

**FAXED** 6/11/09 @ 2:00pm: *Grant*

Ref: DFC/07752  
A77124



**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

Organisational and  
Community  
Development Division  
Level 2 Riverside Centre  
North Terrace  
Adelaide SA 5000

GPO Box 292  
Adelaide SA 5001

DX115

Tel: 08 8413 9050  
Fax: 08 8413 9002

ABN 11 525031 744

*WITHOUT PREJUDICE*

Dear Ms McMahon

**Re: Families SA C3MS Implementation**

I refer to your letter dated 3 November 2009 and to a meeting between your Vanessa Ravenhill and worksite representatives Rebecca Starrs and Maria Saunderson and Natalie Hamood, David Waterford, Robyn Skillbeck and David Shone of this Department, on Tuesday 3 November 2009 concerning the roll-out of C3MS in Families SA.

The Department acknowledges the valuable contribution made by staff to resolve the issues raised during the roll-out of C3MS and looks forward to continuing that process.

The Department advises that it accepts items 1 – 4 of the resolution passed by members of the PSA on Friday 30 September 2009. However, the Department is unable to accede to resolution 5, to halt the roll-out of C3MS. As discussed at the meeting, it is the Department's position that it has acted in a reasonable and responsible manner in response to staff concerns. We have consulted with staff, implemented review processes with staff involvement, provided on-ground support and enhanced training. We have, and will continue to, adjust the roll-out schedule depending upon the preparedness of the relevant District Centres.

As agreed at that meeting, I provide you with formal advice in respect of a number of specific matters for which you sought information:

- On-ground support to staff will continue to be provided whilst the Crisis Response Unit (CRU) and relevant District Centres transition to C3MS. The requirement for this to continue at various locations will be reviewed weekly, also in order to monitor the level of support required.

- Refresher training will continue to be provided. We are reconfiguring the provision of training to provide continuous training over several months. Refresher training will be provided in short targeted training sessions to address people's individual needs and to practice before 'going live'. This training will be most effective if staff are using the C3MS system
- Project staff will continue to be placed in CRU. However, as discussed, should the PSA impose further industrial action we shall, of course, review the continuing value of that approach whilst the industrial action continues.
- The immediate and mid-term roll-out of C3MS is presently planned to be: Gawler and then Adelaide, during November/December 2009; there will be no roll-out in January; Woodville DC in February 2010; North East in March 2010 and Mount Barker and Murray Bridge together at the end of March 2010 – Mount Barker is the last of the metropolitan DC's, but as they undertake a lot of shared business with Murray Bridge DC it has been determined to roll-out C3MS in those two locations simultaneously.

We shall, however, continue to adjust the roll-out as is deemed necessary to support its responsible implementation. Any variation in the roll-out will delay rather than bring forward C3MS in the locations above.

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**

6 November 2009