BRD regarding the NSW Government Prequalification Schemes using eQuote system on the NSW eTendering website.</p>	<p>All DFSI divisions require procurement-related services from the Corporate Procurement and Workplace teams.</p>
	<p>Feedback relating to Appendix B, Business Requirement no. 5: On behalf of the business the BRPG manage tenders and RFX on the NSW eTendering site including addendums to ensure probity to the Procurement</p>	<p>All DFSI divisions require procurement-related services from the Corporate Procurement and Workplace teams.</p>
	<p>Feedback relating to Appendix B, Business Requirement no. 5: On behalf of the business the BRPG develop and manage contracts in consultation with Legal Group, contract renewals, variations and supplier performance management & monitoring</p>	<p>DFSI Legal Services are co-located with Better Regulation Division in the McKell Building.</p>

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	<p>Feedback relating to Appendix B, Business Requirement no. 5: GovConnect is a transactional service provider and will not provide High Value/High Risk Procurement support for BRD. Please refer to BRD Market Engagement Procurement tasks above \$30,000 as at 5 April 2017.</p>	<p>The reference to GovConnect relates to transactional services only.</p> <p>The draft Restructure Management Plan is designed to deliver standard procurement services across all divisions including High Value/High Risk Procurement support and Market Engagement guidelines, which is being addressed as part of the DFSI-wide procurement accreditation.</p>
	<p>Feedback relating to Appendix B, Business Requirement no. 5: The deployment of PCards across BRD will not provide the procurement governance, advice and guidance to Better Regulation Division (BRD) on High Value/High Risk Procurement market engagement.</p>	<p>The reference to PCards relates to transactional services only.</p> <p>The draft Restructure Management Plan is designed to deliver standard procurement services across all divisions including High Value/High Risk Procurement support and Market Engagement guidelines, which is being addressed as part of the DFSI-wide procurement accreditation.</p>
	<p>You say that there are no job losses but in fact there are at least 6 x 3-4 grade losses and 9 x 1-2 grade losses. What action is being taken to see if any of those staff can be directly appointed into the OSR restructure or Talent Pools?</p>	<p>All employees have been made aware of the Gosford relocation project through OSR and were able to apply to be put on the talent pool for roles made available in Gosford through this project.</p>
	<p>What communications have been distributed in regards the transferring of credit card transaction to the business?</p>	<p>PCards have been distributed across the majority of DFSI divisions to allow for self-service low value purchasing. The standardisation of this practice across all business units will be completed as part of the implementation of a single Travel and Transport Policy and PCard Policy across all DFSI divisions.</p>
	<p>As security is a function required by each office and with the majority of the office being regional the security function should be managed by the regional manager in Gosford. To perform the required administrative tasks a security focussed 3/4 role in Gosford should report directly to the Manager.</p>	<p>Provision of building access cards is intended to be performed within the proposed organisation structure, including the progressive cross-skilling of multiple staff within and between DFSI hub locations to accommodate absences of individuals and peak workloads.</p>

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<p><u>Role Descriptions</u></p>	<p>In the Frequently Asked Questions document:- Section 2 Structure & Role Descriptions Q Ref 2.1 “Senior Leaders have been involved in drafting the role descriptions which detail the requirements for the roles and the requirements of the repositioning of the business. Employees through the consultation period have the opportunity to provide input into the role descriptions. The final content of the role descriptions will be determined by Senior Executives.” Please explain how staff provide input into the role descriptions and are Senior Leaders and Senior Executives one and the same.</p>	<p>Staff have been encouraged to provide feedback on all aspects of the Draft RMP, this includes the role descriptions. Senior leaders was an error on the FAQ’s. This should have read Senior Executive.</p>
	<p>Although Role Descriptions are generic, it would seem that there aren’t any roles for specific purposes such as fleet, facilities or procurement specialists on the other hand they would also suggest we don’t need to have a speciality. Therefore the information supplied to the client may not be consistent or evidence based decisions for that particular issue at hand.</p>	<p>The role descriptions are based on the sector wide role description library published by the Public Service Commission to “create consistency, which will support employee mobility, create clarity around work expectations and enable more effective workforce planning”. The draft proposed organisation chart groups roles into broad procurement categories. The roles in these groups of categories will be filled based on individuals’ capabilities in line with the role description and subject matter expertise for the respective group of procurement categories.</p>
	<p>My role is a 3 / 4 position in the procurement team. My role has always dealt with contract management so my job description has been completely changed plus I am now expected to do shift work and start at 7.00 am in the morning at Parramatta. I have family commitments that would make the required travel impossible.</p>	<p>It is premature in the consultation process to assume the outcome for individual staff members. However we understand that the proposed changes can be personally difficult and that staff may require support in dealing with them. The Department of Finance Services and Innovation Employee Assistance Program (EAP) provides a free and confidential counselling service. For those employees from the former SRWSD, please contact Davidson Trahaire Corpsych on 1300 360 364. For all other employees please contact Converge International on 1300 687 327. In addition to these services, if you have any specific concerns that you want to address please don’t hesitate to contact your manager, People and Culture representatives or union delegates so that appropriate support mechanisms may be explored.</p>

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	<p>Seems to be a discrepancy between Role Description and the Org Chart for the following:</p> <p>Role Descriptions: Senior Procurement Advisor 9/10 Reports to the Procurement Manager Nil Direct Reports</p> <p>Proposed Organisational Chart: Governance & Assurance Manager 9/10 Reports to Director Procurement & Workplace 2 Direct Reports (Procurement Advisor 7/8 x 2)</p>	<p>This is an error on the proposed organisation chart. The role of Senior Procurement Advisor will replace the Governance & Assurance Manager.</p>
	<p>Can we get a bit more of an explanation as to what a Supplier Manager and a Procurement Manager does and how they fit into the Equipment and Buildings work units. Surely there is more to it than that manages DFSI's suppliers and manages the goods that DFSI procure?</p>	<p>The Corporate Procurement and Workplace team has grown to a scale that allows for dedicated roles that focus on managing suppliers as outlined in the Role Description for Supplier Manager.</p> <p>In the context of the Equipment and Buildings groups outlined in the proposed organisation chart, suppliers include building owners, DFSI contractors, Property NSW, construction contractors, and any private sector supplier for goods and services supporting Equipment and Buildings.</p>

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	<p>If there are no work tasks associated with each individual position is there a master list of all work tasks that are associated with each work stream. This is important so that staff know the sort of work they are applying for.</p>	<p>Some of the existing Position Descriptions are quite specific and do not reflect the nature of the work performed by individual staff due to organisational, new technologies and other changes over a number of years.</p> <p>The Role Descriptions focus on the capabilities to respond to changes over time and are intended to allow for cross skilling over time:</p> <ul style="list-style-type: none"> • As required to meet demand for services • As development opportunities for staff to develop new knowledge and skills <p>Staff will be encouraged to developed subject matter expertise in multiple areas of service delivery. Cross skilling will occur over time as documented in each team member’s development plan documented and approved in the myCareer system.</p> <p>Management and team leader roles will need to ensure sufficient expertise exists in their respective teams to deliver against the Service Catalogue for all divisions, including workforce planning to cover for staff leave, training etc.</p>
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	<p>Given the generic nature of the role descriptions, there would appear to be a need for significant cross training. How is this staff training going to be managed and is there enough staff in the structure to allow for staff to allow adequate coverage while staff are cross trained?</p>	<p>Some of the existing Position Descriptions are quite specific and do not reflect the nature of the work performed by individual staff due to organisational, new technologies and other changes over a number of years.</p> <p>The Role Descriptions focus on the capabilities to respond to changes over time and are intended to allow for cross skilling over time:</p> <ul style="list-style-type: none"> • As required to meet demand for services • As development opportunities for staff to develop new knowledge and skills <p>Staff will be encouraged to developed subject matter expertise in multiple areas of service delivery. Cross skilling will occur over time as documented in each team member’s development plan documented and approved in the myCareer system.</p> <p>Management and team leader roles will need to ensure sufficient expertise exists in their respective teams to deliver against the Service Catalogue for all divisions, including workforce planning to cover for staff leave, training etc.</p>
	<p>I have heard through a reliable source that our current positions in Gosford no longer exist and the positions in the draft RMP are brand “new” positions and will be based at Parramatta. Hence the semantics continued along the line of “there will be no job losses as we are creating positions in Parramatta.”</p> <p>Q. If this is the case how will the matching process proceed, as all the position descriptions are generic and are not location specific?</p>	<p>The role descriptions are based on the sector role description library published by the Public Service Commission to “create consistency, which will support employee mobility, create clarity around work expectations and enable more effective workforce planning”. The draft proposed organisation chart groups roles into broad procurement categories. The roles in these groups of categories will be filled based individuals’ capabilities in line with the role description and subject matter expertise for the respective group of procurement categories.</p>

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	<p>My substantive role is [role xyz] that deals with ICT contracts and procurement for SafeWork NSW and SIRA whereas the new role description includes purchasing duties, routine financial transactions and shift work which has never been a prior requirement. This is a complete change to my duties...</p>	<p>It is premature in the consultation process to assume the outcome for individual staff members.</p> <p>However we understand that the proposed changes can be personally difficult and that staff may require support in dealing with them. The Department of Finance Services and Innovation Employee Assistance Program (EAP) provides a free and confidential counselling service. For those employees from the former SRWSD, please contact Davidson Trahaire Corpsych on 1300 360 364. For all other employees please contact Converge International on 1300 687 327. In addition to these services, if you have any specific concerns that you want to address please don't hesitate to contact your manager, People and Culture representatives or union delegates so that appropriate support mechanisms may be explored.</p>
	<p>Draft Restructure Management Plan Appendix B</p> <p>Item 2 – Out of hours on call support for workplace services across all DFSI locations</p> <p>There is no mention of on call allowance. Will this still be paid?</p> <p>In the past, on call officers while paid, take on this role on a voluntary basis. Will this still be the case and which positions will be offered the opportunity to volunteer for these roles?</p>	<p>On call allowance will be paid in accordance with Award provisions subject to resource levels required to meet business requirements.</p>
<p><u>Conditions of employment</u></p>	<p>In the Flex agreement - 2.1.11 No employee covered by this Agreement will suffer any loss or diminution in their conditions of employment as contained in the Award as consequence of this Agreement.</p> <p>Under the RMP roles are now customer facing and will cover shifts (7am-3pm and 10am – 6pm) to ensure maximum availability for DFSI staff during work hours. We are covered by the flexible working agreement and I see that we are going to suffer a loss in our conditions as we will never be able to build up flex and to attend work we will be up at 4am in the morning to cover this shift. This applies to both 3-4 and all other roles that are now constrained to not before 8:30am to no later than 5pm.</p>	<p>Clause 5.2.7 of the <u>Flexible working hours agreement</u> states that nothing in the agreement shall prevent the Department from requiring an employee to limit flexible working hours arrangements where operational demands require it.</p>

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	<p>The role descriptions provided state set working hours or rostered hours, this seems to be contradicting our flexible working hours' agreement, how does this enable us to utilise our flexible working hours'?</p>	<p>Clause 5.2.7 of the <u>Flexible working hours agreement</u> states that nothing in the agreement shall prevent the Department from requiring an employee to limit flexible working hours arrangements where operational demands require it.</p>
	<p>We have never been front line customer facing positions under shift work conditions so why has that position been determined. There are usually no business staff available before 8am or 9am.</p>	<p>The Service Catalogue and new organisation structure for Corporate Procurement and Workplace will implement standardised service levels across all divisions. This may change the way services are described and performed for certain divisions and locations. All DFSI hub locations are being occupied by an increasing number of divisions with diverse business requirements including hours of service.</p>
	<p>Have our core hours changed and why?</p>	<p>As per section 5.1.4 of the <u>Flexible working hours agreement</u>, core time is between 10am and 3pm. This has not changed.</p>
	<p>Was the PSA consulted about the change to core hours?</p>	<p>As per section 5.1.4 of the <u>Flexible working hours agreement</u>, core time is between 10am and 3pm. This has not changed.</p>
	<p>The Customer Service Officer positions seem to be the only ones that need to work within the 7:00am to 6:00pm timeframe. How many need to be at work at 7:00am (early shift) and how many need to be there at 6:00pm (late shift)?</p>	<p>The teams at each major hub – Sydney CBD, Parramatta and Gosford – will require multiple people to be rostered on the early and late shifts to accommodate planned and unplanned leave by individuals within each team, and to allow for responses to major incidents or ad hoc increases in demand for Corporate Procurement and Workplace services.</p>
	<p>What happens if someone is on early shift or late shift rings in sick or require some other unplanned absence? How is the 7:00am to 6:00pm bandwidth covered.</p>	<p>The teams at each major hub – Sydney CBD, Parramatta and Gosford – will require multiple people to be rostered on the early and late shifts to accommodate planned and unplanned leave by individuals within each team, and to allow for responses to major incidents or ad hoc increases in demand for Corporate Procurement and Workplace services.</p>
	<p>Some of the role descriptions state a start time of 7am, staff would have to be on a train from Gosford at 5am at the latest to get to Parramatta on time for a 7am start. Do you expect this of staff members who are being moved to Parramatta but live on the Central Coast?</p>	<p>The new organisation structure is intended to provide adequate resources at DFSI hub locations to provide a standard level of service to all divisions.</p>
	<p>What monetary recognition has been considered for the change to shift or roster allowances?</p>	<p>The <u>Flexible working hours agreement</u> allows the Department to limit flexible working hours arrangements where operational demands require it. Shifts will be allocated within the bandwidth (7am to 7pm) so there is no monetary recognition.</p>

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	<p>If in the role description for my current grade the essential requirements require me to work 7 hours plus a minimum of 30 minutes for lunch between 8.30am and 5.30pm and due to family or other commitments I cannot meet this essential requirement, will I still be considered for a position at my current grade?</p> <p>In relation to the circumstances above or for any other essential requirement I cannot fulfil or do not meet the requirement, should I state this in the 1-2 page cover letter?</p>	<p>You should detail any special considerations in your cover letter. Every effort will be made to accommodate these, however there may be instances where this is not possible.</p>
	<p>...it is totally unreasonable to expect staff to be on a 4.57 am train out of Gosford to be able to commence work at 7.00am at Parramatta. This will mean staff will be getting out of bed before 4.00 am each day and will remove any flexibility from our jobs.</p>	<p>It is premature in the consultation process to assume the outcome for individual staff members.</p> <p>However we understand that the proposed changes can be personally difficult and that staff may require support in dealing with them. The Department of Finance Services and Innovation Employee Assistance Program (EAP) provides a free and confidential counselling service. For those employees from the former SRWSD, please contact Davidson Trahaire Corpsych on 1300 360 364. For all other employees please contact Converge International on 1300 687 327. In addition to these services, if you have any specific concerns that you want to address please don't hesitate to contact your manager, People and Culture representatives or union delegates so that appropriate support mechanisms may be explored.</p>
	<p>The DFSI protocols allow working from any office as long as you work. Also with the new GCS Dep Sec starting and working from various offices, and the movement of around 300 staff to the new DFSI Gosford Office I can't see why we need to relocate.</p>	<p>DFSI is adopting flexible work practices and supporting technology that will allow staff to work from any location when there is a business requirement to do so.</p> <p>This application of these practices is subject to the requirements of each function, taking into consideration the requirement for staff in the same team to work in the same location most of the time instead of by exception.</p>

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	<p>...the Flexible Working Hours Agreement allows me the flexibility to [accommodate multiple carers responsibilities] each day. Refer to the DFSI Flexible Working Hours Agreement paragraph 2.1.2 “ensures that there is an appropriate balance between work and personal commitments” and paragraph 2.1.11 “No employee covered by the Agreement will suffer any loss or diminution in their conditions of employment as contained in the Award as consequence of this Agreement”.</p>	<p>The proposed arrangements for working hours described in the draft Restructure Management Plan are compliant with the Flexible Working Hours Agreement.</p> <p>It is premature in the consultation process to assume the outcome for individual staff members.</p> <p>However we understand that the proposed changes can be personally difficult and that staff may require support in dealing with them. The Department of Finance Services and Innovation Employee Assistance Program (EAP) provides a free and confidential counselling service. For those employees from the former SRWSD, please contact Davidson Trahaire Corpsych on 1300 360 364. For all other employees please contact Converge International on 1300 687 327. In addition to these services, if you have any specific concerns that you want to address please don’t hesitate to contact your manager, People and Culture representatives or union delegates so that appropriate support mechanisms may be explored.</p>
	<p>In relation to the shift arrangements and hours of work set out for the different positions, please advise as to what consideration has been given to those who have family commitments and in particular those with children in care or at school?</p>	<p>Employees with special requirements will be taken into consideration when determining working hours. Every effort will be made to accommodate them, however there may be instances where this is not possible.</p>
	<p>If staff have school aged children, they would have to place them in before and after school care (although these hours don’t necessarily suit the times people would have to leave or get home either) this adds an additional financial burden of approx. \$9000 per year (although before and after school care rates vary and this has been calculated on the lowest rate obtainable). Has this impact on people’s finances been taken into account?</p>	<p>Employees with special requirements will be taken into consideration when determining working hours. Every effort will be made to accommodate them, however there may be instances where this is not possible.</p>

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	OSR have been offered financial incentives to move to Gosford. Why are there no financial incentives for Gosford staff to relocate to Parramatta.	The Procurement and Workplace RMP is not a relocation of roles (as it is with OSR), it is a restructure to align business practises across the division. Staff will be matched to roles in the new structure based on their capabilities. The roles some employees are matched to may be in a different location to their previous role however as per the <u>The Crown Employees (Transferred Employees Compensation) Award (TECA)</u> employees are not entitled to compensation if the role is in the metropolitan area.
<u>Location</u>	Who has determined that Gosford is a Sydney Metro area and not a regional area as identified in both previous ministerial documents and regional papers namely?	<u>The Crown Employees (Transferred Employees Compensation) Award (TECA)</u> Classifies the metropolitan area as including the Central Coast on the Northern Line as far as Gosford, the area on the Western Line as far as Mt Victoria and on the Illawara Line as far as Wollongong.
	Would personal preferences for different office locations be considered where a staff member applying nominates preferred 1, 2 3 etc (or just one expected)?	Preferences will be taken into consideration but are not guaranteed. Employees will initially be matched to roles at grade based on capability levels and discussions around locations etc will come later.
	I would like to see the move of the Gosford to Parramatta stopped as I am sure that staff can be managed across different locations.	The draft Restructure Management Plan (RMP) needs to progress to completion to meet business requirements. The consultation period defined in the draft RMP allows for changes to be made where appropriate prior to final approval for implementation.
	As long as I can remember in every meeting that John Hubby has presented at (apart from pushing the “Great Place to Work” mantra), he has indicated that there will be no change of location for Gosford based GCS staff. The draft organisational chart (which doesn’t provide much correlation between the old and new charts), has no Gosford based staff working on travel. The majority of my work is answering enquiries by phone/email (minimal face to face) from all of DFSI and not just business units in Gosford. The Service Catalogue “Travel & Transport – page 23 of RMP” states “ <i>onsite support for Travel and Transport Services at DFSI major hub locations at Sydney, Parramatta and Gosford.</i> ” Q. How is moving my position to Sydney or Parramatta going to enhance the outstanding customer service that I currently provide to my stakeholders, throughout NSW?	The draft Restructure Management Plan includes a proposed organisation chart as Appendix D. The roles and associated role descriptions are based on capabilities defined in the NSW Government Capability Framework published by the Public Service Commission. There are no roles on the proposed organisation chart in any geographical location that are specifically designated as travel. The new organisation design intends to support cross skilling so that multiple staff at multiple locations can support travel.

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	<p>I note that around 11 positions will be relocated to either Parramatta or Sydney from Gosford. Why???? The Gosford staff provide exemplar service to all of the DFSI client base currently so why change it?</p>	<p>The current organisation design reflect a cluster-wide shared services approach because the Corporate Procurement and Workplace has been operating as a collection of pre-existing teams that have been transferred to Government and Corporate Services over a number of years as a result of machinery of Government and other major organisational changes.</p> <p>The proposed organisation structure is intended to balance the resourcing at DFSI hub locations at Sydney CBD, Parramatta and Gosford to provided standardised shared services to all DFSI divisions.</p>
	<p>Although the roles are based in Parramatta and it was stated in the slides that “No ongoing Corporate Procurement roles will be based in Gosford”. Is there any option (in agreement with the team manager/director) to work from other hubs eg. 3 days in Gosford, 2 days in Parramatta? Apart from all the other flexible working policies, The new Deputy Secretary is setting a precedent here as per the announcement: Jeannine Biviano will be the new Deputy Secretary for Government & Corporate Services, and will commence on Monday 3 April. She lives on a farm in the Bylong Valley near Mudgee, and will be working flexibly and remotely with time in our Bathurst office as well as in Sydney.</p>	<p>The Deputy Secretary, Government and Corporate Services adopts flexible work practices that suit the needs of her business.</p>
	<p>Was any consideration given to offer staff relocation allowances to relocate properties and families to the Parramatta region? Staff transfers – staff transferring from Sydney to Gosford where offered significant financial incentives to enable them and their families to relocate to the Central Coast. This included full contribution to stamp duties, assistance with childcare and placement in educational establishment and a wide range of other assistance, the RMP offers no financial incentives for staff to relocate themselves and their families to the Parramatta region. Is this being considered? If not why not?</p>	<p>The Procurement and Workplace RMP is not a relocation of roles (as it is with OSR), it is a restructure to align business practises across the division. Staff will be matched to roles in the new structure based on their capabilities. The roles some employees are matched to may be in a different location to their previous role however as per the <u>The Crown Employees (Transferred Employees Compensation) Award (TECA)</u> employees are not entitled to compensation if the role is in the metropolitan area.</p>

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	<p>Bullying and harassment is clearly visible due to the fact of just wanting to move people to other places. The Work Health and Safety Act advises we need a safe and healthy work environment. Moving staff to Parramatta enforces many staff to undertake extra-long days due to the move – 3 hours commute a day for some for no real reason with the chance of higher absenteeism and sickness due to this unrequired moves.</p>	<p>SafeWork NSW defines workplace bullying as: “Workplace bullying is repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.”</p> <p>Examples of unreasonable behaviour cited by Safework NSW include:</p> <ul style="list-style-type: none"> • offensive language or comments • unjustified criticism • deliberately excluding someone from workplace activities • withholding information that is needed for work. <p>Departmental restructures involving relocation of functions and associated roles to alternate locations is reasonable management action and does not constitute bullying.</p>
	<p>Impact on family and finances is my biggest issue, I have set up family and home in this area for the latest 20 years. I have an large involvement with in community volunteering and I find that this unnecessary location change will impact on my work life balance. I am also concerned as I am directly effect by the move and the fact that there aren’t enough positions for my grade which may effectively mean that if is stay with DFSI that I could be downgraded and relocated costing me in a financial manner and time manner.</p>	<p>It is premature in the consultation process to assume the outcome for individual staff members.</p> <p>However we understand that the proposed changes can be personally difficult and that staff may require support in dealing with them. The Department of Finance Services and Innovation Employee Assistance Program (EAP) provides a free and confidential counselling service. For those employees from the former SRWSD, please contact Davidson Trahaire Corpsych on 1300 360 364. For all other employees please contact Converge International on 1300 687 327. In addition to these services, if you have any specific concerns that you want to address please don’t hesitate to contact your manager, People and Culture representatives or union delegates so that appropriate support mechanisms may be explored.</p>
	<p>Why are you not making VR’s immediately available to staff who will clearly be unable to move to Parramatta or have decided they cannot for family and or personal reasons not move to Parramatta?</p>	<p>VR’s are made available when roles are being deleted and there is no alternative role for the employee to be placed in. They may also be available if employees are unsuccessful through assessment processes and no further options are available.</p>

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	<p>In my opinion, it beggars belief, that DFSI is struggling to relocate 300 staff out of Parramatta to Gosford, yet is sending key resources and very valued staff with corporate knowledge to Parramatta. There are no financial incentives for this RMP to help with resettlement or relocation to Parramatta, unlike the previous relocation assistance package where we relocated from Sydney to Gosford some years ago.</p>	<p>The draft Restructure Management Plan (RMP) coincides with other DFSI initiatives that will provide new opportunities for staff seeking to work at Gosford.</p> <p>An Expression of Interest for a Talent Pool to support the relocation of OSR and BRD to Gosford opened on 5/4/2017 and is available to any interested Corporate Procurement and Workplace staff.</p>
	<p>It is also hard to understand how DFSI have determined that Gosford is now a Sydney metro region which is contrary to NSW Minster advice and their own publications around OSR transitional recruitment.</p>	<p><u>The Crown Employees (Transferred Employees Compensation) Award (TECA)</u> Classifies the metropolitan area as including the Central Coast on the Northern Line as far as Gosford, the area on the Western Line as far as Mt Victoria and on the Illawarra Line as far as Wollongong.</p>
	<p>Staff will have to incur an additional travel cost of approx. \$2900 per year in train fares to Parramatta, has this impact on people’s finances been taken into account?</p>	<p>Travel costs are not a departmental expense for employees who are matched to roles within the metropolitan area.</p> <p><u>The Crown Employees (Transferred Employees Compensation) Award (TECA)</u> Classifies the metropolitan area as including the Central Coast on the Northern Line as far as Gosford, the area on the Western Line as far as Mt Victoria and on the Illawara Line as far as Wollongong.</p>
	<p>Will individual staff personal circumstances be taken into consideration when placing them into positions that require travel away from the central coast? We have a number of staff with children that have disability or special needs, some staff have parents they care for and some staff are the sole earner in families.</p>	<p>Employees with special requirements will be taken into consideration when determining working hours. Every effort will be made to accommodate them, however there may be instances where this is not possible.</p>

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	<p>Moving our roles to Parramatta makes it impossible for any of our team to remain in their roles due to the distance, and our family and personal commitments. Can you please explain why a formal redundancy program is not being offered and why we are being requested to apply for these roles when it is obvious that we cannot fulfil these roles?</p>	<p>It is premature in the consultation process to assume the outcome for individual staff members.</p> <p>However we understand that the proposed changes can be personally difficult and that staff may require support in dealing with them. The Department of Finance Services and Innovation Employee Assistance Program (EAP) provides a free and confidential counselling service. For those employees from the former SRWSD, please contact Davidson Trahaire Corpsych on 1300 360 364. For all other employees please contact Converge International on 1300 687 327. In addition to these services, if you have any specific concerns that you want to address please don't hesitate to contact your manager, People and Culture representatives or union delegates so that appropriate support mechanisms may be explored.</p>
	<p>The Flexible Work Hours Agreement (FWHA) page on Fastrac states that "DFSI is confident that the new FWHA will validate DFSI's endorsement of our employees having an optimum work/life balance." If my position is moved to Parramatta the "life" part of that statement, will be affected immeasurably. With four children I have many after school activities that my children, need to attend. My wife is unable to attend to these after school activities, as she inturn provides a service from home caring for other people's children.</p> <p>Q. Was the wellbeing of the staff currently located at Gosford including the significant impact that this will have on their families, taken into consideration when coming up with this proposed move to Parramatta?</p>	<p>The proposed arrangements for working hours described in the draft Restructure Management Plan are compliant with the Flexible Working Hours Agreement.</p> <p>It is premature in the consultation process to assume the outcome for individual staff members.</p> <p>However we understand that the proposed changes can be personally difficult and that staff may require support in dealing with them. The Department of Finance Services and Innovation Employee Assistance Program (EAP) provides a free and confidential counselling service. For those employees from the former SRWSD, please contact Davidson Trahaire Corpsych on 1300 360 364. For all other employees please contact Converge International on 1300 687 327. In addition to these services, if you have any specific concerns that you want to address please don't hesitate to contact your manager, People and Culture representatives or union delegates so that appropriate support mechanisms may be explored.</p>