

Office of State Revenue Maitland member update

The PSA recently wrote to OSR management requesting a meeting to discuss the issue of low staff morale in the Maitland offices. We flagged a concern staff were at risk of injury as a result of ongoing workplace stressors.

That meeting, held on 26 September 2017, was productive. The PSA outlined concerns regarding members' issues which appear to be contributing to and compounding the declining staff morale.

These issues included:

- » difficulties caused by the Auto-Allocate system
- » the need to take phone calls whilst primary work goes uncompleted
- » increasing time taken to process cases
- » potential to not meet legislated timeframes
- » lack of respect for staff
- » lack of consultation
- » lack of communication
- » inappropriate comments made by supervisors in public forums leading to lack of trust
- » irregularities regarding approval of carers' leave
- » need for improved leadership skills in some supervisors
- » poor handling of the acoustic concerns and unhelpful approach to issues raised by staff.

This is by no means an exhaustive list.

Management representatives stated they were open to discussing the issues and potential solutions. A number of actions were agreed:

1. Workshops will be held after the school holidays to discuss the issues being experienced with Auto-allocate and potential solutions. Expressions of interest will be sought to establish a group with a staff member from each team, someone with the technical expertise in the system, and a team leader.

The PSA asked for this level of consultation to occur with the people most affected; those using the system on a day-to-day basis. We ask all members to consider nominating to participate in this group or to provide your feedback to the nominated participants. We encourage you to be part of the solution.

2. The taking of Collection centre calls in the Service team will be reconsidered. Cathy Angelkovic and Sue Sugden will present some alternatives to staff for their input and feedback before a final decision is made. This is expected by the end of next week.
3. Appropriate team resourcing will also be considered
4. Katie Matthews for Employment Relations will continue to attend Team Leader meetings to given training/guidance on key topics.
5. Training for supervisors and more broadly will also be considered and provided.
6. Team meetings and 1:1 sessions will be re-introduced to areas where this practice has dropped off.

The PSA also asked Safework NSW be invited in to advise in relation to the acoustic issues and recommendations from the report that was commissioned.



27 September 2017

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We asked that no changes be made until such expertise was obtained. OSR is still considering this request.

We were advised OSR is about to commence workgroups looking at the People Matters results and that workshops will also soon be held involving all staff from team leader down, to discuss respectful workplaces.

The PSA is hopeful that some positive change will result from these undertakings and once again encourage our members to participate in improving the systems and workplace environment.

If you have any further questions you can contact one of your workplace delegates:

- » **Daniel Ackling** – 4937 9134
- » **Melissa Aurisch** – 4004 5244
- » **Keryn Barnett** – 4937 9079
- » **Amanda Bruce** – 4937 9173
- » **Carolyn Dean** – 4937 9267
- » **Craig Wall** – 4937 9046
- » **Lurene Wicks** – 4937 9154

Or the PSA on **1300 772 679**

- » **Matthew Drake-Brockman**
- » **Jann Jeffries**

