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Government of South Australia
Department for Families
and Communities

Ms Jan McMahon
General Secretary
Public Service Association of SA Inc
GPO Box 2170
ADELAIDE SA 5001

Attention: Ms Vanessa Ravenhill

Organisational and
Community
Development Division
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WITHOUT PREJUDICE

Dear Ms McMahon

Families SA Elizabeth District Centre/C3MS – Industrial Action

I refer to your letter dated 9 November 2009 and a meeting between your Vanessa Ravenhill and worksite representative Linda Johnson and David Waterford, Robyn Skillbeck, Marj Ellis, David Shone and Jackie Campbell of this Department, on Tuesday 10 November 2009 concerning the Department's proposal which had been tabled to Elizabeth District Centre Leadership Team regarding the roll-out of C3MS within the Elizabeth District Centre.

Within your correspondence and subsequent meeting you advised that members employed at the Elizabeth District Centre rejected the Department proposal from Families SA Executive to cease involvement in implementing C3MS in the Elizabeth District Centre until all other DC's, metro and country, go live.

The Department confirmed that its intention to cease involvement in implementing C3MS within Elizabeth District Centre was not to disregard the valuable contribution made by Elizabeth DC staff in rolling-out of C3MS but rather that it was in response to the PSA's advice that member's were being placed under additional pressure as a result of the roll-out of C3MS at Elizabeth DC.

As discussed at that meeting, I provide you with the following agreed actions in respect of the roll-out:

- David Waterford and Marj Ellis will schedule a meeting with all staff at the Elizabeth District Centre as soon as possible (this has since been scheduled for 17 November at 2.00pm) to discuss their concerns and issues associated with the roll-out.
- The Department will review, and where possible improve, current communication strategies used to notify staff of updates and changes with C3MS.

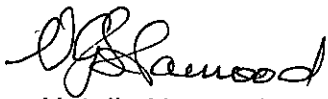
2.

- The Department will consider the proposal to 'stagger' the roll-out of C3MS in the Elizabeth District Centre.
- Refresher training will continue to be provided. We are reconfiguring provision of training to provide continuous training over several months, managing refresher training and will provide short targeted training to address people's individual needs and to practice before 'going live'.

I trust that the foregoing adequately covers the matters on which you sought assurance.

Should you require any further advice or further discussion on any of these matters would you please contact David Shone, Principal HR Consultant, on 8207 0608 or mobile 0405 498 324.

Yours sincerely



Natalie Hamood
DIRECTOR, HUMAN RESOURCES

13 November 2009