

Department of Customer Service: Restructure Joint Consultative Committee report

The PSA attended the Department of Customer Service (DCS) Restructure Joint Consultative Committee on 21 January, 2021. At this meeting, the union met with management to discuss current restructures and get a COVID-19 safety update.

COVID-19 safety update

Consultation on DCS's emergency procedures has now closed. They are currently operating the Out of Hours emergency procedure where 000 will be called in the event of emergencies.

The online hazard incident report system has been approved.

The COVID-safe check-in app has been implemented in all buildings across the department.

Utilisation of EAPS has increased to eight per cent in December; standard industry rates are four per cent. This is likely due to the ramifications of COVID-19 and the recent lockdowns on workers.

SafeWork – external regulator consultation

At the urgings of the PSA, the consultation period regarding the external safety regulator has been extended to February 12, 2021. The PSA will be holding consultation meetings with members over the coming weeks and compiling a submission on the proposed consultation framework.

Digital Channels restructure

PSA provided feedback on this which supported members' concerns. Consultation has closed and the PSA will report back to members on its results.

Personal Injury Commission restructure

Management has provided the PSA with a draft restructure management plan for the PIC. Details of the proposal can be found [HERE](#) and draft organisational charts can be found [HERE](#). The PSA strongly disagreed with the PIC consultation period, which management intends to end on 27 January, 2021. The union will be pushing for a longer consultation period and holding a consultation meeting on Teams at 10:00am on Thursday 28 January to hear what members have to say on this restructure. If you are affected by this restructure, click [HERE](#) to join the meeting.

WIRO restructure

The PSA conveyed that there are a number of concerns with the proposed operational structure, particularly around the number and nature of roles in certain teams. The PSA will be holding consultation meetings and compiling a submission. If you have concerns about this restructure, email them to your Organiser, Harry Wall, on hwall@psa.asn.au before February 5, 2021.

