

Can you trust Telstra's advice?

29 January 2009

Telstra HR have been forced to admit that some local managers have given incorrect information to staff about redundancy rights in the latest agreement proposals. Team leaders are also under huge pressure from above to get ECA votes through before workplace laws change. So before you make a decision about your future – make sure you get all the facts from your union. We are industrial experts...and we're on your side.

Industrial action having big effects

Of course, Telstra are playing down the unions' campaign, but we know its working. Recent developments include:

- Three+ weeks delays in tickets of work in maintenance (services) and installation (provisioning)
- At least three separate delays to banks being cut over under Telstra's new transformation project
- Major failures in EFTPOS and ATM services - up to a third of the network down. Failures at Fuel Stations and the IGA grocery chain.
- Shutdown of alarm indicators at the Global Operations Centre which showed overload of faults; Telstra has been forced to downgrade alarm status of faults to make them appear less important.
- Transmission and network failures e.g. Austpac, mobiles in Queensland, WA and Victoria, major NAB outage, Service Delivery in Adelaide leading to six times the delay in repairs

This disruption is Telstra's fault. HR needs to come back to the table so we can get on with negotiations.

By voting No to Telstra's offer and supporting the unions' campaign, you can make a difference.

Is the voting system fair? Concerns are growing about online ECA voting, as a voting record goes straight to your Telstra email address. Many staff want Telstra to use the Australian Electoral Commission, but even when the AEC is involved, Telstra won't release vote outcomes or allow scrutineers for counts. Today's newspapers report the AEC has stated some Telstra ECA ballots were flawed and did not meet AEC standards.

A decent and fair place to work: Your agreement is only as good as its dispute settling process. Telstra does not want you to have access to the independent umpire (AIRC/Fair Work Australia) if you have a dispute at work. Access to the umpire means employers act more fairly. Part B of Telstra's ECA gives management total control on pay, classification and hours of work. Part B staff will be the bulk of the workforce and their numbers will increase over time, so there will be pressure on all staff.

Expired AWA staff – Be AWAre! Telstra's offer contains two completely different classification and pay scales. Many union members who have tried to translate from AWAs to the Part A pay system have been told that rate for the work they do is *far less* - so your "choice" to move to Part A may be no choice at all! Telstra's pay and classification system is unfair and needs to be reviewed.

Pay and Inflation: Telstra are saying it's a good pay rise. In considering their offer, it's important to remember that an agreement is a *package* of wages, conditions and rights. It's also important to consider increases in cost of living since you last got a payrise in September 2007 (the ABS Analytical Cost of Living Index for employee households increased 5.7% in the 12 months to June 2008); and your capacity to negotiate in future if Telstra's divide and conquer strategy is successful.

Where can I find out more? For more information go to www.yourrightsattelstra.com or call 1300 362 223



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