

From: [Dianne Thomas](#)
To: [Finance and Administration Committee](#)
Subject: My submission on the Industrial Relations (Restoring Fairness) and Other Legislation Amendment Bill 2015
Date: Wednesday, 13 May 2015 8:30:28 AM

To: Members of the Finance and Administration Committee

I write to make a submission on the Industrial Relations (Restoring Fairness) and Other Legislation Amendment Bill 2015.

I urge the committee to recommend passage of this bill without delay to ensure that the rights of public servants and local government workers are restored to them.

The last three years have been a real upheaval for those in my profession of [REDACTED] in [REDACTED]. When we were told that our service would most likely be outsourced three years' ago this resulted in a complete upheaval in our service. We had been one of the most efficient [REDACTED] with a turnaround time of from 2 hours to 1 day, from when the doctor dictated the patient letter to when it was sent to the recipient. After the announcement of outsourcing came we had a number of staff members take a redundancy, find secure employment and even quit altogether - without being replaced. Our stress levels were ridiculously high as these staff were not replaced but the workload just kept growing. In fact even now we have a "natural attrition" policy so no one is being replaced if they leave. Our turnaround time for letters is now 5-8 days which just goes completely against my understanding of what patient care is.

The typing of our letters was actually outsourced for a number of months (I can't remember how many) and this proved to be very unsuccessful and actually made more work for us as we were now quality assurance rather than typists and our skills were not being valued. We had to add patient details to these letters that the outsourcing company did not have access to. It was double handling and totally inefficient!!

We have had three years of job insecurity, anxiety, depression etc. Meanwhile we have been doing our best to keep on with our jobs, which has not been easy with the instability and insecurity of our employment. Those in our service really enjoy what we do and there are a number of typists who are getting a bit too long in the tooth to learn new skills if our service is outsourced permanently and we have to find new employment.

I really ask that you do what is fair and right.

Please respect the voice of Queenslanders and the rights of workers and vote to restore fairness by supporting this bill.

Yours sincerely

Dianne Thomas
[REDACTED]