

CEPU BULLETIN – BURWOOD

SLD 08/163 – 2 Dec 2008

THE SIEBEL SYSTEM STINKS AND TELSTRA KNOWS IT!

More than 65 employees have put their names to a complaint regarding the Siebel system which constitutes serious breaches of the Occupational Health and Safety Act.

The CEPU has taken up this complaint and met with senior Telstra managers yesterday (Tuesday 2nd) to raise those concerns and to let them know how the ill-conceived and heavy-handed introduction of the system has led to many employees suffering severe emotional and psychological distress as a result.

CEPU Officials Sue Riley and Jim Reid, and Liz Willmott (OHS Rep, Burwood), made it quite clear at the meeting that drastic measures have to be taken urgently to ensure that employees' health and safety is a top priority and that appropriate steps are taken to address the serious issues raised by employees.

The issues raised by the CEPU are contained in a letter to Telstra management (see over) and we intend to ensure that Telstra makes

Employee Health and Safety the No. 1 issue

The party's over for Managers and Team Leaders who think they can treat employees with contempt and complete disregard for their wellbeing.

The CEPU puts the offenders on notice that we will take all appropriate steps to ensure this type of behaviour is stamped out at Burwood and that they will be prosecuted to the full extent of the law if it continues.

We will keep you informed of progress as we go forward together.

Please don't hesitate to contact either
Sue Riley 0439 762 455 or Jim Reid 0425 772 753
to discuss this or any other workplace issue

Mr Richard Coleman
Director
Health Safety & Environment
Telstra Corporation
242 Exhibition Street
Melbourne 3000

Re: Occupational Health and Safety Concerns Alchemy Centre, Burwood

Dear Mr Coleman

Thank you for taking time to meet with Liz Willmott (OHS Delegate, Burwood), Sue Riley and myself regarding the above matter. This letter serves as a record of that meeting for our purposes.

Telstra is now aware of employee concerns arising from the introduction of the Siebel system, particularly the matter of inappropriate/insufficient training and the impact it has had on the health and wellbeing of many employees at Burwood.

As you know, we also took the opportunity to raise with you our concern about the scant regard that Burwood centre management apparently has for the health and safety of employees at that centre. This is exemplified by Team Leaders, the Centre Manager and an employer nominated OHS Rep refusing to allow an employee the right to make an Incident Report. The fact that the OHS Committee hasn't met for many months is further evidence of a complete disregard for health and safety at Burwood.

That said, I'm confident now the matter has now come to your attention, that it will be addressed seriously and with the urgency it requires.

The CEPU made a number of suggestions to you today to help address the OHS concerns at Burwood. Our suggestions are as follows:

- * That a Risk Assessment be conducted to identify potential hazards associated with the introduction of the Siebel system;
- * That there be an immediate removal of current warnings and the suspension of any further warnings associated with staff not meeting targets until problems with the Siebel system are rectified;
- * That an assessment of employees' competence in the system be conducted, possibly via a self-appraisal;
- * Following assessment, a personal training programme be developed and implemented;
- * EAP to be available for employees at their request.

I understand that following on from today's meeting that you will arrange for a Memo to be sent to all staff outlining the process of making Incident Reports and of an employee's right to do so. It's important that the Memo also makes it quite clear that there will be no recriminations or reprisals if an employee makes an Incident Report. You also undertook to ensure that all Managers, Team Leaders etc are also made aware of the process.

Also agreed today was that further training on the Siebel system was required. Telstra is to determine the best method of delivering the training having regard for a number of factors including the health and safety of employees.

It was agreed that EAP will be made available for those wishing to access it, and the company is also considering the matter of the suspension of warnings etc.

Telstra representatives committed to respond in writing to the matters raised by the CEPU by Friday 5 December and, following that, it was agreed to meet again as necessary to resolve any outstanding issues.

I think you will agree that this is an accurate reflection of our discussion. I look forward to working in a co-operative fashion with you in seeking to resolve these issues in the best interest of all concerned.

Contact:

JIM REID
Organiser
M. 0425 772 753