

Service Improvement Program

Your union has sent you two bulletins on 25 January 2019 (found [HERE](#)) and 31 January 2019 (found [HERE](#)) about a proposed restructure affecting legal support and reception employees called the 'Service Improvement Program'.

A members meeting was held on Wednesday 30 January 2019. PSA sought member feedback on the proposed restructure. We thank the members who have provided feedback thus far. Feedback from members is essential for us to better understand how the proposed changes will impact staff and the quality of services that they provide.

The restructure will see 4 jobs lost in Reception. The three current receptionists clerk grade 3/4 will be replaced with two corporate concierge clerks grade 1/2. Members have given initial feedback that this will have a major impact on their work, for example Reception responds to telephone calls from the other party who may be irate, have a mental health issue, or be a vexatious litigant etc. Whereas, the new 'Concierge' role will not meet the demands of reception like dealing with irate members of the public, having corporate knowledge of the CSO and not performing specialised administration duties. We are seeking case studies on why Reception as it currently exists is important to your work.

The PSA has been granted an extension until **15 February 2019** to consult with our members and gather your feedback. All feedback received is strictly confidential. Please email your feedback to ksummers@psa.asn.au.

The PSA will continue to update members on this restructure with further bulletins.

Your delegates are:

- » **Louise Coory** - Senior Solicitor
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- » **Teri Southwell** - Business Analyst
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Your PSA staff:

- » **Andrew Boulton** – PSA Industrial Officer
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- » **Katie Summers** – PSA Organiser
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Your union is only as strong as its members – the more members we have, the stronger we are. Your union is not only your voice in the work place, the PSA also handles individual issues at work.

What can you do?

- » Give a copy of this bulletin to your colleagues.
- » Print this bulletin and put it up on your notice board.
- » Ask a colleague to join the PSA.
- » Get involved as your Workplace Contact
- » Not a member join online –
www.psa.asn.au/join

Members can update their details at -
<https://membership.psa.asn.au>

