



QUEENSLAND BRANCH

# Tram & Bus Newsletter

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Dear Member,

## Classification Levels of Customer Service Officers

As some of you will be aware, the RTBU has been in discussions with KDR in respect of the classification levels of Customer Service Officers. KDR say they are Level 1 CSOs and the RTBU say they are level 2 because they issue infringement notices.

This matter has been discussed extensively between the parties but sadly, no resolution has been reached.

The RTBU has, therefore, filed the matter with the Fair Work Commission to progress this matter to the next level.

We have not yet received any indication of when a conference will be convened but your RTBU Delegate will keep you informed with any further developments.

In Solidarity

Tom Brown  
**Secretary, Tram & Bus Division**