

Department of Customer Service realignment – August update

The PSA attended the latest Machinery of Government meeting (now being renamed as the Realignment Joint Consultative Committee, or RJCC) on 25 July 2019.

The following matters were discussed:

Better Regulation Division

The leadership team is reviewing the proposal for the BRD structure. Information about the proposed Organisation Structure should be received next week. There will be a three-week feedback timeframe. The Department will also arrange to meet with the SafeWork NSW Inspectors Vocational Advisory Group outside of the RJCC as part of the process.

Management is claiming a clear commitment to maintaining brand. It has dedicated mechanisms for feedback and is creating working groups to look at changes effected by the proposed operating model. Working groups will be made up of staff and managers, but there are no decisions yet as to who will be included.

Customer Delivery and Transformation

The PSA questioned why contrary to assurances, the Revenue process had not slowed down. Management stated that it was meeting with the project team to complete a communication to staff (advising of the slow down), which should have been distributed this week.

Following the meeting on 25 July, a number of members and delegates have contacted the PSA in relation to the “mapping” process that resulted in people being placed in roles that were different to their previous ones, particularly in Brand, Digital and Communications.

The PSA believes that despite assurances from Customer Service, a number of managers have been implementing the change in reporting lines in a haphazard and unplanned way, with little to no

consultation or explanation on what is occurring. They are effectively changing roles for staff, without going through the proper, and agreed, process.

The PSA has begun the informal dispute resolution process by seeking an urgent meeting to raise these concerns, and failure to adequately respond to concerns and address the issues that delegates raise may result in the PSA seeking the assistance of the Industrial Relations Commission.

Developments in this space are occurring rapidly. The PSA has number of meeting planned with delegates and management on Monday to attempt to resolve issues, and we will communicate a further update on Tuesday 6 August.

Relocation to Parramatta Square

Concerns were raised about staff relocating to 4 Parramatta Square and whether the building was already over-subscribed. Management will come back on this. It did, however, say that parking arrangements would be made for Safe Work Inspectors’ vehicles.

It was noted that the current contingent workforce stands at 7.6 per cent, but that Revenue may still require contingent labour for upcoming projects. The department is committing to having current contingent labour positions as internal recruitment opportunities for staff affected by future restructures.

PSA 2.5per cent pay rise

All staff should have received the union negotiated 2.5 per cent pay rise from 25 July. The PSA understands, however, that there were isolated pockets of staff who did not receive the pay rise. Customer Service believes that these issues have been identified, and anyone that did not receive the union-negotiated pay rise should receive it in the next pay run (with back pay). If you do not receive it, please advise PSA Member Support on 1300 772 679.

