FAIR PAY FEBRUARY – PSA Logbook

A survey of PSA members conducted in October/November 2022 revealed that 49% of respondents had worked unpaid hours at ServiceNSW in the preceding twelve months. In addition, members have advised the union that they will not to be paid overtime unless they work a minimum of 8 minutes extra a day, these unpaid minutes all add up meaning that members my work many hours for free in a month. Disturbingly, the union has received anecdotal reports that supervisors can, and do, change starting and finishing times recorded in KRONOS, purecloud and other electronic time records.

Despite this, ServiceNSW management denies that unpaid work is problem.

All ServiceNSW are entitled to be paid for hours worked as set out in the ServiceNSW Award. For these reasons the PSA is recommending that all members keep independent records of hours worked in February 2023. Members are to:

- manually record working times below.
- detail the reasons for starting earlier or later then rostered.
- provide written documentation of direction and/or expectation by manager to work additional hours. This can be as simple as an email stating "That as per our verbal communication on DATE AND TIME, all (TYPE OF WORK) must be finished before leaving the office, resulting in me finishing at (TIME)" or "As I needed to finish serving a customer and count my till at the end of my shift on DATE, I finished at…".
- providing photos/screenshots of times logged in KRONOS, purecloud and other electronic time records.
- save relevant material on your own device such as phone, tablet or USB.

Please email logbooks and attached documents to PSA Senior Organiser, akennelly@psa.asn.au by Monday 6 March 2023.

ALL INFORMATION PROVIDED BY YOU WILL BE MANAGED BY THE PSA. Once we have assessed your log, the PSA will contact you directly about the next steps in claiming payment for unpaid work.

NAME: _____

ROLE: _____

WORK LOCATION: _____

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WEEK 1

Date	Time started	Time finished	Description of duties	Additional time worked	Was this directed by the manager	Screenshot/photo of start and finish times attached	Written corro attached
EXAMPLE 1	9.57am	3.05pm	Collect till, log into systems before start	7 mins	YES	YES	YES and Policy
EXAMPLE 2	9.55 am	3.30	Log into systems before start work past shift end serving customers	35 mins	No but I needed to finish with my customer than count my till	YES	Email and policy

WEEK 2

Date	Time started	Time finished	Description of duties	Additional time worked	Was this directed by the manager	Screenshot/photo of start and finish times attached	Written corro attached
EXAMPLE 1	9.57am	3.05pm	Collect till, log into systems before start	7 mins	YES	YES	YES and Policy
EXAMPLE 2	9.55 am	3.30	Log into systems before start work past shift end serving customers	35 mins	No but I needed to finish with my customer than count my till	YES	Email and policy

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WEEK 3

Date	Time started	Time finished	Description of duties	Additional time worked	Was this directed by the manager	Screenshot/photo of start and finish times attached	Written corro attached
EXAMPLE 1	9.57am	3.05pm	Collect till, log into systems before start	7 mins	YES	YES	YES and Policy
EXAMPLE 2	9.55 am	3.30	Log into systems before start work past shift end serving customers	35 mins	No but I needed to finish with my customer than count my till	YES	Email and policy

WEEK 4

Date	Time started	Time finished	Description of duties	Additional time worked	Was this directed by the manager	Screenshot/photo of start and finish times attached	Written corro attached
EXAMPLE 1	9.57am	3.05pm	Collect till, log into systems before start	7 mins	YES	YES	YES and Policy
EXAMPLE 2	9.55 am	3.30	Log into systems before start work past shift end serving customers	35 mins	No but I needed to finish with my customer than count my till	YES	Email and policy