

PLACEMENT PERIOD EMPLOYEES TO RECEIVE 'FAST-TRACKED' APPLICATION FOR CONTACT CENTRE ROLES AND EXCLUSION PERIOD WAIVED FOR FORMER EMPLOYEES

Dear Members,

Your Union has continued to seek further protections for members as we navigate through uncharted territory in relation to the emerging worldwide Novel Coronavirus COVID-19 pandemic. These conversations between your Union and all major employer groups who employ our members are ongoing.

In response to growing customer service demands here in Australia, Telstra is creating 1000 temporary on-shore contact centre roles and will be recruiting in Melbourne, Brisbane, Adelaide, Hobart, Bathurst and Townsville.

This decision follows the government mandated closure of several overseas contact centres as a response to COVID-19 outbreak control measures.

Members who are currently in a 'placement period' are encouraged to apply for these roles – where your application will be fast tracked and if you require any assistance with the application process you should contact your transition case manager.

Should you be successful, your employment will be treated as a secondment under your current terms of employment – however, it is still being determined whether these roles will be part-time or full-time.

For roles that cannot be filled internally, they will be advertised externally as casual engagements. Those who have previously received a redundancy from Telstra are also strongly encouraged to apply - where the usual period of exclusion for reengagement terms, as part of the ordinary redundancy process, will waived in this circumstance.

As always, should members require any further assistance or additional information in relation to anything we've mentioned above, please contact your State Branch Official for advice.

Yours faithfully,

Graham Lorrain
BRANCH PRESIDENT

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