

5% off Groceries and Petrol with your FSU Membership!



FSUBites



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

IAG Members keep their accrued hours

FSU members from IAG Hurstville recently contacted the Union office when they were told any flex time accrued over 10 hours had been unilaterally removed and if it hadn't been it would be soon. Staff were given no compensation for losing the hours they could have ordinarily taken as time away from the workplace and were told flex time would no longer be available to be taken on Mondays.

A meeting of staff was held where a large proportion joined FSU and others agreed to become active as workplace reps to help progress the issue.

"Having people join FSU and become active made the whole process a lot easier", said FSU Organiser Stephen Povey. "Management knew we were serious and that people were clearly upset about losing their flex time", he said.

A "reps committee" was then established and the action started as FSU Reps Jenine Johansen, Wendy Conlan and Megan Sposari explained that they decided to survey staff around the issue to find out exactly how adversely people were affected and the reps then took those findings to management for a resolution.

At the meeting, management agreed to look into the claims and get back to the reps with an answer.

Management then met with FSU Organiser Stephen Povey and confirmed members would have their lost hours returned and a better process around the management of flex time would be put in place.

"I met with management and they confirmed that they would return the lost time to members", said Stephen.

"Management also gave an assurance staff would have 12 months to plan for and use the time. They are now also committed to ensure that flex time and its accrual is managed more effectively in future", he said.

CBA Members Recoup over \$17K in unpaid overtime

Following workplace inspections in recent months, FSU CBA members have received \$17,836.11 in monies owed for working previously unpaid overtime. If you haven't been paid for time you've worked contact the Member Rights Centre on 1300 366 378.



FSU IAG Reps Wendy Conlan, Jenine Johansen, Megan Sposari

The reps reported to *FSUBites* that members are all very happy with the result. They said that the win means members are not out of pocket for hours they had worked and accrued. Without this action, they would have lost the time worked without monetary compensation or ability to take the time owing.

If you have a problem or an issue at work and you're not sure of your entitlements, contact the FSU Member Rights Centre on 1300 366 378.

Offshoring Scoreboard

Players	Score
ANZ	2248
NAB	1342
Westpac	437
AXA	400
St George	291
Suncorp	250
CitiGroup / Diners	232
Macquarie	100

TOTAL

5300

Jobs to date offshored from the Australian Finance Industry



Keep our jobs here!

Visit: www.fsunion.org.au

Family Law

Experiencing a marriage or relationship breakdown?

Concerned about how divorce will affect your children or property?

Leonie Mancia

FIRST CONSULTATION FREE FOR UNION MEMBERS

Divorce | Property settlements | Mediation and litigation | Maintenance and child support | Financial agreements and pre-nuptial agreements | Parenting orders and care arrangements | Defacto relationship issues

Call us today.

1800 800 088

Level 8, 100 George St
Parramatta NSW 2150
leonie.mancia@turnerfreeman.com.au
www.turnerfreeman.com.au

**Turner
Freeman**

L A W Y E R S

Offices also in:
Sydney, Wollongong, Newcastle,
Adelaide, Brisbane, Cairns

Join the FSU online

It's fast, secure and hassle free!

It's never been easier!

www.fsunion.org.au

FSU Contact Details

Ph.
1300 366 378

Fax.
(02) 9320 0099

Email:
nswact@fsunion.org.au

Web:
www.fsunion.org.au

Secretary's Report

Geoff Derrick - State Secretary

Members Step Up Against Poor Safety

While this month sees the end of the discredited WorkChoices laws that ripped off thousands of working Australians, another important set of workplace laws comes into focus.

In late June I accompanied FSU members Anne Galanis, Debbie Short and Narelle Belinfante to Canberra to talk to members of parliament about the need to maintain the highest standards of safety as we move to consistent laws across the country.

Each of Anne, Debbie and Narelle have been in bank branches when there have been violent armed hold-ups in years gone by. These women put some very persuasive arguments to the parliamentarians in Canberra by telling the stories of how important it is for a union to be able to hold employers accountable for compliance with safety laws.

Since FSU adopted a new compliance program in 2002, including court action where necessary, armed attacks have dropped from 106 in 2002 to just 20 in 2008. But, the latest proposal for new "harmonised" laws would remove the right of a union to commence court action against an employer who fails to meet their health and safety obligations to staff.



L-R Anne Galanis, Mark Lennon (Secretary, UnionsNSW), Debbie Short, Narelle Belinfante and Geoff Derrick

It is crazy to think that FSU could take an employer to court for failing to pay overtime, but we would be prevented from court action if the same employer failed to remove a known safety hazard at work. No-one else has ever taken on our big employers on health and safety issues and the individual staff can't do it alone given that NSW workers have already lost the right to sue a negligent employer who leaves them exposed to serious injury.

We all owe a debt of gratitude to Anne, Debbie and Narelle for their efforts to bring these matters to the attention of the lawmakers. Let's see if they are listening.

Geoff Derrick

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 &
NSW/ACT President
Joy Buckland
ANZ Martin Place
Ph. 0411 779 408



Commonwealth
Bank
Member Council
Louise Arnfield
CBA West Gosford
Ph. 02 4324 5484



Westpac
Member Council
**Carolyn
Blackburn**
WBC 60 Martin
Place
Ph. (02) 8254 4744



Mid Sized Banks
Member Council
Greg Owens
St. George Kogarah
Ph. (02) 9952 3331



NAB
Member Council
Dale Mills
NAB Lake Haven
Ph. 02 4393 3429



Insurance
Member Council
Kim Bryant
IAG Wollongong
(02) 4222 4649



Multiple Employers
Member Council
Amy Wand
Members Equity
Ph. 02 8296 0321



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



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

Money recovered in unpaid overtime

Following the establishment of NAB's Customer Service Centre in February this year, staff working there approached FSU with concerns over working hours and unpaid overtime.

The Centre was established as part of a wider retail restructure to conduct administration and follow up work traditionally performed in branches and a number of branch staff were redeployed to the centre to get it up and running.

Recently staff from the centre met with their FSU Organiser Elizabeth El Sayer to discuss their overtime concerns.

Following that meeting, a time and wages inspection was completed at the site. As a result the bank has agreed to pay overtime from now as well as pay any overtime already worked from February this year.

"It's really important that everyone accurately records the hours they work not only so you can be paid for the work you do, but so the bank has a complete picture of the staffing requirements necessary to complete the work", said FSU Organiser Elizabeth El Sayer.

Since the opening of the centre a further 20 or so staff have begun work there and the bank has agreed to pay any overtime that is worked.

In addition to the overtime claim, FSU is currently in discussions with the bank to determine if the new staffing figures for the centre are adequate for the work being performed. This will also maximise redeployment opportunities for branch staff and ensure the centre provides adequate support to branches in the future.

Contact the FSU Member Rights Centre on



FSU Organiser Elizabeth El Sayer

1300 366 378 to discuss staffing levels in your workplace or if you're concerned you may be working overtime and not being paid for it.

Half Yearly Performance Review

With 1 July comes the first day of the new Fair Work Act rules for collective bargaining around pay and conditions so we should look at the performance of our employers and identify any areas of improvement required.

The criteria for assessment includes performance in key areas of job security, health & safety, pay & conditions. Space limitations in *FSUBites* prevents us from reporting on each and every one of our employers so we have concentrated on the largest employers. If your employer wants to discuss their performance rating, then we welcome the opportunity to do so across the negotiating table under the new Fair Work Act any time from 1 July onwards.

Employer	Key Issue	Grade	Comments
ANZ	Job Security	F (Fail)	Continues to offshore Australian work. Sacked hundreds earlier this year.
	Health & Safety	B (Merit pass)	Significant improvement in recent years. Now has many trained OHS reps and better branch security. Problems with workplace stress based on targets and management practices prevent an "A" in this subject.
	Pay & Conditions	C (Pass)	Just gets over the line with an old collective agreement. Pay is a problem. Must do better in the second half of the year.
CBA	Job Security	C (Pass)	Did very well with a commitment not to offshore jobs but blotted copybook with regular small scale job cuts and regularly threatens individuals with the sack based on bullying performance management tactics.
	Health & Safety	F (Fail)	Recently jumped into inferior Commcare system, no journey cover. High stress levels from bullying and harassment.
	Pay & Conditions	F (Fail)	Too many staff on individual contracts that strip away entitlements. Must move quickly in second half of year.
NAB	Job Security	F (Fail)	Offshoring and local restructuring have cost hundreds of jobs.
	Health & Safety	F (Fail)	Also jumped to inferior Commcare system. See CBA comments above.
	Pay & Conditions	B (Merit Pass)	Has maintained collective agreements throughout WorkChoices era. Must work hard to maintain this good outcome in '09.
Westpac	Job Security	F (Fail)	Late decision to stop offshoring overshadowed by more than 900 jobs already cut after the St George takeover.
	Health & Safety	C (Pass)	Good outcomes in retail banking with reduced hold-ups but needs to consult staff more.
	Pay & Conditions	F (Fail)	Like ANZ has an old collective agreement but has silly performance based pay system and wants to cut staff living standards this year with only 2% average pay outcome and no guarantees.
IAG	Job Security	C (Pass)	Got off to a bad start cutting hundreds of jobs at outset of Global Financial Crisis, but has steadied the ship since. Must do better in second half of year.
	Health & Safety	C (Pass)	Still to deal with stress and bullying but has a basic consultation and injury prevention system that earns the pass mark
	Pay & Conditions	F (Fail)	Continues to rely on smoke and mirrors or gazing into chicken's entrails to determine pay. Must sit down and negotiate.
Suncorp	Job Security	F (Fail)	Drifting through the GFC. On again, off again sale of banking arm and no CEO leaves great uncertainty for staff.
	Health & Safety	C (Pass)	Despite uncertainty leading to high stress has managed to avoid a fail by good luck rather than good management.
	Pay & Conditions	F (Fail)	Grabbed last possible chance to lock in discredited WorkChoices conditions for Promina subsidiaries leaving staff out of fair bargaining laws for 3 years.
Credit Unions	Job Security	C (Pass)	Doing it tough in GFC. Government deposit guarantee scheme is biased in favour of big bank competitors
	Health & Safety	C (Pass)	Hands-on leadership generally manages to overcome lack of genuine effort in this important area.
	Pay & Conditions	C (Pass)	A real mixed bag. Some would have got a higher mark on their own but a few poor efforts dragged the rest down.

NSW/ACT FSU Members Win over \$1.5m in settlements

NSW/ACT FSU Members have won \$1,578,735.40 in settlements as a result of 677 cases taken up on their behalf by FSU Advocates in the calendar year to June 09. If you have a problem at work or are concerned about your entitlements and want FSU to look into it, contact the FSU Member Rights Centre on 1300 366 378. Union membership - everyone is better off in the Union.

Put your FSU membership to work! With FSU Member Services

5% off Groceries & Petrol!

Discounts on a range of goods and services...

Retail

Automotive
Fashion
Goods for hire
Gifts
Homeware
Health and beauty
Optical

Leisure

Harbour + River Cruises
Historic sites + Museums
Wildlife Parks + Acquariums
Jenolan Caves
Intercity
Cinema + Video
Health + Beauty

Dining

Search by suburb or cuisine. Restaurants added frequently. Present your Ambassador Card at point of sale for savings.

Ambassador Card

5% off

Get a 5% discount on Woolworths & Coles Shopping

Purchase store wish cards from Ambassador and use like cash, giving you 5% off your shopping total.



Call 1300 724 477 to pre-purchase available in \$100 denominations

'COLES Wish Card' valid at all Coles supermarkets.

'WOOLWORTHS Wish Card' valid at Woolworths, Big W, Safeway, Dick Smith, Power House, Tandy, BWS, Dan Murphy's, Woolworths Liquor, Safeway Liquor

Discounted PETROL

Use 'Woolworths Wish Cards' like cash at participating Caltex / Woolworths & Caltex / Safeway outlets

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.

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.



SHOPPING



Union Shopper - Big savings on just about anything! 1300 368 117. www.unionshopper.com.au

Spendless Buying Advisory Service - Preferential pricing on a vast array of goods and services. 1800 352 600.

Movie Tickets - Discounted tickets to Hoyts & Village, Greater Union and Birch, Carroll & Coyle. 1300 366 378.

Flowers - www.fsunion.org.au/member-services/flowers.aspx

Union Shopper Motor Market - 1300 368 117.

Discount New Cars - 1800 146 666.

DOLLARS+SENSE

Legal Advice - 1300 366 378.

Financial Planning including tax returns - 1300 366 378.

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 - Get a 5% discount on new HCF policies! 1300 853 362



July
FSU Bites

Authorised by Geoff Derrick, Secretary, NSW/ACT Branch



Gossip!

Now that's unreasonable!

An area manager sent an email to all managers saying he was now going to be "more unreasonable" so the area could become higher performers. He also said if he and the managers were going to be on the same team they would have to be "more unreasonable" with their own staff. He then asked for evidence on how they have become "more unreasonable" with their staff and went on to demand they all double their "unreasonableness" and if they hadn't to ask themselves "is this team the right team for you?"

Clocking up time

A company who provides back office processing functions has a tradition of giving employees with 20 years service a clock as a memento of their long standing service. A staff member who was made redundant was told she wouldn't be given the clock because her date of redundancy fell 9 days short of her 20 year anniversary and the company has "no obligation" to provide her with the gift despite the fact its sitting in their head office.

No Union members here!

A certain Union contacted a large well know club in the Illawarra region to book a room for a meeting of members. Once the club found out what the meeting was for... the Union was told a flat no! The club advised that their President has a strict policy not to allow anyone associated with Unions to meet or have meetings in their club!

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

1300 366 378