

S.The Signal

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■ **Contact a CEPU Official:**

LEN COOPER
Branch Secretary
0438 389 302

JOHN ELLERY
Assist Secretary
0419 823 580

WOODY
First In Call Taker
Ph. 9349 4411

SUE RILEY
CSO Call Centres
0439 762 455

COMMUNICATIONS UNION (CEPU)

Main Office

1/139 Queensberry Street
Carlton South 3053

Ph: 03 9349 4411

Fax : 03 9349 3488

Email

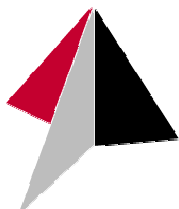
cdtsvic@victs.cepu.asn.au

Clayton Office

47 Henderson Rd
Clayton 3168

Ph: 03 9545 1503

Fax: 03 9561 5599



NGO SD&I CHANGES, REDUNDANCIES, OUTSOURCING Etc

The CEPU met with Management and Telstra Corporate HR on the 16th of September 2009, regarding the above issues in Next Generation Ops (NGO):

Management made a presentation relating to the proposed changes in NGO.

CEPU generally questioned Management regarding the “planned” efficiencies and reorganisation which had led to suggestions of redundancies and selection within a group (SWAG).

It became clear that the initiatives that may or may not generate the proposed efficiencies and savings were still in their infancy or “trial” stages. Thus from CEPU’s point of view there was little at this stage that could warrant a clear position on any such redundancies.

The Management appeared to agree with that position indicating that there was no definite date to begin a SWAG and no certain outcomes on which to base a concrete number of positions to ultimately be made redundant.

Management appeared surprised, or expressed surprise, that employees would have come to the conclusion that redundancy numbers and the SWAG were virtually imminent. However, of course the definite numbers to be made redundant must have come from somewhere.

The CEPU also made it very clear, that to have an outsourcing company (WIPRO) involved, alongside those being targeted for redundancy raised serious questions about the bona fides of such redundancies, leaving aside the morality and values of directly targeting Telstra jobs in this fashion.

We might also state that the use of overseas employees on 457

Visas in this way was very questionable.

Management claimed that the WIPRO staff were performing work not being done by Telstra staff and that the WIPRO project was short term only, on work due to end by March/June 2010.

It was agreed that the Management would further consult staff on the issues and the union and Management would meet again when appropriate.

The CEPU, we must say, is deeply concerned about what is happening here.

We sought information about the outsourcing to WIPRO earlier in the year, and the Management at that time, avoided a response.

There has been no consultation with CEPU about the outsourcing as required by the EBA.

We are suspicious that an area like this is being targeted in such a way, given that employees were heavily involved in the recent LEGAL, PROTECTED, industrial action relating to the EBA.

We explained to Management that the legal, political, moral and industrial implications of the mix of issues which appear to be involved in NGO were potentially huge.

CEPU is organising a work centre visit to NGO members and other employees.

NETWORK CONSTRUCTION PDRP/METRICS/PICM ISSUES

CEPU has had several meetings with Construction Management over the performance management issues in Construction generally, and in Design.

There are major issues for discussion between the parties and as such, we have provided the following recent representation to

Management as part of those discussions:

“Further to our meeting on Monday of this week, we confirm the following general concerns with the initiative in Wideband Installation, as well as the current Design arrangements. This list is by no means exhaustive, but what is apparent is major staff concern about:

1. *The linkage to disciplinary arrangements if individual “targets” are not met.*
2. *The top down nature of determining individual “targets”, with scant regard to a number of factors that are human related – ie no individual is the same as the next one.*
3. *The lack of “ownership” of any “targets” by the staff.*
4. *The breaking down of the previously effective “teamwork” notion by individualizing measures.*
5. *No reference to any quality outcomes, simply the pursuit of statistical numbers to satisfy upper management.*
6. *No reference to any OH&S aspects, including bullying of staff by threat of discipline if they fail to “measure up”.*
7. *This appears to be yet another tool that, in the hands of certain managers with personal vendettas, allows further management “beat ups”*
8. *No checks and balances on the local application of these “measures” or the means by which they could be manipulated.*
9. *No real attempt to provide “development” for staff – simply a statement that “mentoring” from technical managers (who are not subject to measurement) will provide the training.*
10. *No agreement with the staff on these individual targets*
11. *The increasing (ie changing the goal posts) nature of the “targets”*
12. *No transparency as to the reasons for setting of “targets”*
13. *If, in fact, this is a “time and motion” study designed to measure where productivity could be improved, concentrate on achievable aspects rather than pursuing individuals on their “productive time”*
14. *The outrageous and time wasting bureaucratic nonsense that will be generated in order to collect stats, or PDRP staff every month*
15. *No mention of any intent to measure/capture any “road blocks” that create major productivity problems*
16. *No mention of any management factors (including attitudes) that create productivity inhibitors*
17. *Staff concentrating on covering their back in order to satisfy individual targets, rather than co-operating with other staff in order to be productive.*

It is our view that Network Construction have created a number of problems for themselves (ie in Design and W/B installation) that will never be accepted by staff, and will ultimately be proven to be counterproductive and morale sapping.

Given the above itemised issues, we suggest the following as a way forward:

- *Halt any further rollout of the current “Design” initiative, pending further discussions on the approach.*
- *Conduct a joint Union/management review of the rollout of the “Installation” “trial”, and reach agreement on any further implementation arrangements prior to rollout.*
- *Removal of any linkage to PICM etc, in relation to statistical measures, and the supposed failure to achieve targets.*
- *If the real issue is a matter of improving productivity (as has been indicated by other Construction HR on the 2 hook-*

ups), hold a “productivity forum” using a small number of actual “on the ground” operatives, management, and other acknowledged experts in academia that are fully aware of current issues and trends, and can squarely place these on the agenda without fear or favour.

It is our view that if staff are provided with transparent, truthful and logical reasons to do things, they will have far more ownership of what ever problems need to be addressed. Only with co-operation of staff will any such initiatives have any chance of success.”

BULLYING IS RIFE IN AUSTRALIAN WORKPLACES

NineMSN: 8 Sept 2009

A new survey shows that bullying is rife in Australian workplaces, with one half of respondents saying they had witnessed the behaviour.

The Drake International survey of more than 800 employees also revealed 25 per cent had experienced bullying themselves.

Silence, isolation, verbal insults and sarcasm were the most common cases, with public humiliation ranking in second place.

Bullying from managers or supervisors represented about 50 per cent of cases, while 25 per cent of respondents reported being targeted by other employees.

Gender proved no barrier to the behaviour, with almost equal numbers of male and female perpetrators, the survey found.

Both sexes were also equally targeted by workplace bullies.

Poor management of the issue by companies was also revealed, with just 30 per cent of victims and 50 per cent of witnesses satisfied with their employer's response to incidents.

Drake International said the results were disappointing and worrying from an organisational perspective.

"Bullying is an identifiable psychological hazard in the workplace and therefore this is not just a conduct issue," Drake's national client services manager Judy Harper said.

"Organisations need to do more - as a minimum they have a statutory duty of care to manage and control this inappropriate and damaging behaviour."

WHAT COULD YOU DO WITH \$2,900?

Pay off your credit card, reduce your mortgage, pay down your HECS debt, make extra payments on your car or personal loan, have a holiday?

So far over 85% of respondents (union & non-union) to the CEPU Survey of Burwood Telstra Employees have told us that they regularly work 2+ hours per week unpaid in order to meet unreasonable targets or to resolve customer issues. This unpaid overtime that you are working equates to an average \$2,900 per year that should be in your pocket. What could you do with that money? What difference would that make to your life in an economic downturn?

We believe the practice of 'encouraging' unpaid overtime in Telstra has helped Telstra outperform the competition, push up profits and remain Australia's largest telco. Telstra has created a system of rewards and punishments that gives managers strong incentives to demand such unpaid work. It is the worst type of US management fad that we have seen in Australia. In the process, the company has cheated Telstra employees out of hundreds of millions of dollars a year in unpaid overtime as well as denying

them a pay rise through renewal of the enterprise agreement.

What can you do?

First, STOP donating your time to Telstra! STOP TODAY.

Then contact the CEPU at cepconnects@gmail.com to obtain a Survey ID No: and a link to the survey. Many workers at Burwood have already completed the survey but we want many more so we get a good picture of what is happening.

We need your Help to put together further proof of what Telstra are doing: Complete the CEPU Telstra Employee Survey Today!!

All employees at Burwood initially, should do the survey, no matter what type of employment they are on. Whether you are on an AWA, an ITEA or an ECA the union-negotiated EBA is your safety net. Without an EBA Telstra could reduce your conditions.

LEN COOPER
Branch Secretary

WEB SITE: VOTE YES OR NO TO TELSTRA'S PAY OFFER

Please go to the CEPU Vic Branch web site and VOTE YES or NO to the TELSTRA PAY OFFER.

www.cepconnects.org

Give us an idea of your views

FINANCIAL SERVICES

Silvio Crisafi (previously CSA Financial Services) has joined ProAcct Advisors & Accountants Pty Ltd, and has moved to 255 Whitehorse Rd, Balwyn. Ph. 9880 9600

CEPU members can still expect the same professional taxation and financial advice.

ARE YOU USING YOUR AMBASSADOR CARD?

The Ambassador Card, which is also **YOUR UNION MEMBERSHIP CARD**, provides good discounts on shopping and services ranging from Theme Park Tickets, Safeway Food, Dan Murphy, Coles, Tenpin Bowling, Petrol, Restaurants etc.

Go to the Ambassador Card Website

www.ambassadorcard.com.au

and you can see the full range of discounts available to you and your family, and the conditions that apply. The site adds new businesses almost daily so whenever you go always ask if they accept Ambassador Card.

The Branch has signed up for two years as a trial. So we would appreciate your feedback.

SAVE

WHEN SAVING MONEY MATTERS!

Phone **UNION SHOPPER**
1300 368 117

www.unionshopper.com.au

On major household items, electrical and furniture items, new and used cars over \$5000, domestic and overseas travel, tourist accommodation and entertainment services including theme parks, cinema, concert and theatre tickets with **UNION SHOPPER** it's easy and it's free and it's for union members only.

RYAN CARLISLE THOMAS

Call the member hotline
1800 366 006

If you are looking for top legal advice, look no further than Ryan Carlisle & Thomas

Special services for union members include a free first consultation on any legal matter such as:

- Conveyance; ▪ Criminal Law; ▪ Private Vehicle Accidents; ▪ Family Law

Work related enquiries must be directed to the union first