



Your chance **FOR CHANGE** at Flight Centre

Bulletin # 7
16 April 2019

Performance improvement plans under scrutiny

There has been much talk about performance improvement plans lately so we thought we would update you on some important information.

Unfortunately Flight Centre was unwilling to consult with the ASU over their new disciplinary procedure. The ASU Victorian Private Sector branch lodged a dispute with the Fair Work Commission.

As a result, the Commission made a recommendation that Flight Centre management provide all policy documentation pertaining to Performance Improvement Plans, Disciplinary Procedures and formal reviews as they currently apply to its employees to the ASU. A copy of the recommendation is included at the end of this Bulletin.

We have received some documentation from the Company and have been considering what steps to take next for members.

Raise your voice about Performance Improvement Plans (PIPs)

Flight Centre has put in excess of 300 Travel Consultants on PIPs. Failure to reach the targets set in a PIP will result in termination.

Flight Centre has decided to use an algorithm to determine who is placed on

these PIPs. Nothing besides your current CAC is being taken into consideration. No individual circumstances are being taken into consideration like: the size or location of the store you are at, the store's average Consultant Commission (CAC), how long you have been in that store or if you have just returned from leave (including Maternity leave).

Flight Centre have also stated that they will continue to place consultants on PIPs if they are not reaching a higher CAC to take place again soon after the completion of the current PIPs.

Consultants currently being put on these PIPs are, in many cases, being given 2 months to double their current CAC. Ask yourself: Could you double your current CAC in 2 months? With the added stress of job termination if you can't? Should your fellow colleagues be expected to?

Staff need to stand together and let Flight Centre know that you do not agree with the unfair way they are currently deciding on who needs to be placed on a performance plan.

Can you act now and sign the petition to support your colleagues facing a performance plan? Sign the petition administered by our Queensland Together branch here:

<https://www.together.org.au/flight-centre/>

Stay informed

www.travelunion.org.au • www.facebook.com/2018flightcentrestaffagreement

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A better deal brought to you by union members


Join with your colleagues to demand respect at work by joining the ASU here: www.asu.asn.au/asujoin

If you are already an ASU member, you can join the members-only Facebook group to access immediate updates and networking with other members around the country:

https://www.facebook.com/groups/ASU_FCTG/

The ASU has a network of representatives across Australia. You can contact your local reps:

| State | ASU Contact | Email | Contact # |
|-------|------------------|-------------------------------|--------------|
| NSW | Tom Patton | tom@asu.org.au | 0424 547 131 |
| QLD | Together Branch | privatesector@together.org.au | 1800 177 244 |
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RECOMMENDATION

Fair Work Act 2009
s.739—Dispute resolution

Australian Municipal, Administrative, Clerical and Services Union
v
Flight Centre Travel Group
(C2019/1362)


DEPUTY PRESIDENT CLANCY MELBOURNE, 3 APRIL 2019

Alleged dispute about any matters arising under the modern award and the NES; [s146].

[1] This matter was listed for conference before the Fair Work Commission on 22 March 2019.

[2] Arising out of the conference and having had regard to further correspondence from the Australian Municipal, Administrative, Clerical and Services Union (ASU), the Commission recommends as follows:

That Flight Centre management provide all policy documentation pertaining to Performance Improvement Plans, Disciplinary Procedures and formal reviews as they currently apply to its employees to the ASU.



DEPUTY PRESIDENT

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