

Radical changes  
to pay at ANZ

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# FSU Bites

  
FSU  
December

Newsletter of the Finance Sector Union of Australia, NSW/ACT Branch

## NAB gets the message on leave and relief

NAB will increase relief numbers by 36% in the retail bank following constant pressure and collective action by NAB FSU members after cutbacks were made by the bank earlier this year.

Staffing was one of the major issues the bank failed to address in negotiations for a new Collective Agreement that saw the staff ballot split almost 50/50, forcing the bank to review its position.

Following a review and new discussions with FSU, NAB has now committed to significantly increase the number of days each year when the bank will provide relief cover.

This number will increase the average relief allocation per full time equivalent employee in the network by an additional eight days. This will account for the average number of RDOs and personal leave days per person per year.

"For those of us working in branches it's been a long time coming", said Dale Mills FSU NAB Member Council President.

"Staffing and relief has been a constant source of stress and anxiety for us and it's great to see our hard work is beginning to pay off



FSU NAB Member Council President Dale Mills

and the bank finally listening to our concerns", she said.

"Of course, as NAB now moves to implementation we need to keep our eye on the ball and make sure it actually happens and ensure what has been promised actually works for us on the frontline".

NAB has set up a team including a project leader to implement the key proposals to emerge from the review and NAB expects the process to take 3-4 months to implement. FSU will meet regularly with this team to monitor implementation.

### NAB members win full \$750 payment

As part of the new NAB/FSU Agreement group 1 and 2 full time employees were to receive a one off \$750 payment with part timers receiving a pro-rata proportion. After the Agreement was voted on and certified, NAB then said that the payment would be less \$68.18 for superannuation contributions meaning staff would receive \$681.82, not the promised \$750.00.

At no time in negotiations was it suggested to FSU negotiators or members that the \$750 payment would have superannuation deducted from it.

FSU took NAB to Fair Work Australia lodging a dispute and in a turn around in the middle of proceedings, NAB agreed to pay the full \$750 payment as promised and pay an extra \$6.82 superannuation on top of that to reflect 10% super contribution on the original \$68.18 withheld. Part timers receive a pro-rata amount.

### Offshoring Scoreboard

Players	Score
ANZ	2373
NAB	1342
Westpac	460
AXA	400
St George	291
Suncorp	250
CitiGroup / Diners	232
Macquarie	100

**TOTAL** no change this month

**5448**



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# Secretary's Report

Geoff Derrick, Secretary NSW/ACT Branch



## Has Westpac Gone Bananas? No, there's method in their madness

Westpac has taken a hit in the media about its pricing strategy for home loans and then tried to explain the strategy with a video to customers about the cost of bananas that the bank's own executives say was condescending.

OK, so that's not usually the stuff that the Union gets directly involved in. We are staunchly independent about the virtues of particular marketing strategies but in this case because of the bank's hypocrisy we must take a stand.

The problem for us isn't that Westpac has decided to put its prices up, it is that in doing so they were clearly prepared to take a hit in the market but weren't prepared to let the frontline staff in on the plan. They have kept lending targets for staff at record levels despite the knowledge that the bank was ready to take a hit on lending volumes.

You see Westpac's loan book has been growing at 2.4 times the industry average while their deposits have only grown at 1.6 times industry average. That means that they can't easily fund the extra loans that the lending staff are writing.

The answer was simple, increase deposit interest rates to attract more of that market and put up lending rates to slow down the demand for borrowing. In that way you should be able to more easily fund the loans that do come in and you get the added advantage of taking pressure off the understaffed loans processing back office areas who have been struggling to keep up for months.

So the method in Westpac's madness is this;

1. Your staff are writing so many loans that you can't fund them from deposits and you don't have enough processing capacity. It's starting to eat into your profit margins and your reputation.

2. You put up the cost of loans to slow down the demand from customers.

3. You don't change sales targets for your lending staff and when they can't sell your overpriced loans then you don't need to pay performance bonuses. You also save on overtime for the loans processing staff (at least those who haven't been outsourced or off-shored).

The cost of performance pay and overtime is actually relatively small compared to the profit margins on loans, but I've added this in to demonstrate that Westpac's decision to increase prices, being aware that it will impact market share and not adjust sales targets downwards is dishonourable and unfair at so many levels.

The decision has upset borrowers and put unfair pressure on staff but protects profits. That's irresponsible.

Westpac should immediately reduce sales targets for lenders.

## Season's Greetings

Geoff Derrick, Joy Buckland  
and the NSW/ACT Executive  
wish you and your family  
a safe and happy holiday  
season! See you in 2010...

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## NSW/ACT Executive

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



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# Radical changes to ANZ pay?

During discussions for a new collective agreement at ANZ, the bank has put forward a proposal to replace the current pay structure for group 5 and 6 employees with the bank's performance management framework which would mean an end to across the board pay increases at ANZ.

Instead, ANZ wants to move to a system of performance based pay. Salaries would be determined by ANZ based on market data and on the outcome of performance reviews. ANZ is proposing that the CEO will have the final say on any annual salary budget.

FSU members earlier this year endorsed the Union claim for across the board pay increases for each year of the new agreement.

Despite that endorsement, ANZ is quite clear in its determination to move forward with the proposal. During negotiations the bank has said that the proposed new pay structure is "a deal breaker". In other words, unless we all agree to ANZ's wishes, they will not enter into a new collective agreement with staff.

Jenny Lennox from the ANZ member council says the bank's proposal gives ANZ all the say in how pay is set...

"Under this proposal, ANZ have all the say

in how our pay is set and we lose our right to collectively bargain future pay increases", said Jenny.

"The bank decides what the market is, what our performance is like, what the pool of money will be and then just hands it out as it sees fit. Nothing is negotiated at any stage and the bank has complete discretion over movements in our pay", she said.

"Recent experience has shown problems do occur with performance management. We had to take up the issue of the bank's

'online tracker' system, which was having a detrimental effect on people's performance rating. If our pay increases were directly linked to that system we would have lost out through no fault of our own".

FSU believes performance pay can work so long as it's done fairly and is paid in addition to across the board pay increases that keep pace with the cost of living.

## Where to from here?

The negotiating team now requires members' feedback on how to respond to ANZ's pay proposal.

FSU organisers are visiting workplaces to



FSU ANZ Council Member Jenny Lennox

gather feedback and talk with ANZ staff. Workplace meetings and teleconferences will also be held. You can also provide your feedback online at <http://www.fsunion.org.au/News-Views/Surveys/ANZ-Pay-Performance-NEW-PAY.aspx>

In the meantime, ANZ staff should talk about these issues and share information on what is proposed and if you're not already a Union member, make sure you join and have your say.

## An active 2009...

As 2009 rapidly draws to a close the Union's NSW/ACT Annual General Meeting held on 11 November was a great opportunity to reflect on and acknowledge the efforts of members, workplace reps and staff over the past year.

Guest Speaker Nicole Ikenberg from the World Wide Fund for Nature spoke of the UN Climate Change Conference in Copenhagen taking place this month where a legally binding international framework will be sought to tackle climate change. Nicole spoke of Australia's role in the global context being one of the worlds developed nations most a risk from the effects of climate change and what we can all do at work and home to make a difference. Full details at <http://wwf.org.au/ourwork/climatechange/>



FSU National Secretary Leon Carter with FSU's newest Life Member Susan Walsh

FSU National Secretary Leon Carter took great pleasure in awarding long time FSU member and activist Susan Walsh with life membership of our Union. Over many years Susan has worked tirelessly on behalf of all finance industry staff but in particular in the National Australia Bank where she served on many FSU committees and working groups over the years representing the best interests of her colleagues and staff. Susan has always put the interests of her colleagues and fellow Union members first and she received a standing ovation for her outstanding contribution.

As some of the notable statistics for the year show, our Union has made a great difference in the lives of staff right across our industry and we look forward to working just as hard in the coming year to achieve even better results.

We now look forward to 2010 and meeting the challenges before us. Issues of pay, job security, staffing, workloads and targets will be central as we bargain for better deals with our employers.

### Notable statistics for the year

- \$7,142,205 recovered on behalf of FSU members
- 29,768 Calls to the NSW Office
- 2406 Cases resolved for FSU members
- 2800 finance workers stepped up and became FSU members
- 3645 workplace visits by organisers
- 525 FSU members stepped up and became workplace reps.



## Don't forget your Boxing Day holiday!

The NSW Government has gazetted Monday 28 December a public holiday in lieu of Boxing Day falling on a Saturday this year - [http://www.industrialrelations.nsw.gov.au/About\\_OIR/Public\\_Holidays.html](http://www.industrialrelations.nsw.gov.au/About_OIR/Public_Holidays.html)

That means Monday the 28th is a public holiday for everyone in NSW.

If you're asked to work on the 28th check your Award or Enterprise Agreement to be sure of your entitlements and if you need further assistance or advice contact the FSU Member Rights Centre on 1300 366 378.

## NSW Bank Holiday Review update

In August this year *FSUBites* reported on the NSW Government's review of *The Banks and Bank Holidays Act* in which provides for the setting of public holidays in NSW. The review will recommend changes to modernise the legislation and other instruments which affect the creation and operation of public holidays and bank holidays.

Although the "Options Paper" for the review released in August stated the intention was not to reduce or increase the number of public holidays in NSW (citing a media release from the Minister in May), the banks were quick in their submissions to recommend the removal of Bank Holiday. FSU in its submission argued strongly for the retention of the holiday which has existed for the past 100 years.

As we go to print this month we understand the final report (due out in October) is with the Minister and are eagerly awaiting its release. Once it is available we will publicise the contents. In the meantime you can read all the submissions and get the latest information on the review at: <http://www.industrialrelations.nsw.gov.au>

## FSUBites' top 10 "don'ts" for your Xmas party!

Because we don't want to read about you in FSUBites Gossip next year, here's the top 10 things not to do at your Office Xmas party:

1. Don't steal toilet rolls and use them as Christmas decorations.
2. Don't announce that you can handle your alcohol because it probably means you can't.
3. Don't do whatever it was you were thinking of doing!
4. Don't photocopy any part of your body, or anyone else's (seriously, please don't!)
5. Don't fart, burp, yawn or fall asleep during the boss's speech.
6. Mistletoe - are you kidding? For goodness sake....just don't!
7. Don't talk about how that one person drives you crazy. It's a party, there's alcohol, they will find out.
8. Don't take over the mic and sing anything... (not too early anyway).
9. Don't be too... no one cares about the size of your bonus.
10. Don't promise that you will be at work early the next morning!



## December FSU Bites

Authorised by Geoff Derrick, Secretary, NSW/ACT Branch



## Gossip!

### A bank, or a peep show?

At a target setting meeting, the manager advised staff to undo a button to increase sales! Mind you, this is the same manager who suggested a staff member wear Depend sanitary pads and another must be going through menopause... but more on that in future editions of *FSUBites Gossip*.

### Christmas Cheer?

Staff were told they could not go to the Saturday Christmas party unless they attended a weekend staff conference that ran either side of it when they are not paid for attending the conference (apparently food is in lieu of pay).

### Take your business elsewhere

Staff at a bank branch have been told not to open any accounts (other than those for kids) under \$100 as they won't receive any target recognition. Apparently customers are being told to go elsewhere if they want to open these accounts.

### Over achiever?

The leading lender in the region, apparently achieved way too much so the employer raised her targets and avoided having to pay her a very large bonus.

### That's rubbish!

In an amazing cost cutting exercise an employer has decided no one is to have rubbish bins at their desks and has removed them all. People now have to travel through a number of security points to get to a central location for rubbish on the other side of the very large floor. Staff attempted to bring their own bins and were told they'd be confiscated. Now some selected staff who also work in the same area but can't afford to be away from the phones or they may miss business calls have been exempted.