

## Medicare Australia Staff Bargaining Position 2008

This summary shows where in-principle agreement has been met on claims put forward by your union. This is based on the original bargaining position endorsed by staff in June of this year.

### Key:

- ✓ = This claim has been successful (subject to finalisation of the Agreement.)
- ☺ = This claim has been partially met.
- ✗ = management have not agreed to any part of this claim.
- ? = waiting on outcome of negotiations

### Fair pay and superannuation

Measures your union is seeking to ensure your pay is fair include:

- 5% pay rise per year (15% over 3 years) to acknowledge productivity, performance and the increasing cost of living; ✗ **Management have offered 4.3% per year (which is more than the 4% increase in your last Agreement, but is less than the rate of inflation.)**
- no link between your pay rise and reductions in unplanned leave ✓
- expansion of the CSO broadband so that CSO's can be paid more ✓
- a review of the pay rates for positions where duties have changed or are changing, including branch managers, ABMs, and FAO staff. ?
- being paid (or allowed to accrue flex) for all the time that you work including set-up time, wind-down time, and excess travel time ☺  
**Although management have committed to paying for all the time you work, there has been no agreement on including this right in your Agreement.**
- transitional arrangements for AWA staff so that if your are coming off an AWA you are not disadvantaged ✗
- guaranteed employer superannuation contribution of at least 15.4%, regardless of your choice of super fund. ✓

### Genuine family/lifestyle friendly provisions.

Your union believes that your agreement should contain measures to help you meet your caring and lifestyle needs. Measures your union will seek include:

- Increasing current maternity leave from 12 to 14 weeks; ✓
- improved paternity leave conditions; ✓
- carers leave for caring for sick dependants or dependants who require unforeseen care; ✓ **(special leave)**
- greater access to part time work; ✓
- genuine flex arrangements; ✓
- securing the 50% loading and volunteer system for Saturday trading; ?  
**Wording on the volunteer system still needs to be agreed.**
- increased subsidy for school holiday child care; ✓ **(but only a minor increase.)**

- access to purchased leave to allow staff to apply for extra annual leave in exchange for reduced salary; ✓
- Making decisions about your access to leave and other family friendly measures fairer - so that where you are denied access, you are given the decision in writing and provided with the reasons why (including details of operational requirements). ✓

### **Fair rostering arrangements**

Your union will seek the following rostering arrangements for all areas where rosters operate including shift workers, Contact Centre workers, and branch staff (including part-timers).

- Rosters should be developed in consultation; ✓
- You should be given fair notice of roster changes, ✓ (4 weeks)
- You should have reasonable control over your roster including choosing your rostered time off if you work Saturdays. ✓
- You should be able to review unfavourable decisions regarding your roster and receive a timely response. 😊
- You should be financially compensated if you are called into work on your day off (eg. to fill in for someone who is sick). ✓ **Proposed overtime rules now allow for payment of overtime for normal work days where you are working more than your normal or rostered hours.**
- Agreed regular working patterns, including part time work arrangements, shift patterns etc. should not be changed by management without your agreement. 😊 **Agreed part time hours can only be changed in exceptional circumstances.**
- Rosters should be developed so that all eligible staff can accrue flex and access at least one flex day off a settlement period (note: part time and shift workers have limited access to flex). 😊 **No change to flex arrangements**

### **Ensuring you can succeed**

In a rapidly changing environment, adequate training, support, and development is crucial for your job satisfaction, health, career development, and your continued performance. Your union believes:

- You should receive sufficient training to enable you to do your job effectively; 😊 **Management have agreed to include a commitment to learning and development as one of the underlying principles of your Agreement and to provide 'sufficient time during work hours for employees to participate in identified learning opportunities.'**
- training should be delivered in a professional and effective manner; 😊 **Management have agreed to include a commitment to learning and development as one of the underlying principles of your Agreement.**
- learning and development time should be scheduled in adequate time blocks (especially in customer contact areas) so that all staff have access to quality learning and development time; ✖

- some learning and development will need to occur outside rostered hours. Where this is optional, you should be paid for your attendance (and if not rostered that day, any travel time you incurred). Where this is mandatory, overtime rates should apply. ☹️ **although there has not been agreement to specifically refer to this claim, hours above and beyond your normal working hours will receive overtime penalties.**
- Medicare should pay costs of membership of professional bodies and continuing education requirements, and facilitate the continued professional registration of professional staff. ✖️ **No change to current arrangements found in policy.**

### **Genuine representation and consultation**

In a changing environment, proper consultation by management and your right to be represented by your union are essential. Your union will be seeking the following improvements:

- Consultation should be improved so that you are provided with all relevant information, given the opportunity to provide feedback, and involved in the decision making process about changes that affect your work ✓
- The expressed right to be represented by your union in any discussion with management. ✓
- Rights for union representatives, including the right to communicate with you, advocate on your behalf, and attend union training. ✓

### **Further matters which have now been agreed are:**

- Rules and your rights regarding performance assessments now contained in your Agreement, not just policy ✓
- A dispute resolution process that fully empowers the independent umpire (the Industrial Relations Commission) to resolve disputes ✓
- A commitment to Occupational Health and Safety now in your Agreement ✓
- Improved travel arrangement rights, including excess travel time, now in your Agreement, not just policy ✓
- Study leave rights now in your Agreement, not just policy ✓
- Provisions designed to retain mature age workers now in your Agreement ✓
- Commitment to ongoing (rather than temporary) employment now in your Agreement ✓
- Freedom of Association rights now in your Agreement ✓
- 50% loading for casual staff working Saturdays ✓