

fsu@work

.bankwest fsu member magazine

GOOD GRAPE
GUIDE - FREE

See page 6



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December 2002

MY PAYOUT WAS BIGGER THAN YOURS

~~FAILED~~

~~FAILED~~

I GOT \$4.65 MILLION FOR STAYING

STAFF CUTS

NOTHING EXCEEDS LIKE 'EXECS'

HIGH FEES



Catching the big bank disease

BankWest staff are justifiably proud of your great regional bank. It's refreshing to see the positive outlook and team spirit that exists in many branches.

But it seems that some of the symptoms of big bank disease are creeping into BankWest. Long queues, unhappy customers and lack of training are symptoms of the big bank disease.

Thankfully the new enterprise agreement offers some relief for these early symptoms (see page 5).

Time for reflection and compassion

It has been an eventful year especially with the horror of the Bali bombings. I know of two FSU members who were hurt and thankfully are now recovering - our thoughts are with everybody hurt by this tragedy.

It's also been a year of financial uncertainty, drought and the threat of war. Farmers are hurting, low income earners are suffering and everyone seems to have more stress at work.

Over the holiday season, I hope you will find the time to enjoy yourself with family and friends. I'd also ask you to join me in a moment of reflection about how we can work together to make the New Year fairer, more compassionate and more secure at home and work.

Tony Beck
FSU National Secretary

Our cover was inspired by Suncorp's Steve Jones (left) and CBA's David Murray who shocked the community with their executive excess!

Illustration by Kelsey Simon

Photo: Murrain Bailey



BWA members on FSU Branch Committee (L-R) Kathy Green, Kym Smailes, Steve Morton and Paul Rawlings (plus Tina Brunner not pictured).

Express Lane

MEMBER PUTS FAMILY FIRST

FSU@Work received the following letter from a BankWest member, about the changes that led to her recent resignation:

Dear FSU,

It is with regret that I resign from the Union and my role as FSU rep at Bankwest as I have resigned from the Bank.

My early years in the Bank were spent mainly on the front counter serving our customer base in an environment that was one of mutual productivity. While the Bank had sales expectations this did not prevent us from creating a happy workplace. The Bank's new retail culture has stopped all that.

We are now required constantly to work understaffed, often having to breach the Bank's own security guidelines simply to 'open up shop'. The new role of Retail Manager that was introduced with undue haste, is causing more stress than any new initiative so far. I assume our concerns are not being relayed to Management, because how could they let us struggle like this. It saddens me to say that many of my colleagues are looking for employment elsewhere and the saying "last one out turn off the light" is becoming a catch cry.

I acknowledge that change is good, but too much change, so quickly is not. For me, my future is uncertain. I have no new job, but my happiness and my family are more important.

During this change the Union has been the one support group the staff can rely on. Slowly staff are becoming more active and standing up for their rights.

Name supplied

NEW MEMBER IS ONE OF THE LUCKY ONES

Another letter, this time from a relatively new member tells about critical staff shortages.

I have been employed at Bankwest for approximately 18 months and up until recently had found the working conditions satisfactory. For my own advancement and training I applied for a full-time position on Relieving Staff and was successful. What has totally surprised me is the depth of frustration and despair out in the branches.

Initially I thought it must be just the occasional branch that was experiencing difficulty. Sadly this is not the case. Everywhere I go staff complain there are not enough staff to do the tasks required and to service the customers in a satisfactory way.

The added pressure of sales targets makes their lives miserable. I am often told of Retail Managers who 'handball' their duties to everyone. More worrying are the numerous stories of breaches of security because of lack of staff. Add to that the problem of who to ask for assistance when dealing with customer queries (because more experienced staff are leaving every day) and, all in all I consider myself one of the lucky ones.

Why? Because I have now got a new role in a Department.'

Name supplied

WHAT A RELIEF!

Congratulations to the staff at Busselton Branch who challenged the Bank's management and brought much needed relief for hard-working staff.

FSU members at BankWest Busselton contacted the Union in frustration after their attempts to get relief staff fell on deaf ears.

Busselton Branch had been "making do" over the past few months where lack of relief staff meant they were regularly running one or two short and even found themselves expected to manage with three staff short one particular day!

Enough was enough, and they contacted the FSU who quickly phoned Corporate People Solutions to discuss the issue. Within just two hours they were authorised to recruit two casuals to cover future absences.

The members were thrilled and are keen to share their story with other BankWest employees. They said 'action does get results!'

NEW EBA - IT'S OFFICIAL

The new BankWest Enterprise Bargaining Agreement has been certified and will now provide members with their conditions of employment for the next 3 years.

Earlier the new agreement was supported by 92% of employees voting in the 20 September ballot.

Highlights of the new agreement include better commitments on staff and target issues, enhanced parental leave, new rights on retrenchment and consolidation of all the previous BankWest agreements (except Redeployment & Redundancy Agreement) into one document.

It is also significant that Managers are covered by the EBA if they have not signed a common law contract, and even if they had, they had a one-off choice to revert back to the EBA.

Clear promises on working hours

Included in the EBA is a clear commitment by the bank to provide enough staff to 'enable employees to fulfil their duties within their scheduled working hours'. (See page 5 for more details.)

WA Branch Secretary, Lynnaire Stacey said that 'only time would tell if the bank can live up to this commitment.'

'It's up to branches now to insist on enough staff to get the job done in ordinary hours.'

Ms Stacey urged members to enforce their rights under the Agreement at every opportunity and to ensure that potential members understand the benefits achieved by collective action.

'We need to build membership in BankWest to ensure the next EBA is even better'.

STERLING EFFORT CLOSES GATE

The staff at BankWest Stirling Gate aren't going to take understaffing lying down.

With security concerns uppermost in their minds, the FSU members at the Branch declined to open the branch for business until enough staff were provided.

'We had been running short continuously,' the members said.

'Our Retail Manager wanted to open the Branch with 2 staff, but he was unable to leave his other Branch to assist. We thought this was unacceptable and called the FSU to discuss security, OH&S and customer service issues'.

'We decided to not open until these issues were addressed,' they said.

'We put a note on our front door explaining the delay in opening the Branch. The FSU also arrived at our Branch to assist and support us'.

The Bank's Operation Manager later arrived and advised she was having problems locating staff. The Union advised that she should not leave the counter once the Branch was open without being replaced with another staff member.

'We know taking a stand helped get the Bank to address the ongoing staffing pressures. We intended to help not only ourselves but our customers. We are committed to delivering excellent customer service to our clients and many of us will do the same thing again if it becomes necessary. We care about our customers and we care about the conditions under which we work.'

FSU@Work says that's Sterling work!



100% at Spearwood! Carmela Micale holds the 100% membership certificate as (L-R) Nikki Rippon, Luana Whitney, Michelle Brailsford, Anna Paparelli, Tanja Baker and Vicki Branch look on.

Watch your balls while juggling!

A member in an insurance company was rewarded for her hard work with some juggling balls - bizarre but fun!

What's even more bizarre is that a few months later she was contacted by management asking for the juggling balls back! It seems that someone else had done some good work, and they now needed to give the balls to them.

NOTHING EXCEEDS LIKE EXECS!

It's true - even Paul Anderson, former BHP Billiton supremo, recipient of an \$18 million departure package and darling of the corporate set says executive salaries are out of control. FSU@Work finds that some of the worst culprits are in our industry.

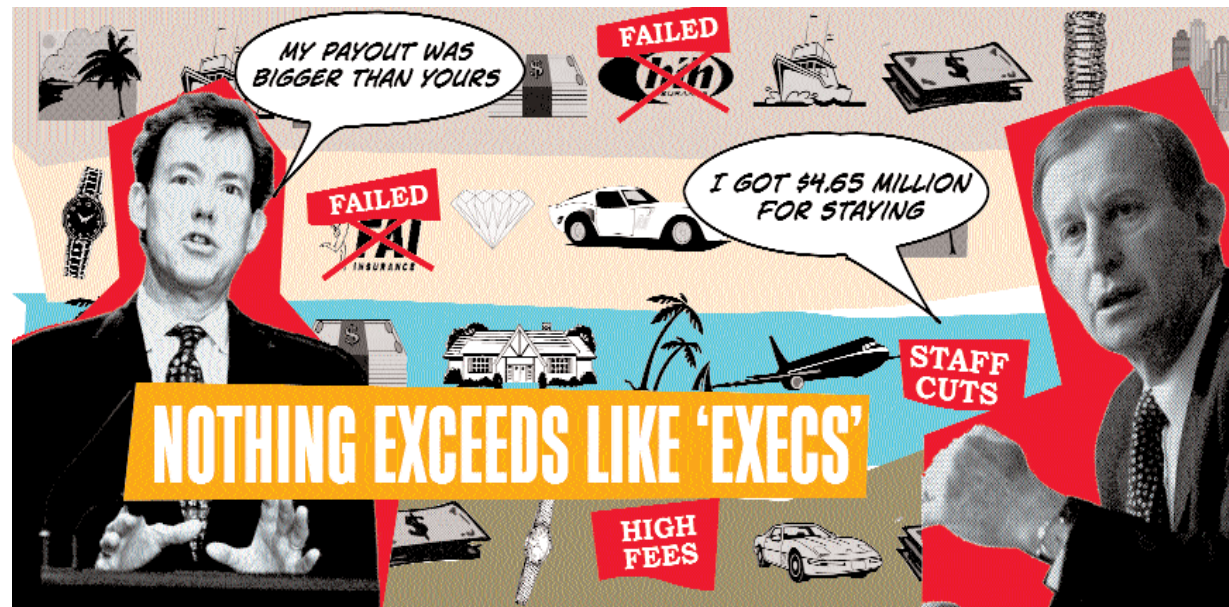
While you sweat on targets to keep your job and pay the mortgage, the executives of your company are doing better than ever! A recent survey of top Australian salaries showed that executive pay went up despite average profits going down! Once upon a time, executives earned as much in one week as you do in a year - but now they can earn your salary hundreds of times over!

Top of the excess list for many executives is making sure their payouts are astronomical. Topping the list of payouts is Steve Jones, former CEO of Suncorp. He managed to collect nearly \$30 million in salary and severance pay while, at the time of his departure, he was trying to ram a sub-standard agreement down the collective throats of GIO workers.

Then there's George Trumbull, AMP CEO and all round nice-guy. Who can forget when he bought GIO into the AMP family for what must be one of the shortest 'family get-togethers' in corporate history. When Trumbull turned and ran back to the United States, you may have noticed him limping a bit - probably because his \$14 million payout was weighing him down.

Close on his heels, however, was Doug Ebert, CEO of Michigan National, a NAB subsidiary. The cost of seeing him leave? Some might say priceless, but the figures say \$20.5 million.

Then comes Paul Batchelor, another AMP CEO, who fell on his own sword, but had around \$7 million to help him through the difficult times.



Batchelor, before taking the money and running, did manage to sell GIO off to Suncorp, great employers that they are.

The local favourite, David Murray the CEO of CBA fame, got \$7 million last year, including an easy \$4.65 million for staying around for ten years. Pretty small compared to the ones already listed, but we do have to remember that the CBA is doing it hard... they did have to axe 1550 jobs.

Overheard in the hallways of the rich mans' club: "But these are successful companies that can afford it!" Well let's take a look, along with the Royal Commission, at the HIH scandals. Rodney Adler, a name we've all come to know, got \$3.7 million when he left HIH. Ray Williams, former HIH CEO, is standing in line with the rest of the creditors waiting for his \$5 million payout.

In a time of corporate excesses and disasters, why are these executives getting away with it? We have a Federal Minister in the form of Tony

Abbott who jumps at sending a royal commission into the building industry but develops a bad case of the "I-see-nothing" when it comes to the top-end of town.

But one thing is clear, unless somebody does something, there will be more HIH's, OneTels and Ansetts left for the community to carry.

How many years would it take an employee on \$32,000 pa to earn their CEO's pay?	
NAB Frank Cicutto	47 years
WBC David Morgan	76 years
BWA Terry Budge	50 years
St George Gail Kelly	58 years
IAG Michael Hawker	50 years
ANZ John McFarlane	96 years

ARE YOU SUFFERING FROM NETWORK TRANSFORMATION?

Long queues, customer abuse, no relief to cover absences for RDOs, sick leave, training, annual leave, pressure to work overtime, and health concerns due to stress. Does this sound familiar?

If you said yes, you are probably suffering from Network Transformation. It's not a new disease, it's been detected in other banks before. It's highly contagious and often spread by staffing models linked to mega-profits and an ancient syndrome called short-sighted cost-cutting.

Branches stricken with NT should apply liberal doses of the only known therapy - EBA. Regular use of EBA is shown to have a dramatic effect, liberating many symptoms and giving people the strength to go on.

But EBA is not a miracle cure. It requires people to work together and stick with the program. As they say on TV - it won't happen overnight - but it will happen.

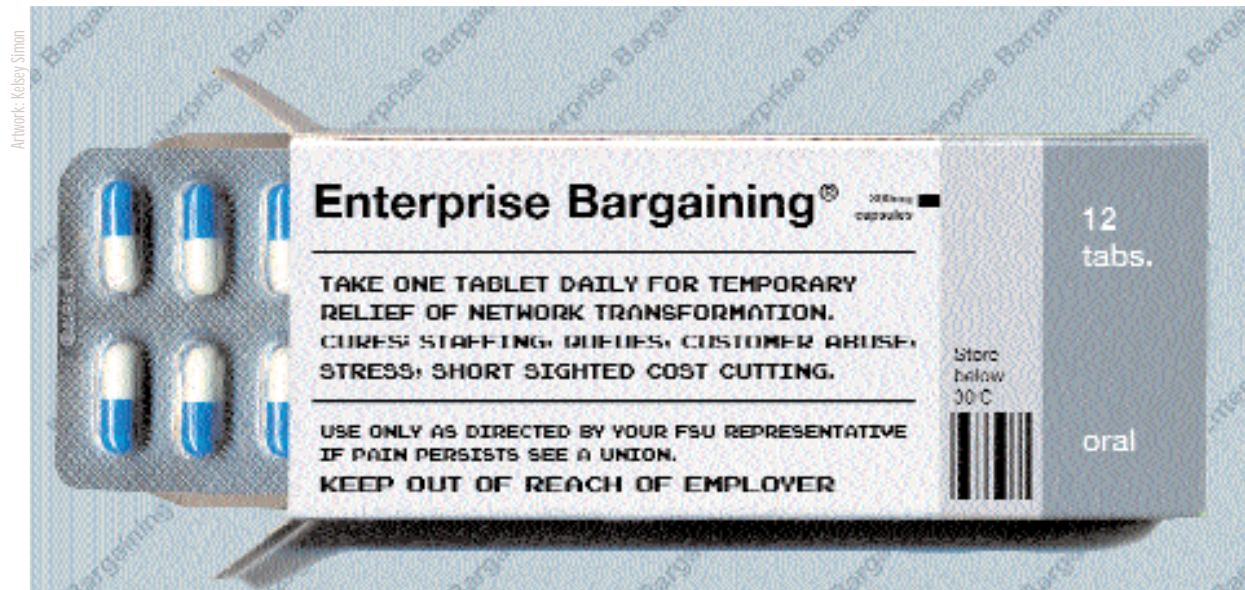
The experience of staff across WA has left many wondering if Network Transformation is a curse rather than a cure.

According to Lynnaire Stacey, FSU WA Branch Secretary, many BWA branches have contacted the FSU seeking support on their staffing situation.

'Branches report that the Network Transformation has had a dramatic and negative effect. Customers are upset by long queues. There are not enough staff to cover RDOs, leave or illness. And the stress levels are posing a major OH&S threat.'

EBA gives you some powerful tools

Staffing was possibly the most contentious issue during the EBA negotiations, with the FSU stressing that something had to be done to improve the situation for members.



'We need to be conscious that the EBA is not the total solution, it is merely a tool to be used to bring some relief,' Ms Stacey said.

The EBA says that there shall be a review of staffing in 18 months. Then, if problems still exist, that the bank will allow the Australian Industrial Relations Commission (AIRC) to adjudicate on serious and systemic staffing issues.

Ms Stacey urged all members to read the relevant clauses in the EBA (printed in the side panel) and check that their branch is getting a fair go.

'Contact FSU each time you have a staffing issue - we will be recording information to be used in any future review,' she said.

'Remember security and other procedures - they are most important and should be followed at all times. Your health & safety is a priority. If you do not have staff to safely open a branch, you should seek advice on what your rights are.'

New EBA clauses 42 and 47.

Clause 42 - BankWest is committed to staffing to ensure business requirements and customer service levels are met, to ensure the health and safety of employees, and to allow employees to access their entitlements. BankWest will endeavour to have sufficient staffing to enable employees to fulfil their duties within their scheduled working hours.

- Probationers will only be recognised as 0.8 FTE in the staffing model.
- The Bank and the Union have agreed that staffing is a major issue and therefore a review process in relation to staffing has been included which will occur after 18 months of the agreement.

Clause 47 - In the dispute settlement process, there is an agreement to comply with any recommendation made by the AIRC in relation to staffing. This is significant because BankWest has previously refused to include any agreement to abide by a recommendation of the AIRC on any matter, or to allow disputes to go the AIRC for arbitration. This will apply when it is shown that a staffing level issue is serious, systemic and widespread. This is a unique provision and one that could give members at BankWest a very useful tool if staffing issues are not improved during the next 18 months.

Ambition



FINDING THE RIGHT COURSE FOR THE RIGHT JOB

Attaining and maintaining up-to-date qualifications is hard work, especially if you're also trying to hold down a job. Here are some handy hints from the FSU Careers Centre:

1. Look for courses that result in nationally recognised qualifications.
2. Shop around for the course that suits you best. Questions to ask include how long will it take to finish, how will you be assessed, how much will it cost, what sort of support services are available to students, will your past education and work experience be recognised, and how much study will be required of you from week to week.
3. Look for courses that have multiple exit points. For example, you can enrol in a Diploma course that requires you to complete 8 subjects, but allows you to leave after four subjects with a Certificate qualification or do 12 subjects to get a Degree.
4. Find out what courses your employer will support you to do. Be careful though - just because your employer supports it, doesn't mean that it's the best course for you.
5. If you don't have any post secondary school qualifications, don't get put off by the idea of approaching a university or TAFE to see what courses they offer. You don't always need to have finished the final year of high school to get in to a course.
6. Universities and TAFE's cater for students who are working better than they ever have. The number of courses available online and by distance education is growing all the time.

Visit the FSU Finance Careers Centre at www.fsunion.org.au where you can search for finance job vacancies and get up-to-date advice to help with your résumé, job search and interview preparation.

If you're looking for a job in Melbourne, register with our employment agency, FSU Employment. Call 1300 366 378 to tap into our professional networks and get help updating your résumé and finding a new position.

Photo: Kylie-Jane Hunt



FSU members Lyndell Shine and Marie Schmidt are FSU Diploma graduates.

Express Lane

GET QUALIFIED!

FSU is now extending the range of educational opportunities available to members, with a number of new courses to be announced before the end of the year. The first of these include: four postgraduate level courses in the specialist areas of financial planning, risk management, and banking and finance, available at the prestigious Monash University.

Each course comprises four units, and can be completed in as little as one year of part-time study. As with previous courses offered by the FSU, these are all available by distance education, making them accessible to all members, regardless of location and each can serve as a stepping-stone leading to various higher postgraduate qualifications.

The FSU has long recognised the importance of career-related education. Since 1992 it has been providing members with the opportunity to upgrade their skills and qualifications through the FSU Diploma of Management and, more recently, the FSU Certificate in Frontline Management. Almost 400 members have completed one or other of these courses, and many of them have subsequently moved on to further study and higher qualifications.

SAVE ON SUMMER SESSIONS AT THE MOVIES

Now is a great time to stock up on movie tickets for the summer holidays.

At \$9 for adults and \$7 for children (15 and under) - this is the cheapest group discount scheme around. Tickets are available for both Greater Union/Hoyts or Village.

You can use the tickets any time (including "No Free List" shows) except after 5.00 pm on Saturdays - tickets are valid for a minimum of six months.

FSU members have used 25,000 tickets in the last 18 months - saving up to \$3 per ticket. Buy up big now for school holidays and Christmas presents - and beat a likely price rise in 2003!

Call 1300 366 378 and order by credit card - tickets mailed out same day.

FREE OFFER: GOOD OIL ON GOOD WINES

Members can now log on to www.wineoutlaw.com.au and enjoy a free 12 month subscription to Australia's premier online wine advisory site, valued at \$49.50.

Edited by Paddy Kendler, Melbourne Herald Sun wine writer, WineOutlaw is an independent service for anyone looking for expert advice on what to buy.

The site has many features that will delight anyone interested in good wine, including a fortnightly email with Paddy's 10 best value wines, bargain buys from the chain stores, a library of over 300 wines and a place to create your own private cellar to record and track your wine purchase.

For those of you who buy wine, WineOutlaw is a must to ensure maximum value for your drinking dollar.

To take advantage of this great offer:

1. Go to www.wineoutlaw.com.au
2. Click on Become a Member
3. Complete the required details (To identify you as an FSU member, simply add the letters fsu after your first name, e.g. Louise fsu. This will ensure your membership is upgraded to a 12 month subscription)
4. Click the month free option
5. Click submit

Remember the subscription is free. Check it out or call 1300 366 378 for further details.



BEFORE YOU ATTEND YOUR OFFICE PARTY PLEASE READ THIS...

During the festive season it is important to remember that the office Christmas party may be considered an extension of the workplace and therefore the same standards of behavior apply.

Sexual harassment is any uninvited or unwanted sexual behavior which is offensive, embarrassing, intimidating or humiliating. It is nothing to do with mutual attraction or friendship.

Sexual harassment is serious and against the law

Sexual harassment can take many different forms - it can be obvious or indirect, physical or verbal. It includes behaviour which creates a sexually hostile or intimidating environment including:

- ❖ Unwelcome touching
- ❖ Staring or leering
- ❖ Suggestive comments or jokes
- ❖ Unwanted invitations to go out
- ❖ Intrusive questions about your private life

In the case that you are harassed, please tell the person directly to stop.

Even if the harassment is unintentional, if it is unwelcome it is still considered sexual harassment.

Sexual harassment is against the law and you have the right to insist that it stop. You may be able to resolve the situation yourself or you can call the FSU to get assistance.

Don't spoil your Christmas by forgetting that the office Christmas party may be considered an extension of the office.

**Source: the Sex Discrimination Act 1984 Sexual Harassment: Knowing your rights*

ONE PLUS ONE EQUALS MORE



Photo: Kyla-Jane Hunt

Conference delegates in Melbourne enjoy a brief moment of sunshine.

Team work is great - together we are better and can achieve more than individuals and unionism is just the same - you have a stronger voice in unity and achieve more.

The power of teamwork was obvious at the recent FSU Biennial Conference. With delegates from banking, insurance and credit unions, the 2002 Biennial Conference set a dynamic course for the union's future.

Strength in the workplace was the strategy and delegates focused on the theme of 'connecting people' to build the Union. Delegates reflected on improvements to awards and enterprise agreements, including agreements across the 3 major banks, and successful court actions. They also tackled challenges like communications and limited resources.

Most delegates agreed that people don't know enough about FSU wins. Bronwyn Marsh, (CBA NSW) told FSU@Work that the union needed to connect with people's hearts and minds. 'We need to be talking about wins in the workplace,' she said.

Delegates talked about understaffing, over work, retrenchments, the loss of job security and unfair targets.

Carol Gordon (CBA, Tasmania) said "We are experiencing many of the same problems as each other with understaffing and the lack of job security. We need to work together and be strong in our workplaces to make a difference".

Given the challenges and limited resources, Conference agreed that the Union can be most effective by building strength in each and every workplace. More members supported by well trained and resourced FSU reps, will have more influence and better results will flow.

Ultimately Conference Delegates called for a plan to build union strength in every workplace to help improve the working lives of members in the finance sector.

This inspired delegates like David Garland (WBC NSW) who said 'you could really feel the power in the room when FSU delegates got together'. We hope you can feel the power in your workplace too.

Visit www.fsunion.org.au for more information about the FSU Conference proceedings.

THE WINNER IS MARIA AGNESSON

Photo: Kyle-Jam Hunt



The winner of the FSU Sign Up and Go Places competition is Maria Agnesson from the FSU CBOS Branch in Victoria.

Maria, a teller at the CBA Branch in South Yarra, was ecstatic about her win.

'I've never won anything like this before,' she said, 'I was just thinking of taking a trip to Fiji, so this is amazing.'

Maria joined the bank in May after working in the hospitality industry. She initially discussed union membership with Luke Davis, her FSU rep at the CBA South Yarra Branch.

'I was interested in joining the union and he encouraged me to join - so the competition was just a bonus.'

Maria's name was drawn from the 2,825 entries in October.

Maria is only one of the many winners in the competition. Every new member (and the member who helped them join) received a free movie pass! Thousands of movie passes were won by members during the competition!

Tony Beck, FSU National Secretary, thanked everyone for making the competition an amazing success. 'Introducing people to the benefits of FSU membership is one of the best things you can do for a colleague', he said.

'Congratulations to Maria - and of course - to Luke, her FSU rep, who encouraged her to join.'

Maria and Luke are pictured with FSU CBOS Victoria Secretary Darren Martin (left).

SHAREPOWER AIMS TO DO JUST THAT!

The FSU has established a website to help shareholders have a greater say in important company decisions like executive remuneration, corporate ethics and community accountability.

Sharepower.org.au is a forum for shareholders to exchange information and debate ways to increase the accountability of directors to the public and 'ordinary shareholders'.

The FSU has convened Sharepower because most of its members are shareholders in the major institutions - often through share issues related to their employment and indirectly through their compulsory superannuation funds.

With increasing community concern about executive salaries, corporate honesty and community relations, shareholders have a crucial role in urging business to a higher standard.

'HIH and OneTel, and Enron in the USA, show that ordinary shareholder can no longer afford to be passive investors,' says FSU National Secretary, Tony Beck.

As a strong advocate of corporate accountability, Mr Beck has spoken on behalf of FSU members at a number of Bank AGMs.

'Sharepower will be a meeting point for people who own shares and are interested in corporate accountability,' he said.

Initially the site will offer links to a host of related organisations and campaigns. In time it will track community activities on three key fronts:

- ❖ Corporate governance
- ❖ Executive remuneration

- ❖ Compliance with international labour standards
- ❖ Annual General Meeting and shareholder activism.

Mr Beck said that the topics were fertile ground for shareholder activity.

'As union members we have to keep a watchful brief on corporations. With so much of our future invested in superannuation, we need to be demanding the highest standards.'

Mr Beck told FSU@Work that at least one Bank failed to meet international labour standards, while another was facing intense scrutiny about its internal audit processes.

'And you only need to read this magazine to see how absurd some executive remunerations have become.'

The website address is www.sharepower.org.au

