

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: CPSU Action – telephony statement

Question reference number: HS 23

Senator: Reynolds

Type of question: Hansard page 64

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Question:

Mr Hutson: The fourth was providing customers with a CPSU verbal authorised statement for staff who receive inbound calls.

Senator REYNOLDS: So, that is a verbal statement. If someone rings up and says, 'Can you please help me with this issue?', presumably from the clients in great distress and great need through to pretty much any inquiry, how long is this statement? Do you have a copy of it?

Mr Hutson: I might have a copy of it.

Senator REYNOLDS: Otherwise if you could table it for us.

Answer:

Over the period 30 March 2015 to 10 April 2015, eligible departmental staff undertook protected industrial action. This action included reading the following CPSU authorised statement to inbound telephone calls from clients and customers:

“Sorry you have been kept waiting. Australia’s public services are under pressure because the Government cut 11,000 jobs last year. They also want to cut our workplace rights and real wages. We are bargaining to protect our rights and the services we provide for millions of Australians, like you. Learn more at cpsu.org.au.”

On 2 December and 3 December 2014 and on 11 December 2014, eligible departmental staff undertook protected industrial action. This action included reading the following CPSU authorised statement to inbound telephone calls from clients and customers:

“Sorry if you have been kept waiting. Government has cut thousands of public service jobs over the past 10 years. DHS union members are fighting for safer workloads and better services for you. If you want more information about our campaign, please email safeguards@cpsu.org.au. Now how can I help you?”

On 2 December and 3 December 2014, eligible departmental staff undertook protected industrial action. This action included recording a voicemail message of the following CPSU authorised statement for clients or customers calling the department:

“Hello, you have called (INSERT NAME) from DHS. Sorry if you have been kept waiting. Government has cut many thousands of public service jobs over the past 10 years. DHS union members are campaigning for better workloads and better services for you. If you want more information about our campaign, please email safeguards@cpsu.org.au.”