

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 Updated - ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Managed Telephony Contract – possible contact centre services – consultations with CPSU

Question reference number: HS 10

Senator: Cameron

Type of question: Hansard page 38, 24 October 2014

Date set by the committee for the return of answer: 12 December 2014

Number of pages: 1

Question:

Senator CAMERON: Are there any implications in that business contract for the enterprise agreement you have with the CPSU?

Ms Campbell: I do not see the connection with the enterprise agreement.

Senator CAMERON: There is no connection?

Ms Campbell: We have a requirement to consult, which we are doing with the CPSU.

Senator CAMERON: Why didn't you consult prior to this becoming such a public issue?

Ms Campbell: We consulted, and then it became a public issue. That is my understanding. We were going about our business, and the CPSU made it a public issue as part of our consultation.

Senator CAMERON: Can you provide details on notice of where and when the consultations took place.

Ms Campbell: Yes.

Answer:

The department had two meetings with the CPSU (via teleconference) on 17 September 2014 and 22 September 2014 before the matter was listed with the Fair Work Commission.

Since then the department has consulted on a number of occasions:

- the department met with the CPSU on 9 October 2014;
- the parties attended a conference at the Fair Work Commission to discuss consultation activities on 16 October 2014;
- face-to-face meeting with the CPSU on 28 October 2014;
- teleconference with the CPSU on 4 November 2014;
- senior managers from the department conducted face to face consultation with employees in Smart Centres from 6 October to 14 November 2014;
- the department facilitated paid time meetings between the CPSU and interested staff from 15 December 2014 to 9 January 2015; and
- the CPSU provided final feedback on the proposal following staff consultation on 9 January 2015.