

Checklist for Compliance with the Victorian Government Call Centre Code

The Checklist and declaration are to be attached to the invitation to supply (tender/request for quotation) documentation and must be completed and returned with any invitation to supply (tender/request for quotation) response.

A. General Compliance	Yes	No
1. Does your organisation have policies and procedures to ensure compliance with the following categories of legislation?		
• Commonwealth workplace relations legislation (including the <i>Fair Work Act 2009</i> (Cth))	<input type="checkbox"/>	<input type="checkbox"/>
• Long service leave (including the <i>Long Service Leave Act 1992</i> (Vic))	<input type="checkbox"/>	<input type="checkbox"/>
• Occupational health and safety (including the <i>Occupational Health and Safety Act 2004</i> (Vic))	<input type="checkbox"/>	<input type="checkbox"/>
• Workers compensation (including the <i>Workplace Injury Rehabilitation and Compensation Act 2013</i> (Vic))	<input type="checkbox"/>	<input type="checkbox"/>
• Equal opportunity (including the <i>Equal Opportunity Act 2010</i> (Vic))	<input type="checkbox"/>	<input type="checkbox"/>
• Anti-discrimination (including the <i>Age Discrimination Act 2004</i> (Cth), <i>Sex Discrimination Act 1984</i> (Cth), <i>Racial Discrimination Act 1975</i> (Cth) and <i>Disability Discrimination Act 1992</i> (Cth))	<input type="checkbox"/>	<input type="checkbox"/>
• Charter of human rights and responsibilities (including the <i>Charter of Human Rights and Responsibilities Act 2006</i> (Vic) and the <i>Australian Human Rights Commission Act 1986</i> (Cth))		
• Superannuation (including the <i>Superannuation Guarantee Administration Act 1992</i> (Cth))	<input type="checkbox"/>	<input type="checkbox"/>

B. Management of Employee Entitlements

Yes

No

1. Does your organisation only employ call centre employees in accordance with an enterprise agreement approved by the Fair Work Commission or modern award (including the *Contract Call Centres Award 2010*)? Yes No
2. Does your organisation have policies and procedures that allow employees to access information about the relevant enterprise agreement or modern award? Yes No
3. In the past 24-month period, has your organisation complied with its obligations under Commonwealth workplace relations legislation? In particular, over the last 24 months, has your organisation been subject to:
 - any findings against it by a court or tribunal regarding breach of an industrial instrument, including a breach of a non-confidential consent order? Yes No
 - any current proceedings in respect of a breach of an industrial instrument? Yes No

C. Acknowledgement of Employee Representation Rights

Yes

No

1. Does your organisation have policies and procedures that provide employees with representation rights, such as:
 - employees are free to join an association or organisation;
 - employees are entitled to negotiate collectively;
 - employee organisations, such as unions, have the right to access the workplace provided they provide reasonable notice and do not hinder the organisation's normal operations;
 - employees who are union representatives are entitled to have access to employees for conducting union business, information about the organisation, reasonable paid time during normal working hours to conduct union business, reasonable paid leave to attend accredited union education and reasonable access to facilities to conduct union business. Yes No

D. Management of Occupational Health and Safety Responsibilities	Yes	No
1. In the past 24 month period, has your organisation complied with its obligations under occupational health and safety legislation?		
2. In particular, over the last 24 months has your organisation been subject to:		
• any investigation into a workplace incident?	<input type="checkbox"/>	<input type="checkbox"/>
• any fine or conviction under occupational health and safety legislation?	<input type="checkbox"/>	<input type="checkbox"/>
3. Does your organisation have policies and procedures to address the specific risks associated with call centre work, such as:		
• an established occupational health and safety committee that regularly assesses the organisation's activities, identifies key risks and implements risk controls;		
• providing regular rest breaks away from the telephone for a minimum of five minutes every hour;		
• providing eye, ear and voice tests at employer expense;		
• providing ergonomically designed furniture and headsets;		
• providing voice controls on headsets, so voices do not need to be raised;		
• conducting regular background testing to minimise background noise;		
• ensuring that calls are rotated to prevent calls being received at a single station;		
• allowing employees to prerecord their introduction and other frequently requested information, such as opening hours;		
• providing telephone systems that include pauses between calls; and		
• imposing reasonable call targets so voice overuse is not encouraged.	<input type="checkbox"/>	<input type="checkbox"/>
E. Management of subcontracting by suppliers	Yes	No
1. Does your organisation have in place, policies and procedures to ensure that relevant contractual documentation, arrangement or agreements require subcontractors to comply with the Code, where businesses out-source call centre services to another supplier?	<input type="checkbox"/>	<input type="checkbox"/>

F. Provision of Training and Skill Development

Yes

No

1. Does your organisation have policies and procedures that provide employees with training and equipment to undertake their work, including training:
- that can cater to different learning styles;
 - that is linked to industry competency standards, assessments and qualifications;
 - that includes regular retraining to ensure employees can adapt to changing technology and skill requirements;
 - that is relevant to the specific requirements of a call centre role and to facilitate career advancement in the call centre industry; and
 - that outlines the occupational health and safety policies and systems within the organisation, including potential hazards and risk associated with the role, specific control measures to be used and procedures for reporting hazards and incidents.

G. Provision of Secure Employment and Entitlements

Yes

No

1. Does your organisation have policies and procedures to ensure employees have access to secure and permanent employment, including by only engaging agency or labour hire employees for the purposes of:
- completing a specified task or project;
 - filling in for an employee taking leave;
 - temporarily providing specialist skills not internally available for a specified period;
 - filling short term vacancies resulting from resignation of an ongoing employee; or
 - supplementing the workforce during peak workloads.

H. Reasonable Communication and Consultation

Yes

No

1. Does your organisation have communication and consultation processes to ensure:
 - team members are given the opportunity to meet as a team on a regular basis;
 - employees are given adequate time to familiarise themselves with organisational policies;
 - employees have access to noticeboards, email or other communication facilities to facilitate communication between employees and their union representatives regarding work matters; and
 - management consults with employees prior to implementing major changes to organisational policy and produce development, while retaining the right to make final decisions.

I. Reasonable Performance Management Practices

Yes

No

1. Does your organisation have policies and procedures with respect to call monitoring that:
 - require call monitoring to be used as a coaching and development tool by developing the process in collaboration with employees;
 - provide employees with reasonable notice of calls being monitored (including the period of monitoring);
 - include a feedback mechanism as part of the process; and
 - require consultation with employees, their representatives or union before introducing call monitoring.
2. Does your organisation have policies and procedures with respect to performance targets that:
 - provides employees with an opportunity to participate in setting achievable targets;
 - ensures performance targets are linked to the quality of customer service and not solely on volume of calls and call completion times;
 - are calculated by reference to the capacity of employees to meet performance targets within their scheduled working hours without causing exertion; and
 - requires consultation with employees, and if applicable, their representative or union, before changes are made to performance targets.

STATEMENT OF NON-COMPLIANCE

If you have answered no to any of the above questions, please provide a detailed explanation of the extent of non-compliance for each question below.

Criteria

A
B
C
D
E
F
G
H
I

DECLARATION OF COMPLIANCE WITH THE VICTORIAN GOVERNMENT CALL CENTRE CODE

Legal name of organisation:

ABN/ACN:

Authorised representative* name/title:

I,, authorised representative of

....., declare that

.....,

will comply with the Victorian Government Call Centre Code.

I acknowledge that:

The Victorian Government may further assess.....

[insert organisation name]'s, compliance with the Victorian Government Call Centre Code

and may require.....,

to provide documentary evidence to assist in such further assessment.

Signature of authorised representative:

Name of authorised representative:

Dated:/...../20

* The authorised representative must be nominated and must have the authority to complete the declaration and answer questions.