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ASU • QANTAS GROUP • BULLETIN # 10
20 May 2014

We want to save Telephone Sales jobs

Your ASU delegates and officials from Hobart, Melbourne, Brisbane and the ASU National Office met with John Lonergan and other Qantas managers on 19th May 2014 in Sydney to discuss the progress of the Contact Centre Review that is being undertaken.

We wanted to meet the key managers doing the review to better understand what is being considered and when a decision is likely to be made. We have had a couple of meetings before this one and really wanted to get a clear understanding of what is on the table. Unfortunately Qantas management were not as frank as we would have liked – for instance we really do not know how much money they have to save from the Contact Centre Review.

The company tells us they are looking at everything. On deep questioning it is clear though that the company is not looking at some issues – they are not considering changing their use of offshore call centres in Auckland, South Africa and Manila (Jetstar). Yet they are looking at “consolidating” the Australian centres – i.e. closing an Australian centre or centres as possible options. We told them that if any centres should close it should be those offshore not the Australian centres.

Qantas management tells us they are looking at different business models for operation – i.e. how work is done now may change e.g. for disruptions, for different tiers of customer etc. or baggage services. There are no details as we are told the report is not finished and they are waiting for further feedback from stake holders i.e. State Government.

What next?

The ASU delegates and officials have asked to see the actual decision maker for the Contact Centre Review before any decision is made. This meeting is occurring with Steve Limbrik – Executive Manager Sales Marketing and Distribution, on 21st May 2014. We will report back after the meeting.

When will a decision be made?

Qantas management will not say when a decision will be made. We have another meeting scheduled tentatively with the project group on 29th May 2014 – we do not know if this is a decision date or just a further consultation meeting.

What can you do?

If you have not already done so make sure you contact your state and federal MPs to get them to lobby Qantas to keep Qantas Telephone Sales jobs in Australia. You should do this ASAP.

For more information contact your local organiser.

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