



13 August 2020

Mr Glen Scholes  
Clarence Correctional Centre  
313 Avenue Road  
Lavadia NSW 2462

BY EMAIL: [glen.scholes@serco-ap.com](mailto:glen.scholes@serco-ap.com)

Dear Mr Scholes

**RE: Rostering arrangements at Clarence Correctional Centre**

The CPSU is concerned that the consultation regarding the introduction of a new roster for Clarence Correctional Centre has been inadequate and potentially in breach of Award provisions.

Clause 28 of the relevant *Corrections and Detention (Private Sector) Award 2020* states that where an employer proposes to change the regular roster of an employee:

*“28.2 The employer must consult with any employees affected by the proposed change and their representatives (if any)*

*28.3 For the purposes of the consultation, the employer must:*

*(a) provide to the employees and representatives mentioned in clause 28.2 information about the proposed change (for example, information about the nature of the change and when it is to begin); and*

*(b) invite the employees to give their views about the impact of the proposed change on them (including any impact on their family or caring responsibilities) and also invite their representative (if any) to give their views about that impact.”*

A new roster, effectively the first, was introduced for the Centre on or around 3 August 2020. I wrote to you by email on that date seeking consultation regarding its introduction in accordance with the clause. We had a brief discussion regarding it on Tuesday 4 August 2020, where you advised that its underpinning roster principles, or business rules, were those contained within the modern award.

On review of the modern award pursuant to our discussion, it was evident that many of the provisions therein which were of interest to our members were conditional on the length of the roster cycle. I subsequently emailed Ms Denise Alexander, who during our discussion you advised was a member of management that may be able to assist with our inquiries, that afternoon to inquire what that roster cycle was but still to date have not received any reply.

The CPSU appreciates it would have been difficult in consulting before the introduction of a roster, and also the opening of areas of the Centre in the weeks prior have made rostering a challenging task for the company.

This accommodating approach by our Union to date on this issue however should not be confused as acquiescence or a lack of interest in consultation going forward. Rostering is in our experience the single greatest factor in our members being able to achieve a manageable work-life balance, and from Serco's perspective should accordingly be recognised as the greatest contributing factor towards staff retention or turnover.

The CPSU seeks some time with either yourself or your relevant management team in the afternoon of Thursday 20 August 2020 to be provided with consultation on the new roster in accordance with award provisions.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Troy Wright', written in a cursive style.

Troy Wright  
Branch Assistant Secretary