

Minutes

Strategy Reform and Support Joint Consultative Committee Meeting

Meeting held on	1.00pm - 2.00pm, 6 September 2022
Format	Microsoft Teams
Chair	Cara Lawson, Chair and Executive Director, Strategy Reform and Support (CL)
Attendees	<p>Daniel Gosnell, PSA Delegate (Sound Reporters) – SRS Reporting Services Branch (DG)</p> <p>Dean Allan, PSA Industrial Officer (DA)</p> <p>Glenn Duncan, PSA Organiser (GD)</p> <p>James Gordon, Director, CTSD Human Resources Business Partner (JG)</p> <p>Margot Shearwood, PSA Delegate (Court Reporters), SRS Reporting Services Branch (MS)</p> <p>Natasha Vos, PSA Delegate (Sound Reporters), SRS Reporting Services Branch (NV)</p> <p>Sophie Edington, PSA Delegate, SRS Reporting Services Branch (ED)</p>
Apologies	Alex Sala, PSA Organiser
Secretariat	<p>Karen Smith, Senior Executive Officer/ Strategic Initiatives and Change - Strategy, Reform and Support (KS)</p> <p>Andelko Topic, Administration Coordinator, Strategy, Reform and Support (AT)</p>

Action items arising from meeting

Action Item No.	Action to be taken	Responsibility	Timeframe
20220906-1	Terms of Reference to be developed and distributed out of session for endorsement.	CL	30/09/2022
20220906-2	Terms of Reference to incorporate escalation process for issues.	CL	30/09/2022
20220906-3	Agenda Items 5.1-5.8 to be sent to Director, Support Services for response/action.	CL	30/09/2022
20220906-4	PSA to be advised of progress of issues referred to Director, Support Services for action.	CL	30/09/2022
20220906-5	Invitation for next meeting to be distributed.	AT	30/09/2022

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	Agenda Item	Key discussion and outcomes
1.	Acknowledgment of Country	-
2.	Welcome and Apologies	<ul style="list-style-type: none"> » Cara Lawson introduced as current Acting Executive Director of Strategy Reform and Support. » Alex Sala has moved to a different role within the PSA and will no longer be part of this JCC. » New PSA Organiser is Glenn Duncan.
3.	Confirmation of previous minutes and actions arising	<ul style="list-style-type: none"> » Minutes from the meeting held on 28 February were confirmed. » It was noted that: <ul style="list-style-type: none"> ○ Action Item 220228-1 remains open. ○ Action Items 220228-2 to 220228-6 are closed.
4.	Matters raised by SRS	
4.1	Terms of Reference	<ul style="list-style-type: none"> » CL explained the need for a Terms of Reference for the meeting. » Action 20220906-1: Terms of Reference to be developed and distributed out of session for approval (CL)
4.2	Proposed escalation process	<ul style="list-style-type: none"> » CL outlined a proposed escalation process to ensure that matters were dealt in a timely matter and received the appropriate level of attention. » CL noted that the issues raised by the PSA in their email of 1 September 2022 have been included in the meeting's agenda at items 5.1 to 5.8 but have been referred to the business for action/response. » Action 20220906-2: Terms of Reference to incorporate escalation process for issues (CL). » Action Item 20220906-3: Agenda Items 5.1-5.8 to be sent to Director, Support Services for response/action (CL). » Action Item 20220906-4: PSA to be advised of progress of issues referred to Director, Support Services for action (CL).
5.	Matters raised by PSA	
5.1	RSB - Court Reporters - fairer distribution of travelling to other sites.	<ul style="list-style-type: none"> » Referred to the business for action/response. » SE advised of the need for greater communication between rostering team and court listings team.
5.2	RSB - Court Reporters - work from home options	<ul style="list-style-type: none"> » Referred to the business for action/response.
5.3	RSB - Court Reporters - inadequacy of the IT help desk system.	<ul style="list-style-type: none"> » Referred to the business for action/response. » Impact of IT related issues was discussed. Three main areas of concern identified: <ul style="list-style-type: none"> ○ IDS Helpdesk wait times and complexity of wait times and call backs for staff who are not at their desk most of the day.

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		<ul style="list-style-type: none"> ○ Lack of expertise in the team relating to bespoke court reporter software (previously was Jana Moa). ○ Need to upskill staff in basic IT to enable trouble shooting. It was suggested a catalogue of relevant LinkedIn Learning courses be developed that staff could access at suitable times.
5.4	RSB - Court Reporters - request to know how many and which courts we give away to sound on a regular basis and the implications of this for future employment, including casual employment'.	» Referred to the business for action/response.
5.5	RSB - Court Reporters - Realtime issues - removal of overseeing of Realtime team without consultation.	<ul style="list-style-type: none"> » Referred to the business for action/response. » MS advised that this was in relation to a previously regular meeting that has has been on hold for 3+ years.
5.6	RSB -Training workshops for court reporters.	» Referred to the business for action/response.
5.7	RSB - Sound Reporters - Request for an update on new contracts with the private contracting companies. Have they been signed off and consequently is there going to be further recruitment of sound reporters? What are the comparison costs/benefits to RSB of using private contractors as opposed to having long term, viable RSB staff.	» Referred to the business for action/response.
5.8	RSB - Sound Reporters - Request for staffing numbers in the Workforce Planning Unit. 'We do not have sufficient cross-training or staffing if more than one person is on leave; this means we don't have proper coverage if one of us is sick. This often means people work while they are sick so as to not put their colleagues through that stress'.	<ul style="list-style-type: none"> » Referred to the business for action/response. » SE confirmed that this is an administrative issue not a sound reporter issue. » SE suggested that cross training could assist.
6.	Meeting close and confirmation of next meeting	
	Next meeting	<ul style="list-style-type: none"> » Next meeting to be held from 11.00am – 12.00pm on Monday, 5 December via MS Teams. » Action 20220906-4: meeting invite for next meeting to be distributed (AT).
	Meeting close	» Meeting closed at 2.05pm