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# FSU Bites

July 08

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

## Stop the takeover!

In the last month the campaign to stop the Westpac takeover of St George has gathered full steam and now includes not only all of us, but politicians and the community at large.

So what's been happening in the last month or so?

### Meetings and Visits...

We've held 14 after hours meetings in Sydney, Canberra and regional areas attended by both Westpac and St George staff. They often attracted local media coverage highlighting the risk to local jobs and services. FSU organisers are continuing a hectic workplace visit program to speak to as many people as possible.

### Meeting with St George CEO Paul Fegan...

We've met with St George CEO Paul Fegan where he admitted it was indeed a takeover where Westpac Executives will make the key decisions. At that meeting we called on Mr Fegan to put a halt to further offshoring at St George to spare staff the double whammy of the takeover and offshoring. He declined saying that until the merger was settled it was business as usual and 48 hours later an announcement was made to offshore another

60 jobs from Kogarah head office.

### Meeting with Westpac CEO Gail Kelly...

We meet with Westpac CEO Gail Kelly on 17 July. Ms Kelly has recently taken out a full page ad in major newspapers asking people to email her directly and have their say on the takeover. We strongly suggest you do that at [gailkellyceo@westpac.com.au](mailto:gailkellyceo@westpac.com.au)

### Lobbying State and Federal Politicians

FSU delegations have met with both NSW Premier Morris lemma and Federal Treasurer Wayne Swann to outline our concerns about the takeover. We have also approached Federal MP's from electorates where large numbers of jobs are at risk.

Sign the petition to Wayne Swann calling on him to reject Westpac's merger application. Copies are available to download at [www.fsunion.org.au](http://www.fsunion.org.au) or by phoning 1300 366 378.

### Meeting with ACCC

FSU has met with Graeme Samuel, Chairman of the Australian Competition and Consumer Commission to put our concerns about the detrimental effects the takeover will have on competition, particularly in NSW.

The ACCC is currently assessing the impact that the proposed Westpac takeover of St George will have on the competition to see if it significantly lessens competition in any market.

### In the community

FSU has been running community stalls in shopping centres to talk to the public about the proposed takeover, get petitions signed and generally raise awareness of what the takeover will mean for local communities and bank customers. If you'd like to be involved in the community stalls contact Jim Piotrowski at [jim.piotrowski@fsunion.org.au](mailto:jim.piotrowski@fsunion.org.au) or 1300 366 378.

## Why we say... **NO** Takeover

- Westpac has already said that they will cut \$300 million in costs from the new bank. That can only mean fewer jobs (around 5000), more off-shoring and more work stress.
- Westpac has said the cutbacks will be from "the entire group". Regardless of who you work for now, everyone will be affected in some way.
- Westpac says it will cut jobs through recruitment freezes and redeployment. It will minimize retrenchment payouts.
- There will be a staff freeze in both employers so workloads will increase.
- Staff could be forced to change locations.
- St George's better conditions of employment will be lost.
- Australia needs more banks not fewer. Concentrating banking services is bad for competition and bad for customers.
- There will be major system changes in both Westpac and St George.

1. Sign the petition to Treasurer Wayne Swann and ask your family, friends and workmates to sign.
2. Show your support and join the Union. Encourage your workmates to join.
3. Join the FSU no takeover group by emailing [notakeover@fsunion.org.au](mailto:notakeover@fsunion.org.au).
4. Write a letter to your local Federal member of parliament or the editor of a newspaper. [www.fsunion.org.au](http://www.fsunion.org.au) has all the information you need to do this.

### Got a question? Heard a rumour?

Let us know at [www.fsunion.org.au](http://www.fsunion.org.au) or call 1300 366 378.

Can we do anything about it? **YES! >>**



# Secretary's Report

Geoff Derrick - State Secretary

## Mid Year Report Card...

We are now half way through calendar Year 2008 and it's time to take stock of the performance of our employers and highlight the areas for improvement. In doing so we can indicate the areas where our Union must concentrate its efforts for the 2nd half of 08.

### Job Security

In the face of global turmoil in financial markets where up to 18% of finance jobs in parts of the USA are being cut in response to the sub-prime crisis, the Australian employers have been able to maintain relatively stable employment. Notable problems include the increasing tendency towards off-shoring in a global race to the bottom on pay and conditions and the potential employment disaster of the proposed Westpac / St George merger which threatens up to 5,000 job cuts.

### Health & Safety

After several years of investment in improved security the number of armed hold-ups in banks is now at historically low levels, saving hundreds of staff from the trauma of violent attacks at

work. However the more widespread problem of workplace stress from bullying, overwork and understaffing requires urgent attention. The current Government review of Occupational Health & Safety laws will be critical to ensuring that workers are protected from the poor health consequences of overwork.

### Pay & Conditions

With inflation now at 4.2% per annum and many employers opting for individualised pay outcomes based on performance assessments many finance workers are actually going backwards in living standards for the first time. The growing pay gap between men and women in banking and insurance is a serious concern and will lead to distortions in skill and workforce availability in the longer term if it is not addressed. Overwork has severely reduced many workers capacity to take paid leave and this is adding to stress. Meanwhile the abolition of AWAs by the new Rudd Government and the foreshadowed return to collective bargaining offers good prospects to secure fair pay, more equity and reasonable workloads in the future.

### Community & Environment

Our industry has taken significant steps

to reduce the carbon footprint through better workplace design and reduced paper and energy consumption. More can be done by facilitating more flexible working hours to reduce commuting times and distances for staff and subsidisation of public transport costs for staff. At the community level the disconnect between high sales targets and customer needs creates genuine problems when there is no genuine match between customer needs, their capacity to pay and the product sold to them.

### Priorities

Our priorities will include challenging inadequate staffing levels, unfair targets and workloads, off-shoring of Australian jobs and building enough strength to ensure that collectively determined pay and conditions reverse the declining living standards and growing inequity in our industry. The Westpac / St George proposed merger must be opposed because it runs against all of these objectives.

## FSU Contact Details

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Web:  
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 & the ACT.



Multiple Employers  
Member Council  
**Amy Wand**  
Members Equity  
Ph. 02 8296 0321  
governing body of FSU in  
NSW & the ACT.



Commonwealth  
Bank Member  
Council  
**Linda Nassar**  
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Westpac  
Member Council  
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Schofield-Olsen**  
WBC Concord  
Service Centre  
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Mid Sized Banks  
Member Council  
**Greg Owens**  
St. George Kogarah  
Ph. (02) 9952 3331



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

Insurance  
Member Council  
To be filled at next  
meeting



ANZ Member Council &  
NSW/ACT President  
**Joy Buckland**  
ANZ Cronulla  
Ph. (02) 9527 4088



Reserve Bank  
Member Council  
**Marc Bampton**  
Reserve Bank  
Ph. (02) 9551 8963

# NAB Members Win Backpay

Members successful in recouping almost \$4000!

**Over twenty FSU members at NAB's DFS call centre at Rhodes have a little more in their pay packets after a successful FSU exercise to recoup unclaimed overtime payments totaling \$4,000.00**

FSU researcher Alexia Cunningham.

FSU Rep and NAB DFS employee Josh Coy says it's a timely reminder to staff to make sure they record their correct hours of work and claim their entitlements as he explains...

FSU became aware of the problem of unclaimed overtime when told of the local work practices of not paying staff for work required to be done outside formal rosters including set up time, log off time and time spent completing customer calls that went into meal breaks.

"We should all be mindful to complete our time records accurately and claim our entitlements as they fall due", he said.

"Working unpaid overtime is bad for everyone, you as the employee are effectively working that time for free and the bank has an incomplete picture of what staffing resources are necessary to complete the job", said Josh.

Subsequent inspections showed there was indeed a problem with the payment of overtime as well as the way overtime was recorded and we set about contacting members and organising a group claim to the bank.

No matter where you work, the principals are the same. If you think you're working unpaid overtime and would like FSU to investigate, contact the FSU Member Rights Centre on 1300 366 378.

"The claim was quite involved as many different members had different time periods to claim for but once each individual entitlement was calculated, we were able to put the group claim to the bank on behalf of members" said

***FSU membership – it pays to belong!***



*FSU Rep and NAB DFS employee Josh Coy*

# Reps take action over relocation



*AAS FSU workplace Reps Jeff Brocktoff and Margit Agh.*

**Staff at AAS Parramatta have been advised that they will be moving to Rhodes which could have some serious implications for staff. AAS employees and FSU Reps Margit Agh and Jeff Brocktoff with the support of their FSU organiser Elizabeth El Sayer have put together a plan of action to deal with the issues arising from the proposed move.**

either Jeff or myself. That way we'll be in a good position to go to AAS with some hard facts about exactly how the proposed move will affect staff".

"We've actually moved before but those moves were all within Parramatta. This is something completely different", said Margit.

"In the meantime, either Margit or myself would be happy to speak with any staff member about their situation", said Jeff.

"We've had concerns raised with us about the impact this proposed move to Rhodes could have on staff here at Parramatta so we've put together a survey to gauge how staff will be affected", she said.

"I'd like to reiterate the importance of completing the survey to give us a true picture of the issues that staff will face. We can then get together a plan to take to management and find solutions to help minimize the impact on staff", he said.

Margit and Jeff are working hard on behalf of staff at AAS. Show your support by becoming an FSU member today and completing the survey.

"It's imperative all staff complete the survey and return it to

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Optical

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[www.ambassadorcard.com.au](http://www.ambassadorcard.com.au)

### TRAVEL

A range of discount travel options are available through FSU Member Services including:

**Ambassador Card Accommodation** - Resort, hotel, motel, cabins, bed & breakfast and special room rates - 1300 724 477.

**Shopper Travel** - Airfares, accommodation, coach/rail tours, cruising. 1300 369 336.

**Holiday Reservations** - specialising in QLD and Northern NSW holidays. 1800 880 299.

**TravelScene** - International Travel. 1300 365 833.

**Best Western Motels** - 1300 369 336.

**Europcar** - 1300 853 352.

**Theme Park Tickets** - Movieworld, Dreamworld and Seaworld. 1300 366 378.

**State by State** - Great holiday and travel offers available. Check for local or seasonal holiday deals. 1300 366 378.



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### DOLLARS + SENSE

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**Australian Super** - Run to profit members, strong returns, low fees. 1300 300 273.

**Members Equity** - Alternative banking created by Unions and super funds. 1300 309 374.

**Member Advantage Health Cover** - 1300 853 362

**Money 101** - Take control of your finances. 1300 789 765.



For more information on how to make your FSU Membership work for you, call FSU on:

**1300 366 378**

## FSU Bites July 08

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

Authorised by Geoff Derrick, Secretary, NSW/ACT Branch



## Gossip!

### Not us!

A company insists it isn't offshoring jobs at present but there's more to the story. It is reported to *FSUBites* that while its true this company is "only outsourcing" jobs to a third party based in Australia, that company is then offshoring those same jobs. It seems the company may have got another company to do their dirty work for them.

### No changes for 20 years

A regional executive of a bank engaged in a takeover at present was heard to say there would be no changes to bank branches for the next 20 years. Great! Can you please give that to us in writing? Yeah right...

### Anyone there?

Despite having 8 CCTV cameras monitoring the customer area of a bank branch it turns out the monitor in the back area of the branch isn't turned on so anyone working out there would be none the wiser should an incident occur!