

PSA members' meeting TODAY

Please note: The PSA will be holding a members meeting TODAY on Friday 4 September at 12:00pm. Our apologies that a previous meeting notice contained the wrong date.

Come to this meeting to raise concerns and hear a comprehensive restructure update:

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Workers Compensation Commission: PSA Consultation Meeting

Your union recently advised the Department of Customer Service of a dispute in relation to failure to consult with us over the restructure of Registry and Disputes. The Department arranged a meeting on 3 September which was attended by local delegate Maria Manolopoulous and member Jason Dray, along with PSA Organiser Harry Wall and Industrial Officer Phoebe Dangerfield.

The following matters were discussed at the meeting:

Consultation

The PSA set the record straight regarding consultation. While the department's RMP says the PSA was consulted regarding this plan on August 28, PSA officials explained this was not accurate. We were sent documentation on this date after advising a formal dispute. The union further raised concerns about the consultation time period being too short and advocated for an extended consultation period.

Restructure rationale

Management provided a broad overview of the motivation behind the restructure. Digitisation and the transition away from paperwork was the key motivation behind the change. An external consultant was commissioned at the start of 2020 to analyse workflows through interviewing workers and analysing workload data. The PSA requested that a copy of the consultant's report be provided to the union.

The PIC

The PSA questioned whether the RMP was related to the passing of the Personal Injury Commission (PIC) bill in Parliament. Management responded that this restructure was not caused by the PIC, claiming it has been three years in the making and was caused as a result of digitisation. The concerns of members regarding another restructure being conducted as a result of the PIC were relayed. At this stage, it is too early to know whether there will be another restructure related to the PIC.

Outsourcing



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The PSA raised concerns about tasks that are currently completed by 1/2s, namely mail and concierge work, being outsourced. Management explained there are plans to shut down one of the two concierge desks and increase the hours of the part-time security function that currently exists. Management does not yet know what it is doing about mail collection. Your union will continue to monitor this as outsourcing remains a concern.

Role descriptions and workflow

The PSA questioned how the new structure will operate from a workflow perspective. The new structure will result in a different approach to case management and the PSA will seek further clarification to understand how this will affect the roles of Team Leader Dispute Services, Registry Support Officers and Dispute Support Officers. If you have questions about any role descriptions or workflow, please contact the PSA in the way detailed below.

Consultation submission

The PSA is compiling a submission on all aspects of the Restructure Management Plan. If you would like to contribute to this submission, email membersupport@psa.asn.au and quote the call number 138943 with your feedback. All feedback will be de-identified.

If you would like to talk about the restructure or your concerns, you can come to the members' meeting on Friday 4 September at 12:00pm with your Organiser, Harry Wall.

