



PUBLIC SERVICE ASSOCIATION
OF NEW SOUTH WALES

General Secretary Stewart Little
President Kylie McKelvie
ABN 83 717 214 309

In reply please quote: **NP:gs:**

19 October 2018

Mr Michael Barnes
Ombudsman
The NSW Ombudsman
Level 24
580 George Street
SYDNEY NSW 2000

Attn: Ann Whittaker, Assistant Ombudsman, Corporate

By Email: awhittaker@ombo.nsw.gov.au

Dear Ms Whittaker,

The Public Service Association of NSW (PSA) writes in response to the results of the People Matter Survey 2018 for the NSW Ombudsman's Office (the Ombudsman).

Members have made contact with the PSA over the past several weeks advising they wish for an overall improvement. In consultation with members, the PSA draws attention the results regarding grievances (9a), change management decisions (7c), bullying (11a, 11b, 11c), co-operation between teams (7d), recruitment decisions (7g), and career development satisfaction (3g).

The PSA seeks to make the results of the People Matter Surveys a standing item at all future Joint Consultative Committees (JCC). The PSA sees this as part of the process in attempting to improve these results. The PSA is open to working with The Ombudsman management at all parts of the process.

Please contact Nick Player by telephone on 0408 432 439 or by email nplayer@psa.asn.au if you wish to discuss further

Yours faithfully,

Nick Player
for **Stewart Little**
General Secretary