

GovConnect problems persist

PSA members are suffering continuing issues involving GovConnect, the outsourced provision of services from Infosys/Unisys. These include over and under payments and their recoupment, inaccurate leave records, information on P-Files being compromised and incorrect, and an overall severely diminished HR service.

The outsourcing of payroll and HR was a bad idea to begin with. It is clear there are significant costs borne by the Department – and ultimately the NSW taxpayer – every time a staff member raises a query/transaction. Not to mention the costs to the individuals (and their families) who have lost their jobs as a result of the outsourcing of these services.

Is it any wonder that numerous sources are querying whether the cost savings used to justify the extensive job cuts and outsourcing of services, have materialised at all?

Overpayments, underpayments and unlawful deductions

When DFSI underpays or overpays you it places itself in potential contravention of the *Industrial Relations Act 1996*. Outsourcing the functions does not outsource DFSI's liability.

The PSA has taken the position it can no longer wait in good faith for the Department to sort out its numerous payroll problems (which are often at the expense of staff and at the expense of the taxpayer).

The PSA General Secretary Stewart Little recently wrote to DFSI Secretary Martin Hoffman highlighting the consistent errors and inaccuracies that are affecting our members.

The letter also notes that the PSA is prepared to engage in authentic consultation.

The response from Secretary Hoffman was to refute that our members are adversely affected. He considers our representations to be unfounded, and that our assertions of underpayments/overpayments to have no factual basis. Mr Hoffman also states that the decision to outsource these functions was a “decision of the elected Government in accordance with an ERC-approved business case, and in doing so in accordance with public sector ethics and values.”.

The PSA agrees with Mr Hoffman that the current NSW State Government made the decision to outsource functions that were previously undertaken internally by the public sector, resulting in the offshoring of hundreds of jobs. We also agree that the outsourcing and offshoring of jobs is a part of the current public sector ethics and values under this NSW State Government. That said, we encourage members to keep this in mind in the coming months when they decide whether to re-elect the current Government.

While DFSI does not believe there to be any issues, the PSA considers this to be a significant Department-wide issue and we would like to hear from members who have had issues with payroll – either being overpaid or underpaid. Please provide details to Industrial Officer Matthew Drake-Brockman on mdrake-brockman@psa.asn.au; all contact is treated confidentially.

Not a member? Join the PSA today at www.psa.asn.au

