

13 June, 2014

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WIN for TML Brisbane & Local Contact Centres Restructure

The organisational change to do with the Restructure that was announced on 3 April 2014 was placed on hold in order for the ASU to consult with our members and for a meeting with the Delegates and Slater & Gordon to occur.

This meeting was held on 10 June, 2014 between the ASU, Delegates and Slater & Gordon HR staff in relation to the future operating model for the Contact Centres.

The outcomes were as follows:

- Slater & Gordon confirmed that no decision had been made about the Contact Centres;
- Slater & Gordon have taken into account the feedback of the workforce and it has been decided that the Local Contact Centres (LCCs) would be resourced with 2 full-time members of staff - this is a great win for the LCCs; and
- Slater & Gordon confirmed that the assessment of the locations of the Local Contact Centres would conclude in early July 2014.

A meeting has been scheduled with the ASU and Slater & Gordon on 4 July, 2014 to confirm the outcome of the review and timeframes of communications to LCC staff and Brisbane contact centre team of any operational changes that may impact their roles.

In the event that individuals are at risk of redundancy following the conclusion of this review, they will be consulted with in relation to suitable alternative employment opportunities that may exist. This may if required include Redundancy if suitable alternative employment cannot be found.

Your Delegates should be commended for the hard work that they have been putting in not just for the restructure but the EBA. So, our thanks to Kelly Gatehouse, Jasmine Sears, Kylie Browne and Linda Howells.

If you have any questions please give one of the Delegates a call.

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