

## Department of Employment and Workplace Relations

## Call Report - Call Number [REDACTED]

Call Details as at 1:25:44 PM, 9/07/2014

## Call Details

<b>Type:</b>	Wages/Modern Awards	<b>Customer:</b>	Unknown, User
<b>Call Ref/Job Ref:</b>	HDM4446553 /	<b>Customer VIP Status:</b>	Unspecified
<b>IPK Status:</b>	Incident	<b>Telephone:</b>	
<b>IPK Stream:</b>	Default	<b>Organization:</b>	(Blank)
<b>Service:</b>	UNKNOWN	<b>Location:</b>	Unspecified
<b>Config Item:</b>	UNKNOWN	<b>Logged By:</b>	Cembrano, Trina
<b>Outage Created:</b>	N	<b>Current Officer:</b>	Cembrano, Trina
<b>Call Priority:</b>	Undefined	<b>Current Group:</b>	CC Contact Center
<b>Call State:</b>	Closed	<b>Forward to Officer:</b>	
<b>Call Status:</b>	Undefined	<b>Forward to Group:</b>	
<b>Call Physical Status:</b>	Closed		
<b>Call Description:</b>	[REDACTED] Q. wages Q. deductions Supa IGA - \$8.97/hour - interview \$10/hour - Bertram IGA - Supa IGA - 1 Hero Crescent		

## Call Dates, Times and Expenses

<b>Logged:</b>	30/09/2011 3:08:39 PM	<b>Time Solving:</b>	0 hrs 9 mins	<b>Total Expenses:</b>	\$0.00
<b>Last Action:</b>	30/09/2011 3:17:15 PM	<b>Downtime:</b>	0 hrs 9 mins		

## Call History

Action Date / Time	Officer	Portal	Security Profile	Action Description
30/09/2011 3:08:42 PM	Cembrano, Trina	N	Unspecified	[Call Updated]
30/09/2011 3:09:29 PM	Cembrano, Trina	N	Unspecified	[Knowledge Entry Linked to Call]
30/09/2011 3:09:29 PM	Cembrano, Trina	N	Unspecified	[Knowledge Entry Linked to Call]
30/09/2011 3:17:14 PM	Cembrano, Trina	N	Unspecified	[Call Closed - Resolved Reason : Advice Provided] 8.80 (22%)

## Department of Employment and Workplace Relations

## Call Report - Call Number 4026917

Call Details as at 1:26:10 PM, 9/07/2014

## Call Details

<b>Type:</b>	Wages/Modern Awards	<b>Customer:</b>	Unknown, User
<b>Call Ref/Job Ref:</b>	HDM4026917 /	<b>Customer VIP Status:</b>	Unspecified
<b>IPK Status:</b>	Incident	<b>Telephone:</b>	
<b>IPK Stream:</b>	Default	<b>Organization:</b>	(Blank)
<b>Service:</b>	UNKNOWN	<b>Location:</b>	Unspecified
<b>Config Item:</b>	UNKNOWN	<b>Logged By:</b>	Crawford, Scott
<b>Outage Created:</b>	N	<b>Current Officer:</b>	Crawford, Scott
<b>Call Priority:</b>	Undefined	<b>Current Group:</b>	CC Contact Center
<b>Call State:</b>	Closed	<b>Forward to Officer:</b>	
<b>Call Status:</b>	Undefined	<b>Forward to Group:</b>	
<b>Call Physical Status:</b>	Closed		
<b>Call Description:</b>	no agrees		
	General Retail Industry Award 2010		
	1 Hero Cres, Bertram		

## Call Dates, Times and Expenses

<b>Logged:</b>	8/03/2011 5:44:39 PM	<b>Time Solving:</b>	0 hrs 33 mins	<b>Total Expenses:</b>	\$0.00
<b>Last Action:</b>	8/03/2011 6:17:42 PM	<b>Downtime:</b>	0 hrs 33 mins		

## Call History

Action Date / Time	Officer	Portal	Security Profile	Action Description
8/03/2011 5:44:42 PM	Crawford, Scott	N	Unspecified	[Call Updated]
8/03/2011 6:17:40 PM	Crawford, Scott	N	Unspecified	[Call Closed - Resolved Reason : Advice Provided]

## Department of Employment and Workplace Relations

## Call Report - Call Number [REDACTED]

Call Details as at 1:26:33 PM, 9/07/2014

## Call Details

<b>Type:</b>	Entitlements/Penalty Rates	<b>Customer:</b>	Unknown, User
<b>Call Ref/Job Ref:</b>	HDM3995536 /	<b>Customer VIP Status:</b>	Unspecified
<b>IPK Status:</b>	Incident	<b>Telephone:</b>	
<b>IPK Stream:</b>	Default	<b>Organization:</b>	(Blank)
<b>Service:</b>	UNKNOWN	<b>Location:</b>	Unspecified
<b>Config Item:</b>	UNKNOWN	<b>Logged By:</b>	Breen, Thomas
<b>Outage Created:</b>	N	<b>Current Officer:</b>	Breen, Thomas
<b>Call Priority:</b>	Undefined	<b>Current Group:</b>	CC Contact Center
<b>Call State:</b>	Closed	<b>Forward to Officer:</b>	
<b>Call Status:</b>	Undefined	<b>Forward to Group:</b>	
<b>Call Physical Status:</b>	Closed		
<b>Call Description:</b>	part time , [REDACTED]		
	No reg. agreement. AN160292		
	1 Hero crescent Bertram		

## Call Dates, Times and Expenses

<b>Logged:</b>	21/02/2011 2:53:37 PM	<b>Time Solving:</b>	0 hrs 10 mins	<b>Total Expenses:</b>	\$0.00
<b>Last Action:</b>	21/02/2011 3:04:00 PM	<b>Downtime:</b>	0 hrs 11 mins		

## Call History

Action Date / Time	Officer	Portal	Security Profile	Action Description
21/02/2011 2:53:48 PM	Breen, Thomas	N	Unspecified	[Call Updated]
21/02/2011 2:53:48 PM	Breen, Thomas	N	Unspecified	[Knowledge Entry Linked to Call]
21/02/2011 3:03:56 PM	Breen, Thomas	N	Unspecified	[Call Closed - Resolved Reason : Advice Provided Ind Instrument]

## Department of Employment and Workplace Relations

## Call Report - Call Number [REDACTED]

Call Details as at 1:26:57 PM, 9/07/2014

## Call Details

<b>Type:</b>	Wages/General Wages & Allowances	<b>Customer:</b>	[REDACTED]
<b>Call Ref/Job Ref:</b>	HDM5227007 /	<b>Customer VIP Status:</b>	Unspecified
<b>IPK Status:</b>	Incident	<b>Telephone:</b>	[REDACTED]
<b>IPK Stream:</b>	Default	<b>Organization:</b>	BERTRAM SUPERMARKET PTY LTD
<b>Service:</b>	UNKNOWN	<b>Location:</b>	
<b>Config Item:</b>	UNKNOWN	<b>Logged By:</b>	McCann, Anne
<b>Outage Created:</b>	N	<b>Current Officer:</b>	McCann, Anne
<b>Call Priority:</b>	Undefined	<b>Current Group:</b>	CC Contact Center
<b>Call State:</b>	Closed	<b>Forward to Officer:</b>	
<b>Call Status:</b>	Undefined	<b>Forward to Group:</b>	
<b>Call Physical Status:</b>	Closed		

**Call Description:** enquiry on wage rates, weekend penalty rates, overtime rates and public holiday rates  
assumes CC  
Trading Name: IGA Supermarket  
no change in name, address or ownership  
no reg ag's

## Call Dates, Times and Expenses

<b>Logged:</b>	4/12/2012 12:30:12 PM	<b>Time Solving:</b>	0 hrs 11 mins	<b>Total Expenses:</b>	\$0.00
<b>Last Action:</b>	4/12/2012 12:41:09 PM	<b>Downtime:</b>	0 hrs 11 mins		

## Call History

Action Date / Time	Officer	Portal	Security Profile	Action Description
4/12/2012 12:30:13 PM	McCann, Anne	N	Unspecified	[Call Updated]
4/12/2012 12:30:13 PM	McCann, Anne	N	Unspecified	[Knowledge Entry Linked to Call]
4/12/2012 12:30:13 PM	McCann, Anne	N	Unspecified	[Knowledge Entry Linked to Call]
4/12/2012 12:41:08 PM	McCann, Anne	N	Unspecified	[Call Closed - Resolved Reason : Advice Provided] based on information provided, award that potentially covers employee: MA000004  Transitional Amount Level 4: \$18.22 per hour Saturday: \$20.96 per hour Sunday: \$29.16 per hour Public Holiday: \$34.62 per hour  29.2 Overtime (a) Hours worked in excess of the ordinary hours of work, outside the span of hours (excluding shiftwork), or roster conditions prescribed in clauses 27 and 28 are to be paid at time and a half for the first three hours and double time thereafter.  provided award code and reference number for call

## Department of Employment and Workplace Relations

## Call Report - Call Number 4899113

Call Details as at 1:27:24 PM, 9/07/2014

## Call Details

<b>Type:</b>	Wages/Modern Awards	<b>Customer:</b>	Unknown, User
<b>Call Ref/Job Ref:</b>	HDM4899113 /	<b>Customer VIP Status:</b>	Unspecified
<b>IPK Status:</b>	Incident	<b>Telephone:</b>	
<b>IPK Stream:</b>	Default	<b>Organization:</b>	BERTRAM SUPERMARKET PTY LTD
<b>Service:</b>	UNKNOWN	<b>Location:</b>	Unspecified
<b>Config Item:</b>	UNKNOWN	<b>Logged By:</b>	Harcourt, Jessica
<b>Outage Created:</b>	N	<b>Current Officer:</b>	Harcourt, Jessica
<b>Call Priority:</b>	Undefined	<b>Current Group:</b>	CC Contact Center
<b>Call State:</b>	Closed	<b>Forward to Officer:</b>	
<b>Call Status:</b>	Undefined	<b>Forward to Group:</b>	
<b>Call Physical Status:</b>	Closed		
<b>Call Description:</b>	Reg Ag: no		

## Call Dates, Times and Expenses

<b>Logged:</b>	11/06/2012 3:04:48 PM	<b>Time Solving:</b>	0 hrs 5 mins	<b>Total Expenses:</b>	\$0.00
<b>Last Action:</b>	11/06/2012 3:09:50 PM	<b>Downtime:</b>	0 hrs 5 mins		

## Call History

Action Date / Time	Officer	Portal	Security Profile	Action Description
11/06/2012 3:04:50 PM	Harcourt, Jessica	N	Unspecified	[Call Updated]
11/06/2012 3:04:50 PM	Harcourt, Jessica	N	Unspecified	[Knowledge Entry Linked to Call]
11/06/2012 3:09:48 PM	Harcourt, Jessica	N	Unspecified	[Call Closed - Resolved Reason : Advice Provided]



## Department of Employment and Workplace Relations

## Call Report - Call Number [REDACTED]

Call Details as at 1:27:52 PM, 9/07/2014

## Call Details

<b>Type:</b>	Wages/Modern Awards	<b>Customer:</b>	Unknown, User
<b>Call Ref/Job Ref:</b>	HDM4810594 /	<b>Customer VIP Status:</b>	Unspecified
<b>IPK Status:</b>	Incident	<b>Telephone:</b>	
<b>IPK Stream:</b>	Default	<b>Organization:</b>	BERTRAM SUPERMARKET PTY LTD
<b>Service:</b>	UNKNOWN	<b>Location:</b>	Unspecified
<b>Config Item:</b>	UNKNOWN	<b>Logged By:</b>	Sunga, Jennifer
<b>Outage Created:</b>	N	<b>Current Officer:</b>	Sunga, Jennifer
<b>Call Priority:</b>	Undefined	<b>Current Group:</b>	CC Contact Center
<b>Call State:</b>	Closed	<b>Forward to Officer:</b>	
<b>Call Status:</b>	Undefined	<b>Forward to Group:</b>	
<b>Call Physical Status:</b>	Closed		
<b>Call Description:</b>	5.5 hours 7.5 hours		

Name of Client:  
 Duties: checkout  
 Industry: Supermarket  
 Full time/Part-time/Casual: casual  
 [REDACTED]  
 Registered Agreement: no  
 Enterprise Award:  
 Business Name: Super IGA Bertram  
 CC/Non-CC and confirm the State or Territory:  
 Business Address:  
 Pre WC/Post W/C:  
 Employer Association:  
 Previous Name:  
 Previous Address:

## Call Dates, Times and Expenses

<b>Logged:</b>	23/04/2012 4:55:45 PM	<b>Time Solving:</b>	0 hrs 10 mins	<b>Total Expenses:</b>	\$0.00
<b>Last Action:</b>	23/04/2012 5:05:19 PM	<b>Downtime:</b>	0 hrs 10 mins		

## Call History

Action Date / Time	Officer	Portal	Security Profile	Action Description
23/04/2012 4:55:46 PM	Sunga, Jennifer	N	Unspecified	[Call Updated]
23/04/2012 4:55:46 PM	Sunga, Jennifer	N	Unspecified	[Knowledge Entry Linked to Call]
23/04/2012 4:55:46 PM	Sunga, Jennifer	N	Unspecified	[Knowledge Entry Linked to Call]
23/04/2012 5:05:18 PM	Sunga, Jennifer	N	Unspecified	[Call Closed - Resolved Reason : Advice Provided] Work 5 hours or more but less than 7 hours One 10 minute rest break One meal break of at least 30 minutes but not more than 60 minutes.  Work 7 hours or more but less than 10 hours Two 10 minute rest breaks, with one taken in the first half of the work hours and the second taken in the second half of the work hours. One meal break of at least 30 minutes but not more than 60 minutes.  rates of pay and breaks 10.39

## Department of Employment and Workplace Relations

## Call Report - Call Number 4610950

Call Details as at 1:28:30 PM, 9/07/2014

## Call Details

<b>Type:</b>	Wages/Modern Awards	<b>Customer:</b>	Unknown, User
<b>Call Ref/Job Ref:</b>	HDM4610950 /	<b>Customer VIP Status:</b>	Unspecified
<b>IPK Status:</b>	Incident	<b>Telephone:</b>	
<b>IPK Stream:</b>	Default	<b>Organization:</b>	BERTRAM SUPERMARKET PTY LTD
<b>Service:</b>	UNKNOWN	<b>Location:</b>	Unspecified
<b>Config Item:</b>	UNKNOWN	<b>Logged By:</b>	Daly, Lee
<b>Outage Created:</b>	N	<b>Current Officer:</b>	Daly, Lee
<b>Call Priority:</b>	Undefined	<b>Current Group:</b>	CC Contact Center
<b>Call State:</b>	Closed	<b>Forward to Officer:</b>	
<b>Call Status:</b>	Undefined	<b>Forward to Group:</b>	
<b>Call Physical Status:</b>	Closed		
<b>Call Description:</b>	Name: ABN: Business Name: Post/Pre reform 27 March 2006: Registered Workplace Agreement or Enterprise Award: Industry: Employer Ass'n: Business Name: Business Address: Previous Names or Address: Occupation: Duties:		

## Call Dates, Times and Expenses

<b>Logged:</b>	4/01/2012 6:15:22 PM	<b>Time Solving:</b>	0 hrs 10 mins	<b>Total Expenses:</b>	\$0.00
<b>Last Action:</b>	4/01/2012 6:25:40 PM	<b>Downtime:</b>	0 hrs 10 mins		

## Call History

Action Date / Time	Officer	Portal	Security Profile	Action Description
4/01/2012 6:15:24 PM	Daly, Lee	N	Unspecified	[Call Updated]
4/01/2012 6:15:24 PM	Daly, Lee	N	Unspecified	[Knowledge Entry Linked to Call]
4/01/2012 6:15:24 PM	Daly, Lee	N	Unspecified	[Knowledge Entry Linked to Call]
4/01/2012 6:25:39 PM	Daly, Lee	N	Unspecified	[Call Closed - Resolved Reason : Advice Provided]

## Department of Employment and Workplace Relations

# Call Report - Call Number 4588591

Call Details as at 1:28:53 PM, 9/07/2014

### Call Details

<b>Type:</b>	Conditions/Modern Award	<b>Customer:</b>	Unknown, User
<b>Call Ref/Job Ref:</b>	HDM4588591 /	<b>Customer VIP Status:</b>	Unspecified
<b>IPK Status:</b>	Incident	<b>Telephone:</b>	
<b>IPK Stream:</b>	Default	<b>Organization:</b>	BERTRAM SUPERMARKET PTY LTD
<b>Service:</b>	UNKNOWN	<b>Location:</b>	Unspecified
<b>Config Item:</b>	UNKNOWN	<b>Logged By:</b>	Simpson, Cherie
<b>Outage Created:</b>	N	<b>Current Officer:</b>	Simpson, Cherie
<b>Call Priority:</b>	Undefined	<b>Current Group:</b>	CC Contact Center
<b>Call State:</b>	Closed	<b>Forward to Officer:</b>	
<b>Call Status:</b>	Undefined	<b>Forward to Group:</b>	
<b>Call Physical Status:</b>	Closed		
<b>Call Description:</b>	IGA		

### Call Dates, Times and Expenses

<b>Logged:</b>	15/12/2011 6:13:33 PM	<b>Time Solving:</b>	0 hrs 13 mins	<b>Total Expenses:</b>	\$0.00
<b>Last Action:</b>	15/12/2011 6:26:12 PM	<b>Downtime:</b>	0 hrs 13 mins		

### Call History

Action Date / Time	Officer	Portal	Security Profile	Action Description
15/12/2011 6:13:35 PM	Simpson, Cherie	N	Unspecified	[Call Updated]
15/12/2011 6:26:11 PM	Simpson, Cherie	N	Unspecified	[Call Closed - Resolved Reason : Advice Provided]



## Department of Employment and Workplace Relations

## Call Report - Call Number [REDACTED]

Call Details as at 1:29:20 PM, 9/07/2014

## Call Details

**Type:** [REDACTED]

**Call Ref/Job Ref:** HDM5857017 /

**IPK Status:** Incident

**IPK Stream:** Default

**Service:** UNKNOWN

**Config Item:** UNKNOWN

**Outage Created:** N

**Call Priority:** Undefined

**Call State:** Closed

**Call Status:** Undefined

**Call Physical Status:** Closed

**Customer:** [REDACTED]

**Customer VIP Status:** Unspecified

**Telephone:** [REDACTED]

**Organization:** SEASCAPES SUPERMARKET WA PTY LTD

**Location:**

**Logged By:** Salamon, Mat

**Current Officer:** Salamon, Mat

**Current Group:** CC Contact Center

**Forward to Officer:**

**Forward to Group:**

**Call Description:** Rang up a couple of days ago. [REDACTED] Had not been there for 6 months

Uniform Allowance was deducted out of [REDACTED] pay twice.

State: WA

Registered agreements: No

Business name and address:

Previous name and address:

Employer association membership:

CC: Yes

Industry/Main nature of the business: Retail business IGA

Duties/Occupation:

Pre 2006:

Post

## Call Dates, Times and Expenses

**Logged:** 7/03/2014 5:37:21 PM

**Last Action:** 7/03/2014 6:01:25 PM

**Time Solving:** 0 hrs 24 mins

**Downtime:** 0 hrs 24 mins

**Total Expenses:** \$0.00

## Call History

Action Date / Time	Officer	Portal	Security Profile	Action Description
7/03/2014 6:01:24 PM	Salamon, Mat	N	Unspecified	[Call Closed - Resolved Reason : Advice Provided] Not more than 1 year 1 weeks notice  Advised on complaint process in regards to not receiving reimbursement for uniforms.