

fsu@work

.nab/mlc fsu member magazine

GOOD GRAPE
GUIDE - FREE

See page 6



In this Issue: - Profit result=job losses - Page 3 Questions remain - Page 5 Free wine offer - Page 6 December 2002

MY PAYOUT WAS BIGGER THAN YOURS

FAILED

I GOT \$4.65 MILLION FOR STAYING

STAFF CUTS

NOTHING EXCEEDS LIKE 'EXECS'

HIGH FEES



Devil in the detail?

Trust is an interesting commodity - it can take years to build but dissolves rapidly in the face of uncertainty and misinformation.

There was a lot of trust involved in supporting the new enterprise agreement. While 82% of staff voted yes,

they were fully aware that the details of key reforms to the performance pay system were yet to be finalised.

They voted on trust

With that trust comes a weighty responsibility. The bank must now take staff into its confidence when working out the details. Staff want real information, full details and total transparency - nothing less.

Because without it - the devil in the detail will haunt the bank for years to come.

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.

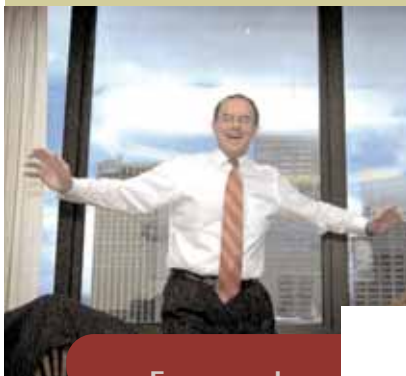
Over the holiday season, I hope you will find the time to enjoy yourself with family and friends. I'd also ask you to join me in a moment of reflection about how we can work together to make the New Year fairer, more compassionate and more secure at home and work.

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



The CEO describes his remuneration package with options.

Express Lane

WINNING CAPTION

A member from Business Banking in Sydney suggested this caption and won two movie tickets: "I've got it! I know how to cut relieving staff numbers and RDO's at the same time!"

Other possible captions included 'My package is this wide!', 'After HomeSide I took flying lessons in case I took a jump', and various others that we couldn't print!

KYLIE HAS FINGERS CROSSED



Kylie Hogan with her son Ben.

Queenslander Kylie Hogan was taken aback when the Bank told her that her contract was ending and she

must go on leave without pay until the Bank could find a job for her!

Kylie is a permanent staff member who had been filling a maternity leave position since her own return from maternity leave. Prior to her own leave she was a full time staff member until her Branch closed and she was

placed on reserve staff for six months until a suitable role could be found.

'I continued to apply for other jobs and stay in touch with HR, who advised me there were no part time positions available and suggested I either go back to full-time or take a couple of month's leave without pay until something comes up', said Kylie.

As the cut-off date drew closer Kylie began to worry as leave without pay was not an option. 'My son was in a 5 day fortnight care situation, and I was really relying on the Bank to help me find a suitable role'.

But NAB told her she had left it too late - that's when she called the Union.

'With Union backup and a lot of support from my Regional Manager, I am now training at Lending Services and am hopeful it will turn into a position with a job share arrangement. Fingers crossed!'

BANK HUMBLLED OVER CALLOUS BUMBLE

On August 29 staff in Centennial Plaza AMS and TPC, and Granville TPC in NSW, were 'tapped' on the shoulder & offered 'voluntary' retrenchment.

Members were particularly upset that the bank humiliated the targeted staff by sharing the news with everyone at once, giving them no privacy at a moment of stress and anxiety.

'I was told I didn't have to accept, but if my work fell below standard, I'd be out with nothing!', said AMS worker Ainslie Black. 'I was also told I only had one week to decide. I felt really humiliated in front of work colleagues and went into shock. So much so, that I actually had to take the following day off'.

'I still can't understand why my name was chosen when my appraisals had been good and nothing had been said that I was falling behind'.

Fed up and humiliated, members planned a campaign to convince the bank to do the right thing and invite everyone to apply for retrenchment packages. After pressure from FSU members the bank agreed to open the process for all staff.

The bank also agreed that any staff who did not take the retrenchment would not be affected in their employment. Members and reps will keep a watchful eye on this.

PROFIT RESULT MARRED BY JOB LOSSES

NAB's great profit result coincides with the second round of job cuts flowing from Positioning For Growth.

'Members are telling us that they have mixed feelings about the result,' said FSU VIC/TAS Branch Secretary, John Wilson.

'On one hand they are proud of their contribution to the Bank's success, but they remain angry about the 2000 lost jobs and the closure of branches.'

Most of the 56 branch closures have gone through, despite intense community opposition that even prompted a government enquiry.

Mixed feelings on retrenchment

Mr Wilson said members also had mixed feelings about retrenchment.

'Some people wanted to get out, others are shattered,' he said.

It appears that the Bank is targeting older workers for retrenchment, which means a bigger payout but also joining an unfriendly job market.

'Some people have been with the Bank since they were 18, and the package won't last long if they can't find another suitably paid job.'

'Record profit announcements are great, but we need to look at the human cost too,' he said.

Photo: Kylie-Jane Hunt



NAB members fly the flag outside the Industrial Commission in Melbourne.

ONE VOICE WINS

Congratulations are in order for the NAB members who stood up and got results!

By standing together and supporting each other, members in NAB Telecommunications (in Syd & Melb) pressured the Bank into a better deal after the announcement that Telecommunications functions were to be outsourced to Telstra.

FSU reps and members worked together to see that the Bank committed to continuity of service, and that conditions were not lost in the transition and that retrenchment payments were made.

'We acted as one tight unit - one voice to push things forward', said one NAB member, Michael Di Vincenzo. 'We were professional and made sure our priority was looking after as many people as possible in the process.'

The members pressured the Bank by leaving work on time, refusing to work unpaid overtime, taking breaks, and making themselves unavailable for weekend work.

When the National applied to the AIRC to protest against the action taken by members, 45 FSU members attended the hearing in support of their reps.

'What impressed me was the members' commitment', said RTS worker, Monica Smyrek. 'For many it would have been a personally challenging thing to do, but the benefit was more important'.

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.

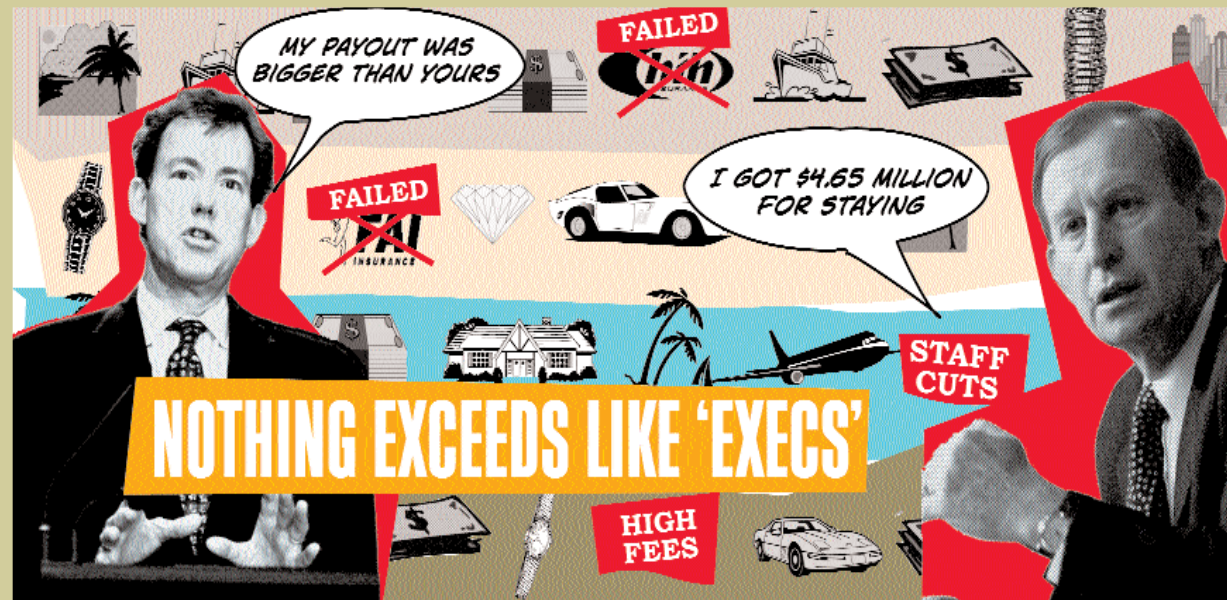
While you sweat on targets to keep your job and pay the mortgage, the executives of your company are doing better than ever! A recent survey of top Australian salaries showed that executive pay went up despite average profits going down! Once upon a time, executives earned as much in one week as you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

AGREEMENT WELCOME, BUT QUESTIONS REMAIN

Despite the overwhelming 82% vote of support for the new EA, FSU@Work found that many members were yet to be convinced that the new EA would work.

FSU@Work spoke to members from a variety of National workplaces to get their views first hand about life under the new EA. We asked everyone the same questions: What was the best thing in the EA for them, their workplace and the Bank? How could or should the EA be improved next time? And of course, we gave people an opportunity to have a general say.

The first thing we found was that people were keen to have a say - we had no trouble finding people to answer our questions! Clearly the EA negotiations might be over, but many issues remain - staffing, workloads, training and pay.

The most common comment was that the EA took too long and that the information provided by the Bank was inadequate.

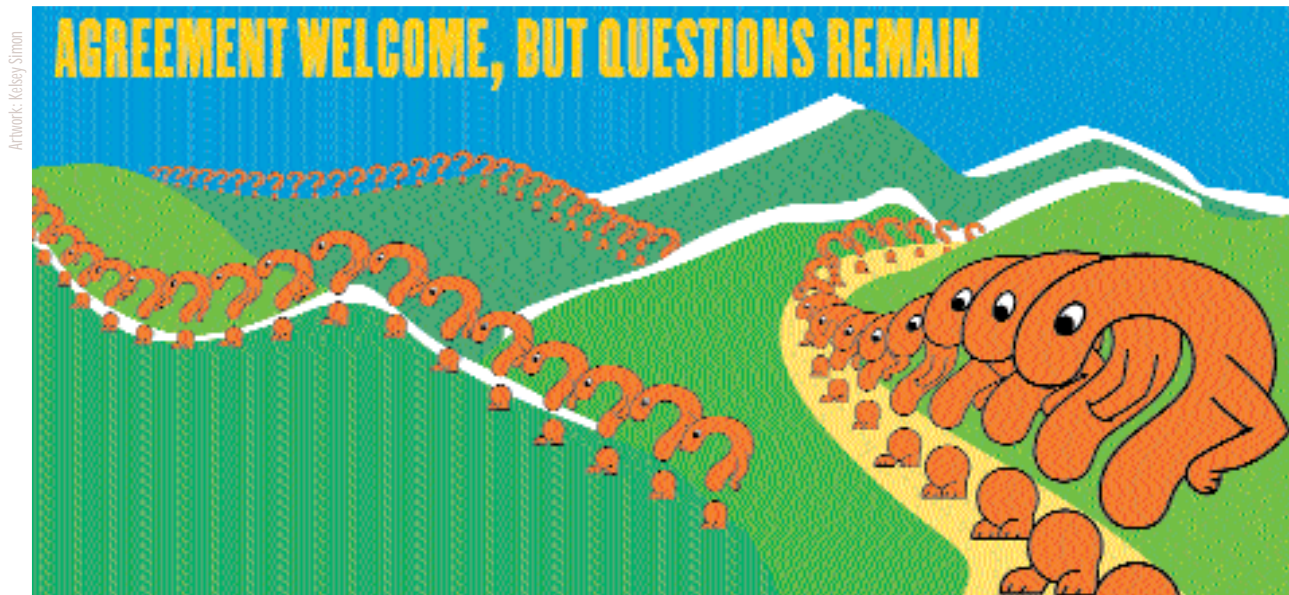
'We never got the full picture,' said a 16 year veteran from Lending Services. 'I felt left in the dark about bonuses and the removal of the existing pay structure.'

A member from Asset Finance summed up the mixed feelings felt by many about the final agreement. 'The best thing about the EA process is that it is over. Sounds bad, I know, but I'm just glad to have it finished,' he said.

Others felt disadvantaged by the career structure changes, especially those who expected a salary increase under the previous deal. The \$750 payment was welcomed, but according to our interviewees, little compensation for the bigger increases they had been working for.

'Because the EA took so long, we missed out on two lots of pay increases - a lot of people were disgruntled about that,' said a member from St Mary's.

But the drawn-out process and lack of detail didn't stop others praising elements of the agreement. Top of the list were the pay rises and promises on staffing, followed by a variety of benefits that suited different people. Members listed packaging for K-O levels, superannuation based on TRP,



5% increase in salary on promotion and the inclusion of the RRR provisions as positives.

One member stressed the importance of the Bank's commitment on workloads. 'I welcomed the commitment from NAB on workloads, relief and overtime. It was much stronger than in previous years,' said the member from NAB, George Street.

Targets, overtime payments and staffing were strongly nominated as benefits for the whole workforce. But people were not sure how the Bank benefited from the EA. Some said it must save the NAB money, others thought it made planning easier. Overall, the bottom line was that at least everyone knew where he or she stood.

Agreement is only the beginning

After such a long process, there was some 'resentment' that the EA was only the first step in a longer task.

Some were apprehensive about the details of the pay structure. 'We are yet to see how the Bank will handle the pay structure and bonus system - that will be interesting.'

Others were concerned about the staffing and target issues. 'We need more clarity around issues like the workloads, relief and overtime. We need to know how the Bank plans to implement allocation of additional resources. I'd like to know what powers front line and local management will have to determine the allocation of resources.'

One member didn't beat around the bush when explaining his apprehension. 'I want to know how much, by who and by when!'

Another said he hated to be cynical but he wondered if anything would change. 'It's business as usual, management doing as they please,' he said.

While the EA was carried with a powerful vote, the final judgement by members seems still to be hanging in the balance. How will the new pay structure work? Will the staffing and overtime commitments be met?

It's a bit like a TV drama - stay tuned for the next exciting episode of EA The Work of Our Lives!. One thing is for sure, members are looking forward to a happy ending that will leave them laughing all the way to the bank. Without that, the ratings won't be so good next time!

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-John 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

