

From: Michael Thomas
Sent: Friday, 13 September 2019 1:58 PM
Subject: Albion Call Centre Closure

Dear Mr Hollis,

As per your email advice to the union office on the 7th of September, please find below some important questions raised by workers which require response.

We note that you have provided additional time for consultation, given the initially very short time of 7 days (7th-13th of September) outlined in your email.

The decision to cease operations at the Albion contact centre has obviously come as a shock and is of the greatest upset to the workers involved.

The information provided last Saturday unfortunately has not provided sufficient clarity or outlined processes.

Union Members seek urgent clarification on the following items. Together reserves the right to include any further items as workers raise them with our office.

Positions Affected

- Together asks for an outline all positions affected – those which are to be made 'redundant' with the current profile
 - Number of F/T and P/T Permanents,
 - Number of Temps/Casuals and Agency staff.
 - Number of trainees
 - The number of staff working in higher duties and their associated timeframes.
 - Number of staff on secondments and their associated timeframes
 - Number of current vacancies and their levels.
- Are retail support and administration included in the impacted positions?

Timeline for proposed changes

Can you please provide a full time line of the change, including but not limited to:

- Will certain sections eg retail support and administration have operations cease before other areas? Or at the same time?
- Will there be progressive tranches of redundancies?
- What opportunities will there be for voluntary early redundancies? We note that the Agreement outlines that once notified of a redundancy a worker can nominate to go "early" with 1 weeks notice – will the company abide by this provision?

How will the redundancy packages be calculated?

- How will the 36 months average pay be calculated?
- Will the calculations be made available to members so that they can check them?
- Can you commit to ensuring that the last 36 months payslips be made available to members?
- Will staff hours be reduced to minimum hours over the ensuing months – which is a process that may negatively impact their overall pay out?
- Can members be provided with early estimates from this date so that they can initiate discussions with financial planning services?

- What information can the company provide about the tax implications for workers over the age of 65?
- What opportunities exist for partial roll-over of the package in to superannuation?
- How will quantum pay increases be accounted for in package calculations?
- Will long service leave balances be available to workers for checking?
- Will the company provide a comparison of the Agreement payout figure and the figure that would be paid under the NES in order to ensure the correct amount is paid? (that is, the greater amount)
- How will hours be calculated for those workers who may be ineligible for a redundancy package? What severance entitlements do they have?
- How will members on Workers compensation, return to work programs, maternity leave and long term leave (including but not limited to, time of for sickness and injury and long service leave) have their redundancy packages calculated?

Redeployment

- What processes exist for redeployment?
- Will there be a list of positions available to be redeployed to?
- To mitigate the adverse impacts on staff who are being made redundant, is the company committed to finding roles in other contact centre spaces for these staff to be directly matched to?
 - If so can you please outline the process for direct matching of positions to employees before open recruitment?
- How will members be supported to upskill for positions within the company?
- Will there be a closed merit process for current staff to be redeployed before any other process is conducted?

MyCoach

- What services will My Coach provide?
- Will members be assisted in developing CV?
- Will members be trained in How to apply for a job?
- Will staff be trained in interview skills?

Together delegates and I look forward to meeting with you to prior to 21st September. Please contact Peter Cattach, Organiser via privatesector@together.org.au to arrange.

If we do not receive a satisfactory response to this letter prior to the meeting on the 21st of September, Queensland Together will consider its position and may commence proceedings in the Fair Work Commission. We also reserve the right to commence proceedings in the Fair Work Commission if the Company commences any compulsory or voluntary redundancy process between then and now.

Regards

Michael Thomas

Director, Industrial Services | Private Sector Team | Together ASU