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Survival packs to help ease lengthy delays

Customers at the Morley, Kelmscott and Midland Department of Transport licensing centre will receive survival packs today to ease the pain of being in queues for up to an hour.

The packs, with refreshments and puzzles inside, will be handed out by Community and Public Sector Union/Civil Service Association staff who say the delays are caused by a lack of front-counter staff.

“Last August we called for an additional 32 Customer Service Officers to be employed to fill major gaps across the metropolitan area but any attempt by the Department of Transport to fix the problem has not had any impact,” CPSU/CSA Branch Secretary Toni Walkington said.

“Customers are becoming increasingly frustrated by the lengthy delays that are not acceptable.

“They are taking out their frustration on the Customer Service Officers who have been abused and had things thrown at them which is creating a stressful work environment.

“Our members should not be put in a situation where they are feeling the full force of customer anger because the government can’t invest in enough staff to meet community demand.”

Ms Walkington said it was unrealistic for customers to wait over an hour if they went to the centre on a lunch break or parents had to look after children.

“Putting on additional staff is the only answer and by that we don’t mean putting on labour hire people on short-term contracts – that is only a band-aid measure with no long-term benefit.”

Earlier this month petitions by more than 80 per cent of the department’s Customer Service Officers called for Transport Services Executive Director Nina Lyhne to address the problem, saying they are suffering from stress caused by chronic understaffing.

“Staff have asked for Ms Lyhne to intervene to ensure additional permanent Customer Service Officers were employed as soon as possible.

“Members feel like the department’s response for more staff so far is all talk and no action.

“They are saying the pace of work is too high and they are constantly expected to work longer hours to meet demand.”

FOR COMMENT:

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