

Our ref.: 156/8

Date: 28 May 2009

Mr Mark Warren
State Manager
Commercial Division
Australia Post NSW/ACT

By facsimile: 9202 6668

Dear Mr Warren,

**Closure of Sydney Customer Contact Centre –
Significant Change affecting 181 Post Employees and their Families**

I refer you to the decision by the Corporation to relocate the Sydney Customer Contact Centre (CCC) operations to a new interstate location as outlined in your attached correspondence received by this office at 16:59 on Wednesday 20 May 2009.

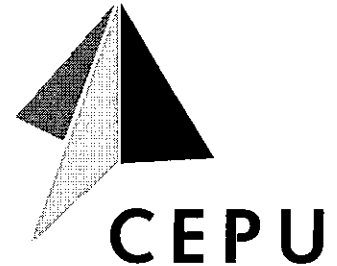
This announcement and the outrageous abuse by representatives of the Corporation by failing to engage in proper and genuine consultation to this significant change in association with the CCC has occurred despite assurances made by your Managing Director with all CEPU State and National Secretaries for the need of the overall management group to improve the consultative processes with the Union in the presence of your most senior group of executive officers earlier this year.

It seems the Corporation under the present group of executives at both the State and National level have little regard for engaging in genuine and proper consultation with the Union despite undertakings contained in current industrial agreements and/or these abovementioned re-assurances made to the Union at the most highest level of the Corporation.

The suggestion that our National office has been afforded consultation to the intention of major changes occurring at the CCC and as recent as 26 February 2009 is refuted by our National Officers and I can assure you our National Officers are presently taking issue with this blatant misinformation very seriously indeed and with representatives at the most highest level within the Corporation.

To add to this blatant abuse of misinformation by the Corporation, is where my Officers at the most recent State Consultative meeting held on Friday 8 May 2009, enquired with your senior State representatives to the future of the CCC and where my Officers were confronted with total ignorance to any present or planned changes to the CCC.

I am further informed of the arrogance displayed by you when addressing the employees employed at the CCC on Wednesday 20 May 2009, (immediately following the sending of your correspondence to the Union) by insisting during your opening remarks of employees being forbidden to ask any questions of the decision made by Australia Post to close down their workplace.



COMMUNICATIONS
ELECTRICAL
PLUMBING
UNION

NSW Postal &
Telecommunications
Branch

ABN 81 643 762 631

Level 3, 81 George Street
Parramatta NSW 2150

Postal address: PO Box 250
Parramatta NSW 2124

Phone: (02) 9893 7822

Fax: (02) 9893 7396

E-mail: admina@cepu.org

Website : www.cepu.org

I would appreciate an explanation from you to why is Australia Post representatives engaging in inappropriate conduct with employees and their Union representatives by abusing the current terms and conditions of the Australia Post Enterprise Agreement 2004 in association with the consultation processes for managing proposals of such a significant change affecting some 181 employees and their families in Sydney alone.

You have invited me to meet with you so that you can share with me the background and options considered before reaching this decision.

Whilst I accept an invitation to meet with you and I should add such a meeting needs to occur as a matter of priority, my preference is to meet with you on the basis of having an opportunity to persuade the Corporation against the decision made of having our members being removed from their existing employment arrangements given the inbound work offering shall continue to be in existence albeit being announced to be undertaken at alternative interstate locations.

Further, and as you would appreciate there are presently frank and serious discussions occurring at the National level on these matters, therefore such a meeting with you should not be taken as a given to the Union accepting these serious and significant changes affecting our members being agreed to.

In the interim and where I would appreciate prior to the meeting, that I am provided with a clear indication of the present employment circumstances of every employee employed at the CCC, being a schedule containing the actual staffing establishment and important necessary information such as;

1. All permanent positions including classification level and ordinary hours of employment designated for each position.
2. Name of nominal occupant against each position, period of service and appointed classification level. To include information of any employee who may also be presently under salary maintenance arrangements as an unattached employee against a position at a lower level.
3. Name of current occupant against each position and duration against position.
4. Names of all fixed term and/or casual employees, the classification against employment engagement, the duration for each employment contract engagement and brief reasons to why for each and every employment engagement.

Your response to the abovementioned claims made by the Union and position to our request for necessary information to be provided to me along with your availability for the scheduling of meeting arrangements following the receipt of the requested information would be appreciated as a matter of priority.

Yours faithfully,



JIM METCHER
BRANCH SECRETARY

Cc: Mr Ed Husic CEPU Communications Division Secretary



MARK WARREN
COMMERCIAL MANAGER NSW/ACT
219-241 Cleveland Street
STRAWBERRY HILLS NSW 1420
Telephone +61 2 9202 6269
Facsimile +61 2 9202 6385
mark.warren@auspost.com.au

20 May 2009

Mr J Metcher
State Secretary
CEPU
PO Box 250
PARRAMATTA NSW 2124

Dear Jim

Australia Post Customer Contact Centre Optimisation project

I write to advise that Australia Post has taken the decision to rationalise its six state based Customer Contact Centres into two. The rationalisation is expected to be completed by June 2010.

The two locations will be:

- Brisbane, Queensland
- Melbourne, Victoria

The Customer Contact Centres have been the subject of a number of reviews over the last four years, and discussions with the National office of the CEPU date back to 2005 and 2006. Most recently, the future of the Customer Contact Centre channel was raised with the National office of the CEPU on 26 February 2009 as part of the update provided on the 'Transformation Program' that the Commercial Division was undertaking. Australia Post advised then that there was work ongoing to examine our current technology platform, improve a number of inconsistent processes and improve the customer experience.

At the time of these discussions Australia Post advised that no decisions had been made around the future of the Customer Contact Centre model and that we would come back to the CEPU once this had occurred. I can now advise that Australia Post has now taken the decision to consolidate the Customer Contact Centres in the manner outlined above.

In terms of process I can advise that:

- for the Customer Contact Centres in Perth, Adelaide and Hobart, transition is scheduled to begin in August and be completed by October this year;
- for the Customer Contact Centre in Sydney, transition will begin in January 2010 and be completed by February 2010;
- Australia Post is aiming to have the final Customer Contact Centre structure in place by June 2010;
- staff in all Customer Contact Centres are being informed of this decision today.

This decision will see new technology installed to replace outdated systems which are over a decade old and will allow Australia Post to handle growing call volumes now and into the future. A key aspect of the technology upgrade will be access to shared calls and database information across a national grid, so that our customers will receive the best possible service from Australia Post.

These changes will only affect staff performing in in-bound call roles. Outbound sales roles will continue to operate as they do currently and these staff will remain in each state structure. Further, the Express

Courier International (EC) Customer Contact Centre in NSW will initially remain in Sydney with the transition to the new national model deferred until a later stage.

In relation to our specific obligations under our agreements with the CEPU I can advise that:

- there will be no involuntary redundancies as a result of these changes;
- staff will be fully supported throughout the process;
- we are committed to minimising the impact on staff;
- the provisions set out in the Australia Post RRR (Redundancy/Redeployment/Retraining) Agreement will apply;
- we will be discussing with the union the roll out of the Customer Contact Centre consolidation strategy and the impact on staff;
- staff will be informed of their individual options and asked to express a preference for redeployment or voluntary redundancy;
- Human Resources advisers will be available for staff who wish to have discussions with them, and staff will also be reminded of and provided with access to the Employee Assistance Program should they wish to avail themselves of that support.

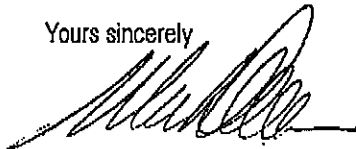
As a result of these changes, the Customer Contact Centre in Melbourne will expand by 137 new jobs. There will be some opportunity for affected Customer Contact Centre staff in the other states to redeploy to the expanded Customer Contact Centre in Melbourne, and dependent on vacancies some redeployment to the Brisbane Customer Contact Centre may also be an option. These options are in addition to the options of redeployment/retraining and voluntary redundancy as outlined in the RRR Agreement.

Throughout this consolidation process we will be seeking ongoing consultation at the state and national level of the unions in accordance with EBA6 and the RRR Agreement, and I will be seeking your views on the most appropriate way to schedule and conduct these discussions.

The National office of the CEPU is being advised of this decision today, and has been invited to participate in discussions about these changes at the national level.

I would like to arrange a meeting so we can take you through a briefing inclusive of; background to the decision, current issues facing our Customer Contact Centres environment and the options considered before reaching this decision. Please contact me on (02) 9202 6269 or arrange a mutually suitable time and to discuss this matter further.

Yours sincerely



Mark Warren

COMMERCIAL MANAGER NSW/ACT