



EC:ds:25012018

25 January 2018

Ian Clubb
Chief Human Resources Officer
HCF

Via email: iclubb@hcf.com.au

Copy to:
Kalli Reztis c/- KReztis@hcf.com.au
Judy Bradley c/- JBradley@hcf.com.au
Ashleigh Wright c/- AWright@hcf.com.au

Dear Mr Clubb,

Re: Monitored toilet breaks

The United Services Union (USU) has again been notified by members at both HCF Parramatta and St Leonards that HCF is monitoring the time staff use bathroom facilities.

It has been communicated to the USU that HCF allocates 15 minutes per day at Parramatta and 10 minutes per day at St Leonards, in addition to planned breaks, to staff each day. The USU has been told that, alarmingly, management is monitoring the length of unplanned breaks, in particular use of bathroom facilities, to the point that 'excessive' use of these facilities is being included in *Performance Improvement Plans*. This is in addition to female staff having to email their manager explaining it is 'the time of the month and there was a mishap' and this is completely unacceptable.

It is understood that while these breaks do not solely and explicitly monitor toilet breaks the effect is the same. The pattern across both work sites whereby HCF controls and monitors bathroom use by including toilet breaks in allotted time is disturbing. It is a matter that may breach HCF's duty of care to its employees. Through this action HCF fails to provide a workplace that mitigates against any threats to an employees' health and safety, and indeed may increase risk to staff. Staff who avoid using the bathroom when required for fear of repercussions may indeed suffer any number of consequences on their health.

Further to correspondence sent to HCF on 29 November 2017 from Bill O'Kelly, this is a matter that can be easily remedied.

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Support Team: 1300 136 604 • Email: united@usu.org.au • Website: www.usu.org.au

Registered Office: Level 7, 321 Pitt St Sydney 2000 • Phone: (02) 9265 8211 • Fax: (02) 9261 2265 • ABN: 95 571 805 442

Regional Offices: Newcastle, Wollongong, Satellite Offices: Armidale, Bathurst, Canberra, Dubbo, Grafton, Hay, Port Macquarie, Wagga Wagga

-2-

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The USU insists that HCF exclude any employee's use of the bathroom within the 15 or 10 minute limitation, and do not 'performance manage' staff for using bathroom facilities. KPI's should not be held to ransom because staff require regular access to bathroom facilities.

Please respond to USU organiser Emily Callachor in writing at ecallachor@usu.org.au by COB Friday, 2 February 2018. The USU looks forward to resolving this matter.

Yours faithfully



Stephen Hughes
ACTING GENERAL SECRETARY
ACTING ASU BRANCH SECRETARY
Per: Peter Campsie, Manager Energy, Utilities and Private Sector



Emily Callachor
USU Official
Level 7 / 321 Pitt St,
Sydney NSW 2000

Email: ecallachor@usu.org.au

7 December 2017

Dear Emily,

RE: Call Centre Monitored Toilet Breaks (Parramatta & St Leonards)

I refer to your letter dated 25 January 2018 in reference to HCF monitoring time for employees to use toilet facilities and the allocation of unplanned breaks throughout the day.

In response to your enquiry, and as discussed with you on 17 January 2018, the business has renamed the 'Tea/Coffee/Loo' break with Unplanned break and we believe this issue was resolved as per letter dated 7 December 2017 to William O'Kell.

Where there may be further concerns with the use of unplanned break and as discussed with you on 17 January 2018, please send all correspondence to the relevant business contact copying in the relevant HR Business Contact as per the contact listing sent to you on 19 January 2018.

HCF is committed to providing a safe workplace and providing duty of care to its employees and encourages that if an employee would like to raise a concern with the use of the unplanned break to discuss this directly with their Team Leader/Call Centre Manager in order for us to efficiently manage individual issues as they arise.

If you have any queries, you may contact the business managers as below:

- Parramatta – Belinda Williams, Head of Call Centre Operations (02) 9290 0335
- Parramatta - Noura Cheded, Call Centre Manager, Parramatta on (02) 8852 1710
- Parramatta - Leon Liveris, Head of Call Centre Sales (02) 9290 0652
- St Leonards - Stephany Borja, Call Centre Manager, St Leonards (02) 9290 0662

Alternatively, I am available on (02) 9290 7829.

Yours Sincerely,

Kalli Rezitis
Senior HR Business Partner – People & Culture
HCF (Hospital Contributions Fund of Australia)