



Jobs offshored again!



Thanks, but no thanks

Great result at St. George

As a proposed new collective agreement securing pay and conditions at St. George is put to FSU Reps for feedback across the country, FSU Rep Liz Busch and her colleagues have done their part to ensure offshoring wasn't left out of the equation.

"We wanted to show St. George that we do love working here but at the same time their decision to offshore jobs has the potential to not only hurt staff, but the business as well", said Liz.

"The best way we could think to do that was to display Aussie flags at our workstations with two messages displayed on stickers", she said. "The first message says 'we love St. George', the second says 'Keep Our Jobs Here!'", said Liz.

"The response from staff has been absolutely overwhelming. Walk into head office and you'll see a sea of flags", she said. And, the plan has worked.

Through negotiations a clause about offshoring was inserted in the proposed agreement for the first time ever.

The clause contains superior conditions compared to current redundancy entitlements, ensures staff won't have to train their replacements, and commits the bank to sitting down with FSU and negotiating guidelines for offshoring within the first 3 months of the agreement.

Collective Agreements with no trade offs

Other benefits in the proposed collective agreement are:

- a 12% pay increase over 3 years;
- an increase in relief allowance from \$26 to \$50;
- an increase in penalty rates for evening work of 25% after 8pm;



FSU Rep and St. George employee Liz Busch

- a minimum increase on promotion of 3%;
- 13 weeks paid parental leave built into the collective agreement instead of bank policy; and
- better superannuation and salary entitlements for packaged staff.
- Importantly, the proposed agreement contains no trade-offs.

The proposed collective agreement is out now for consultation with FSU Reps and members before a final vote takes place. Consultative meetings are taking place across the country. More information is available by calling 1300 366 378 or e-mail at nswact@fsunion.org.au.

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Secretary's Report

Compare the pair

The much anticipated federal election is fast approaching. I respect every FSU member's right to vote as he or she sees fit, but there are some important differences between the two parties this time around when it comes to the bread and butter work of FSU - your rights at work.

So who is better placed to look after working families, not only for those of us in the workforce, but our kids & grandkids?



Geoff Derrick
State Secretary

Issue	Liberal	Labor
AWA Individual Contracts	<ul style="list-style-type: none"> • AWA's cut pay and conditions such as public holiday and weekend pay, overtime and redundancy • Signing an AWA can be a condition of getting a job or promotion • Workers sacked and offered their job back on an AWA that cuts pay and conditions. 	<ul style="list-style-type: none"> • AWAs will be abolished
Collective Bargaining	<ul style="list-style-type: none"> • Employers can refuse to bargain collectively with workers. 	<ul style="list-style-type: none"> • Workers have the right to bargain collectively if they choose.
Unfair dismissal	<ul style="list-style-type: none"> • Workers in any sized business can be sack at any time for "operational reasons". • Four million working Australians have lost protection from unfair dismissal 	<ul style="list-style-type: none"> • Workers protected from unfair dismissal • In small business, with the less than 15 workers, protection would apply after 12 months employment and after 6 months in other business.
Families under pressure	<ul style="list-style-type: none"> • More power for employer to dictate working hours. • Workers must negotiate conditions like overtime, pay, penalty rates, public holidays and annual leave entitlement; • Awards stripped back 	<ul style="list-style-type: none"> • More say for workers over rosters and shifts • An extra year of unpaid parental leave; • Modern flexible awards

If you agree that the rights of working families now and in the future are important issues in this federal election, I urge you to compare the major parties on these issues as you go to the ballot box and cast your vote.

Geoff Derrick

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Jobs offshored at Westpac - again!

After a very successful campaign in November 2006 that saved 485 jobs, Westpac has changed its tactics in a bid to offshore back office functions at its Concord Service Centre and has announced they will offshore 25 jobs by the end of this year.

FSU workplace rep Carmel Bourke who led the charge to save jobs last year takes up the story...

"It seems Westpac has been planning this for a while and has put things in place at Concord to make it easier to offshore these jobs and avoid a community backlash, including the use of

casual labor", said Carmel.

"Twenty five is a long way short of 485 so the question becomes... who's next?", she said.

"Staff here at Concord have been through an enormous amount of change and upheaval in recent years but we've stuck at it, always looking to work with Westpac and improve the way we do things", said Carmel.

"It's obvious now, Westpac is just engaged in a cost cutting exercise no matter what. This really concerns me, not just for the staff and our morale, but for the customers", she said.

"Our message to Westpac is the same as it was in November 2006", says Carmel, "KEEP OUR JOBS HERE!", she shouts.



FSU Workplace Rep Carmel Bourke

Members petition NAB over performance pay

As a new classification and pay system looms at NAB, two FSU Reps in Sydney's east have taken a stand for fair pay.

"The issue of performance pay with no across the board salary increases is one that has enormous potential to effect everyone's take home pay. When you consider how performance is measured by targets that are often too high and unachievable because of factors we have no control over", said Andrej Njegus, a Union Rep from National Australia Bank.

"We decided to get the petition together and present it to the bank because it's a very effective way of demonstrating how widely and deeply a particular issue is felt and almost every staff member from the branches in our market signed the petition", said Andrej.



FSU Members Andrej Njegus (top) and Scott Yandell

"In our petition we were very clear that we could not support any pay system that relies solely on our performance assessments to decide our pay for these reasons", said Scott Yandell, also an Eastern suburbs Union Rep.

"Our petition explained that we are not opposed to performance based pay that rewards high achievers, but that a fair system is one that pays staff

cost of living increases and then performance pay on top of that".

"The pressure to sell products rather than provide good service to our customers is getting out of control", he said, "and if the bank has its way, that pressure will triple if our pay is determined by how much we can sell", said Scott.

"We don't want to go to a system that is similar to Telstra's that was on Four Corners recently, where the staff's mental health would also be affected. I've also recently received a phone call from a Telstra tele-marketer begging & pleading for me to switch back to Telstra", he said.

FSU members in NAB eastern suburbs say...



Thanks, but no thanks!

Say NO to an unfair pay system at NAB.

- ✗ no more cost of living pay increases for many staff;
- ✗ unfair performance review will cost you money;
- ✗ short staffing and unachievable targets will decide your pay.

Join the campaign for a better pay system at NAB - call the FSU office on 1300 366 378, e-mail nswact@fsunion.org.au or speak to your local FSU Workplace Rep.

Fair Targets in 2008

It's October, the time of year when many members are told their performance targets for the next year. These same members will be accountable for reaching these targets despite having little or no input in setting them.

Now, more than ever targets will determine the pay levels for FSU members as many employers move to performance based pay systems.

But what if this year, instead of just coping high and in some cases unachievable targets, we actually decided to do something about it?

Imagine if we had some input into how our targets were set and they weren't just handed down from above? Well... with proper preparation and planning it can happen.

Here's a few steps to set you on the path towards fair and achievable targets:

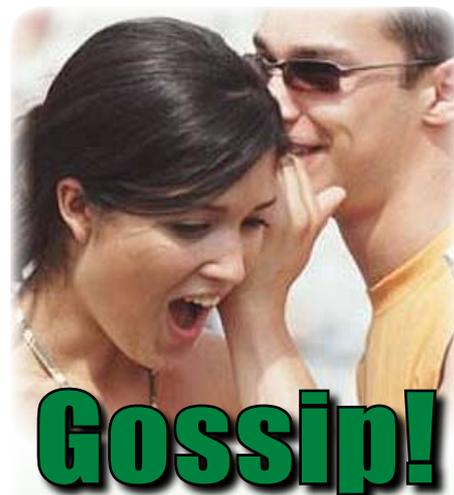
- ☑ Get it out in the open – talk openly to your co-workers about what the targets are and what everyone thinks about them. We are strongest when we work together.
- ☑ Decide what you think is achievable and why – think about what is realistic both in terms of what you can do, and what the company needs you to do.
- ☑ Think about what other factors might influence your ability to reach the target – staffing levels, relief, leave, the local market. Could you have met the target if it had been adjusted for your annual

leave days? Perhaps the focus is getting through the queue, rather than achieving target.

- ☑ Check out your enterprise agreement – most agreements say something about how targets must be set.
- ☑ Work out who is making the decisions – is your boss just the meat in the sandwich? Should we be taking it up with someone higher up the food chain?
- ☑ Check in with similar branches, teams or departments – what are their targets? What do they think about them? Could we work together to make our voices stronger again?
- ☑ Call the union office if you need help – don't wait until it is too late! Getting the problem sorted out before it begins is always better than trying to fix things once the horse has bolted!

Then – and here's the most important step – go to your boss (ideally as a group) and say "We don't think these targets are achievable, and we don't agree to them – so let's make a time to discuss the situation"

Finally - PUT IT IN WRITING!



Gossip!

Would you like service with that...

A horrified new staff member of a bank who underwent an intensive four week training program turned up to work in her branch quite surprised to discover she'd actually be handling cash! No one actually told her she'd be looking after people's money. She resigned.

Amatuer Games

A company is running a campaign in the lead up to the Beijing Olympics and has "invited" (but really expects) staff to be part of a competition to design and build a symbol of the Olympic spirit such as a torch. Line managers then received an email stating that there will be no budget for the competition so staff will need to pay for it themselves. That's the spirit!

It's a matter of trust...

A staff member experienced some medical problems after fumes from an unknown source were detected in the workplace.

The staff member went to the doctor to get a certificate, however her employer insisted she attend the doctor again – this time with a representative from the company to check on her story and what the doctor had to say...

Ever heard of doctor / patient confidentiality?

Can't See CommSee...

FSU Wins Concessions for Staff

As reported in the September edition of *FSUBites*, the Union is seeking to have CBA targets adjusted after the CommSee computer system crashed. Commsee is used by staff to process new business and customer requests.

CBA Members' Council newly elected President Linda Nassar takes up the story...

"The matter was raised at a CBA members' council meeting and we asked State Secretary Geoff Derrick to raise our concerns formally with the bank on behalf of all CBA staff affected by Commsee", said Linda.

"Following discussions with the

bank where CBA did acknowledge the problem, some concessions for staff were made including the Customer Experience Survey over this period not being recorded for performance reviews but we believe that CBA must do more", she said.

"FSU will continue to pressure the bank to adjust targets", said Linda, "you can show your support by emailing nswact@fsunion.org.au to tell us your stories about the problems experienced while Commsee was down."

Linda Nassar

