

From: [REDACTED]
To: [REDACTED]
Subject: RE: Abusive and Angry customers
Date: Friday, 30 August, 2019 4:00:00 PM
Attachments: [image001.png](#)

[REDACTED]
Happy for you to have input on the below.

Regards

[REDACTED]
Team,

Over the last few months we have taken steps to ensure we create a positive environment across the CET division.

One of the highest priorities is ensuring the safety of all employees when coming to work. A component of this is providing you with adequate training and support in handling abusive and aggressive customers.

This training is to commence very shortly so we encourage you to watch this space very carefully.

In the interim, Australia Post will not tolerate our employees being subjected to abhorrent behaviour and abuse.

As such, we have taken on the feedback that our workforce have provided and our management team have complied.

Therefore, as of Monday the 2nd of September, I am pleased to advise that we will be playing an uninterrupted announcement at the top of queues, that will advise customers that such behaviour and abuse will not be tolerated.

The below message will be heard. Please feel free to play the message ahead of it going live on Monday. (see attached)

Message to customers at the top of the queue:

All Australia Post employees have the right not to be subjected to any behaviour or abuse that includes threats of physical harm or violence,

religious, cultural or racial insults, homophobic, sexist or other derogatory remarks.

Such conduct may lead to termination of your call

Whilst we cannot directly control our customers disposition, we most certainly can influence it by the manner in which we respond.

I would like to thank you all for the amazing job you do, servicing all our customers each and every day.

Regards

From: [REDACTED]
Sent: Friday, 30 August, 2019 11:40 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Abusive and Angry customers

Hi [REDACTED]

Thank you for sharing and taking these steps.

I would be comfortable with including the attachment in comms to staff- a positive sign of support.

I would suggest that you draft the communication to your staff and I can then review and provide input.
Thank you,

[Redacted]
HR Business Partner- Customer Contact Channels

[Redacted]

T [Redacted]

M [Redacted]

E [Redacted]



From: [Redacted]
Sent: Friday, 30 August 2019 11:09 AM
To: [Redacted]
Cc: [Redacted]
[Redacted]
[Redacted]

Subject: FW: Abusive and Angry customers

Hi [Redacted]
Please find the recording that the Heads of agreed on, to address aggressive and abusive behaviour from customers.
I held a meeting with our union delegates from the meeting and advised them of this and read out the script.
As you can imagine they were very appreciative of our revised stance on this matter and explained the reasons why.
Can you please help us craft a message that we can send our workforce. My thoughts are that we include the attachment so our staff can listen to the message first hand that we will be placing at the top of queues.
Given the seriousness an concern of some threats and abuse that our frontline staff have been subjected to, do you feel it's better coming from our GM [Redacted] or do you prefer the Heads Of.
We are keen to move on this asap.
Look forward to your response.

[Redacted]
Head of Customer Experience, Southern Inbound
[Redacted]

T [Redacted]

M [REDACTED]

E [REDACTED]



From: [REDACTED]

Sent: Thursday, 29 August, 2019 6:06 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Re: Abusive and Angry customers

[REDACTED]
Head of Operations

[REDACTED]

T [REDACTED]

M [REDACTED]

E [REDACTED]

