

## 1. New, fair Retail transfer process to enable better work/life balance



Following months of vigorous negotiations, your Union has secured the introduction of a new, fair transfer process to be rolled-out nationally for base-grade Retail PSOs and PDO box sorters.

The new process allows members to register for a transfer from one work location to another, or from part-time to full-time (and vice versa). When a matching vacancy occurs, it will be immediately filled with the next applicant in the transfer queue. Priority in the queue is based on the date they submitted their transfer application – or by seniority for multiple applications submitted on the same date.

National Secretary Greg Rayner said the current merit selection process was flawed and allowed Australia Post to use geographic locations and full-time jobs as an unfair means to drive performance outcomes.

“I don’t care if you’re a PSO at the Melbourne GPO, or in Broken Hill – the job is the same, the competency and training requirements are the same and,

importantly; the pay is the same.

“How do you determine which base-grade, competent PSO is better qualified for the same job – at a more desirable location?”

“You can’t - and that’s why the process is a sham.”

Mr Rayner said the new process would also remove a constant source of frustration for Postal Managers – the common extended delays in filling vacancies in post offices.

“It’s a win-win for both our base-grade members and for our Postal Managers.

“Base-grade employees get access to a transfer system, and in the absence of what was a long and drawn out recruitment process, Postal Managers will now experience a much more efficient process to fill vacancies in their outlets faster.”

National Assistant Secretary Nicole Robinson said this was the first time many employees would have access to such a system outside NSW and the ACT.

“It’s about fairness,” she said.

“Greg and I have been working closely with the NSW Branch to extend this process nationally - ensuring all our retail members across the country have access to a fairer way to achieve a better work/life balance.

Joint management/Union teleconferences to explain the process to Postal Managers across the country will be taking place over the next fortnight. All Retail members will receive an information pack in the mail shortly.

## 2. Northern Contact Centre goes 24x7



In response to customer demand, a 12 month trial of 24x7 operations is about to commence at the Northern Customer Contact Centre in Queensland, all the new overnight shifts will be filled on a voluntary basis only.

An extensive expression of interest exercise is currently being conducted with members to identify those who wish to take-part in the new shift times, and most importantly, nobody will be forced to work outside their current span of hours.

National Assistant Secretary Nicole Robinson said extensive consultation had led to a number of safety initiatives being introduced as part of the trial process.

“All 24x7 staff will be co-located together in an allocated area of the centre,” said Ms Robinson.

“Additionally, the shift manager will receive specialised OH&S training, along with being trained as a fire warden and designated as a first aid officer.

“Once it’s all up and running, additional training will be made available to the rest of the staff to ensure the contingency of these arrangements in the manager’s absence.

“We’re also looking closely at rostering arrangements and break scheduling to ensure members who may wish to leave the building during designated break times can do so in the safety of numbers.”

The overnight roles will mainly support customer access channels such as online chat, email and social media support portals.

National Secretary Greg Rayner welcomed the extension of services and Post’s ongoing commitment to keeping the jobs local.

“As demand for these services grows, more of this type of response to customer requirements is what will continue to set Australia Post apart from its competitors, supporting the company’s sustainability transformation,” said Mr Rayner.

“These are skilled jobs that require specialised training. However, increasingly this type of work outside Australia Post is being performed off-shore using cheap, overseas labour.

“Importantly, not only for our members but to the overall customer experience, these jobs will remain in Australia with the work being performed by the people we represent.

The trial is due to commence in early May.

### 3. Ex-temporary staff, remain vigilant: check your entitlements

EBA8 provides strict limitations on Australia Post's use of fixed term, casual, and labour hire agency employment arrangements.

Sometimes these limitations are overlooked or abused by management.

It's important when transitioning to permanent employment after an extended fixed-term, casual or agency arrangement that members understand what their entitlements are.

An agency employee recently appointed to a permanent role with Post in South Australia discovered that their agency service hadn't been recognised for long service leave purposes.

This was quickly rectified with the assistance of SA/NT Branch Secretary Nick Townsend.

"The fact that service wasn't recognised for long service leave purposes right off the bat is a reminder for members to be vigilant in checking their entitlements," said Mr Townsend.

"In this example, we've been able to cut two years off the time this member would've otherwise had to wait to access their long service leave entitlements.

"Don't be afraid to question your entitlements – even if you're not sure of what they are."

If you've recently transitioned from casual, fixed term or agency employment and are unsure if your entitlements have been correctly applied, you should contact your state branch office for assistance.

### 4. Flood stranded Queensland drivers settle their dispute

An ugly dispute over the payment of ordinary wages, overtime and allowances for drivers stranded as a result of floods and other natural disasters in Queensland has finally been resolved.

Settlement was finally reached recently to pay the affected drivers and a deed entered into with the Union to ensure drivers affected by natural disasters in the future wouldn't be subjected to the same hurdles to gain payment.

Queensland Branch President Cameron Bird said it all came down to common sense.

"These drivers weren't acting irresponsibly, they were caught out in the wrong place at the wrong time," said Mr Bird.

"They followed directions, headed out on their run and found themselves stranded, away from their homes and their families.

"Payment to compensate them, just as would be expected by employees undertaking planned travel on official business, should've been made immediately - but it wasn't.

"This common-sense agreement will ensure it never happens again."

The new agreement provides for the same entitlements afforded to employees undertaking planned travel arrangements such as ordinary time wages, overtime, shift penalty rates and travelling allowances for the duration the employee is stranded away from home.



## 5. Decipha members lock-in job security and fair pay

Following long, drawn-out negotiations; Decipha workers have strongly endorsed a new EBA secured by your united national Union team that provides members and their families with certainty and fair pay.

The Fair Work Commission has now approved the Agreement which commenced on April 7.

### Key outcomes:

- **No trade-offs**

*All the workplace conditions and entitlements contained in the former EBA were “rolled-in” to the new Agreement without any trade-offs*

- **A fair pay rise**

*The Agreement provides for a compounding annual pay rise of 3% per annum over the life of the Agreement.*

- **Back-pay**

*The first 3% pay rise was backdated to the first full pay period on or after 22 October 2015. This equates to more than five months of pay increase back money paid to ever member on 21 April 2016 – being the first pay period following the commencement of the new Agreement.*

- **Penalty rate extension**

*At a time when public debate is focused heavily on abolishing penalty rates, your new Agreement extends the eligible span of hours attracting a 15% penalty rate payment for time worked between the hours of 4am and 6am currently – to 4am and 8am at the commencement of the Agreement.*

- **Job search entitlement**

*One day of job search entitlement will be available to employees who may wish to find alternative employment should a significant workplace change affect their current role.*

- **Transition to retirement**

*As the workforce ages, more and more members have expressed an interest in transitioning to retirement. Management have committed to working fairly and openly in exploring arrangements to suit the individual needs of employees wishing to engage in such an arrangement.*

Your Union wishes to thank the many members who played an active role in ensuring a successful bargaining campaign – particularly the many local workplace delegates who took part in developing the Union’s claims and participated in negotiations.

## 6. Security at risk under Government plan to outsource passport ID verification



Australia Post will lose its exclusive agency right to provide face-to-face ‘application lodgement services’ on behalf of the Australian Passport Office at the end of June 2017.

And although a new online passport applications system will still require applicants to make an in-person appearance to have their identity verified, one possible option being mooted is for this to be undertaken by a network of authorised travel agents.

National Secretary Greg Rayner said the move could lead to increased security fraud.

“Australia Post has been a trusted provider of passport processing for a long time and has developed rigorous processes to guard against identity fraud,” Mr Rayner said.

“This is not an area of government administration you would want to be cutting costs in by tendering to the cheapest bidder – you need qualified people within an organisation experienced to guarantee security of information. Australia Post has both, where others have neither.

“We are deeply concerned this will lead to increased identity theft and security fraud.”

Mr Rayner said communities across the nation valued being able to access a local Post Office to have their passport application processed.

“Most Australians who have travelled overseas have used Australia Post’s passport processing service and they trust this means their identity is in safe hands.

“Outsourcing this process to private providers is a reckless idea and we will be lobbying all political parties to commit to keeping the community’s passport information safe and secure with Australia Post.”

## 7. The grass is always greener...in Finland



Australia Post’s innovative moves over the last decade to strategically secure a significant hold over the domestic parcel market is the envy of postal administrations around the world – many of whom have let their domestic parcel markets be captured by private providers.

And with traditional mail volumes continuing to fall, they’re looking everywhere for alternative revenue streams.

Finland’s postal service, Posti, has come up with a completely new service to generate revenue – mowing lawns.

Weather permitting, postal delivery officers will offer the service on Tuesdays when they have the least mail to deliver, Posti said in a statement.

“We will pilot the service this summer throughout the country. The idea for the lawn mowing service came from mail delivery employees,” Posti said.

An hour a week of trimming the grass would cost customers €130 per month.

Digitalisation has driven fully state-owned but incorporated Posti to offer a range of new services, such as meal deliveries and now lawn mowing.

Due to the Nordic country's short summer season, the mowing service will be on offer from May till the end of August in what Posti said was the start of its transformation into a home service provider.

"We thought we'd seen it all when the idea of posties becoming Australia's most highly-paid water meter readers was floated," said National Secretary Greg Rayner.

"Never say never, I guess.

"But I doubt you'd find our posties suggesting the same anytime soon."

Just over a month ago, Posti said it was axing nearly 700 of its 22,000 or so jobs.

Last year, the number of letters and other dispatches delivered by Posti in sparsely-inhabited Finland declined by 8%, causing revenues to fall by over 11%.

## 8. "Bring it on" – Australians will head to the polls on or around July 2



The Senate yet again voting down the resurrection of the ABCC lays bare the Abbott/Turnbull Government's multi-million dollar anti-worker political charade.

Handing the Government a trigger for the double-dissolution of Parliament, which is expected to occur shortly after the Budget, the Prime Minister has announced he will ask the Governor General to call an early election to be held on or around July 2.

Labor Leader Bill Shorten welcomed the opportunity to fight an election on workers' rights.

"If Mr Turnbull and his Liberals want to fight an election on industrial relations, bring it on," said Mr Shorten.

"We won an election on WorkChoices and we'll win again."

National Secretary Greg Rayner welcomed the Senate's vote and said the Union would focus its energy on lobbying all political parties to sign up to key election commitments affecting CWU members in their employment and at home.

"Instead of listening to poll after poll telling him that Australians don't care about the ABCC, the Prime Minister has chosen to blindly push ahead with this partisan attack on workers," Mr Rayner said.

"Our members care about the cuts to health, lack of investment in their kids' schools and \$100,000 university degrees – and these are the issues that Parliament should be urgently dealing with."

## 9. End charges for paper bills: *Keep Me Posted*



Companies that slap customers with additional fees for mail-delivered bills are being accused of penalising people who don't have internet access.

Up to \$3.20 per bill is being charged to people who prefer them posted rather than emailed, consumer group Keep Me Posted says.

The group launched a campaign in Canberra last week calling on companies to stop charging people for paper bills and statements.

"When you add up all the utility bills, telco bills and financial statements, it's those who are most disadvantaged who are impacted," Keep Me Posted's executive director Kellie Northwood told AAP.

The group highlights most Australian households with incomes with less than \$40,000 not having access to the internet, with the elderly, disabled Australians or those in remote areas most affected.

The push has been welcomed by seniors groups who argue the fees penalise people who are likely companies' long-time customers.

"The internet is not universal. We are penalising people who have no idea even how to turn a computer on," Council on the Ageing NSW's Ian Day told AAP.

"It's getting silly that customers are getting charged for what's traditionally a normal way of working."

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**Send us an email and let us know what you think via**  
**[cwuwa@inet.net.au](mailto:cwuwa@inet.net.au)**  
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**Yours in Solidarity,**



**Barry McVee**  
**Branch Secretary**