



ASU News for Publicis Loyalty.



## Call Centre Survey results.

The ASU has been campaigning for many years to improve conditions for workers in call centres. Some time ago the ASU conducted a mass survey of staff working in call centres. This was conducted in a range of workplaces, including Publicis Loyalty. There was a great response to the survey and the ASU would like to take the opportunity to thank all staff who participated.

The results of the survey across a large range of industries and workplaces has now been collated and can be found on the website (for full results).

The survey revealed that stress has quite a large impact on those working in Call Centres. Staff cited many issues contributing to their stress levels, including:

- Abusive/demanding customers
- Over monitoring
- Excessive workload
- Inability to rest between calls.

As the respondents pointed out, such issues not only had a huge impact on their day-to-day working life, but, more importantly, also affected their personal life at times.

The ASU is concerned that in some workplaces unfair employment practices still exist and turnover rates continue to be high. We also want to find out about the good things that are happening in our call centres.

The ASU has now launched the “stress-o-meter” a tool designed to assist call centre workers identify if they are stressed, and if so, to what degree.

You can try out the “stress-o-meter” by logging on to the call centre page at [www.callcentreunion.com.au](http://www.callcentreunion.com.au) and following the link.

If you are feeling stressed in your workplace or would like to discuss any workplace issue contact either your Delegate Team or ASU Organiser Rachel Takats on 0419 312 326.

***The ASU and your Delegates would also like to take this opportunity to wish all Publicis Loyalty staff a Merry Christmas and a happy and safe New Year.***

**ASU Delegates: Anita Mortellaro, Kerri Flecknoe, Dean Pearcey,  
Judy Clark, Scott Clegg.**

