

## Department of Customer Service: Corporate Services restructure

Yesterday, the PSA, along with staff across Department of Customer Service (DCS) CIO and CTO areas, were provided with the draft Restructure Management Plan (RMP) for consultation on the changes occurring in this area.

Further to the organisational realignment that occurred in 2019, this restructure is to combine the two teams across different areas of the DCS into a single ICT entity.

### The numbers

The new restructure has a moderate increase in positions, from the existing structure of 333 to the proposed new structure of 339 positions. There are currently 265 employed staff across DCS, which includes roles that have a substantive holder or is filled by a temporary DCS employee. This means there will be an increase of 74 on current employment numbers.

### What's changing

Despite this increase, there will be job losses. The Draft RMP advises 12 5/6 Roles will be deleted in the new restructure with the bulk of the increase going to 9/10 and 11/12 positions.

The Service Desk team will see 24 roles, with 23 staff directly impacted, being reclassified from day workers to shift workers and placed onto a different Award. This is a significant change in conditions for these employees and the PSA will seek further information to support these members.

You would have seen in yesterday's presentation the Department's commitment to maximise opportunities for existing staff's redeployment outlined in Stages 1-4. This includes a commitment for access to further training and development in related functional areas, and the PSA will ensure DCS honours this commitment.

Flexibility was also a focus, with a commitment to provide wider options for those in regional areas. The presentation states 'Flexible location' roles can be performed from Sydney/Parramatta or Bathurst, Gosford, Lithgow and Maitland.

Impacted staff will be invited to submit an Expression of Interest for an early exit through a Voluntary Redundancy. Members should be reminded once submitted you do not have to accept. The Managing Excess Employees Policy comes into effect in Stage 2 giving members another opportunity to accept a VR or go through Redeployment.

### We want to hear from you!

The PSA encourages members to again review the Town Hall presentation and RMP which can be accessed via your Intranet. We will be providing feedback during further consultation and value your input.





21 April 2021

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If you would like your feedback to be included in the PSA's response, please send through submissions by 5:00pm on Monday 26 April 2021. To provide a submission, email your Organiser Amy Lennox on [alennox@psa.asn.au](mailto:alennox@psa.asn.au) and quote call number 152838.

If you are personally affected by the restructure and concerned with the implications, please email the PSA's Member Support Centre at [membersupport@psa.asn.au](mailto:membersupport@psa.asn.au) or call 1300 772 679.

### Not a member?

There's no time like the present, sign up at [www.psa.asn.au/join](http://www.psa.asn.au/join).

