



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:**

22 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](mailto:awhittaker@ombo.nsw.gov.au)

Dear Ms Whittaker,

The Public Service Association of NSW (PSA) writes in response to an email sent to the Complaints Team and the CSD Child Death Team review on the 17 of September 2018.

Members have made contact with the PSA over the past several weeks in response to this email.

The PSA accepts it is good practice for staff to communicate to their manager when they are ceasing work for the day. However, the PSA does not accept that staff have to seek approval from their manager if they wish to leave before 4pm more than twice a week. *The Co-lateral Flexible Working Hours Agreement* states that Coretime is 10:00am to 3:00pm. So long as staff are working their paid hours and on duty during core time they are free to leave before 4pm when required.

The advice from management also states that managers are supervisors are responsible for ensuring staff only work more than 7 hours on one day if necessary. The focus should instead be on average hours per day. The flex system enables a movement of workable hours to maximise a work-life balance. This means that some days may be shorter and some days longer with work structures to enable this. We certainly support good communication regarding all of the above.

The PSA seeks to the Ombudsman to send out a clarification in line with *The Co-lateral Flexible Working Hours Agreement*. As always, the PSA is open to working with the Ombudsman management in order to ensure the accuracy of this clarification email. The PSA is also open to working with the Ombudsman to ensure other issues are dealt with.

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

Yours faithfully,



Nick Player  
for **Stewart Little**  
**General Secretary**