

Agreement Making in Australian Call Centres

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ABSTRACT

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This paper reviews and analyses 100 agreements from the Federal agreements data base that cover call centres. Through a review of the content of agreements we can establish the job classifications for call centre workers, terms and conditions of employment, respondent organizations to the agreement, access to training, forms of discipline and grievance handling procedures, and career path opportunities. In particular we are interested in the range of occupations incorporated into the agreement, the differences between union and non union agreements, and the differences between in house and specialist (outsourced) call centre agreements. In turn we will also examine wage determination processes and negotiated wage increases for call centres alongside the emerging trends across all agreements for other industries.