

Level 5 Survey Results

1. Was the offer of an individual contract explained to you to your satisfaction?

Yes	434	72%
No	159	26%
Neither Yes nor No	12	2%
Total	605	100%

No.	Comments
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148	Could have been better (vague, some questions unanswered, basic info only rushed, lacked credibility)
133	Explained very well
38	Not explained at all
8	Explanation inaccurate

2. Is being on an individual contract what you expected?

Yes	482	80%
No	65	11%
Neither Yes nor No	56	9%
Total	603	100%

No.	Comments
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20	Individual approach lost in inflexibility
16	Stronger relationship of employment
16	Too much of MIP outside my control
12	Worried about sick leave being at mgt discretion
10	Contract weighted heavily in Telstra's favour
8	Don't like peer review of PRDP score (it averages results)
7	MIP not large enough to motivate
4	Reassignment clause causing anxiety due to restructure
4	Not rewarded for performance - everyone gets same increase at Rem Review
4	Loss of flexitime, leave loading and sick leave not compensated

3. Are you glad you accepted the offer of an individual contract?

Yes	490	81%
No	41	7%
Neither Yes nor No	73	12%
Total	604	100%

No.	Comments
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87	Like flexible benefits
52	Happy with remuneration / MIP
42	Felt had no choice but to accept the offer
32	Worse off financially (Snr 7s, CCs & vehicle, SFC, promoted but no extra \$\$, low rem review result)
28	Accepting contract was essential to, or good for, career
23	Not happy about inconsistent approach to salaries across the company
19	Unhappy about change in vehicle prices
19	It was a leap of faith as Telstra may change policies
18	Concerned about impact of FBT legislation
15	Vehicle option is attractive

11	Now receiving constructive feedback & direction
11	Now feel future is in my control
4	It was inevitable

4. Given the opportunity, what would you change about the process / experience?

Not a Yes or No question

No.	Comments
116	More scope to negotiate
104	More info and examples on flexing package (tax implications, pros & cons, help desk, how to fill out forms, models, tools)
60	More detailed explanation (Q&A, info on rem review, pros & cons, not so high level)
46	Process too bureaucratic, took too long
42	Would have liked ER Consultants to be more open, honest, helpful, visible & forthcoming.
39	Info that is easier to understand (too long, too much jargon, complex, need summaries)
34	More complete understanding of offer by Managers before they try to explain it to staff members
29	Would have liked opportunity to attend a briefing
26	Legal and/or financial advice should be provided
23	More clarity and detailed information on MIP (don't understand MIP statements)
18	Subsequent changes to contract options not well communicated
16	Prefer more open processes (eg contract offer, PRDP)
14	Want Contract Employment Group to offer a better service with more visibility
12	Would like a wider range of flexible packaging options
12	Want to know remuneration range to gauge potential remuneration
11	Shorter vehicle waiting time / want better service from Fleet
10	Prefer a simpler, more straightforward contract

5. Do you feel work has changed now you are employed on an individual contract?

Yes	243	40%
No	333	55%
Neither Yes nor No	27	4%
Total	603	100%

No.	Comments
115	Now rewarded for performance
108	Feel more accountable and results oriented
95	Formalised the way I was already working
47	Telstra's expectations are much higher now
44	Now have clarity of accountabilities
38	More focused on Telstra / BU goals, performance, costs.
30	Feel recognised
30	My hours have increased
27	I feel more part of the team / loyal to the company
24	More motivated / committed
20	Can easily be sacked, more dispensable
13	My focus has narrowed to what is measured even if that is not in the company's best interest.
9	Feel different from Award staff
7	Now have more work for less recognition
6	Now work in a more professional, commercial atmosphere
4	Moving jobs harder now (mgr won't release staff members)