

Proposed compliance amendments to the Customer Services Branch – Uniform Policy 2020

Together Feedback	CSB Response
<p>Can you please confirm the fair wear and tear replacement policy that applies for CSCs still apply to Transport Inspectors and Senior Transport Inspectors?</p>	<p>Yes. Section 14 "Replacement of Uniform – Fair Wear and Tear" applies to Compliance staff.</p>
<p>Together seeks to note that we have not provided support for the Departments move to introducing a requirement that name badges must contact employees first and last name. Together remains concerned that a decision was made to introduce alternative names badges in response to WHS risk to employees being easily identifiable by the public who have in the past used this information to target staff.</p>	<p>This matter was raised at the Customer Services Branch – Local Consultative Committee on 9 December 2020 and entered as Action Item 34 "Name Badges – Transport Inspectors" on the Action Register. An email response from CSB was provided to Together on 9 March 2021 and the matter subsequently closed. CSB is not in receipt of any additional information that it believes supports a reconsideration of this position.</p>
<p>Together welcomes to amended wording to the section 10.2 regarding the wearing of jewellery</p>	<p>Noted</p>
<p>Together welcomes the clarification regarding the wearing of long sleeve shirts.</p> <p>Together would however suggest a similar approach as what has been taken with regards to jewellery where by a common sense approach to be taken if a TI is required to undertake outdoor activities unexpectedly that they make a decision about the need to change into a long sleeve shirt because it will be for an extended period of time or if the duties to be undertake are only for a short period of time than the individual discretion be applied. Currently the policy refers to the changing of shirts to be mandatory once performing any duties outdoors.</p>	<p>CSB considers that the proposed amendment will ensure clarity of when a particular type of shirt must be worn.</p> <p>To clarify, the policy does not refer to changing shirts, it outlines circumstances when either a long or short sleeve shirt must be worn.</p> <p>Transport Inspectors planning to undertake an audit or investigation should consider all circumstances as part of their preparation for undertaking that activity and dress appropriately.</p>
<p>The new uniforms no longer have the epaulettes, there has been no discussion with staff as to why this decision was made. If you can please provide information in relation to when and why this decision was made that would be great.</p>	<p>In November 2018 CSB embarked on an extensive review of the shirts supplied and following extensive consultation with staff decided on the new shirt. Shirts were ordered in December 2019 with an expected arrival date of April 2020. Unfortunately, due to impacts associated with COVID-19 in delivering the shirts, the rollout was delayed until August 2020. The decision to not retain shoulder epaulettes was made by the PLT and was communicated to TI's locally. This decision was in line with moving from the old grey shirts into what is considered a more modern uniform style.</p>