



PUBLIC SERVICE ASSOCIATION  
OF NEW SOUTH WALES

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

In reply please quote: **DM: ljm: A18/0433**

29 May 2019

Ms Clare Archibald  
Director, Industrial Relations  
NSW Department of Education  
Level 5, 105 Philip Street  
PARRAMATTA NSW 2150

By email: [ircorrespondence@det.nsw.edu.au](mailto:ircorrespondence@det.nsw.edu.au)

Dear Ms Archibald,

**Re: WBS/IO**

I refer to the ongoing correspondence on this matter and the conference on 27 May 2019 following dispute proceedings in the Industrial Relations Commission.

At the recent conference among other things the PSA identified reports relating to the data input for PP 24 were being generated that contained significant inaccuracies.

The Department acknowledged that these issues were known to the Department; said that they were minor bugs, and were being addressed.

The PSA wishes to put on the record its response that the Department was significantly underestimating the impact of these 'bugs'. These have a major impact on schools operations and the morale, health and wellbeing of staff, as well as destroying fragile confidence in the solution.

Any consideration of the Department's 'schools admin' email will reveal the extent and depth of staff concern. This is also reflected in the number and extent of member's email to the PSA identifying problems with the PP 24 reports that have been generated.

The Department this morning provided a copy of the *WBS IO Project: Update 4-Term 2 2019 (Update)* which identifies and acknowledges these as well as other issues. We note that the Department advises schools that once reporting issues are fixed WBSIO entries will display correctly and that there is to be no journaling of periods prior to PP24.

It is the PSAs expectation that administrative staff will not be required to re-enter any data or redo any completed work or activity in order to compensate for the defects that have now been identified, and you

are asked to confirm that this is the intent of the advice contained in the recent Update. This position will be communicated to members.

You are also requested to clarify how work related to the solution is to be managed prior to the rectification update status date of 5 June that has been identified in the Update.

This situation continues to test administrative staff resilience and good will and on the facts challenges the Department's previous assertions that this system provides superior support to the 'end to end' HR Payroll / Finance Management.

We trust that the Department will provide an urgent response to these matters.

Ms Dorothy Molyneux can be contacted in relation to this matter and can be contacted on 0408-415-7400 or [dmolyneux@psa.asn.au](mailto:dmolyneux@psa.asn.au)

Yours sincerely,



Dorothy Molyneux  
for Stewart Little  
**General Secretary**