

15
AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION

Industrial Relations Act 1988

s.170 MA.S application for certification of agreement

Australian Postal Corporation

and

**Communications, Electrical, Electronic, Energy, Information, Postal,
Plumbing and Allied Services Union of Australia**
(C No. 34940 of 1995)

**AUSTRALIA POST QUEENSLAND POSTAL DELIVERY
PAY PARITY AGREEMENT 1995 , THE**

Various employees

Postal services

COMMISSIONER LARKIN

ADELAIDE, 21 AUGUST 1995

Certification of agreement - single business

CERTIFICATION OF AGREEMENT

This matter concerns an application by the Australian Postal Corporation and the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia for certification of an agreement pursuant to s.170 MA of the Industrial Relations Act 1988.

The agreement is in part settlement of an industrial dispute within the meaning of the Act found to exist between the parties in matter C No. 32367 of 1992 and C No. 02088 of 1985.

The Commission is obliged under S.170 MC of the Act to certify the agreement if the statutory provisions of the Act are satisfied by the parties.

In the present case I am satisfied that the agreement applies to part of a single business; that Awards apply and that the organisations representing the interests claimed thereby satisfy s.170 MB.

Moreover I am satisfied in accordance with s.170 MC that Awards apply, that the agreement does not disadvantage employees in relation to their terms and conditions; that the agreement incorporates disputes procedures, that reasonable steps were taken to consult employees and that the employees have been informed of the detail and the procedures covered by the agreement; that each organisation entitled to be involved has been given the opportunity and that the agreement is for a fixed term.

I am also satisfied that the parties have complied with their obligations under s.170 MD and s.170 MG so as to ensure that there has been no discrimination and that the interests of relevant employees have been protected.

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PARITY AGREEMENT 1995, THE

I am satisfied that all the statutory requirements necessary for certification have been met. As a consequence I will certify the agreement to be operative from the first pay period to commence on or after 2 August 1995 and to remain in force until 20 April 1996.

BY THE COMMISSION:

COMMISSIONER

Appearances:

Mr P. Ryan for the Australian Postal Corporation.

Mr B. Baulk for the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia.

Hearing details:

1995.

Melbourne:

August 2.

MEMORANDUM OF AGREEMENT
BETWEEN THE
AUSTRALIAN POSTAL CORPORATION
AND THE
COMMUNICATIONS, ELECTRICAL, ELECTRONIC,
ENERGY, INFORMATION, POSTAL, PLUMBING
AND ALLIED SERVICES UNION OF AUSTRALIA

1. INTRODUCTION

The terms of this agreement, concerning the payment of Postal Delivery Officers in Queensland a salary equivalent to that of Mail Officers, have been negotiated between the Australian Postal Corporation and the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia.

The agreement provides for the implementation of changes to the way in which mail is delivered in Queensland. The benefits obtained from these changes offset the additional salary costs.

2. TITLE

This Agreement shall be known as The Australia Post Queensland Postal Delivery Pay Parity Agreement 1995.

3. SCOPE OF THE AGREEMENT

This agreement applies to all employees in the postal delivery group employed in Queensland, and covers those designations shown at Attachment 1.

4. DURATION OF THE AGREEMENT

This agreement shall operate from the date of certification by the Commission until 20 April 1996.

5. OBJECTIVES

This agreement is directed at providing enhanced delivery services to Australia Post's business customers.

Specifically the agreement is designed to:

- i) introduce changes that ensure predictable delivery of mail to business customers;
- ii) provide salary parity with Mail Officers for the postal delivery group in Queensland;
- iii) ensure the benefits from (i) offset the costs of (ii);
- iv) ensure that a private box and delivery service is provided to business customers on the authorised holiday.

6. AUSTRALIA POST (POSTAL WORKERS) AWARD 1985 & ENTERPRISE AGREEMENT 1994-6

Notwithstanding Clause 1 Division B of the Australia Post (Postal Workers) Award and the 1994-6 Enterprise Agreement between the Australian Postal Corporation and the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia, the parties agree that the salary rates for the postal delivery officer group in Queensland will be changed to reflect those shown in Attachment 1.

The Postal Delivery Officer/Mail Officer parity exercise was one of a number of reserved matters included in Clause 10.1 of the 1994-6 Enterprise Agreement.

(Attachment 2)

7. OPERATIONAL CHANGES

This agreement includes changes to letter delivery arrangements in Queensland that will significantly improve service to business customers. They are:

- i) Improvement on the 11am delivery standard for delivery to businesses (1994-6 Enterprise Agreement Clause 3.2) in specified retail, commercial and industrial centres. Performance standards will be:
 - completion by 9am (or 10am where the majority of businesses in the area open at 9am);
- ii) Quality interactive delivery to business customers through focused training and skilling of our people performing the business delivery function;
- iii) Predictable delivery to business customers by:
 - rostering relievers to perform night sorting relief;
 - rostering sufficient night sorting and delivery employees so that private box and business deliveries are made on the authorised holiday.

8. COSTS AND BENEFITS

The costs and benefits which result from the agreed changes to letter delivery arrangements and Postal Delivery Officer salaries are detailed in Attachment 3.

9. PARTIES BOUND

This agreement is binding on:

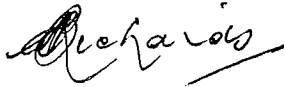
- i) Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia;
- ii) Australian Postal Corporation.

10. DISPUTE RESOLUTION PROCESS

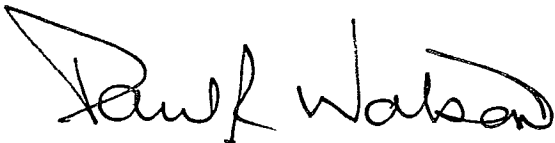
During the period of the agreement any disputes or problems over the application or interpretation of the agreement shall be resolved in accordance with the Joint Statement of Understanding (Attachment 5 to the 1992 Enterprise Agreement and Attachment 4 to this document)

Where the consultative processes contained in the Joint Statement of Understanding fail to settle a dispute on matters arising from implementation of this agreement, the parties agree to refer the matter to the Australian Industrial Relations Commission (AIRC) and will abide by any recommendation made by the AIRC in settlement of the dispute.

Dated this *21st* day of *July* 1995.



C B Richards
for and on behalf of the
AUSTRALIAN POSTAL CORPORATION



P Watson
for and on behalf of the Communications,
Electrical, Electronic, Energy,
Information, Postal, Plumbing and
Allied Services Union of Australia

SALARY RATE COMPARISONS: POSTAL DELIVERY GROUP

AUSTRALIA POST QUEENSLAND

POSTAL DELIVERY PAY PARITY AGREEMENT 1995

\$ PA (current) \$ PA (new rate)

TRAINEE POSTAL DELIVERY OFFICER (6200 6235 6240)			
Under 17	10310	10310	(No change)
At 17	12372	12372	"
At 18	14434	14434	"
At 19	16702	16702	"
At 20	18764	18764	"
Adult	20620	20620	"

TRAINEE PDO (OUTDOOR) (6201 6237 6242)			
Under 17	11274	11274	(No change)
At 17	13336	13336	"
At 18	15398	15398	"
At 19	17666	17666	"
At 20	19728	19728	"
Adult	21584	21584	"

POSTAL DELIVERY OFFICER (INDOOR) (6205 6236 6241)			
	21509	22043	
	21954	22043	*
	22473	23088	
	23007	23088	*
	23532	23585	*
	24052 (1)	24093	
	24052 (2)	24603	

POSTAL DELIVERY OFFICER (OUTDOOR) (6206 6238 6243)			
	22473	23088	
	23007	23088	*
	23532	23585	*
	24052 (1)	24093	
	24052 (2)	24603	

SENIOR POSTAL DELIVERY OFFICER GRADE 1 (6211)			
	25082	25485	
	25376	25485	

SENIOR POSTAL DELIVERY OFFICER GRADE 2 (6213)			
	25722	25831	

SENIOR POSTAL DELIVERY OFFICER GRADE 3 (6216)			
	26526	27039	

POSTAL DELIVERY CO-ORDINATOR GRADE 1 (6220)	
27216	27688 *
27789	28340

POSTAL DELIVERY CO-ORDINATOR GRADE 2 (6225)	
29397	29994 *
30201	30823 *
31004	31675 *
31925	32552

POSTAL DELIVERY CO-ORDINATOR GRADE 3 (6227)	
32958	34450
33876	34450 *
34909	36176
35942 (1)	36176
35942 (2)	37890

* Employees translating to salary points marked with an asterisk (*) remain eligible for incremental advancement on their existing incremental dates. In other cases eligibility for incremental advancement (where applicable) will occur after 12 months from date of effect of agreement.

(1) Employees on maximum rate marked (1) for less than 12 months should translate to the salary immediately opposite. In such cases employees retain their former incremental date for eligibility for advancement to the next increment.

(2) Employees on maximum rate marked (2) for more than 12 months should translate to the salary immediately opposite.

NOTE: These rates are subject to further variation in accordance with the 1994-6 Australia Post Enterprise Agreement as from the first pay on or after 20 October 1995.

EXTRACT FROM ENTERPRISE AGREEMENT

1994-6

CERTIFIED BY DEPUTY PRESIDENT HARRISON

OF AUSTRALIAN INDUSTRIAL RELATIONS COMMISSION

20 OCTOBER 1994

Clause 10.1

"The following items are reserved on the basis that the parties, by agreement, may seek for them to be varied by application to the Australian Industrial Relations Commission under Section 170ML:

* PDO/MO Parity exercise

- The parties to continue discussions in NSW, VIC, QLD, WA, and TAS on establishing parity between Postal Delivery Officers and Mail Officers."

[9 other reserved matters listed, not relevant to this issue]

"The foregoing list should not be interpreted as acceptance by the parties on any particular outcome: each matter will need to be progressed on its merits."

[NOTE: South Australia was not included in the states listed, as that state reached a Section 134C Agreement with the union in December 1993: C50279 of 1993]

OPERATIONAL CHANGES

This agreement focuses on the need to improve the quality of delivery services provided to business customers, in ways such as:

- . enhancing the agreed service performance standard outlined in the Enterprise Agreement to ensure deliveries to business customers located in specified retail, commercial and industrial centres are completed by:
 - 9am (or 10am where the majority of businesses in the area open at 9am)
- . achieving a 9/10am delivery standard to business customers by separating business deliveries and appropriately skilling people to deliver quality interactive service to business customers;
- . using the "Best Practice Framework" to continuously improve delivery services and processes for the benefit of our customers, our people and our business;
- . modifying and aligning operational and staffing arrangements to ensure business mail is available to achieve the 9/10am business delivery service;
- . analysing Delivery Cost Analysis System (DCAS) results to provide a vehicle to improve delivery processes in individual delivery centres;
- . SPDO Gr2 relief positions will provide relief to the night sorting operations;
- . delivery people committing themselves to identifying and providing opportunities to improve our delivery services; and
- . rostering sufficient night sorting and business delivery people on the authorised holiday to provide private box and business deliveries.

DETAILS OF COSTS AND BENEFITSADDITIONAL COSTS

Postal Delivery Officer salary parity will result in an additional cost to Australia Post Queensland of approximately \$870,000 in the first full year. These dollars represent salary plus on-costs as at April 1995.

BENEFITS

It is recognised that there have been significant improvements achieved by the delivery people in Queensland. For example, through the co-operation and participation of our delivery people the Delivery Centre Implementation Plan is 18 months ahead of schedule. This accelerated implementation has facilitated early introduction of delivery standards specified in the Enterprise Agreement.

In order to remain competitive there is a definite need to differentiate the levels of service provided to the business sector.

The abovementioned initiatives will provide the platform to move to the next level of performance and to develop further our delivery peoples' customer contact skills. It will be through this sharpening of focus that the desired culture change will occur, thus ensuring that Australia Post remains competitive while adding value to its business customers' business.

In endeavouring to quantify these benefits in dollar terms, we have assessed the value to the customer of earlier deliveries. 80% of the 45,528 business points that are serviced by postal delivery people in metropolitan and large provincial cities will receive earlier delivery. Even using an unrealistically low cost benefit figure of 10c per day per point, this aggregates to \$910,000, which more than offsets the additional costs.

In a highly competitive market place it is essential that Australia Post continues to improve productivity, provide employee satisfaction and enhance services to its customers. In that way the business will remain healthy and our people in Queensland will be able to look forward to continuing job security and business success.

JOINT STATEMENT OF UNDERSTANDING

Australia Post and CWU (and the other unions) agree that the future viability of the enterprise is critically dependent on it enjoying a reputation of reliability and efficiency in providing service to customers.

To enhance its reputation and protect its viability, Australia Post and the unions have a commitment to identifying any areas where interpersonal relations and industrial relations and their effect on staff morale are unsatisfactory and implementing appropriate remedial action.

The parties agree that pre-emptive industrial action must be avoided in favour of a mechanism which allows local unresolved problems to be raised to higher levels for resolution. Unless this priority can be achieved, the potential benefits from this statement will be prejudiced.

Similarly the parties agree that management should not implement contentious decisions without adequate consultation and where necessary relevant issues should be referred to higher levels for consultation.

Agreements negotiated at the national level are not to be re-negotiated at the State or local level.

To achieve these goals the parties agree to the following principles and processes of participative management:

- 1 Effective local consultative arrangements are to be put in place and middle managers, supervisors and staff are to be assisted and encouraged to participate more in the problem-solving and decision making at their own workplace.

- 2 Effective 2-way communication with staff is to take place and first line/middle managers are to be assisted and encouraged to play a greater role.

- 3 Adequate training is to be given to those management, supervisors and staff involved in participative groups to enable them to talk meaningfully to each other and to identify, analyse and resolve problems.
- 4 The reasons for changes affecting the workplace are to be clearly explained to and discussed with all staff prior to implementation.
- 5 Contentious decisions or implementation difficulties arising out of National agreements are to be referred to higher levels before implementation so that consultation can take place at those levels.
- 6 The roles and functions of various management levels and union representatives need to be clearly documented and respected.

The parties agree that priority needs to be given to putting the above principles into effect and National and State groups will be established to lead and monitor resultant actions.