

# Reform Accord

Australian Postal Corporation (Australia Post)

and

The CEPU (Communications Division) (the Union)

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# Reform Accord

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**Date** 14 October 2015

**Parties** This Reform Consultation Agreement (Agreement) is made between the Australian Postal Corporation (**Australia Post**) and the CEPU/CWU (the **Union**).

## Background

- A. On 3 March 2015, Australia Post was granted permission by the Federal Government to reform its letters service (**Reform**), with a focus on two things:
- (i) Introduction of a Regular letters service speed for consumers; and
  - (ii) Pursuit of the recovery of more of its costs of providing its letters service.
- B. On 17 September 2015 the Federal Parliament passed regulation to support the reform of Australia Post's letters service.
- C. The letters Reform, which will take a minimum of two years and a maximum of four years, will take the form of:
- (i) The introduction of a Regular letters service enabling consumers to send non-urgent mail delivered two days slower than the current timetable that will be aligned to the regulated performance standards; and
  - (ii) Notification to the Australian Competition and Consumer Commission to raise the basic stamp price from 70 cents to \$1, to apply to the new Regular service. The price of the concession stamp (60 cents) and the seasonal greeting stamps (65 cents) shall be frozen until 2017.
- D. Australia Post and the Union proactively support the proposed Reform and are committed to working together with our employees as we implement necessary workplace change and strategic initiatives from now to 30 June 2019 (**Life of Reform**).
- E. In recognition of this joint goal, and the importance of supporting and protecting our employees through this Reform period, Australia Post and the Union make the following commitments to each other and to our Award level employees.

## Commitments

### 1. Supporting Our People through Reform

Our People are our main priority as we work through the implementation of Reform and we commit to those who are directly affected by Reform that:

- (i) There will be no forced redundancies for the Life of Reform for Award level employees impacted by Reform who are actively seeking employment and/or accept a reasonable alternative role.
- (ii) All current entitlements and protections provided by the RRR Agreement will be maintained for the Life of Reform.

- (iii) Our People who are directly affected by Reform and actively looking for work will be provided with suitable, meaningful and good quality jobs throughout the Life of Reform. To ensure this, Australia Post will explore redeployment opportunities for our People across all of the Enterprise through Post People 1st and invest in quality reskilling and development programs to provide our People with internal transfer opportunities.
- (iv) Australia Post will continue to put our People first when filling roles, with internal recruitment options being considered prior to engaging in any external recruitment. Casual and Fixed Term labour will continue to be used only in accordance with our commitments in the Australia Post Enterprise Agreement 2013 or subsequent EBA.
- (v) Full time job opportunities will continue to be maximised for our existing Australia Post employees throughout the Life of Reform in consultation with the Union, including through application of the National Delivery Modelling Tool and House of Quality. This will include the ongoing review of existing Mail Delivery Contracts through the National Delivery Modelling Tool to identify additional internal employment opportunities and we welcome the Union's ongoing involvement in this process.
- (vi) Through existing programs such as the National Delivery Modelling Tool and Team Leader program, Australia Post will review existing supervisory structures in delivery facilities. This process will be extended to Processing and extend this review to Processing following the implementation of the new Mail Processing Equipment.
- (vii) As part of our ongoing commitment to reskill and retraining, and to enable our employees to access important services (such as PP1st, payslips and the Australia Post Digital Mailbox), Australia Post will continue to provide our employees with increased digital access, as commenced with the introduction of computer kiosks at operational facilities, enabling employees to access important services.
- (viii) Australia Post is committed to providing employees who are approaching or are at retirement age, the opportunity to have access to a career coach who can provide options and information to enable them to make an informed choice about their future. In addition, those employees in areas affected by Reform who agree to retire during the Life of Reform will be provided with an additional four weeks annual leave, to be paid out upon their retirement.
- (ix) We will continue to abide by our current AP Enterprise Agreement commitment regarding the mix of corporately owned and privately owned outlets until the expiry date of the current EBA.

## 2. Consultation

Australia Post and the Union will work together to facilitate the implementation of the Reform, abiding by the following consultation commitments:

- (i) Australia Post and the Union will continue to consult on Reform in accordance with the Australia Post Enterprise Agreement 2013 (**APEA 13**) through existing Forums, including the Mail Reform Forum. In addition to this, two Australia Post and two CEPU representatives will meet each quarter to discuss the progress of Reform and to ensure that these commitments are being met, discuss what is working and what is not working.

- (ii) Australia Post and the Union will meet regularly to discuss the progress and investment into reskilling and retraining, including the nature and number of programs offered, the level of staff participation and resulting successful redeployment.
- (iii) Australia Post and the Union will similarly meet regularly to further discuss any specific issues relating to Workers Compensation matters and payroll irregularities.
- (iv) Consultation will predominantly occur at the local level through the continuation of existing Local Working Groups, established to work through operational requirements arising from the expansion of the Regular product offering to consumers.
- (v) Throughout consultation, Australia Post and the Union will treat each other with respect and act in good faith. This includes a commitment to attending consultative meetings, being prepared for discussions and keeping information confidential where so requested.
- (vi) Australia Post will provide the Union, through the relevant consultative forums, with a proper opportunity to provide feedback and input into the implementation of the Reform. The Union commits to responding to proposals in a timely and constructive manner.

### 3. Union Commitments

The Union understand they play a key role in working with Australia Post and our People to successfully implement Reform and consequently commit:

- (i) Not oppose Australia Post's use of Fixed Term and casual labour where required to provide flexibility during the implementation of Reform. This includes the use of Fixed Term labour to fill all consequential vacancies during this period and to convert Fixed Term contracts to permanent only where a demonstrated ongoing need for the role exists. Australia Post agrees that it will undertake communication with the Union on a State by State basis to advise on the use of and/or any changes to the use of Fixed Term and casual labour in that State.
- (ii) To remove all existing quotas and previous agreements regarding penalties and employment options to allow workplace flexibility.
- (iii) Not to seek to obstruct the operational implementation of the Reform by not obstructing voluntary movement of staff to different shift times or roles.
- (iv) Not to obstruct the offer and acceptance of Voluntary Redundancy Packages and actively support redeployment options and employee take-up of those options.

# Signing page

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Signed for and on behalf of  
Australia Post by an authorised  
representative in the presence of

  
Signature of representative ←

  
Signature of witness ←

AHMED FAKHOUR  
Name of officer (print)

SHANE MORRIS  
Name of witness (print)

MD • CEO  
Position held

Signed for and on behalf of the  
CEPU (Communications Division)  
by an authorised representative in  
the presence of

  
Signature of representative ←

  
Signature of witness ←

GREG RAYNER  
Name of officer (print)

PATRICK HEYDAR MASSARANT  
Name of witness (print)

DIVISIONAL SECRETARY  
Position held