



PUBLIC SERVICE ASSOCIATION
OF NEW SOUTH WALES

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

In reply please quote: SVV:cr CN 115317

15 August 2019

Ms Colleen Herisson
Manager Industrial Relations
Service NSW
GPO Box 7057
SYDNEY NSW 2001

By email: colleen.herisson@service.nsw.gov.au

Dear Ms Herisson,

Re: Change to in-vehicle monitoring – failure to consult

The PSA writes in relation to recent changes that were made in May and began implementation in June 2019 to the in-vehicle monitoring competency assessment for Driver Testers and the increase in the pass mark from 90% to 95% and our concerns over the lack of consultation around that change.

As per the Service NSW Salaries and Conditions Employees Award 2018 – General Consultative Arrangements, clause 6.5 requires of Service NSW, that when a change is proposed that will have an impact on the working arrangements of employees that Service NSW will consult with employees and the PSA and will provided the following information:

- The proposed change;
- Effects on the employees;
- The rationale for the proposed changes based on business needs; and
- The proposed period and plan for managing the change.

The PSA is not aware of any of this having occurred until after initially raising concerns about this with Service NSW on 18 June 2019 following the implementation of these changes, the PSA was invited to attend a briefing session with the Acting Manager, Driver Testing Operations on 24 June 2019.

From that briefing, the PSA understands that the compliance team following a 12-month review adopted the current changes that are now in the 'In-vehicle monitoring guidelines for assessing the Testing Officer's delivery of Class C driving Test, Version 2, May 2019'. It is disappointing that throughout this 12 month review period that it was not considered necessary or indeed appropriate to consult with the PSA over the proposed changes.

2.

It was noted in the briefing provided on 24 June 2019, that with the change to adopting 95% as the competency assessment that DTO had also undertaken the following:

- Added an extra 10 points of 'soft skill' assessment that is expected to be done in the Service Centre, for example a customer with an overseas license, etc.,
- It is expected that with the health check, since the Driver Tester would have at least 18 months or more experience they are no longer considered a novice,
- What was being observed by the compliance team was a concern that at the 90% pass lever that safety standards were at risk,
- There is a requirement for the agency to ensure consistency across the business.

It was also understood that there had now been a shift from the previously unplanned without notice health checks to a planned and training based approach. Our understanding of this was that all DT's were to be provided with the guidelines and a day spent on 'Training and Calibration' to go through the course so that they were well aware of the expectation.

Unfortunately, from the numerous responses that the PSA has received, the delivery of the above does not appear to have been implemented in a manner that has supported or informed Driver Testers about the changes.

Both the PSA and its members acknowledge the importance of safety and the issue here is not necessarily one specific to the change in the pass rate but more importantly in the way that it has been managed.

However, because of the lack of consultation and information there has been an unnecessarily negative impact upon some Driver Testers, especially for those who have just missed out on meeting the new competency level by 1.5% - 2 %.

This has caused undue embarrassment and stress at having to be removed from DT operations to counter duties and has placed an additional burden onto the Service Centres in the delivery of this service.

Another concerning issue that has also arisen is the subjective nature of the testing and a need to review how this process is undertaken, particularly in relation to how a Driver Tester can raise issues with the Assessor, so as to ensure that a consistent and fair approach is taken.

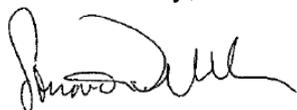
Unfortunately, the situation is now such that there is little that can be done to reverse what has happened, but in seeking to resolve this, the PSA would ask of Service NSW the following:

3.

- A clear communication to all Service NSW Driver Testers and the PSA outlining the rationale and process for the changes;
- An outline of the support and processes now in place to support Driver Testers meet the new competency assessment;
- An acknowledgement of the distress caused to those Driver Testers who have been impacted by this change.

Please contact PSA Industrial Officer, Simon van Vegchel by phone 0409 922 797 or email svanvegchel@psa.asn.au in relation to this correspondence.

Yours faithfully,



Simon Van Vegchel, Industrial Officer
for Stewart Little
General Secretary

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