

Customer Service: Corporate Services CIO and CTO restructure

Based on responses provided by members and delegates, the PSA has submitted your feedback to the Department of Customer Service regarding the Draft Restructure Management Plan.

You can read the PSA's feedback in full, [HERE](#).

The PSA requested further understanding on the reasoning behind changing the conditions of employment from day to shift work for staff on the Service Desk. The Department advised the day worker provisions no longer meet the need for service delivery to provide the required level of service. The PSA believes this corporate jargon response does little to explain the rationale behind the changes.

Questions were also put to the Department for information on starting and finishing times and the likelihood of compulsory weekend work. Once again the Department has vaguely advised this will be dependent on customer needs.

Staff working shift work will be paid penalty rates as per the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009*.

The PSA has requested an education piece for both staff and managers on shift work due to the lack of understanding around these particulars. The Department has acknowledged this request and we will be seeking further information on how this will occur.

The Department acknowledged the significant changes made to the Digital Delivery, Innovation and Architecture areas and offered reassurances to staff that those required to apply for an alternative role will be supported during the recruiting process.

Your feedback, and the results of the People Matter and Culture Amp Surveys have highlighted recruitment as an area where staff could be better supported by their employer. The PSA put questions to the Department around recruitment and the level of support members could expect, seeking further clarification on the information provided in the draft RMP.

In addition to a case manager being assigned to every impacted staff member to ensure they are supported during the RMP process, the Department advised it will provide Get That Job training online and face-to-face sessions facilitated by the recruitment team. PSA members should be aware these support services are 'as required' and will need to be requested by the employee. Your union encourages members to take advantage of this.

Specific questions were put to the Department regarding the impact to service delivery for staff and customers where positions have been deleted. The Department advised it is confident the structure will provide the appropriate level of service. Should you find this is not the case post implementation, please contact your union through your delegates.





19 May 2021

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Thank you to members and delegates who provided feedback on the RMP. We will continue to consult with members and the DCS throughout this process. Should you have concerns or questions, please contact your delegate and/or contact the Member Support Centre on 1300 772 679 or membersupport@psa.asn.au quoting the call number **152838**.

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