

Time to bargain
at Zurich



As jobs go its
time to invest
in Australia



FSU Bites



May

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

Local Not Loyal

In a move that will see all Branch Manager and Team Leader roles phased out, Westpac is embarking on a far reaching retail restructure under the banner of "Westpac Local" that will have a massive impact on current staff. Those same Branch Managers and Team Leaders are being asked to compete for jobs as "Bank Manager" that the bank is advertising in the weekend papers to the general public.

Current Branch Managers will need to apply for up to 3 new roles depending on how branches are classified under the restructure.

When questioned on why Westpac thought it was appropriate to advertise externally when many long standing staff were losing their jobs, the bank said that current staff don't have the skills or attributes needed to fill the new Bank Manager position so external recruitment was necessary. This is despite the fact that the roll out of the new jobs will take months to complete.

On April 1, Westpac increased targets for Home Finance Managers and Branch Managers by 2.5% to pay for the implementation of Westpac Local, effectively saying they will have to work harder to pay for the cost of their own retrenchments. It's curious that the people who won't be good enough to work in the new structure are good enough to shoulder extra sales targets in a recession just to protect the Westpac bottom line from a profit dip as the bank restructures.

FSU Westpac Council Member Marcia Byrnes says it raises questions of loyalty and whether or not Westpac is repaying the long term loyalty shown by current Branch Managers.

"These Branch Managers have been loyal to Westpac for years and to ask them to apply for jobs the bank is already recruiting externally for is a real slap in the face", said Marcia.

"Westpac should put a halt to external advertising until all current managers have had the opportunity to be fairly considered for a role in the new structure, repaying the loyalty and hard work they have given Westpac", she said.

Your rights in a restructure.

Westpac has obligations under the current Collective Agreement to take all reasonable steps to avoid retrenchments when a restructure like this happens. Existing staff have legally enforceable redundancy and redeployment protections including the following;

" All redeployment efforts will be assisted by taking maximum advantage of normal staff turnover and limiting other recruitment wherever practicable. External recruiting will not occur until approval has been given that employees on redeployment have been appropriately considered for the vacancy."

How can Westpac claim to have met these obligations?

If you are concerned with your situation, or that of your colleagues, call the FSU Member Rights Centre on 1300 366 378 for advice and assistance.



FSU Westpac Council Member Marcia Byrnes

Offshoring Scoreboard

Players	Score
ANZ	2180
NAB	1162
Westpac	437
AXA	400
St George	291
Suncorp	250
CitiGroup / Diners	232
Macquarie	100

TOTAL

up by 294 to

5052



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Secretary's Report

Geoff Derrick - State Secretary



Unions Work

Over the course of less than a month we have had first CBA's Ralph Norris announcing a three year halt to off-shoring jobs, then two weeks later Westpac's Gail Kelly says she's putting a stop to that bank's off-shoring practices and then just one week later Federal Treasurer Wayne Swan announces the introduction of a national paid parental leave scheme.

These seemingly unrelated announcements have one thing in common. Each is the culmination of years of hard work on a number of fronts by some very talented and hard working union members who have had an eye on the future. They have organised for change so that employers and governments start to put in place policy settings to ensure that our labour markets serve our communities not the other way around.

For the past five years our union has led the campaign to stop Australian employers from joining a global race to the bottom of pay and conditions by sending Australian jobs off-shore to low cost non-union locations around the world. For more than a decade we have negotiated paid parental leave company by company while lobbying government to introduce a national scheme that covers all working parents.

Today we celebrate the success of our efforts knowing that there is more to do; our insurance industry is plagued by massive under-insurance that leads to under-resourcing, poor public relations and a skills shortage.

The superannuation industry is going through a crisis of confidence caused by the biggest investment losses in 70 years. The credit union industry has been bashed about by public perception of risk in the middle of the global financial crisis. And of course our two biggest offshorers, ANZ and NAB have remained eerily silent about their future plans for Australian jobs in the light of the CBA and Westpac announcements.

With new fairer workplace laws now only weeks away (most elements take effect on 1 July 2009), we can take the victories over off-shoring and paid parental leave and move on in the knowledge that everyone in the union has made a difference and everyone is better off in the union. Unions work.

Geoff Derrick

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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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Time to Bargain at Zurich

FSU workplace reps at Zurich are working for a new enterprise agreement at Zurich and they're looking for your support.

Now that survey responses have come in, they are being used to formulate a "claim" which is the Union's bargaining position when it comes time to sit down and negotiate with the company later this year. The draft claim will go to meetings of FSU members for endorsement before it becomes the official claim to be used at negotiations.

FSU Rep Suzi Hallett, who will be on the negotiating panel, is urging all staff to get involved by attending a claim endorsement meeting so as many staff as possible get the opportunity to have a say before negotiations begin.

"The endorsement meetings are very important and give staff the opportunity to have a real say about what we go to the negotiating table and ask for", she said.

"From pay increases right through our current conditions of employment, we need to know what you think so our negotiating position reflects the views of staff", said Suzi.



Zurich FSU Reps;
(back) Jem Burton, Suzie Hallett, Iain Lauer, (front) Julie Heaslip, Tim Yeoman, Helen Tan

FSU reps will be working hard to get the best possible deal for staff in a union negotiated collective agreement that's also good for the company so lend them your support.

Details of claim endorsement meetings will be available shortly so keep an eye out and if you're not already a Union member, support the people who are working for you and join today – either online at www.fsunion.org.au or talk to one of your workplace reps.

Understaffing at ANZ

Understaffing, unpaid overtime, unachievable targets and excessive workloads were all issues identified in an FSU staffing audit conducted across 143 ANZ NSW branches during the recent summer of 08/09.

The audit results now provide the clear evidence necessary to go to ANZ to convince them to fix the problems said NSW ANZ Council Member Jenny Lennox.

"The results of the audit are quite clear with many branches being understaffed", said Jenny.

"Understaffing along with increasing targets, increasing workloads and many hours of overtime paints a fairly grim picture", she said.

"ANZ must now listen and fix these problems so that staff can get on with the job of providing excellent customer service and to make ANZ a better bank", said Jenny.

Help and assistance today

FSU assists members on a daily basis on issues such as overtime and we will continue to run individual and collective disputes to enforce member's rights. Issues such as targets and excessive workloads can be addressed by FSU in the process of securing a new Enterprise Agreement with ANZ this year.

Audit Results...

Staffing - In NSW, 143 branches were audited and 77 reported understaffing and were down by a total of 112 staff. 48% of vacancies were for annual leave and 32% were for sick leave.

Targets - 70% of branches that responded reported that individual targets has increased in the last six months. 72% of branches reported branch targets had increased in the last six months.

Workloads - 63% of branches that responded reported workloads had increased overall in the last six months.

Overtime - Overtime was worked in 94 branches in the week of the audit. 213 staff worked a total of 743 hours. 150 hours of overtime was unpaid in the week of the audit.

In the meantime, the FSU Member Rights Centre is there should you require advice or assistance about your individual or workplace circumstances. Call the centre on 1300 366 378.

As jobs go its time to Invest in Australia

Employers in our industry are cutting jobs at an alarming rate as offshoring and restructures are running rampant with literally thousands of jobs lost in recent months.

As well as restructures and job cuts taking place across the board resulting in over 5,000 jobs lost in recent months, another 5,000 jobs have been offshored.

FSU member Linda Chan who works in ANZ's mortgage processing area is very concerned about the impact offshoring will have...

"If jobs are offshored at this rate, what opportunities will be left for our next generation to obtain a job in the finance industry?", said Linda.

Better Job Protection

Job protection and skills retention must be the aim of our industry which is why FSU will be pushing all employers to adopt the Invest in Australia policy.

The policy in part aims to assist staff who lose their jobs to get back on their feet and back into work with increased severance payments just as Mitsubishi workers received in 2008.

Compared to finance, Mitsubishi workers receive 2 1/2 to 3 weeks more in severance payments.

It is time our employers put a halt to offshoring and cutting jobs in a short sighted attempt to bolster profits and look to the longer term".

Protection right now

Most union negotiated enterprise agreements contain job protection measures in the form of redeployment and redundancy clauses which spell out your rights and entitlements.

Under these agreements employers cannot simply cut staff on the spot. Notice periods must be given and redeployment options must be explored and then if a job cannot be found, people must be given a redundancy payment and in some cases help to find another job via outplacement services.

FSU will seek to strengthen job protection through the Invest in Australia policy.

To check your entitlements, or if you're unsure about the future of your job, make sure you're a Union member and contact the FSU Member Rights Centre on 1300 366 378.

Invest in Australia to secure finance sector jobs

FSU believes it is time our employers gave something back to the Australian community and that's why FSU is asking all staff in our industry to endorse the "Invest in Australia" policy which consists of a 5 point plan...

1. No more offshoring
2. No reduction in staff without a reduction in workloads
3. No forced retrenchments
4. A new skills fund, and
5. Better severance payments (14 weeks pay for the 1st year and 5.5 weeks pay for every other year of service as Mitsubishi workers received in 2008)

For more info and to add your support go to www.fsunion.org.au



FSU ^{May} Bites

Authorised by Geoff Derrick, Secretary, NSW/ACT Branch



Gossip!

The Shame Game

A manager sent an email to staff "encouraging" them to do better. The manager listed two staff who she believed were performing adequately, but then publicly named and shamed 19 other staff members who had not met expectations in the same email. The manager then signs off with the message, "The most caring bank in the Illawarra".

We're all individuals...

A large group of members all wrote different individual letters to their different managers expressing their individual concerns about targets and asking for them to be reviewed. They all got a response, the same response. The first line was "thank you for your letter of insert date here".

Training relief

The boss said, "There's no relief, you'll need to step up." The workers said "Ok, but we'll need training". The boss said, "Sorry, no can do. There's no relief."

Stimulus Package or Corporate Welfare?

The CEO says that because the Reserve Bank has reduced interest rates and Kevin Rudd has given them all \$900, staff don't need a pay increase this year. So much for injecting funds into the economy.