

## Progression and Recruitment – Revenue Maitland

With automation increasing and an evolving Department of Customer Service, members and delegates have raised concerns regarding the support provided to 1/2 Staff in applying for and securing 3/4 Roles at Revenue Maitland.

Discussions with delegates found staff in this area were provided acting opportunities yet were not successful when applying for ongoing 3/4 Roles. Delegates also advised members were better supported in being appointed to vacant roles in other areas such as Lithgow. The PSA put these concerns to these Department.

The Department of Customer Service has repeated its commitment to supporting staff with training and acting opportunities at Revenue Maitland and stated a preference for existing employees being successful to the newly created roles.

The PSA therefore strongly encourages any member at Revenue Maitland in this position to raise the issue with their manager and identify the assistance they require. If requests for further training and/or feedback on performance are ignored or not adequately addressed, please provide us with details and correspondence via your delegates or the Member Support Centre quoting the call number of **146703**.

If you know someone in this position who is not a member, chat to them about joining the PSA today!

Contact the Member Support Centre by calling 1300 772 679 or emailing [membersupport@psa.asn.au](mailto:membersupport@psa.asn.au).

