



A•S•U

Australian Services Union
Victorian Private Sector Branch

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Update from the members meetings last week

In the past week there were multiple members meetings held in Dandenong and Mill Park. These meetings were run by Charli and Rose to give a comfortable space for members and non-members to discuss solutions to the some of the issues in Serco.

Issues outlined in the meetings:

Disciplinary process

When a mistake is made, there can be disciplinary action taken against an employee. This process can include a formal warning, an action plan or termination- depending on the severity of the mistake. Members across all sites brought up how little formal process Serco puts into disciplinary meetings; how no allegations are given to the employee beforehand, verbal warnings can be dished out by Team Leaders for anything and an employee can find themselves in a disciplinary meeting being asked to sign a statement all within 30 minutes.

This is not on.

To get be clear, there is a process that must be followed if disciplinary action is to be taken. This is any type of warning, verbal or written, action plan or termination.

Your rights to procedural fairness are as follows:

You are always allowed a support person. This person should be a representative from the ASU.

You are always allowed to take a break during the meeting.

You are never obliged to sign anything, especially if you do not agree to it.

These rules are for everyone and Serco must abide by them. The ASU is the support you have in your corner, do not be afraid to reach out to your union whenever you need.

Immediate actions:

Charli called Serco HR manager Jo Cavagna on Tuesday the 4th of February. In this call Jo confirmed that all Team Leaders would receive extra training on the importance of a support person, what it means to force someone into signing under duress and the fair process of formal and verbal warnings.

If this has happened to you or a friend let your organisers know!

Serco can't be let off the hook for causing unwanted stress and anxiety around verbal warnings and unfair processes. Let either Charli or Rose know if you're experiencing this problem (or know someone that is) and we will look to give you the support you need.

Unattainable KPIs in DHS

Members raised concerns about a rumour of 15 minute deadlines being placed on all BAU DHS calls. The ASU hasn't directly heard anything about this, but we want to be sure that all KPIs are attainable and fair for every employee. The only chance we have to change unfair KPIs is to band together as union members and demand enough is enough.

Casuals hours cut

Most casuals at Serco receive 30-38 hours per week regularly, brought up in the Mill Park meetings was the sudden cut to 25 hours nearly all casuals were facing. The ASU hasn't heard back as to why this cut happened or how long it will continue for.

As a casual, we know this situation can occur. With the extra loading of 25%, Serco does not have to guarantee employees any permanent ongoing or regular shifts, any leave entitlements or any notice of termination.

One way to tackle it is to convert from casual employment to full-time permanent employment. After 12 months of ongoing employment, employees have been offered (or requested with union help) to be made full-time permanent. This has generally been successful.

If any member is in this position, please reach out to your organisers.

Action items:

Increase membership

There are a lot of issues at all the Serco sites, Dandenong DHS and NDIA, Mill Park and Newborough. Without a majority of employees being members of the union, we don't have the ability to squash these systemic issues. If we are committed to change and improvement at Serco we need to band together as members and get our colleagues to join us! **An action for every member is to recruit their immediate team** this will give us a better idea of what's happening out on the floor and give us the power to win greater things than we have so far!

Reach out to DHS – 1 month

Communications get sent to Serco directly from "the client" (DHS) that give both instructions and handy tips for performing your job better at Serco. The union movement is wide and strong, so there was discussion of linking DHS workers with ASU Serco members directly, to dispel rumours of client directives.

Start-up time Survey – next week

The Fair Work Commission was sympathetic to workers having to be "call ready" at the beginning of their shift. By bringing this issue in front of the Fair Work Commission, we already forced Serco to buy 150 new chairs. We need more hard proof data on when people are getting to work in order to begin their jobs. An action discussed was a survey stating when people arrived at work, what time people started work and whether they worked for free or were docked pay. This will be simple and clear to show the Fair Work Commission the exact conditions Serco is imposing at all centres.

Delegate training and recognition – 1 month

Last year the ASU released an expression of interest of union members stepping up to become delegates. We got 3 expressions of interest and have yet to confirm these 3 as delegates. The next delegate training will be in March or April; it's the ASU hope these delegates will attend this training.

Social events run by the ASU

The possibility of taking R&R into our own hands as union members was also discussed. This is a great way to allow people to casually get to understand the union, know how supported they will be at work if they're a member and trust that the union is always on their side. A potential option for an Easter BBQ or Easter eggs was discussed at the Mill Park meeting.

If any of these actions catch your eye call or text Charli (0416466583) to get involved!

Next meetings:

Mill Park: 3rd of March 2020 @ Hungry Jacks 7am, 8am, 9am and 10am

Dandenong: 4th of March 2020 @ A1 Bakery 7am, 8am, 9am and 10am

Mill Park (night crew): 5th of March @ Hungry Jacks 3pm, 4pm