



Taking a break?



2007 Scorecard

## Protections needed for weekend trading



*Staff must have the right to choose whether or not to work weekends*

The FSU has launched legal action to protect the rights of Commonwealth Bank staff in relation to weekend trading. The legal proceedings, in the Administrative Decisions Tribunal of NSW follows the CBA's successful application to remove a restriction on their weekend trading license that previously limited the bank to the use of volunteer labour.

Having control over working hours is an essential part of a proper work/life balance and weekends are particularly important for many staff with family, sporting and religious obligations.

In a remarkable twist of logic the CBA has on the one hand asked the NSW Government to remove the limit on volunteer workers and then has assured CBA staff that only volunteers would be used.

It is only when we hear directly from CBA that the bank's motives become clear. When recently asked by FSU State Secretary Geoff Derrick why the bank was following such a potentially contradictory path, the Bank's senior Industrial Relations Manager stated that it all come down to "What does voluntary actually mean?"

In response to the bank's question, Geoff Derrick says,

"It's not that hard, voluntary means that you can choose when to do it and you can choose when not to do it."

"The problem with the CBA is that they are using AWA individual contracts to remove the right for staff to say 'No' to weekend work," said Geoff.

He went on to say, "The CBA is kidding themselves if they think that employing someone on a five year AWA that hands total control of working hours to the bank and includes mandatory weekend work is an example of a volunteer."

By removing the license restriction the CBA is allowed to decide for itself whether they deem someone a "volunteer", but members want better protection than that. Reinstating the license restriction would give members the protection of an independent umpire to ensure all weekend staff were genuine volunteers.

The case comes up for a directions hearing on 22 January. Meanwhile FSU continues to monitor CBA weekend work to ensure that staff are genuine volunteers and appropriate penalty rates are paid.

## LEGAL SOLUTIONS AND CLAIMS FOR LOSS

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## Secretary's Report

### ELECTRICITY PRIVATISATION – AN ISSUE FOR FSU MEMBERS

The NSW government has backed a report which calls for the sell-off of our power. The Owen Report says that state-owned electricity assets, such as power generators and customer support services, should be either sold outright or leased to private companies.

Unions in NSW have strongly voiced opposition to this proposal because it just doesn't stack up as being in the interests of NSW families or jobs.

#### Higher Prices

Electricity prices have skyrocketed to an all-time high under privatisation in Victoria with consumers facing a 17 per cent price hike from 1 January 2008.

Can your family afford to pay more for your electricity?

What will be the impact on jobs if we are less competitive on energy prices for potential investors?

#### Less Reliable Services

In Auckland, New Zealand - a privatised power system delivered a series of failures that caused the entire network to collapse for two months.

What would rolling blackouts mean for your family or business? NSW currently competes for foreign investment that will bring in more jobs for our community – one of our current competitive advantages is the cost and reliability of our power. Should this be put at risk?



**Geoff Derrick**  
State Secretary

#### Jobs Sent Offshore

When Hong-Kong based TRU-Energy purchased electricity assets in Victoria more than 500 customer service jobs were sent offshore to India.

This is an issue that FSU members are only too familiar with. We have seen local jobs sent offshore by ANZ, Westpac, St George, Suncorp and GE Money. Not once did the company in question pass the cost savings onto their customers in the form of lower prices despite significantly reduced wage costs off shore.

Do you want to dial another country to log problems and seek assistance if you are experiencing a power crisis?

#### Want to do something about it?

Log on to [www.stoptheselloff.org.au](http://www.stoptheselloff.org.au) and learn more about the problem and possible solutions. We can deliver cleaner, more reliable and more reasonably priced power to NSW homes and businesses by saying "no" to electricity privatisation.

## FSU Contact Details

Ph 1300 366 378 Fax. (02) 9320 0099 Email: [nswact@fsunion.org.au](mailto:nswact@fsunion.org.au) Web: [www.fsunion.org.au](http://www.fsunion.org.au)

### NSW/ACT Executive

The NSW/ACT Executive is made up of finance industry workers and is the governing body of FSU in NSW and the ACT.



#### Multiple Employers Member Council

Ingrid Geli  
CPS Credit Union  
Ph. (02) 6213 1200



#### Mid Sized Banks Member Council

Greg Owens  
St. George Kogarah  
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#### ANZ Member Council & NSW/ACT President

Joy Buckland  
ANZ Cronulla  
Ph. (02) 9527 4088



#### Commonwealth Bank Member Council

Linda Nassar  
Martin Place, Sydney  
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#### NAB Member Council

Susan Walsh  
NAB North Ryde  
Ph. (02) 9491 4700



#### Reserve Bank Member Council

Marc Bampton  
Reserve Bank  
Ph. (02) 9551 8963



#### Westpac Member Council

Linda Schofield-Olsen  
WBC Concord Service Centre  
Ph. (02) 9767 1060



#### Insurance Member Council

Chris Wright  
IAG Pymont  
Ph. (02) 9088 9434

# Long Service Leave rights in focus

If you're about to head off on a long and well deserved break, it might pay to check the way your long service leave is calculated.

Insurance giant Suncorp has told its staff that long service leave is calculated on base pay only - but this isn't correct.

The NSW Long Service Leave Act sets out rules for how long service leave is calculated, and on what rate of pay.

Importantly, bonuses and commissions received by the employee are averaged over the previous 12 months and factored into the calculation of the rate of pay.

"Completing enough years of service to qualify for long service leave is a great achievement", said Chris Wright, NSW/ACT Insurance Members Council President, "employers must honour their respon-

sibility when it comes to paying the leave".

If you have taken long service and think you may have been underpaid or if you have any questions about your entitlement, please contact FSU's Member Rights Centre on 1300 366 378.



*Take a trip - but check your pay before you go!*

## Rogue employers race to slash rights

The defeat of the Coalition Government, and with it their extreme IR laws, has seen some employers in our industry ratchet up their efforts to get employees to sign up to inferior conditions through AWA individual contracts or collective agreements which have not been negotiated with staff or the union.

Among the worst offenders is the Commonwealth Bank, which continues to offer staff an AWA that fails to protect existing benefits, or offer any certainty over pay increases. Other companies like BNP Paribas and Qantas Staff Credit Union have tried to rush in new collective agreements which have not been union negotiated, and undermine existing entitlements.

"There are a lot of changes going on just at the moment, and it is important that before signing up to a set of conditions you get some advice on what you're getting yourself

into" said Joy Buckland, FSU State President.

If you are offered a new agreement to sign or vote on make sure you let the Union office know by calling the Member Rights Centre on 1300 366 378.

### BEST WISHES

On behalf of the NSW/ACT Executive, and all the staff at FSU, we wish you a very happy, safe and prosperous new year!

# A year in review

As 2007 came to a close the Union's Annual General Meeting on 13 November was a great opportunity to reflect on the past year, and acknowledge some outstanding efforts. Members and workplace reps were at the forefront of the good work of the union in a year that came with some unprecedented challenges.

Guest speakers at the meeting were NSW Minister for Women Verity Firth, and National Secretary Leon Carter. Both spoke about the challenges we confront and how we're overcoming them.

Special thanks were given to Jan Burnett-McKeown from NAB in the ACT in recognition of her many years of meritorious membership when she received the special honour of life membership of FSU. Also receiving special thanks was Westpac Rep Carmel Bourke who was awarded the ACTU Workplace Organising Award for her role in stopping Westpac from sending 385 jobs offshore in November 2006.

FSU Reps Iain Lauer (Zurich), Sharen Muller (Illawarra Credit Union), Susanne Pearce (St. George) and Marc Bampton (RBA) were given special thanks for their dedication and hard work in their roles as FSU Workplace Reps throughout the year.

Some notable statistics coming out of the the AGM were:

**3181 Workplace Visits**

**16,827 Calls Answered**

**3,504 Members Represented**

**\$2,269,489.18 Recovered on members' behalf**



Honoured: (top) Carmel Bourke and (below) Jan Burnett-McKeown



## Gossip!

### Staffing? – that's \$1

Managers in a certain area with chronic staffing problems have been told not to discuss staffing in any managers meetings or teleconferences.

Anyone who even mentions a lack in staffing gets fined \$1

Perhaps the money is to hire some extra staff...?

### Keep it clean...

It seems that there are no boundaries when it comes to inventing new HR speak if this latest example is anything to go by.

When speaking about quality service during a HR presentation, the term "service hygiene" was floated. Of course no one really knows what this latest piece of jargon actually means but maybe they want staff to wash their hands between customers?

### Not enough or too much?

A local bank manager who had problems with senior management because they said he wasn't pushing his staff hard enough to achieve sales targets eventually quit to take up a job with a credit union.

Then at the credit union he was spoken to by management for pushing his staff *too hard* when it came to targets!

He just can't win!

## Bitesized

### Zurich staff vote

After a successful campaign to bring Zurich back to the negotiating table, staff have now voted on their new Collective Union Agreement securing their conditions of employment and providing for pay increases and protection of rights.

Congratulations to Zurich staff and to the FSU reps who campaigned so well to bring it all together!

### Better Banks

A campaign is underway on the Central Coast to tackle targets head on, and with the support of the local community. Staff from all banks have come together with the common aim of fixing unachievable targets and changing the culture of forced sales onto customers. Call the Union office for details.

### New agreement

Staff at Community Alliance Credit Union now have a new Union negotiated collective agreement, which includes a 12% pay increase and will run for 3 years.