

ESDC National Labour-Management Consultation Committee (NLMCC) October 17th Meeting Notes

Service Transformation Plan (STP)

Management covered some slides of the STP presentation. ESDC is committed to engage employees, groups and bargaining agents.

The unions asked for more information on what's in the presentation such as more details on some elements and the 23 commitments. Management is supposed to provide with the list of all different actions that should be implemented in the coming years. CEIU mentioned that the modernization has been for the clients, not staff. When it comes to employees, several steps are added.

STP Benefits Delivery Modernization

Management covered some slides of the STP Benefits Delivery Modernization. The planning would be finished in the next few months.

Following a question from CEIU, management mentioned that ESDC is replacing the technology in all call centres within the next months. It would enable ESDC doing other things having new tools.

STP Old Age Security Service Improvement Strategy (OAS-SIS) Update

Management covered some slides on this item. ESDC anticipates an 33% increase over the next 10 yrs.

CEIU asked if there would be an overlap between systems. Management replied yes as the old system would be working in background. Following another issue brought by CEIU, ESDC confirmed that the letters sent to clients would be modified having less complexity.

Installing of Computers Peripheral (by CEIU staff)

Management mentioned that the practice started in 2012. This was in line with the industry as people become more and more computer savvy. It allows ESDC to free up IT staff to a higher value work. ESDC did an assessment with health & safety. The main benefit is that the waiting time is reduced. To allow any staff to connect peripherals, there is a set of guidance documents. If the person can't

do it alone, they can call help desk. If ever it doesn't work, IT staff can come on site as needed.

Union Management Consultation

Each Regional Assistant Deputy Minister provided an overview on how union management consultation is done in their respective region. Some points mentioned were:

- Western Region: Try to bridge what happens nationally.
- Ontario: Meetings on a monthly basis.
- Québec: Union management is based on respect, openness and listening
- Atlantic: There is an open space on agenda, when something bothering.

Call Centre – consultation for new PA collective agreement

CEIU thanked management for being so proactive. The ad hoc committee was able to find solutions. ESDC should not hesitate to repeat such exercise.

Update on the Phoenix Pay System

Management gave an update on this. The number of open cases is high. Data shows that 70% of open cases are: acting, termination, overpayment. Still, acting is a lowest priority.

For the internal steps, ESDC has 18 Liaison Officers and 10 Compensation Advisors in Winnipeg who are collocated with Public Services and Procurement Canada (PSPC). They are taking a whole employee approach. Compensation Advisors look at their entire pay file, not close them when not all issues have been addressed.

In the coming weeks, there will be a new training on the pay system. ESDC suggested that all employees and managers taking it.

Staffing Levels in Service Canada Centres (SCC)

As management mentioned that the standard is 3 FTE's, CEIU mentioned that when people is retired, ESDC tends to replace these by casuals (retired employees). This has been on going for years. CEIU asked management to provide a list of terms versus permanent versus casual employees per SCC.