



Welcome Information Guide Changes

Recently, your ASU Delegates held briefing sessions with staff regarding understanding your rights when it comes to Qantas Policy.

These briefings were well attended and we thank you all for getting involved. Basically, we wanted to advise you of some changes that were made to the Welcome Information Guide which is a handbook presented to staff at their commencement of employment with Qantas Telesales.

The change we discussed was:

“Creating or Changing Bookings for Self / Relatives / Friends”.

The ASU is of the view that the insertion of this new clause is significant and we wanted to ensure that Qantas provide you with training to ensure you are able to comply.

In our communications with the company, management had confirmed that the latest changes were made to the guideline in March, 2012.

In feedback resulting from our briefings:

- staff asked us to highlight importance of communications around any proposed changes; and
- staff want strong commitment from Qantas to train staff on changes.

ASU Delegates and Organiser, Valda Graham met with your Telesales Manager, Damien McMullen on Tuesday, 19th June, 2012. John McKenzie Industrial Relations Manager, Sydney and Amanda Mohan, People Relations Sydney joined us via teleconference to discuss the Welcome Information Guide (WIG). At this meeting we covered the following items:

- We discussed our concerns in detail with Management.
- We discussed our concern that existing staff do not refer to this document and many would not have sighted the Welcome Information Guide for many years.
- Qantas say that regardless of allegations of misconduct under the guidelines they will be dealt with in line with Qantas Policy – Standards of Conduct.

- ASU representatives raised concerns that the Standards of Conduct did not spell out what staff can and cannot do.
- Qantas say that Consultants have a decision making framework in which to operate.
- ASU representatives said that policy needs to reflect this, as well as stating what is not in the decision making framework. We asserted that training should be then conducted on this framework with all staff so that staff know exactly what they should and should not be doing.
- Qantas say this can be achieved and will look into it.
- We wanted a review of the WIG to ensure there is no duplication of policy or EBA conditions. Qantas say there is no duplication, and no to a review as it is an operational issue. Qantas do though welcome ASU and staff to provide comment on the WIG.

On the issue of the WIG being used as if it were a policy and staff being called to account for their actions, we are yet to reach agreement with Qantas. We are continuing to work on finding a positive resolution and will keep you informed of our progress. Until such time as we have reached agreement on this matter with Qantas, we strongly advise that if you are unsure of what to do in the event of creating or changing bookings for self / relatives / friends, then you should first seek written approval from your supervisor.

Your ASU Delegates need to hear your concerns in relation to the WIG and its use as a policy. ASU members will be alerted to further briefings on this issue.

Your ASU Delegates are:

- **Catherine Moller**
- **Helen Baulch**
- **Gavin Neville**
- **Louis Llambi**
- **Paul Jazevski**

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