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TML Brisbane and Local Contact Centres Restructure

Proposed organisational changes arising from the restructure that was announced on 3 April, 2014 have been placed on hold.

Your Australian Services Union Officials and Delegates met with Slater & Gordon (S&G) Human Resources on 10 June and again on 4 July, 2014 about the proposed restructure of the contact centres.

The outcomes were as follows:

- S&G have decided that the Local Contact Centres (LCC's) would be resourced with 2 members of staff at a minimum;
- The assessment of the locations of the LCCs has been concluded and it has been decided that the current locations of the LCCs will not change at this time;
- At Robina the LCC is being moved up into the Law Office on the floor above – thereby vacating that floor;
- LCC members will be trained in the use of Salesforce to go live by ~ 5 August 2014;
- Creation of 2 Team Managers (North and South);
- Closing of the Brisbane Contact Centre; and
- Applications for the 2 Team Manager positions will be in the first instance only opened to the 5 staff from the Brisbane Contact Centre.

Slater & Gordon have now opened the revised proposal for consultation until the 22 July 2014.

The return to 2 staff members at each LCC and the no change to the current locations for LCC's are a great win for members and are a testament to what happens when we work together.

So please forward any comments to: info@qld.asu.net.au by close of business 18 July, 2014 and we will combine them into a document to send to Slater & Gordon.

Your Delegates are working hard, not just to protect member interests during the restructure, but also during the EBA negotiations. So thanks to Kelly Gatehouse, Jasmine Sears, Kylie Browne, Tracy Day, Linda Howells and Daryl Robinson.

If you have any questions please give one of the Delegates a call or phone your union on 1800 177 244.

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