

# fsu@work

.westpac fsu member magazine


GOOD GRAPE  
GUIDE - FREE

See page 6



In this Issue: Call centre shakeup - page 3 Executive excess - Page 4 Free wine offer - Page 6

December 2002



You did it!  
\$111,224  
profit per  
employee



## Statement with Tony Beck

### You did it again!

It's great to see the bank entering the \$2 billion club and amazing to think that every employee contributed over \$111,000 to that record bottom line.

But the executives of Westpac should pause for a moment between glasses of (no doubt) very expensive

champagne to reflect on the human impact of their success.

FSU members across the nation are still subject to outbursts of customer rage - especially at high fees and understaffing. Many regional towns are yet to get used to the in-store 'Claytons' branches.

And the staff of Melbourne and Sydney call centres are still reeling from the news that their jobs are to be shifted to lower cost interstate locations.

Profits yes, but consider who really pays for the record bottom line.

### 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.

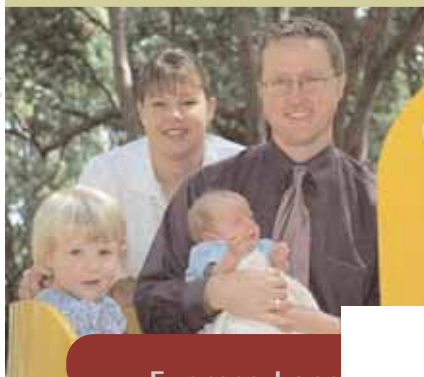
### Tony Beck

FSU National Secretary

Our cover: Distance is no obstacle to being union members, say the staff from Westpac Inverell Branch, (from the back) Kate Dailey, Janice Green, Liz Payne and Karen Squires.

Photo: Tim Hughes

Photo: C.C. Photographers



Tiffany and Andrew with Kate and baby Matthew, say EDA is great for families.

## Express Lane

### NEW EDA IS HEAVEN-SENT

**If children are heaven sent, then the new EDA is certainly heavenly, says Andrew Broadfoot, Westpac Toowoomba.**

When Andrew's first child Kate was born, he took a week of unpaid paternity leave. This time around, they were expecting their next child at the end of September, which was perfect with the latest EDA being ratified in August.

As it turned out, Matthew was born on 5th August (coincidentally, Andrew's birthday), 7 1/2 weeks early by emergency caesarean section.

'My wife Tiffany was in hospital a week before with very high blood pressure, and a week after, recovering. Luckily, our two mothers were able to take care of Kate while I organised paternity leave. I took one week paternity leave and one week recreation leave after my wife came out of hospital, to take care of Kate and visit Matthew in the special care unit. When he came home 6 weeks later, I was able to take another 2 weeks leave to spend with my new extended family.

'It worked out perfectly in the end - paid paternity leave was a blessing! My wife had to give up work 3 weeks early, so we missed out on a bit of income there and the medical bills were pretty steep, so paid paternity leave was really handy. I still have a week's leave up my sleeve for next year! Thank goodness the EDA was ratified when it was.

'I was fortunate that I knew it was available. I wonder how many people don't even know it's in the EDA. Of course, I was also lucky that my colleagues were so accommodating too.'

### WESTPAC: NO.1 FOR WHAT EXACTLY?

**This letter appeared in the Sydney Morning Herald last month, FSU@Work thinks its worth sharing nation-wide!**

*'My colleagues at the Westpac call centre at Epping should be very proud of the bank's No1 ranking in the reputation index (Herald, October 28). But it's hard to feel good when your job is getting the axe.'*

*Last month Westpac announced it was closing call centres in Sydney and Melbourne and moving the jobs to lower-cost locations in Launceston and Perth - my job will disappear next year. This was a big shock to my colleagues and me. If Westpac wants to maintain its No.1 reputation, it needs to start by taking the welfare of staff into consideration as well as profits.'*

**Amii Caines, Cranebrook NSW.**

### SUPER IS THE FUTURE



Photo: Urs Bucher

Russell Goebel and Bruce Innes are the staff elected representatives on the Westpac Staff Superannuation Plan (WSSP).

**Bruce Innes and Russell Goebel are multi skilled - they need to be - they are helping to look after your superannuation!**

'Trustees ensure that all member entitlements are protected and that contributions are wisely invested to achieve sound long term results' says Bruce. 'Members also need to have a superannuation plan that provides flexibility and control whilst still remaining safe and understandable.

'The recent and proposed legislative changes make it crucial to have trustees that are across current and emerging issues to ensure "best practice" standards are maintained.'

Russell Goebel told us that 'a lot of people in the bank have done a lot of good things. I'm just picking up the baton, and giving something back'.

Both Bruce and Russell will be seeking re-election as trustees in April 2003.

# YOU DID IT!

**There were some pretty happy faces in Westpac when the record profit was announced. And why not? A new EDA, a great profit and a slab of shares!**

It's worth getting out your trusty calculator to figure out the profit per head in Westpac, Bank of Melbourne and Challenge. \$2,109 million divided by 19,708 staff equals a humungous \$111,224 per employee!

You've broken into the \$100,000 plus club! And better still the benefits from the new EDA are starting to flow through.

There was a 4% pay rise in October, and all eligible staff will be getting \$600 in shares.

Reports from many workplaces say that staffing has already improved. That's great because you said achievable workloads were the most important thing.

No doubt there are still some areas that could do with more staff (the FSU called on Westpac to employ more staff when the profit was announced), but it looks like the clauses on staffing are really flowing through.

Targets too are getting an overhaul. Of course it's early days, but initial feedback is positive. Again that's good, because you said achievable targets were important.

And more people are taking advantage of the new leave provisions. You've seen the Ernie Dingo posters - and it looks like lots of people are taking his advice and 'withdrawing' from it all!

Family leave too is proving to be a real hit - see the story on the facing page about Andrew Broadfoot - the new EDA just made this special time better for the whole family.

And even after this outbreak of happy news you are feeling a little ill, sick leave can be used for planned medical appointments like the dentist (ouch) or the chiropractor (damn those workstations) or anything medical.

But best of all, you did it all - the profit and the EDA - you ought to be congratulated.

Photo: Kyia-Jane Hunt



Call Centre of the Year (360 Collins Street) is now facing redundancies. FSU members Lei De Guy and Matthew Campbell are not impressed.

## FALLOUT FROM CALL CENTRE SHAKE UP

**Not happy, David - that's the message that FSU reps in Westpac's axed contact centres in Epping (NSW) and Melbourne have sent to senior Westpac management.**

'We're not happy and the Bank needs to hear that directly from us' said Diane Allen from Epping.

Last month the Bank announced a major shake up of call centre jobs, with mass relocation of employment to lower cost centres in Perth, Brisbane and Launceston to be phased in over an 18 month period. The shake up put the hex on 600 staff at the centres leaving most confused and unhappy.

Following meetings of members of both sites, FSU reps met Westpac senior management in Sydney. FSU rep Cameron Gray (Epping) said to the managers that 'the Bank's plans had made it impossible for staff to plan for their families and their lives. How can you plan when we don't have all the answers', he explained.

FSU rep, Matt Campbell (Melbourne) said the Bank made plans to suit its business purpose, now it's time for them to respond to our needs.

The meeting was the first time members from both sites had met. It was a big shock to senior management to have to answer to its own employees and Union officials.

The chance to raise these issues directly with the Bank was welcomed by the reps. FSU rep, Diane Allen said. 'I pay for the Union and I want someone from the Union office in the discussions. We also wanted to meet the Bank face-to-face ourselves so they could see the human side of their decisions'.

## YOU MAY BE OWED MONEY...

**If you worked as a full time shift worker on weekends in Cards Epping (NSW) you may be owed money.**

FSU reps at Epping recently discovered that the centre was not paying full time employees for public holidays that fell on days they did not work prior to April 2001.

The reps gathered examples for presentation to management, which conceded that they were right and agreed to back-pay!

Well done reps! Local knowledge pays dividends again!

If you worked those hours between 1997 and 2001, please contact the union office.

# 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

# CROWN HAS EXTRA SPARKLE!

Wealth management is the jewel in every bank's crown. And the recent acquisition of BT and Sagitta Rothschilds will certainly add more glitter to the cluster. But low levels of union membership mean that conditions might not be up to scratch!

With international equities caught up in the worst decline in fifty years, BT and Sagitta Rothschilds suffered heavily with up to a \$7 billion 'outflow' of funds under management.

Amidst the gloom, Westpac have taken the opportunity to snap up the BT and Sagitta operations to augment their fund management capacity.

But it comes with a catch, cost savings of \$55 million a year must be achieved over the next two years - much through merged administration, rationalised systems and products sets - and there will be redundancies as 200 jobs are lost.

Westpac says only a small number of redundancies will be needed as most will be absorbed through the normal staff turnover of 15% pa.

'It's like a game of musical chairs,' one insider told FSU@Work, 'we are nervously waiting for the music to stop.'

But the spectre of redundancy is not the only concern facing the 'acquired' staff and their future colleagues at Westpac - employment conditions and benefits are unclear and potentially inconsistent.

'Former BT and Sagitta employees are not familiar with entitlements that Westpac staff enjoy', said an FSU rep at Westpac.

'It's important to understand the difference between entitlements and benefits - it's not just semantics,' she said.

Entitlements are benefits that are enshrined in employment or enterprise agreements - the employer can't just change them at will. Benefits, like access to 'step' training at the gym, can be cancelled at anytime without consultation.

Photo: Tony Lewis



FSU members at BT lead the way: Simon Hope, Joe Salvo, Fidelma Breen, Jason Loh, Melissa Green and Leslie Tarnay.

'Entitlements are your rights, benefits are a privilege - the employers privilege,' the rep explained.

In merging with Westpac, Sagitta and BT employees will get access to a range of benefits but not as entitlements. These include so called lifestyle benefits like cut rate travel, fee free transaction accounts, reduced rate housing and investment loans and subsidised home PC.

But when it comes to presenting these benefits as entitlements, or covering the new employees with the enterprise agreement, Westpac is less forthcoming.

Westpac has refused to make it clear to staff or the FSU what will happen for the BT / Sagitta staff in the long run.

That's not good enough according to Tony Beck FSU National Secretary.

'Our experience shows that mergers and acquisitions are highly stressful for staff. It's not just the fear of redundancy, but uncertainty and massive change that create problems.'

'Without a collective approach, most employees will find their conditions reduced to the lowest common denominator.

'In the case of BT and Sagitta, the employees haven't had much experience of the FSU and the value of enterprise agreements in building entitlements.'

'That won't change overnight, but at least Westpac should be making sure that conditions for all employees are consistent - otherwise it's not fair and ultimately leads to widespread disenchantment.'

## Key questions in any merger or acquisition

Are conditions raised to the higher standard or forced down to the lowest common denominator?

Are leave, RRR and other rights are covered through 'transmission of business'?

Will existing enterprise agreements cover the acquired staff?

Are the new staff fully aware of the role of the FSU?

## 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](http://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](http://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](http://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



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](http://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](http://www.sharepower.org.au)

