

Health Care Complaints Commission (HCCC) - Changes without Consultation

The PSA has become aware, that after engaging private ICT consultants, the Health Care Complaints Commission plans to implement significant whole of agency organizational and technological change, involving 'building systems for the future and moving to digital ways of working'.

Issues raised with HCCC Management on behalf of PSA members

The PSA has clearly communicated our position on the proposed organisational and technological changes, reminding the HCCC executive that they are required to engage in consultation with PSA members/the Association and to provide a Change Management Plan before the changes are implemented.

Significant systems transformation changes noted are as follows:

- » Whole of agency transition from paper-based documentation & record system to 'paperlite' and electronic records;
- » Whole of agency digitisation including e-complaints across Legal, Investigations and Resolutions divisions of the agency.
- » Streamlining complaints-handling procedures
- » Enhanced website security
- » Outsourcing server maintenance and desktop/laptop support for staff - already put to tender for an external provider – currently this work is done by the ICT staff
- » Significant training on new processes and systems is required
- » Focus on Learning and Development – will engage a new role
- » Focus on Data Analysis – will engage a new role

The PSA notes that the HCCC intends to considerably alter the duties and reporting lines of a number of roles and to delete at least one role that we know of. A number of roles on the proposed organisational chart also remain ill defined.

Consultation

In accordance with Clause 65 of the *Crown Employees (Public Sector Conditions of Employment) Reviewed Award 2009 (NSW)*, prior to the implementation of such significant changes involving roles, reporting lines and the introduction of any technological change, the HCCC is required to engage in effective consultation with the Public Service Association, as a matter of *mutual interest and concern between management and Association*.

The PSA notes that the ICT team (PSA members) have consistently communicated to the Executive, the need for additional resources to deliver the work required. This team continues to be your best source of agency-relevant ICT expertise and corporate knowledge.

Specifically, the Association has directed that the HCCC cease and desist from any implementation of the proposed changes, including external advertising of the vacant roles, until after a Change Management Plan has been agreed and proper consultation with the Association has occurred.

Commencement of Consultation

PSA staff and delegates will meet with the HCCC executive on Tuesday 25 June 2019 to commence consultation.

The Association has made it clear that if effective consultation does not occur we will seek the assistance of the Industrial Relations Commission to resolve the matter.

We look forward to engaging with PSA members for your input and feedback concerning the proposed organisational and technological change.

PSA Staff

Kris Cruden - Industrial Manager

Katy Ambler - Industrial Officer

You can support the work of the PSA and your local delegates by asking your colleagues to **JOIN** their union.

If you have any questions about this bulletin please email: psa@psa.asn.au and put 'HCCC' in the Subject line.

Update and Connect with the PSA: If you have moved home or work location, or you have changed your contacts, please update your membership details **HERE**.

