

Good Morning Remi & Eleanor

Thank you for your email and as discussed at the LCC meeting on 8 October 2020, there is a range of operational factors that CSB needs to consider that are impacting on the timeframes for the Compliance review.

During October and November, these include considerations around caretaker protocols, the current focus of our leadership and HR teams on operationalising new PSC Directives and the ongoing review of 7 Customer Service Centre roles through to completion. We are also factoring the current work on the Business Continuity preparation for potential Queensland storm season and we have now been advised that the FY2020-21 budget process will begin in November with Estimates Hearings slated for December 2020. The Christmas and New Year break is traditionally a time when staff take leave for rest and recuperation – given this year's COVID-19 workload impacts to these staff we are seeing staff looking to take longer breaks during this time and this will mean key stakeholders will be unavailable to actively participate in the review. Our intention is to properly consult across the Compliance cohort and also note the current focus on critical border control activities.

Taking all these factors into consideration, we propose to convene the first meeting of the Compliance Working group from the end of January 2021 but will seek representatives and initial review role descriptions in the interim based on documents you both sent through Friday afternoon. This working group will work to review the Senior Transport Inspector and Transport Inspector (TI) roles and the TI Rostering Principles.

As discussed at the CSB LCC on 5 August 2020, we are currently collecting information on the background and history of the TI Rostering Principles for working group consideration. We note the requirement for this review to be finalised no later than nine months from the date of commencement.

We also seek to commence the review of the AO2 Compliance Administration Officer role in mid-November 2020 after the finalisation of the customer service centre roles.

Thanks LD

Lisa Dynes

Executive Director

Strategic HR Management

Department of Transport and Main Roads