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31 May 2018

Anthony Steele
Chief Executive
Konekt Employment

By E-MAIL - ASteel@konekt.com.au

Dear Mr Steele,

**Re: Bargaining for an enterprise agreement to replace the Mission
Providence Enterprise Agreement 2016**

**Australian
Services
Union**

**National Office
Melbourne & Sydney**

All correspondence to:

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National Secretary
David Smith

Assistant National Secretaries
Linda White
Robert Potter

We refer to the ongoing negotiations for a new enterprise agreement. Firstly, we would like to express our disappointment at Konekt Employment's disingenuous tactics during negotiations. At the first bargaining meeting, you expressed your view that the relationship between Konekt Employment and its employees should be characterised by discussion and cooperation. We have seen little to suggest that discussion and cooperation is the actual policy of Konekt Employment.

At the last meeting, Konekt Employment representatives threatened to put an enterprise agreement to ballot without the agreement of the union or employee representatives. After the union and employee representatives walked out, Konekt Employment backed down and agreed to another meeting. However, we were told to expect that the next meeting would be the last.

There are substantial matters that remain to be fully discussed. We anticipate that Konekt Employment will show its employees the respect that they deserve.

Wages

Konekt Employees are working harder than ever. Under-staffing and high workloads are taking their toll on the employees. Our wage claim reflects the fair and reasonable expectation that the value of our members work to the company will be reflected in their pay.

The increased pressure on the workforce is causing front-line managers to breach the enterprise agreement. Our members report that it is common practice for managers and supervisors to require unpaid overtime. At the bargaining meeting on 16 May 2018, Mr Bob Davidson, IR Consultant for Konekt Employment, said that the policy of the company was that no one should be required to work unpaid overtime. Can you confirm this in writing? Further can you explain the steps Konekt Employment will take to ensure that managers and supervisors are aware of the company's obligations under the enterprise agreement?

Pay point progression

Our members advise that the company's offer of more regular assessments for pay-point progression is hollow. Konekt Employment's KPIs are constantly shifting and do not appear to reflect the actual achievements of our members. One member at a single person site has consistently been told that she 'does not achieve' despite maintaining a 5 star rating from the Commonwealth. Our members expect a fair and transparent approach to KPIs and an agreed process for setting KPIs in the future.

Family and Domestic Violence Leave

Konekt Employment has a social responsibility to provide 10 days of paid Family and Domestic Violence Leave. To say that 5 days of paid leave 'is an appropriate level of entitlement' is to dismiss the very real experiences of domestic violence that may be faced by your employees.

Consultation

The ASU is glad that you agree that there should be a regular consultation meeting between employees and senior management. However, our members report that their trust in the company is diminishing. Changes are made at short notice and with little discussion. There is considerable anger amongst your workforce. Konekt Employment needs to start listening to its employees.

Konekt Employment can show its intention to rebuild the relationship with its employees by including a provision for a Joint Consultative Committee in the enterprise agreement and agreeing to start consultation before any final decision has been made.

We look forward to seeing you at the next bargaining meeting on 8 June 2018. If you have any questions about the contents of this letter please contact Michael Robson, National Industrial Officer, on 0428 447 114 or mrobson@asu.asn.au

Yours faithfully



Michael Robson
Industrial Officer