



Public Service Association of NSW
General Secretary Stewart Little **President** Nicole Jess

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In reply please quote AL:ndef CN 152838

3 May 2021

Ms Erica Machon
Director People and Relations
Government and Corporate Services
Department of Customer Service
McKell Building
2-24 Rawson Place,
SYDNEY NSW 2000

By email: erica.machon@customerservice.nsw.gov.au
pete.cherry@customerservice.nsw.gov.au

Dear Ms Machon,

Re: Customer Service CIO and CTO Restructure Management Plan

The Public Service Association (PSA) writes on behalf of members affected by the Customer Service CIO and CTO Restructure Management Plan (RMP).

Feedback is as follows:

Service Desk

The PSA is requesting an education piece for both Managers and Staff on Shift Work due to an expressed lack of understanding as to how it relates to and/or works for them in regard to the structure proposed in this RMP.

Further to this, PSA members have requested clarification on:

- starting and finishing times (will these change with each roster?)
- a timeline for reinstating bandwidth and core time
- the likelihood of compulsory weekend work (overtime vs shift roster)
- confirmation that penalty rates will apply where appropriate

PSA, and also its' members, would like to understand how the Department reached a position that a change from day work to shift work would better meet the needs of customers.

Further, PSA seeks an understanding as to what extent the current vacancies will offset the deleted roles.

Digital Delivery, Innovation and Architecture

Due to the changes occurring in this area, members have raised concerns that they will not be matched into the new structure. Will impacted staff be translated into the newly created

area or be required to participate in further assessment processes when being assigned at grade?

Recruiting

The PSA notes the number of vacancies across the structure implies that there will be minimal job losses, yet the RMP advises significant changes across a number of areas. Once impacted staff have been advised, can the Department provide clarification of how many staff have been impacted and will be required to reapply for their role?

Stages 2-4 running concurrently has created confusion for members, as such further support is required for employees applying for roles. Members have requested timeframes for applying for roles in Stage 2, including clarification on how long impacted staff have to respond once advised.

Members have also requested a timeline for when Role Descriptions will be provided to employees.

General Concerns

Has a Risk Assessment been undertaken? If so, what were the results. If not, why not?

There is currently one role at 4PSQ that is undertaking data communications and internal customer support, yet there is a reduction of 5/6 roles. How does the Department perceive this will impact the level of service provided at 4PSQ? With only two similar roles at McKell Haymarket will it be possible to cover both and provide a level of quality service to stakeholders?

What kind of support, guidance, training and development will be provided to all staff, particularly 5/6 employees, to find alternative roles?

We look forward to the Department's response to concerns raised by both the Union and our members. Should you wish to discuss any issues relating to this matter please contact PSA Organiser Amy Lennox via email at alennox@psa.asn.au

Yours sincerely



Amy Lennox
for Stewart Little
General Secretary