

Serco – Roster update

Dear Member

You would recall last week the CPSU NSW wrote to Serco regarding the introduction of a new roster and demanded consultation on any proposed changes as required by the Award. We also sought feedback from you and received a number of issues that are addressed below. We will also be in touch with those that contacted us directly to ensure your individual circumstances are satisfactorily managed. Broadly the issues addressed are:

Award compliance

Serco are confident their rostering arrangements comply with the obligations under the Award. Members need to check their rosters and be familiar with what they are and are not required to do. Your roster **MUST** include:

- » An average of 38 hours per week over an eight week period,
- » A minimum of 8 hours break between shifts (Serco has said this should always be 10),
- » 'Long breaks' being either 3 breaks of 72 hours OR 4 breaks of 48 hours OR 2 breaks of 96 hours every 4 weeks, and most importantly;
- » No more than 48 hours ordinary rostered hours between one of these long breaks.

With the move to 11 hour shifts the last requirement means **you cannot be required to work more than four days in a row before a 'long break'**.

If a member identifies a period in their roster that does not comply with these requirements you should:

- (a) advise management and seek a correction, and;
- (b) if this is not forthcoming contact the CPSU NSW on the number below.

Individual flexibility requests

The CPSU has made representations on behalf of several members who require more stability in their rostering due to caregiving responsibilities. You have a right under the Award to request this and Serco have an obligation to consider it. Most, if not all, of these requests have been accommodated. If you wish to make such a request, contact the CPSU NSW for assistance.

Christmas

Several members have indicated they had already had leave approved either for Christmas itself or the weeks around it and made arrangements, but have had this disrupted by the new roster. This was raised with Serco who said they are confident Christmas will be covered by the new graduating group and those that want to work it...they will be calling for reapplications and believe they can accommodate all requests. Once again, if you re-apply for leave as you had approved and it is denied, please contact the CPSU NSW so we can pursue this on your behalf.

Night shift

This is a delicate balance – months of night shift at a time is not an optimum arrangement, but nor



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are a few days here or there as proposed, even with a significant break on either side. The CPSU NSW has serious concerns regarding fatigue management which have been raised with Serco. We want to address this in greater detail in the forthcoming enterprise agreement negotiations.

Staff placement

A commonly voiced concern is members being placed on posts or entire lines they are either not as enthused about doing or worse, do not feel trained to undertake. The constant shifting of posts, particularly in the Security and Ops line, is far from good practice. This was raised with Serco and they have indicated in response there is enough flexibility (on account of the large number of vacant shifts at present) to move people into their preferred areas and lines. Once again, attempt to seek these changes from management in the first instance yourself, but if they are not responded to or denied for reasons that do not make sense, please contact us to make representations on your behalf.

Overall Serco have indicated that the last roster was not working, a position which is difficult to argue with. The new roster arrangement will at least afford members a 7 day fortnight as opposed to 9, freeing up overtime availability for those that want it but more family time for those who do not. It has been agreed that this is very much a 'first cut' which can and will be reviewed in enterprise bargaining. The CPSU NSW is of the view a lot more detail needs to be developed into an agreement that improves your flexibility and protects your workplace health and safety. And together that is what we are going to do over

coming weeks and months through enterprise bargaining.

Not a member

To join your union, the CPSU NSW go to www.cpsunsw.org.au/join

For any enquiries please contact our member support centre on 1300 772 679.

