



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

Mr Mark McCarthy
Manager Industrial Relations
Service NSW
GPO Box 7057
SYDNEY NSW 2001

By email: mark.mccarthy@service.nsw.gov.au

Dear Mr McCarthy,

Re: Dispute notification – Customer Concierge Operator

The PSA writes to notify Service NSW of a dispute as per clause 45 – Grievance and Dispute Settling Procedures, of the Service NSW (Salaries and Conditions) Employees Award 2018 in respect to the Customer Concierge Operator (CCO) role and the ongoing issue of staff in these roles undertaking unpaid and unrecognised higher duties of the Customer Service Representative (CSR) within Service NSW Contact Centres.

The PSA has raised this issue through the Joint Consultative Committee, however the issue continues to be one of concern and PSA members in the Newcastle Contact Centre have requested the direct assistance of the union to address the matter.

There is also a further concern as to the new role descriptions that were developed in September 2018 has worsened the ambiguity between the two roles, as the PSA wasn't consulted as per clause 6 – Consultative Mechanism, of the Service NSW (Salaries and Conditions) Employees Award 2018.

The PSA can provide several options for consideration by Service NSW with a view to resolving this dispute.

1. Revert to the original role descriptions (pre-September 2018) and back pay affected CCO staff Higher Duties Allowance for duties undertaken since commencement of September 2018 role description,

2.

2. Abolish the CCO role and expand the CSR role from Grade 2 Year 1 through to Grade 4 Year 3 and back pay affected CCO staff Higher Duties Allowance for duties undertaken since commencement of September 2018 role description and recognition of years served towards higher grade if CCO has reached limit of Grade 2 Year 3,
3. Apply the Higher Duties Allowance for every instance when a CCO undertakes CSR duties as per a determination by the head of agency as per the Government Sector Employment Regulation 20 (4) (a) and back pay affected CCO staff Higher Duties Allowance for duties undertaken since commencement of September 2018 role description.

The PSA notes that each option provided will require detailed consideration and at this time requests as a positive step forward in addressing this ongoing issue that a response to these options be provided at the next Joint Consultative Committee on 12 December 2019.

For any further information in relation to this please contact Simon van Vegchel, Industrial Officer by phone 0409 922 797 or email svanvegchel@psa.asn.au

Yours sincerely,



Simon van Vegchel
Industrial Officer
For Troy Wright
A/General Secretary

22 November 2019