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GOOD GRAPE
GUIDE - FREE

See page 6



In this Issue: Uneven better bank - Page 2 Executive pay - Page 4 Free wine offer - Page 6

December 2002



Pen
power
wins



Uneven Better Bank

Reports about the progress of Even Better Bank are flowing into the union everyday - and the response is mixed.

Some say the changes are helping them to work more closely with customers. Others

Statement with Tony Beck

say the uncertainty is very stressful.

Not surprising since many employees have recently witnessed colleagues being forcibly retrenched in information technology, Direct and retail network management.

The bank needs to put more focus on involving staff in decisions and reassuring staff of their place in the re-focused bank.

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

Photo: Ryan O'Leary



Kelli-Rai Howden delivers the Tim Tam faxes to St George HQ.

Express Lane

FLEXI FACTS SHINE THROUGH

Flexible part-time employees within Bank SA have a unique set of working conditions and there are many myths regarding what flexis can and can't do.

The Bank SA Staff Alliance (formally known as Bank SA Sub-Branch) wanted to make matters clearer for flexis.

They have produced a kit with 4 information leaflets covering rest breaks, relieving and travel allowance, working extra hours and changes to roster.

Virginia Stankowski thinks it is a great idea. She is a flexi who has been affected by not being completely aware of her rights in the past.

'I have often gone out of my way to help out the Bank when they wanted me to go to another branch to relieve when it really wasn't suitable to my individual circumstances. I didn't realise I had the right to say no to providing relief'.

The Bank SA Staff Alliance hopes the kit increases awareness within the Bank when it comes to flexi part-timers. If members are interested in receiving a copy they should speak to their FSU Representative or ring the FSU SA/NT Branch.

'TIM TAM' I AM

St George/BankSA members have used 'Tim Tams' to gain industrial muscle in their wages campaign.

In a highly creative protest, members have used Tim Tams biscuits to symbolize the bank's inadequate pay offer. The protest prompted members to send hundreds of faxes to the bank calling for a better deal for a better bank!

'You asked for a fair pay increase and all the Bank offered was crumbs,' said SA Branch Secretary, Karen Brown. 'So we thought, Tim Tams said it all!'

'The Tim Tam Campaign has been fantastic. People can instantly relate to the insult of the Bank's 3%pa pay offer,' said FSU rep Lisa Wright, who together with another FSU rep, Kelli-Rai Howden, played a big part in the bargaining process.

'Having people from the workplace involved with the bargaining has made people more interested and keen to know about our progress,' she said.

'The response to the faxbacks was brilliant. It indicated that people feel this pay offer showed a lack of respect towards staff, especially in the face of the changes of Even Better Bank'.

'St George used to pride itself on being a viable alternative to the Big Four. However customers are increasingly unhappy (even abusive) about fees and queues. Management give the spiel about staying competitive in the market, but in sacrificing customer satisfaction for profit, they are in danger of turning into just another Bank'.

WOULD YOU BELIEVE IT?

This is a true story. A St George manager told staff that if they wanted breaks she'd tell them exactly what 60 seconds they could take and if they could sit down or not! Meanwhile, across town an area manager told members that they would never have a say in the setting of their targets as these things are decided by "important" people. And if that wasn't enough, new ATMs being installed in a number of branches require staff to get down on their hands and knees to load the cash. Can you believe it?

A BETTER EA - YOU DECIDE

It's almost here. Keep an eye out for details of the new draft Enterprise Agreement to check out whether the 'Even Better Bank' can now deliver better reward, better balance and better security.

At the time of printing, union and bank negotiators were very close to finalising the draft EA. It should be available for all members in the next few weeks. A summary of the key elements of the proposal can be found on page 5.

Preparations for the new EA began in February with over 1500 members completing surveys, attending focus groups and regular meetings, consistently saying that the key issues were targets, pay, rest breaks, leave arrangements and no trade-offs.

The FSU negotiating team, including reps from both St George and BankSA started thrashing out the issues with the bank in June.

The negotiators were given further direction by the Union's St George Reps Industrial Committee in NSW and BankSA Sub Branch in South Australia. These committees took on the difficult role of getting members involved whenever possible over the four months of negotiations.

'Members got involved by faxing a message of support on pay when the bank's offer would have delivered less than the cost of a packet of Tim Tams per day and the response was great. It made a real difference across the negotiating table,' said Geoff Derrick, FSU NSW/ACT Branch Secretary.

The latest St George profit results, with an amazing 10% increase to \$369 million through the hard work of staff, gave extra impetus to the final negotiations.

'Once the profit was out, it was clear that St George would be making a big mistake if they pushed ahead with an anti-staff agenda,' said Geoff.

Photo: Urs Bucher



FSU members from Hamilton Branch, took up their pens and wrote to the Area Manager about understaffing. Marg Nolan, Wilga Starkey, Janette Velaires and Jo Harris (left to right) are proud of their win after showing the Bank the power of unity.

EXTRA BEANS FOR GRADE 43

Grade 43 will get a pay boost after action from members.

FSU organiser Veronica Black said the bank employed Grade 43 staff to do 'Fast Cash' only, but many were also required to answer customer enquiries.

As all other CSO's in the bank are at least Grade 45, the FSU told the bank that the members were underpaid and incorrectly graded.

The bank agreed to lift the pay and backdate the payments, but it refused to fix grading, leaving them at Grade 43. Ms Black said unless everyone is re-graded to a 45, the Union will start a formal job evaluation dispute.

If you think your position may be incorrectly graded, talk to your FSU Rep or contact the union office.

PEN POWER!

Lots of member activity in several branches in the Newcastle area and Bateau Bay had a big impact on resolving their 'Targets' dispute. The breakthrough came when the Area Manager gave CSM's new reduced benchmarks for staff performance reviews!

'It goes to show as a collective group, we can make a difference', says the team at St George Branch in Hamilton.

No shares unfair

It is share allocation time and most St George / BankSA staff are feeling good about their bundle. But spare a thought for those who missed out because they have been issued with a first and final warning - they will get no shares despite a whole year's work.

The FSU has been fighting against unreasonable first and final warnings. If you feel that you've been issued an unreasonable warning, speak to your workplace rep or contact the FSU as soon as possible.

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.

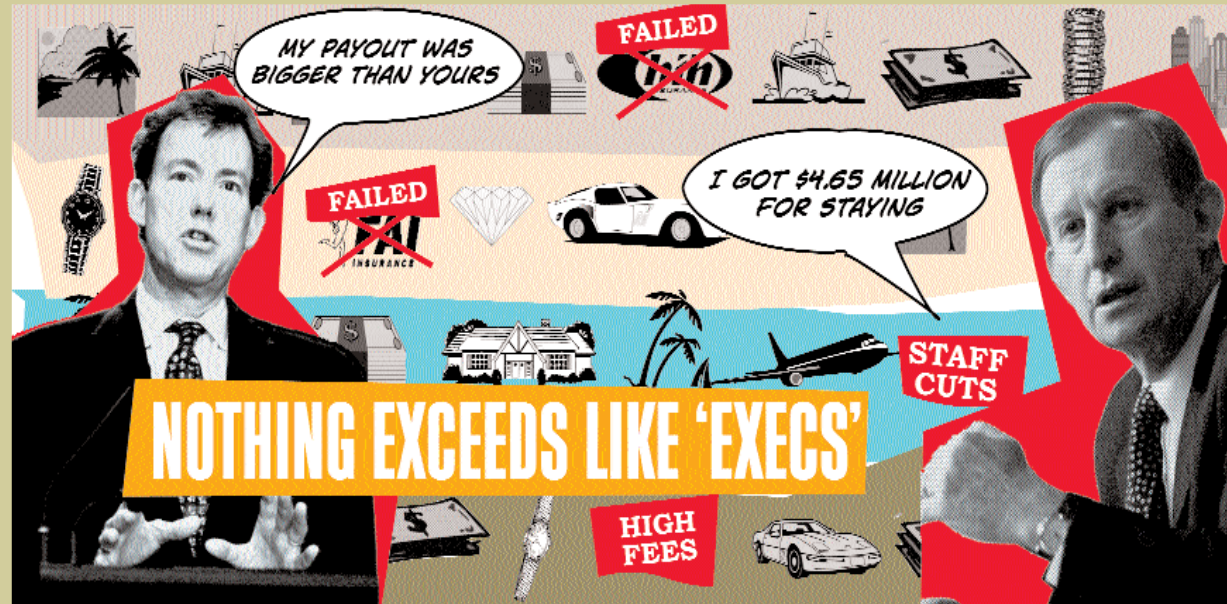
While you sweat on targets to keep your job and pay the mortgage, the executives of your company are doing better than ever! A recent survey of top Australian salaries showed that executive pay went up despite average profits going down! Once upon a time, executives earned as much in one week as you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

EA: IT'S YOUR DECISION

At the time of printing all but the final details are settled in the EA negotiations. It looks like a document for the future with better rewards, better balance, better security and no trade-offs. Now it's over to you for your final say!

You'll get an opportunity to participate in the consultation process - encourage all members to ask questions, provide feedback and have the final say via a ballot to decide if you approve the package.

You'll find that the overall package won't have everything we wanted but there are a number of positive improvements to your working conditions and no reduction in entitlements.



AND THE THINGS YOU WILL NEVER SEE...

Throughout negotiations lots of items were raised by the Bank and with members' feedback and support we were able to knock them off the table. These included:

- ◆ In cases of redundancy, ability for Bank to redeploy employees to a position below their current grade without any say
- ◆ Forced cash-out of URD/RDO's and abolish additional leave days ('remote areas') for remaining BankSA employees with this entitlement
- ◆ Introduce flexible-part time employees (lacking certainty in regular hours) across the Bank
- ◆ New lower minimum salary for packaged employees

You said you wanted...	The draft EA...
<p>Better Reward:</p> <p>Fair pay increase - backdated to 1st October. An end to subjective performance pay (and uncertain market rates reviews for Direct employees)</p> <p>More transparency in salary reviews for packaged employees</p> <p>Ability to salary sacrifice (for purposes of superannuation, computers, and St George shares and child care)</p> <p>Increased higher duties allowance</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<p>Better Balance:</p> <p>Mutually agreed performance objectives that are achievable within your ordinary working hours</p> <p>Ability to take rest breaks</p> <p>Process to seek volunteers in working public holidays and weekends</p> <p>Ability to take Leave Without Pay (i.e. career break)</p> <p>Increased paid parental leave payment and extend parental leave to casuals</p> <p>Increased personal carers' Leave</p> <p>Improved annual leave processes so you can take leave when you want to</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<p>Better Security:</p> <p>Enhanced career development and certainty that all positions are advertised internally</p> <p>Improved shiftwork arrangements</p> <p>More transparency in job evaluation</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p>No Trade-offs:</p> <p>No trade-off of existing conditions</p>	<p>✓</p>

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: Kyle-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-Jan 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

