

BEFORE THE FAIR WORK COMMISSION

AG2022/5615

Application by Justin Gusset - Application to terminate the *Apple Retail Enterprise Agreement 2014*

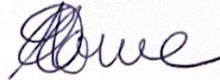
STATEMENT OF AMY LOWE

I, Amy Lowe, make the following statement based on my knowledge and belief, unless otherwise indicated.

1. I have been employed at Apple Booragoon since 2017. I was employed as a Specialist, then Technical Specialist until around June 2019, where I briefly left employment. I returned in October 2019. Since 2021 I have been employed part-time as a Technical Expert.
2. My current duties include helping customers with technical advice and assistance across Apple's products (excluding computers), drive sales by suggesting suitable Apple products and services, and help mentor other employees such as technical specialists.
3. To my knowledge, I don't, and have never, had any agreed number of hours or days I would work.
4. I estimate that until around November or December 2022, I worked around 35-38 hours per week, usually comprised of 6.5 hour to 8.5 hour shifts.
5. Around that time however, I started noticing an unexpected drop in rostered hours to around 25 hours per week. I don't know why I stopped receiving as many hours as I used to get – Apple didn't tell me it would do this.
6. Nowadays, in order to work more, I need to approach my manager directly, either in person, by texting, or calling to extend my shifts. I probably do this around twice a week, and I can often pick up a couple of hours here and there. Other employees can also release shifts via Apple's scheduling application "Workjam", but I often can't see them on the application, so I can't pick them up even if I know they are available. I don't know why this is.
7. Since I returned to Apple in October 2019, I have asked to have Tuesdays and Wednesdays days off, briefly switching to Mondays and Tuesdays in 2021, and later reverting back to Tuesdays and Wednesdays off. I did this by putting my availability in Apple's old scheduling website 'mypage'. This is because when I was employed prior to that time, I was available to work every day, and I was only given more than one day off in a row perhaps once every three months.
8. I had found that if I didn't get more than one day off in a row more frequently, my mental health declined until the point that I became so anxious and stressed that I became nauseous. Without consecutive days off, I had no time to relax and found it impossible to decompress after a long week of working.
9. Having two consecutive days off means everything to me. In the first half of 2021, my brother was diagnosed with cancer. Because I could see that I had not been rostered to work on Mondays, I could regularly take him to his appointments on Mondays and spend the Tuesdays with him. If I hadn't had those days off, I would have been stressed out of my mind.
10. Apart from those days, work at Apple is unpredictable apart from the regular work on weekends. I have worked almost every weekend since I was hired. I generally don't mind doing this as long as I get two days off consecutively earlier in the week.
11. However, the start times vary a lot. For example, on a Thursday I could be rostered to start anywhere between 8.45am and 1.30pm. Consequently, I find it really difficult to make long term plans as I can't make any commitments outside of work. I would like to join a regular yoga or Pilates group that meets on Thursday afternoon, but I just can't ensure I'll be able to attend.
12. I feel like I can't plan my life very easily – all my plans revolve around work. It's

hard to make and maintain friends because I often can't attend things planned in more than 2 or 3 weeks in advance when a roster is developed. It would also be nice to have a regular dinner commitment with my family on Monday evenings, but I just can't be sure I won't be working. It gets a bit lonely to have to miss social events as much as I do because I can't commit to them.

13. I feel the flexibility at work is completely one sided at Apple. They can roster us when they want, but we don't necessarily get the same consideration. It would be great to be able to certain when I was or wasn't working, and be able to feel like I can plan my life much more than what I can currently.

A handwritten signature in cursive script, appearing to read "Amy Lowe".

Amy Lowe

22 March 2023