

RTBU EXPRESS

The Official Newsletter of the Rail Divisions of the RTBU Victorian Branch
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WE ARE, AND ALWAYS WILL BE STRONGER TOGETHER



Luba Grigorovitch
State Secretary

Earlier this month the RTBU participated in the fourth Victorian International Transport Federation (ITF) function. This function

was not only a chance for RTBU Delegates to network across Divisions, but also a great opportunity for RTBU Delegates to discuss what is happening more broadly across the transport industry with our brothers and sisters from other transport unions as a part of a larger still international organisation. The night proved a success, continuing to strengthen the relationships between the major transport unions: the Maritime Union of Australia (MUA), the Transport Workers Union (TWU) and the RTBU. The solidarity shown between these unions puts our union in a strong position when fighting for your rights and conditions at work and offers support internationally when dealing with multinational corporations.

The function was attended by Union Delegates and Union Officials. Speakers included Parliamentary Secretary to the Premier Collin Brooks, TWU National Secretary Tony Sheldon, TWU Branch Secretary John Berger, MUA Branch Secretary Joe Italia and myself.

In my address, I felt it was vital to highlight the importance of building solidarity between the transport unions and I spoke about the RTBU's opposition to the current re-franchising process for Metro Trains and Yarra Trams. I took the opportunity to emphasise the RTBU's position that the control of the Rail and Tram networks should not be left in the hands of private foreign operators.

With support from all involved, it was great to see agreement and solidarity between all three Unions. I am pleased to report that as our battle heats up with the companies, Government and PTV around the MR4 re-franchising process, we can feel confident that we are not entering this battle alone. Instead we enter it with the support of other Unions as well.

Tony Sheldon and John Berger from the TWU further spoke on the importance of inter-union solidarity, followed by Joe Italia who reported on the MUA's continued battle with the Federal Government to retain coastal shipping in Government Australian hands. The RTBU is certainly not alone in the fight to keep key government assets from being privatised. Together, our voice is louder.

All speakers raised the importance of union led safety campaigns centering around front line staff who are subject to threats, violence and assaults on a day to day basis. This has been a pressing issue for the RTBU for some time now and it is comforting to see tremendous support from fellow unions in our common struggle to ensure optimum safety for all transport workers.

A highlight of the evening was the demonstration of support for our comrades at the Korean Railway Workers Union (KRWU) and Korean Public Service and Transport Workers Union (KPTU) in their strikes against the South Korean Government and President Park's onslaught on working conditions. Comrade Yong Nam Kim, an executive member of the KRWU received a heartwarming standing ovation when introduced to the people in attendance. In support of our brothers and sisters at the KRWU and KPTU, Delegates and Union officials stood together in a show of solidarity for our comrades.

The function was a great success and it showed that the Transport Unions in Victoria are today even more united than ever. These relationships are beneficial for all Unions and workers across the transport sector, especially when facing major disputes with greedy bosses or ignorant Governments. ■

Luba Grigorovitch
- State Secretary



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LEVEL CROSSING REMOVAL PROJECT (LXRA)



Joe Maisano

Organiser

The Level Crossing Removal Project (LXRA) works have commenced for the Sky Rail Project beyond

Caulfield Station towards Dandenong, the Pakenham and Cranbourne Lines.

A reasonable amount of works have occurred at Carnegie and Murrumbeena Stations which are staffed by Station Hosts in the morning between the hours of 0600 to 1000 hours.

Other staffed locations affected by the works are Clayton and Noble Park. Both of these stations are premium and staffed from first to last trains.

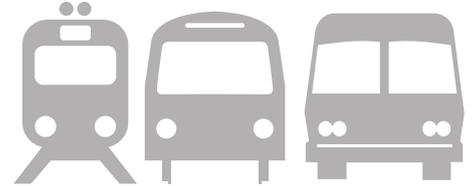
I have received many phone calls from members in these locations voicing concerns about noise, dust and being relocated into temporary buildings.

Phone calls were made to Metro Management for the payment of a Disruption Allowance for affected staff and a meeting was scheduled onsite to investigate the findings.

After negotiations and discussions between the RTBU and Metro Management, Metro will make Disruption Allowance payments at the affected Locations.

This is a great win.

For any questions please feel free to give me a call on **0421 122 437**. ■



PTV CALL CENTRE



Jamie Porter

Organiser

Some members may not know, but the Public Transport Victoria (PTV) Customer Contact Centre (CCC) is currently

contracted out and operated by Salmat. The employees of this call centre are largely from telemarketing backgrounds and as part of their KPIs, they are evaluated on how quickly they can get a member of the general public off the phone.

The reason for this is Team Leaders at Salmat push their call centre workers (RTBU members) to get off the phone as soon as possible to obtain a smaller average handling time (AHT).

This is a call centre for customer service where the main focus should be to assist with passenger inquiries, not boot people off the phone in an attempt to cut costs and hire less call agents.

Call Centre workers at Salmat predominantly have a short tenure within the PTV call centre and due to the high staff turnover most of their employees have less than 1 year experience in myki, journey planning, V/Line and complaints.

Our members need to be equipped with a sound knowledge of Melbourne, regional Victoria and the myki system, not trained to be a telemarketer on minimum wage.

A campaign and petition has been created in order to reach out to the government to make PTV discontinue their arrangement with Salmat and create an in-house call centre directly within PTV.

Having the call centre directly under the Transport for Victoria (TFV) umbrella would ensure members have better wages, conditions and most importantly job security.

I urge all members at the PTV call centre to sign this petition and encourage work colleagues to join the RTBU so we can get this call centre back into government hands.

If you have any questions or you wish to join the union, please feel free to give me a call on **0403 863 869** or alternatively call the Union office on **8630 9100**. ■



WORKERS COMPENSATION 1800 555 777

The compensation meant
I wasn't also hurt financially.



Contact us

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State Secretary

Luba Grigorovitch

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Secretary: Steven Kozmevski

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Organiser: Jamie Porter

Workshops Division

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