

# DO YOU want to make Computershare a better place to work?

Staff at Computershare have contacted the ASU with frustration – many issues that have been raised by staff have been not been resolved, or have taken far too long to be resolved.

## Underpayment of wages

After investigation by the Workplace Ombudsman, Computershare have admitted that there has been an underpayment of shift penalties – Computershare are required to pay a 15% shift allowance for afternoon shifts.

In March 2008 the Workplace Ombudsman required Computershare to undertake a comprehensive review of wages and determine any underpayment.

Computershare proposed to review the wages for pre 2005 by 11<sup>th</sup> April 2008 and for wages post 2005 by 1<sup>st</sup> July 2008.

In August 2008 a payment was made to casual staff for underpayment of wages from 1<sup>st</sup> January 2005. Permanent staff are still waiting for their payments.

And, the problems continue. One staff member who has already received their payment has been told they were overpaid and needs to pay back part of the overpayment. In addition, some say the hours that the payment is based on are incorrect – understated in excess of 50 hours. Yet Computershare have put the onus on the *employee* to show them where the mistakes are.

This should not be a problem for *employee's* to sort out – it's Computershare's obligation as an employer. You deserve to be paid at least the legal minimums for what you do.

## Payment of meal allowance

Staff were advised, on 16<sup>th</sup> July 2007, by email from Brendan Morgan that "we [Computershare] would NOT be seeking any repayment of these payments [meal and overtime payments] whether by netting against other amounts or actual repayment of funds" (emphasis in original email).

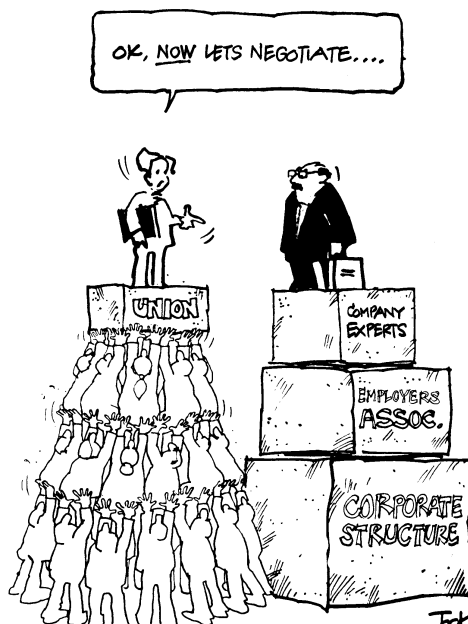
However members are now reporting that it appears that Computershare is clawing back the meal allowance payments by offsetting the meal allowance against what they owe people for underpaying the shift allowance.

If this is the case, surely this is Computershare doing exactly what they said they wouldn't do – seeking repayment of the payments by netting against other amounts owed?

## Interest payments of 6%? Not enough!

Computershare are paying interest on the underpayments of 6%, compounded monthly. This equates to a simple interest rate of 6.17%.

Is this fair or even legal?



## Underpayment of Superannua

Computershare say that they are not oblig... However, the *Superannuation Guarantee* /

## Stress at work?

The ASU are experts on dealing with stres: Safety in Call Centres which has many use centres.

In addition, we have funding from WorkCo ways to avoid it. This is a 3 year project w add Computershare to the list?

## Should we have a Computersh

Union members on average earn \$125 more pe work. ASU Enterprise bargaining Agreements d in achieving better recognition for our members

Have a look at the comparison table, below, to

Computershare	Tenix
\$17	\$17.70 - \$19. (4.1% - 12.5% h

## What do we do now?

Issues similar to these exist in many workp issues will be resolved quickly and efficient seriously by management, we need to hav

### **What do we need to Fax this back to the ASU on 9**

So now's the time for your say – what do Y

1. **Do you want to make Compt**  
(please tick one)  
 I would like to join the ASU properly (please fill in the mer.  
 I am happy with how things
2. **If we are to help make Comp**  
boxes as you are happy to do)  
 Help distribute and collect  
 Talk to people in the workp  
 Nominate myself as an AS

Name: .....