

# It's **Improving Australian call centres for workers** your call.



**The Australian Services Union (ASU) wants to know how we can improve working in Australian call centres.**

*The It's your call: Improving Australian call centres for workers survey is your chance to have a say about your job. Tell us about what you like, what you don't like and any improvements you would like to see.*

You can have a say on training, targets, monitoring, work and life balance and health and safety in your workplace.

It's a survey for all Australian call centre workers and follows a major survey undertaken by the ASU about ten years ago. That survey resulted in many improvements in the call centre industry, but we need to make sure all call centres adhere to the same, high level, workplace practices and standards.

The information you provide will be invaluable and all responses will be confidential. The survey will take approximately 10 minutes to complete.

**WIN  
A LAPTOP**

**Complete this survey to enter the draw for one of the following prizes: a 2.1Ghz MacBook (Apple laptop), an 8GB iPod Touch or an 8GB iPod Nano.**

For conditions of entry please visit [www.callcentreunion.com.au](http://www.callcentreunion.com.au).



**A•S•U**  
Australian Services Union

# ASU CALL CENTRE SURVEY 2008

If you need additional space for answers, please use a separate sheet of paper, numbering answers clearly. Insert any additional papers securely into the middle of the survey booklet, for example, with a staple.

1. What is your age? \_\_\_\_\_ years

2. What is your gender?  Male  Female

3. Length of time in call centre industry \_\_\_\_\_ years  
(may include previous employment)

4. I am employed as a

- Agency worker  Casual  Permanent part time  
 Full time – temporary  Full time - permanent

5. You are currently employed by a:

- Contract call centre  
(This is where you take or make calls for a company which has outsourced work to your call centre)  
 In-house call centre  
(This is where you take or make calls for the same company that employs you)

6. How would you describe your job?

- Inbound calls operator  Outbound calls operator  
 Customer service representative  Help desk operator  
 Team leader  Supervisor  
 Administration officer  IT officer  
 Sales representative  Other, please specify:  
\_\_\_\_\_

7. Name of employer (optional)  
\_\_\_\_\_

8. Which sector do most of your calls relate to?

- Finance/banking  Insurance  
 Telecommunications  Media and entertainment  
 Travel, tourism and hospitality  Government  
 Energy/Utilities (gas, electricity, water)  Telemarketing  
 Market research  Wholesale, retail trades  
 Non-profit, charities  Retail  
 Transport  Gaming/Wagering  
 Other, please specify:  
\_\_\_\_\_

9. The postcode of my workplace is \_\_\_\_\_

10. How long have you worked for your current employer?  
\_\_\_\_\_ years \_\_\_\_\_ months

11. What do you like about your job?

Choose as many options as apply.

- The type of work  My co-workers  
 The management and/or supervisors  Pay and conditions  
 The customers/callers  The hours/rosters  
 Targets, KPIs  The workplace culture  
 Nothing  Other, please specify:  
\_\_\_\_\_

12. What do you dislike about your job?

Choose as many options as apply.

- The type of work  My co-workers  
 The management and/or supervisors  Pay and conditions  
 The customers/callers  The hours/rosters  
 Targets, KPIs  The workplace culture  
 Nothing  Other, please specify:  
\_\_\_\_\_

13. Please indicate if any of these are issues in your workplace.

Choose as many options as apply.

- Excessive monitoring  
 Poor ergonomics (for example, chairs, desks, computers, foot rests)  
 Lack of training  
 Lack of support from management and/or supervisors  
 Unreasonable targets  
 Poor quality equipment (for example phones, chairs, computers, desks)  
 Workplace is uncomfortable (inadequate lighting, too much noise, not enough desk space)  
 Inadequate breaks (including toilet breaks)  
 Access to leave (for example holiday/sick leave)  
 Inability to balance work and family  
 Inadequate staffing levels  
 Lack of benefits  
 Lack of support after experiencing difficult calls  
 Intimidation, bullying and harassment  
 A lack of variety in work

14. Management treats me with respect

- Always  Often  Sometimes  Rarely  Never

15. I feel my job is secure

- Always  Often  Sometimes  Rarely  Never

16. Management consults me about changes in my workplace that affect me

- Always  Often  Sometimes  Rarely  Never

17. I am provided with adequate training to perform my work

- Always  Often  Sometimes  Rarely  Never

18. I receive the support I need (eg breaks, debriefing after difficult calls)

- Always  Often  Sometimes  Rarely  Never

19. I get enough allocated breaks during my shift

- Always  Often  Sometimes  Rarely  Never

20. I have control over the pace of my work

- Always  Often  Sometimes  Rarely  Never

21. I am excessively monitored at work

- Always  Often  Sometimes  Rarely  Never

Please give the completed survey to your Australian Services Union (ASU) workplace representative or mail it back to us via free post – see instructions on the last page.

Contact the ASU for advice and solutions for call centre workers  
[www.callcentreunion.com.au](http://www.callcentreunion.com.au) • [callcentreunion@asu.asn.au](mailto:callcentreunion@asu.asn.au)

**22.** I have input into the setting of my targets

Always  Often  Sometimes  Rarely  Never

**23.** I feel under pressure to meet my targets

Always  Often  Sometimes  Rarely  Never

**24.** I feel stressed at work

Always  Often  Sometimes  Rarely  Never

**25.** Please tell us what makes you feel stressed or pressured at work

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**26.** I find it difficult to make changes to the roster to suit my personal situation

Always  Often  Sometimes  Rarely  Never

**27.** I am given sufficient notice about changes to my roster

Always  Often  Sometimes  Rarely  Never

**28.** I find it difficult to get approval for leave (eg holiday, carer, personal, sick)

Always  Often  Sometimes  Rarely  Never

**29.** My employer supports work life balance

Always  Often  Sometimes  Rarely  Never

**30.** I have suffered an injury as a result of my call centre work

No (Go to question 32)  Yes

**31.** The injury was (please select as many as apply)

Back injury  Ear ache  
 Eye sight  Headaches  
 Repetitive Strain Injury (RSI)  Voice loss  
 Other, please specify \_\_\_\_\_

**32.** Stress from my call centre work has caused me to take sick leave in the last 12 months

No  Yes If yes, how many days \_\_\_\_\_

**33.** How long do you intend to stay in the industry?

Less than 6 months  6 months - 1 year  
 1 - 3 years  3 - 5 years  
 More than 5 years

**34.** Have you ever been negatively affected by a business decision to "offshore" services?

(Offshoring is where part of the business' services are moved overseas).

No  Yes

**35.** I think offshoring poses a threat to my job

Strongly agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

**36.** The union is active in my workplace

Strongly agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree

**37.** Are you a member of a union?

No  Yes If yes, please specify (for example ASU): \_\_\_\_\_

Please note this survey remains completely confidential at all times.  
Nothing identifying you or your workplace will be released to anyone.

If you are not a member of the ASU and would like information about joining, please provide the following information:

NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

POSTCODE: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

If you would like to subscribe to the national ASU email news service please provide your email address:

EMAIL ADDRESS: \_\_\_\_\_

To enter the prize draw for the Apple laptop or iPods, please provide:

YOUR NAME: \_\_\_\_\_ WORKPLACE: \_\_\_\_\_

CONTACT NUMBER: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

Thank you for taking the time to complete this survey.  
It will help us to improve conditions for workers like you in call centres.

# To fold and post this survey:

1] Just fold the survey in three, making sure the address panel is on the outside.

2] Use a piece of tape to seal it and pop it in the post. No stamp required.



Fold along dotted lines

**Delivery Address:**  
116 Queensberry Street  
CARLTON SOUTH VIC 3053

No stamp required  
if posted in Australia



Australian Services Union  
National Office  
Reply Paid 71326  
CARLTON SOUTH VIC 3053

Fold along dotted lines



[www.callcentreunion.com.au](http://www.callcentreunion.com.au)

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AUSTRALIAN SERVICES UNION