



CALL CENTRE WORK WISE

Best Practice Checklist: BREAKS



We are comparing standards across Call Centre's.

How does your call centre stack up against our best practice standards?

<i>Give a tick or cross to each of our best practice standards – the more ✓'s the better!</i>	Yes ✓	No X
1. Are there regular (eg 5 minutes per hour) breaks away from the workstation?		
2. Are there sufficient staff to allow for adequate breaks?		
3. Is there a minimum 30 minute lunch break for any shift exceeding 5 hours?		
4. Are lunch breaks scheduled in the middle of the shift?		
5. Is there a morning paid tea break of at least 10 minutes?		
6. Is there an afternoon paid tea break of at least 10 minutes?		
7. Are days off rostered to ensure two consecutive days per week?		
8. Is there the opportunity to have a rest period directly following an abusive or aggressive call?		
9. Are adequate rest periods considered as part of the health and safety assessment?		
10. Are toilet breaks unrestricted?		
11. Are drink breaks unrestricted?		
12. Is sufficient time allocated to preparation, reading and logging-in / out?		

- How much time is allocated to toilet and drinks breaks each day? _____
- How much time each day is allocated to preparation, reading and logging-in/out? _____
- What is your adherence to schedule target? _____

Any Other Comments:

Employer: _____ **Work Location:** _____
Confidentiality assured – no personal details will be divulged to your employer

Name: (Optional) _____ **Position:** _____

**Return to your FSU Rep or FAX BACK to the FSU office
on (02) 9273-8280**