

## Better Regulation Division members' bulletin

This bulletin is to provide you with an update on recent communications received by the PSA in relation to the current BRD Realignment and Reviewable Decisions and Customer Experience.

### Better Regulation Division – Realignment

The Department has released further information on 19 December 2019 with the ongoing BRD realignment following the finalisation of appointments to executive staff.

#### The five streams are:

- Complaints, Engagement and Capability Stream
- Investigations and Enforcement
- Policy and Strategy
- Licensing and Funds
- Compliance and Dispute Resolution

The PSA understands that ongoing discussions are now being held within teams as to finalising the structures with the Deputy Secretary at this time envisaging a 'soft launch' of the new BRD structure in February.

### Reviewable Decisions Functional Review – Customer Experience Repoint

The PSA has been provided with an overview of proposed changes to the Reviewable Decisions and Customer Experience.

There are some concerns as to changes to roles that will not enable direct appointment of current staff into the newly created roles.

The current feedback period for consultation is open to 17 January 2020. Affected members are invited to raise any concerns by email to [svanvegchel@psa.asn.au](mailto:svanvegchel@psa.asn.au).

### Consultation

The PSA has been regularly consulting with the Department of Customer Service since the beginning of the Machinery of Government changes began in July 2018 through our fortnightly Restructure Joint Consultative Committee (RJCC). These are attended by PSA Delegates and industrial staff. The RJCC is expected to resume in 2020 on 30 January.

### 4 Parramatta Square

Some staff will have already begun the transition to moving into the new premises with a large number of staff across all BRD in Parramatta, McKell CBD, Liquor and Gaming CBD and SafeWork NSW – Baulkham Hills from February to March.

Members are reminded the PSA will advocate on behalf of any member in relation to any reasonable adjustments or Flexible Work Arrangements (FWA) that may be required to assist them in the relocation.

If members have any immediate concerns in relation to the relocation, please email [membersupport@psa.asn.au](mailto:membersupport@psa.asn.au) and in the subject refer to: BRD Relocation to Parramatta Call ref: 124992.

### Support your union

Support the work of the PSA and delegates by asking your colleagues to JOIN their union.

You can join right [HERE](#).

