

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 7 October 2020 4:21 PM
To: State Service Review
Subject: Submission to the State Service Review

Good afternoon [REDACTED],

I would like to make a submission to the Tasmanian State Service Review. I note that the issues I raise may fall under multiple focus areas.

Whilst I do not mind if my submission is released, could my name be removed?

There are many different systems working within and between agencies which reduces the ability to communicate and share information.

The possibility of streamlining services such as IT, payroll, finance etc into a central agency that represents all may reduce doubling up in policies and staffing.

Setting up IT systems where all agencies use the same eg phone service may reduce inefficiencies through software contracts. It could also increase the communication ability between agencies.

One example where IT equipment reduced inefficiencies was when I worked in another jurisdiction. Forms were emailed out or linked to a website with the ability to sign them electronically and instantly submit them. The system could then read the form and add the data without manually typing it. This meant much less paper was printed and forms could be sent directly to appropriate email addresses. This reduced time from printing and scanning, the environmental impact and the chance for pages to sit on people's desks or go missing.

Diversity

I do not see the TSS as brilliant for encouraging diversity. My particular passion is to increase the portion of people with disability working in government. People with disability find it harder to gain employment in the first place. Whilst there is a leg up in the disability register, it is only for lower bands and for casual or contract opportunities. This does not help those who are looking for work in higher bands, or for long time work.

The opportunity for grads with disability is a great program. However, it is not as regular. For example, DPAC has one grad position for someone with disability. Meaning that if that grad remains for the full two years, those who graduate in the following year have no opportunity to apply unless the first grad leaves early. Then, when the grad has completed their contract, they are still competing with everyone else to gain employment.

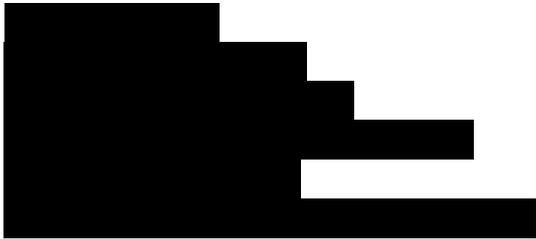
The ability to work from home and have flexible working arrangements works well to attract a more diverse workforce, including staff with disability. However, this is not always appreciated by managers who do not like working from home themselves, or have expectations of the hours that staff must be in the workplace. I understand that not everyone welcomes changes such as working from home, however, some managers are more accommodating than others, making agency policies difficult to implement. If the agency has a flexible work policy, then in my view, they need to demonstrate why a particular role cannot work flexibly (such as a customer facing role or a staff roster to enable enough staff at all times).

Another issue I have faced in this area is the purchase of workplace adjustments. Currently, an agency purchases any needed adjustments through divisional funds. If this person transfers to another agency, their workplace adjustments do not belong to them and must remain. This makes sense if they were going to another employer, however, the TSS is supposed to be one employer. Furthermore, some divisions have more funding for workplace adjustments than others, resulting in guilt for requesting a chair that suits the employee. This could be solved by funding adjustments centrally, either within the TSS or within agencies, where staff may request without affecting

the budget of their area. This would then make it easier to move adjustments as staff move positions, remove guilt in the need to request adjustments, and create a more equitable workplace.

Thank you for the ability to submit my thoughts. Please feel free to contact me if this needs clarification.

Kind regards,

A large black rectangular redaction box covering the signature and name of the sender.