



Authorised by Geoff Derrick, Secretary, NSW/ACT Branch

CBA Ramps Up Targets!

FSU bites



TARGETS REDUCED!

Westpac members WIN

Westpac FSU members at their recent Wollongong meeting celebrating the good news!

The combined action of almost 200 FSU members across four regions has won across the board national reductions in referral targets for Westpac tellers.

The reduction in targets that's been endorsed by FSU member meetings across the four regions will benefit 3,000 Westpac tellers around Australia.

Marcia Byrnes FSU NSW/ACT Westpac Member Council President said, "This has been a great experience for us and to come out the other side with a great win like this is outstanding".

"Through all of us being organised, disciplined and sticking together to support each other with our Union behind us we've achieved something very special", she said.

"It goes to show that if enough people speak up about an important issue such as targets a positive outcome can be achieved", said Marcia.

In a long running dispute FSU members had been telling Westpac that the October 2010 doubling of targets was unfair and unreasonable. To support the case for change members from across the South Sydney, Illawarra, Newcastle and West Sydney regions submitted letters to local management disputing the decision to increase targets.

After months of escalation a breakthrough came in August when a delegation of Westpac FSU Workplace Reps including Maria Lemme (Dapto Branch)

Phil Isaac (Richmond Branch) and Marcia Byrnes (Kogarah Branch) met with senior Westpac management to seek a solution to the problems being faced by the tellers.

Westpac responded to the concerns of the union delegation and announced:

- a reduction in referral targets from 2 per day over 52 weeks to 1.5 a day over 48 weeks
- the 1.5 a day referral target will apply for both 2011 and 2012,
- a number of remote branches will have targets set at 1 per day in an acknowledgement that local market factors can have an impact on targets and these targets can be adjusted,
- a further adjustment of the target for individuals to take into account approved absences, training, relief in other roles and BEDs where this has a material impact on performance ratings.

Problems with targets? You too can win

The Westpac teller referral target campaign win is an example of how FSU members working together can bring about positive change at work. If you and your colleagues are experiencing problems with targets contact the FSU Member Rights Centre on 1300 366 379 to talk about what can be done at your workplace.

Get the most from your membership...

FSU Member Services
1300 366 378





A Tale of Two Targets

This month's *FSUBites* includes contrasting reports of targets in our two largest banks, Westpac – who after months of local activity and then national negotiations, have agreed to a one third reduction in referral targets for tellers, and CBA – who having just recorded another record profit of \$6.8 billion, have now increased tellers' targets by 64% for the next year.

Westpac's actions are to be applauded. They haven't gone soft in the head, they will still make a record profit this year, and probably again next year, and their tellers will still work as hard as they can to get a good result for their employer and their customers. Westpac will probably also still do a range of things that the Union will criticise, such as off shoring Australian jobs, but on this issue they have listened and they have responded positively to one of the biggest problems confronting our industry today.

Compare this to CBA, who can only be condemned for the arrogant way in which they have attempted to roll out another massive hike in targets that will cause workplace stress, put pressure on take home pay and drive behaviours such as workplace bullying and debt pushing that will ultimately tarnish our industry's reputation.

CBA staff can take hope from the Westpac result, and we will now work with CBA staff to challenge these new unfair targets in the same way we worked with Westpac staff over the same issues.

Members and Politics 1

NSW has new laws which give the state government power to unilaterally change the pay and

conditions of nurses, police, teachers, bus and train drivers and other public servants.

FSU members rely on these public servants to get us to and from work, maintain public safety, provide top rate medical care and teach us and our kids new skills to help meet the challenges of modern life.

We have an interest in these public services attracting and retaining the best possible people. We need to invest in these people.

FSU will join the Unions NSW rally in defence of our public services in Sydney in 8 September 2011.

Members and Politics 2

In June I asked for members' feedback on the question of whether I should vote for marriage equality when the question comes up at the ALP National Conference in November. Although same sex couples have equal rights in areas such as superannuation, pensions, housing, inheritance and adoption, they cannot marry.

Being a delegate to the Conference I wanted membership feedback on the issue and the response was that 58% of the members who responded wanted me to support the proposed change.

Support those who support us

11.30 am Thursday 8 September

The Domain, Sydney

(Behind Parliament House & Sydney Hospital)

NSW public sector wages and rights have come under attack. The new State Government has legislation aimed at giving the Government total control over wages, removing the right for public sector workers to bargain collectively and most recently has announced planned public sector job cuts in the thousands. Public sector job cuts equal cuts in services to the community.



Our fire fighters, police, nurses, teachers, bus and train drivers and those providing frontline assistance to the public need and deserve our support on Thursday 8 September.

It is time to support the people who support us. FSU is asking all members who are able to join the Rally on Thursday 8 September. Look for the bright yellow FSU flags!

More Info? Visit <http://betterstate.org.au/>

FSU Active:

For the period 1 Jan - 31 August 2011

- \$4,995,197 recovered on behalf of FSU members
- 15,308 calls to the NSW Office
- 1548 new cases opened on behalf of members
- 1491 cases resolved for FSU members
- 2489 workplace visits by Organisers

FSU Contact Details

Ph. 1300 366 378
Fax. (02) 9320 0099
Email: nswact@fsunion.org.au
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.



ANZ Member Council
Jenny Lennox
ANZ Sutherland
Ph. 9545 1499



Commonwealth Bank Member Council, NSW/ACT President
Louise Arnfield
CBA West Gosford
Ph. 4324 5484



Westpac Member Council
Marcia Byrnes
Westpac Kogarah
Ph. 8566 1377



St George/Bank SA Member Council
Susanne Pearce
St. George
Baulkham Hills
Ph. 9686 3511



NAB Member Council
Dale Mills
NAB Lake Haven
Ph. 4393 3429



Insurance Member Council
Wendy Conlan
IAG Hurstville CAC
Ph. 8661 8504



General Member Council
Dom Genova
SGE Credit Union
Parramatta
Ph. 8820 1589



Reserve Bank Member Council
Brendan Filipovski
Reserve Bank
Ph. 9551 8758



FSU NSW/ACT Branch Secretary
Geoff Derrick
Ph. 1300 366 378

CBA Ramps up Targets

Just as Westpac was acting responsibly and agreeing to reduce targets for frontline staff last month, CBA frontline staff got a rude shock when they logged into their computers to find targets had been increased and the weighting of their key performance indicators (KPIs) had changed without any consultation.

“These targets we’re expected to meet have a direct impact on our take home pay and to see them increase in this way was a nasty surprise”, said Mashala Khalil from CBA Kingsgrove branch.

“If we don’t meet them, our performance ratings are impacted and as a result our pay could be less. Seeing the targets increase without our knowledge or without any say is very distressing and adds to an already stressful working day”, she said.

“Along with the stress of achieving our targets, the bank has not considered market factors, staffing levels or time taken off work. Each of these is very important yet they have not been accommodated when it comes to our weekly targets.”

“Furthermore branches will now open at 9:30am rather than 9am which will result in half an hour a day less and up to 130 hours less a year. This means we have less hours to achieve higher targets”, said Mashala.

When Mashala saw the new targets for the first time, the weighting for some debt related products was higher while other deposit products had been reduced.

At a meeting between bank representatives and FSU held on 5 August, the bank admitted that changes to targets weren’t communicated to staff prior to being loaded onto individual computer tracking systems. At the meeting there was apparent surprise from the bank representatives about changes to product values when FSU raised the matter.

The bank later said the apparent reduction in points for some deposit

products was an error and has been rectified on the system. The bank confirmed that the value of some debt related products had gone up.



CBA Kingsgrove FSU Rep Mashala Khalil

“This amounts to CBA telling their staff in order to meet targets they need to push debt on communities at a time when demand for debt is down and consumer confidence is low, with the outlook for the next 12 months very uncertain”, said FSU NSW/ACT Branch Secretary Geoff Derrick.

The bank said that the branch manager was the initial escalation point for staff disputing targets. The bank said they do not have the ability to adjust targets for daily absences. Instead these factors would be considered at the end of the performance year with line managers having some flexibility about performance ratings where circumstances allowed.

Geoff Derrick said that this response was completely inadequate because it leaves staff stressed all year about potentially unachievable targets in the hope that their managers will be able to adjust the performance assessment after it’s all over.

He also said, “CBA’s inflexibility and arrogance about these targets contrasts starkly with the recent Westpac decision to cut teller referral targets by a third after meeting with FSU members in that bank who put a strong case for an upfront reduction in targets.”

FSU is currently assisting members dispute the surprise target increase. For advice or assistance contact the FSU Member Rights Centre on 1300 366 378 or speak to your FSU Organiser or local FSU Workplace Representative.

IAG Reps talk PAY

IAG FSU Reps from around the country came together during the month of August to be updated on negotiations for a new enterprise agreement and provide staff feedback on the biggest outstanding issue – pay!

Following movement from IAG on important issues including protecting the NSW Bank Holiday, increasing Sunday loadings to 75% and improvements to parental leave, pay remains the biggest sticking point between the parties.

The FSU claim for a 4% across the board pay increase has so far been rejected by IAG, who have a secret market and performance based pay system and they have no plans to change it. This is despite IAG staff saying the system is shrouded in secrecy and inequity that has left a number of staff falling well behind increases in the cost of living.

IAG FSU Workplace Reps have gone back to their workplaces and have been consulting with staff about the best course of action to break through the negotiations deadlock on pay.

IAG staff can stay in touch with the negotiations at www.fsunion.org.au/Campaigns/IAG-Enterprise-Agreement-2011.aspx and follow FSU Insurance Member Council President Wendy Conlan’s blog at <http://www.fsunion.org.au/News-Views/IAG-blog-IAG-workers-acting.aspx>



IAG 388 George Street City FSU Workplace Reps



FSU NSW/ACT REPS' CONFERENCE 2011

Date: **Tuesday 15 November 2011**

Time: **9am Registration - 5.00pm finish**

Venue: **Trades Hall Auditorium, 4 Goulburn Street, Sydney**

Lunch, morning and afternoon tea will be provided. The conference will be followed by an FSU Rep's dinner. Bookings for the dinner are essential - cost \$30.

Let's... Change to WIN



Keynote Speaker:

Greg Combet

*Federal Member for Charlton
Minister for Climate Change and
Energy Efficiency*

Our industry needs to change. Every day FSU members confront problems with workplace stress, targets and workloads, pay and living standards. Here's your chance to win change in our industry that will benefit your members and the future generations of banking, insurance and finance workers.

The 2011 FSU NSW & ACT Reps Conference will be a great opportunity to meet with Union leaders from around the country to change our industry for the better.

If you want to be part of a union that works effectively to change the things that make a real difference, then make sure your spot at this important conference is reserved today.

Places are strictly limited - Expression of interest to attend!

You must nominate to attend by completing the expression of interest form online at www.fsunion.org.au/FSU-in-your-Region/State-Offices/NSWACT/Change-to-WIN-FSU-NSWACT.aspx by no later than Friday 30 September 2011. Your FSU Organiser also has registration forms. **FSU will apply to your employer for leave to attend the conference** and we will be in contact with you to discuss arrangements for the conference.

OffShoring – Not In Our Interest

Sign the FSU petition today and help keep Australian Jobs and our customers' confidential data here!

Offshoring Scoreboard

| Players | Score |
|--------------------|-------|
| ANZ | 2805 |
| NAB | 906 |
| Westpac | 624 |
| AXA | 400 |
| St George | 291 |
| Suncorp | 288 |
| CitiGroup / Diners | 232 |
| Macquarie | 100 |

TOTAL 5646

Jobs to date offshored from the Australian Finance Industry

Visit: www.fsunion.org.au

www.fsunion.org.au/FSU-in-your-Region/State-Offices/NSWACT/Sign-the-petition-against-offshoring.aspx



Gossip!

But what does one look like?

A branch had a bomb scare recently and staff evacuated as was required. When staff contacted their security area they were told one of them should go into the branch and 'have a look around' and see if they could see anything that looked like a bomb!

Back Aches or Black Balloons

A new manager is quite passionate about being "green". The manager has advised staff they should not only log off their computers at night but crawl under the desks and unplug everything from the wall. If they don't they get a black balloon tied to their workstation to represent the extra carbon they're sending into the atmosphere.

How much carbon goes into producing a black balloon?

Appeasing Analyst Hordes

With hordes of market analysts brandishing shiny new MBAs rampaging through the financial pages with shrill calls for more cost cutting to prop up short term share prices, a certain CEO seems to be prepared to throw almost anyone in their path to protect the one job that is most important. First it was a new burst of offshoring and now there are nagging rumours that a senior executive is to leave before Xmas and maybe make way for some new blood.

You Can Trust Us

A member had serious allegations of bullying and harassment to report and made an appointment to do so. When she asked whether she should put it in writing she was told that won't be necessary. When she suggested that she might seek advice from the union before proceeding further she was told that too was completely unnecessary.

Somewhat unconvinced that things would be properly dealt with if she followed this advice, she did both.