

## Service NSW monthly bulletin

### **Machinery of Government (MoG) changes – Department of Customer Service**

With the announcement of the abolition of DFSI and the creation of a new Department of Customer Service (DCS), the PSA is in fortnightly discussions with DCS as to the MoG changes.

While we do not expect there to be any noticeable impact on Service and Contact Centres, there will be a considerable change with the shared corporate functions that have had their own discrete units in Service NSW, for example People and Culture, Employee Relations.

The PSA is committed to ensuring that proper consultation over this transition occurs.

### **Changes to in vehicle monitoring pass rate from 90 per cent to 95 per cent for Driver Tester's Health Check**

Concerns have been raised with the PSA about recent changes to the assessment of Driver Tester's over the vehicle monitoring component that is assessed over a minimum five driving tests moving from a 90 per cent pass mark to be deemed competent to 95 per cent.

The PSA has raised this with Service NSW and PSA Industrial Staff attended a briefing on 24 June 2019 with Driver Tester Operations. There appears to be a level of ambiguity as to the accepted competency rate and the PSA will make further representations to Service NSW as to the implementation of this.

The important message to Driver Testers at this time is to be aware that the current and ongoing requirement for Driver Testers undergoing their Health Check will be to meet 95 per cent or above.

### **Rockdale Service Centre - security and safety concerns**

Members at the Rockdale Service Centre recently raised concerns with an ongoing issue surrounding public use of the allocated Driver Testing parking spaces and subsequent abuse of staff.

Following an incident, the PSA made representations to Service NSW which has subsequently employed a security guard who will patrol the Driver Testing parking area at Rockdale. Service NSW will continue to monitor the issue.

Members across both Contact and Service Centres are reminded that your safety in the workplace is important and a requirement of the Work Health and Safety Act 2011.

We encourage members to report incidents and get in contact with the PSA for advice and assistance.

### **Kronos implementation**

The PSA was provided with a briefing on the progress of the Kronos time-management system for rostered staff. Non-rostered staff covered by flex, will continue to use SAP.



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Haymarket will be the first centre to commence the pilot from June 2019 with Wynyard to follow. Full deployment across Contact and Service centres is anticipated to begin from September 2019 to March 2020.

### Service NSW Departmental Committee

Nomination have now closed for the Service NSW DC and there are still a number of vacancies to be filled so if you would be interested in becoming a PSA delegate please contact our Service NSW Organiser, Mel Ciraolo [mciraolo@psa.asn.au](mailto:mciraolo@psa.asn.au).

Not a member? You can join the PSA [HERE](#).

