

AP 09/16
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5th June, 2009.

Mr. W. Gibson,
Manager,
Workplace Relations,
Change and Development,
Commercial Division,
Australia Post,
1/321 Exhibition Street,
MELBOURNE. VIC. 3000.
Facsimile No.: 03 9204 7635

Dear Wes,

RE: CALL CENTRE RATIONALISATION AND CONSOLIDATION

The CEPU has considered the correspondence from Australia Post response to the CEPU about the closure of four Australia Post call centres. We have also obtained additional information from our members.

While there has been provision of some information in your correspondence there are significant amounts of important information vital for the protection of our members' interest which has not been provided. We need all the information previously requested and we need it as a matter of urgency. The failure to provide this information makes it impossible for us to consider matters that are important in formulating our advice to members each confronting very difficult choices arising from the closure of the four call centres.

We note from the Staff Information Kit that you have determined a timetable. We understand that you have already sent this to staff. We were not consulted on this.

The CEPU is not prepared to be part of an arrangement that is seeking to fast track the closure of these centres but leaves members in a situation where they do not have all the information that they need to consider when being asked to make decisions about their future with Australia Post.

The approach Australia Post has taken appears to be a deliberately designed strategy to limit the ability of the CEPU to influence the proposal to close the four call centres or to even mitigate against the adverse impacts on individual members against impact of the closure. We have had a similar unfortunate experience with your colleagues in M&ND on Future Delivery Design and will resist any efforts by the Commercial Division to repeat this experience.

Members have expressed very strongly their concerns that despite the apparent wide number of options proposed by Post they will have few viable choices to continue employment in a suitable role with Australia Post. They are also concerned that completing the Expression of Interest without full information places them in a prejudicial position.



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To protect our members' interests we will be advising them not to complete the Expression of Interest until further advised by the CEPU.

Furthermore, we reject the timetable proposed for the closure of the call centres. Our assessment, supported by feedback from members, suggests that the timetable is not viable for a range of reasons. Your inability to provide feedback on the modelling to support the two centre proposal or the further request to demonstrate the credibility of the surplus staffing assumptions were significant in coming to this view. We remain of the view and wish to argue the case that all call centres remain open (but with suitable technology upgrades).

The CEPU seeks from Australia Post an undertaking that there be no further action taken to advance the closure of the call centres until we have had the opportunity to argue our case for the retention of all existing call centres.

We seek your response to these matters by close of business Wednesday, 10th June 2009.

Yours sincerely,



Ed Husic,
DIVISIONAL SECRETARY.