



BREAKING NEWS

Service NSW ignores IRC recommendation for direct offers of employment

Report from the Industrial Relations Commission (IRC)

On Friday 23 and Wednesday 28 November, the PSA's dispute with the Department of Premier and Cabinet (DPC) regarding the filling of positions in Service NSW was heard in the IRC.

The PSA again argued that all affected staff should be directly offered positions in Service NSW. DPC again argued that all staff should have to undergo a recruitment process.

The PSA sought that the recruitment process be suspended until this matter is resolved, and DPC sought that the process be allowed to continue, starting next week.

Following this conciliation, Justice Staff made the following recommendation:

1. "1. New positions in Service NSW should be divided into two categories:

Category A will be comprised of positions which include or require new skills and responsibilities for the occupant and where there is no existing equivalent position in the Roads and Maritime Services; New South Wales Fair Trading; the Department of Attorney General and Justice or any other agency,

such positions will be subject to the recruitment process proposed by the Department of Premier and Cabinet.

Category B will be comprised of those proposed positions in Service NSW which do not require or involve new skills and responsibilities for the

position, for example, front line customer service positions. Such positions will have an existent or current equivalent position in the Roads and Maritime Services; New South Wales Fair Trading; the Department of Attorney General and Justice; and the Office of Environment and Heritage. Employees who fall within this category should be offered positions in Service NSW, subject to standard checks in respect of performance, skills and conduct matters.

2. *In light of the New South Wales Government establishing Service NSW, I would recommend that all manager positions should be captured and should fall within category A, regardless of whether they involve new skills and responsibilities or not. It follows, as I have already observed, that such positions would be subject to the recruitment process as proposed by the Department of Premier and Cabinet.*

I propose to list this dispute for report and further compulsory conference at 10am on Tuesday, 4 December 2012. In that respect I would further recommend to the Department of Premier and Cabinet that it does not commence the recruitment process until there has been a report back to this Commission on 4 December 2012."

The PSA believes that this meant:

- Direct offers of employment were to be given to RMS and BDM Law Access staff in counter and call centre roles in affected locations (these positions are set to be deleted with the introduction of Service NSW).

- Positions of Service NSW Centre Manager and Contact Centre Managers were to be filled through the recruitment centre process as proposed with affected staff having priority assessment.

It is unclear how this recommendation would apply to Fair Trading staff, as to date no specific roles within Fair Trading have been identified as being deleted.

DPC rejects recommendation

The PSA had scheduled a meeting with DPC on Friday 30 November to discuss the recommendation.

The outcome of this was to be taken to affected members before making a decision on accepting the recommendation.

However, before the meeting, DPC emailed the PSA to indicate that they are only “willing to support the proposed recruitment process as per Category A”.

In short, DPC has stated that they will not accept the IRC’s recommendation to directly offer positions in Service NSW.

This is yet another example that DPC are unwilling to negotiate, consider alternative options or take the interests of existing public sector workers into account, despite the arguments of your union and many impacted staff.

Where to from here?

Since DPC has elected to ignore the IRC’s recommendation, the PSA intends to escalate the matter to arbitration in the IRC.

Any decision from arbitration would be binding on both parties.

Other matters

Negotiations on the Award to cover Service NSW employees are continuing, and will now be the focus of today’s meeting. The PSA position is that the *Crown Employees (Public Sector Conditions of Employment) Award* applies for the new agency.

To increase accountability from Government, the PSA is also pressuring Service NSW to establish an “ask the management” email address so the management of Service NSW can directly hear your concerns and respond to you.

We need to hear from you!

To inform our next steps we want to hear from members. We will be hosting a live online chat to enable members to ask question of PSA Industrial Staff working on the matter. PSA Assistant General Secretary, Steve Turner, will also take part in the chat.

PSA Service NSW Live Online Chat

12:00 – 2:00pm

Monday 3 November

<http://psa.coverpage.coveritlive.com>

Click on the above link, or type the address into your web browser during the time indicated to participate.

During the live Online Chat we will be able to discuss the outcomes of today’s meeting and hear from members about the PSA’s approach, our intention to commence arbitration, or any other questions about Service NSW that members have.

If you can’t make the chat, please feel free to be in touch and tells us your thoughts through any of the contact details below.

Email: servicensw@psa.asn.au

PSA Industrial Officers

James Shaw (BDM)	9220 0905
Ian Lambert (RMS)	9220 0955
Aaron Jones (Fair Trading)	9248 3324

RMS Delegates

Darryl West	Bankstown Motor Registry
Keith Furner	Newcastle Contact Centre

Fair Trading Delegates

Trevor Cook	Newcastle Fair Trading Centre
Cheryl Grant	Lismore Fair Trading Centre
Meg Smith	Tweed Heads/ Lismore Fair Trading Centres

Births, Deaths and Marriages Delegate

Andrew Gauci	Law Access Call Centre
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