



## Case Study: Call Centre Toilet Breaks

A woman is employed in a call centre in a regional city. She has been a valued and respected employee for about 5 years.

During her pregnancy, her baby sits low, pressing on her bladder. It means that she has to go to the toilet more often than usual, Lucy informs her Team Leader of her situation and provides him with a letter from her doctor.

However, as she is a call centre operator, every moment of her day is recorded and she is only permitted a specific period of time off the phone. The Centre Manager has a print out of all employees in the call centre and notices that Lucy has been off the phone for more than her allocated time.

Her manager approaches Lucy and in front of all her colleagues he tells her that every time she goes to the toilet she has to sign a form and she will lose pay. She also loses her good performance monthly bonus.

Lucy is a union member and contacts her union organiser. With the help of her union, the Company apologises to her and pays her the money owed.