

Consultation begins about iCare service delivery model

iCare management had informed the Public Service Association about consultation around proposed changes to their Service Delivery Model.

The process began on Tuesday September 11th with an all staff consultation.

Key commitments have been made about impacts on staff:

- » Every staff member will have a role – 100% staff retention
- » There will be a closed recruitment process for any staff directly impacted
- » If staff chose not to apply for a new role or are unsuccessful in applying for a new role they will continue in their existing role
- » Staff will be provided with the opportunity to enhance their capabilities in new roles and have more career progression and development opportunities

The time frame for implementation has multiple opportunities for feedback and evaluation. The plan is that this new model of service delivery will be ready to commence for some customers from February 2019.

All members are encouraged to read the documentation provided to them and provide initial feedback to SDMfeedback@icare.nsw.gov.au about the process by September 24th.

The PSA will be providing feedback on the proposed model

If members want to provide feedback to the PSA please email svanvegchel@psa.asn.au

