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SIGN UP AND
GO PLACES

See insert



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July 2004



Docklands Reps -
helping members achieve

NATIONAL SECRETARY'S MESSAGE



Photographer: James Lauritz

Paul Schroder

It is a great credit to FSU members in the National that they have continued to keep the bank on track during the past six months of turmoil.

We have said to the bank that you need to be recognised for your efforts and that senior management needs to make sure your issues of concern around staffing levels, workloads and targets are addressed. We need the bank to succeed and for you to be rewarded properly.

In March this year we called together unions representing National employees across the globe. We will be working closely with the other unions to address a range of

issues commencing with a global review of remuneration and reward outcomes for National staff at all levels.

Industry perspective

FSU is active on the broader industry front.

We have surveyed members, written to employers and are lobbying politicians on many matters to ensure members' rights are protected, and that employment opportunities in Australia are maintained.

We take a further look at the global trends towards sending jobs overseas in this edition.

Federal election

The 2004 federal election represents a significant choice for Australia in determining what type of society we want for ourselves and for our children.

FSU has been canvassing members to gauge which issues they are most concerned about and to help provide information on the policies of all the political parties. A report on what members are saying can be found on page 8.

Most importantly, I would like to acknowledge your efforts and encourage your continued involvement in helping make NAB, the finance sector and our community a better place.

Cover: FSU members from left: Gareth Husband, Christine Morel, Michael Horten and Sally Wilson.

Photographer: Michael Rayner

Photographer: Mark Coddington, Soma Photo Agency



"We have the ideal working arrangement" say job share Managers Angela (right) and Gerry.

Express lane

A PERFECT FIT

Angela and Gerry couldn't be happier. Suitable hours, a good working relationship, great staff and a perfect work/life balance.

Gerry Sullivan and Angela Skantzios work job share at the Osborne Park National Bank branch in Perth. On returning from maternity leave late last year, Angela had a few options. Return to work full-time (with two children under 2), resign and do temp work or look for another position. When Gerry approached Angela regarding a job share branch manager role, Angela jumped at the opportunity.

Gerry had been told to slow down due to health issues, making three days a perfect arrangement.

"I've done a full-circle. I started with the Bank in a job share position to accommodate my young family. Now I'm toward the end of my career, and a job share position is equally suitable, with my children grown up and more time for myself and my life. This branch is where I want to finish my career", says Gerry.

Angela, on the other hand, is at the prime of her working life, with a plan to return to full time work. "It's a win-win situation. Gerry and I get what we want and the Bank are happy. It makes sense for them to retain us, rather than spend money on training".

She enjoys coming to work, mixing with her colleagues and customers and keeping a hand in the industry. "And the extra money doesn't go astray", she says. "The only downfall is that two days is not enough. Just when I'm getting into my work, the week's over. I wouldn't imagine many people

would say that about their jobs!"

When asked about the impact on their twelve staff members, they answered: "It was hard on staff to begin with. Two different personalities, two different management styles. But they've adjusted well, and this way they get variety". But Gerry and Angela also ensure they communicate regularly, keep each other in the loop and hold staff meetings together. "I think it's good for staff to see us together", says Angela.

Gerry says there's always room for improvement, "but all in all, everything is running really smoothly. We're meeting targets and we're in the top ten branches in our area".

JOINT EFFORT BRINGS BETTER RESULTS

"Don't just accept that it's going to happen", is Karen's message to other FSU members facing workplace issues. Karen and her colleagues who worked at Lowwood QLD (former bragency, now branch), grew tired of being underpaid and undervalued.

"Signing off on things, doing all things that branch managers do, yet being paid M level is not fair", says Karen.

"What broke the camel's back for me, was when we were expected to attend conference calls at 8.30am every Monday and Friday, when our start time was actually 9am. We seemed to always be giving and the Bank taking, so we refused to attend, and I took it to the next level".

Karen contacted 12 surrounding branches to determine how others felt about it and whether they would pursue the matter. "They all said yes", she said. "They were all frustrated, and several frustrated people taking action is always better than one".

Karen's determination has resulted in a re-grade of this position across QLD. M level staff were given a choice to step up to a K level and be paid for the responsibilities and duties a K level job description require or continue to do the role at M level.

Well done Karen!

YOUR REPS AT DOCKLANDS: WILLING AND ABLE

The Reps at NAB's new head office at Docklands are passionate, committed and eager to help you with your workplace issue, whether it be a problem with targets or a simple right or entitlement you need clarified or taken to management. Don't hesitate to make use of them, after all, that is what they are there for. So, now it's time to get to know a little bit about them.

Proudly presenting...

Name: Sally Wilson

Title: Team Leader Estate Admin

How many years have you been a Rep? 8 years

Why did you become a Rep? To help people achieve better results in their workplace.

Why do you think it's important for people to belong to a Union? Because you can achieve more, in the workplace, if we work together as a united front.

Name: Christine Morel

Title: Administrator - Wealth Management

How many years have you been a Rep? 4 years

Why did you become a Rep? I didn't like what was going on in my department and I was very happy with how the union had handled issues in the past.

Why do you think it's important for people to belong to a Union? So they can fight for their rights and basic entitlements within the workplace.

Photographer: Michael Reyrer



Meet your reps L-R: Gareth Husband, Christine Morel, Michael Horton and Sally Wilson.

Name: Michael Horton

Title: Adviser Service Consultant - Wealth Management

How many years have you been a Rep? 6 months

Why did you become a Rep? I felt my department needed a Rep

Why do you think it's important for people to belong to a Union? So they can have a voice in the workplace.

Name: Gareth Husband

Title: Docklands relocation analyst

How many years have you been a Rep? 12 months

Why did you become a Rep? I was tired of seeing people being unfairly retrenched

Why do you think it's important for people to belong to a Union? So people understand what rights they have and what can be done to keep them.

The new site at Docklands is a massive enterprise. It's a huge workplace operating over multiple levels, in various segments and a wide mix of departments.

With the site expected to have thousands of staff relocated to it by the end of the year there is a real need for interested FSU members to get active and nominate to become an FSU Representative.

The Victorian Branch of the FSU has appointed a specific Organiser to take charge of union activities at the site. Heidi Richardson is an experienced Organiser with a firm grasp of the key issues impacting members in a large centralised site.

"Members are already encountering new and specific difficulties at this unique site. With the help of existing and new FSU Representatives we aim to ensure that the Docklands experience is the best it can be for all members." says Heidi

If you want to play a part in shaping history at Docklands get involved and become a new FSU Representative.

For more information contact Heidi Richardson on (03) 9261 5400.

QLD REPS CONFERENCE A HIT

The inaugural FSU Reps Conference, held in Queensland last month set the foundation of a plan to build a better, bigger, stronger and even more effective union. Central to this plan are Union Representatives.

The course was held at the old Customs House in Brisbane and attracted 101 Reps from as far afield as Cairns, making it the largest gathering of reps in FSU history.

The day left participants feeling energised and enthusiastic about the future of their union and their part in shaping that future.

"I thoroughly enjoyed the conference", said FSU Rep Elaine Paterson from NAB Mitchell (QLD). "I got a lot out of it seeing as I have not done a course yet and have been a rep for two years now!"

Attendees heard from a number of guest speakers, including the ACTU Organising Centre Director, Michael Crosby, and FSU's Qld Branch President and newly elected FSU National Vice President, Paul Ferrari.

Maria Wallace from Springwood wrote the FSU a short note to say how much she enjoyed the Conference. "I was really impressed by everyone's enthusiasm", she says. "It's obvious how passionate and dedicated they all are. This really rubbed off on me and the other reps sitting at my table. Thanks again to (the FSU) for your support on the day and in the past".



Photographer: Vanessa Weiman

Rainey delivers a moving speech at the Reps Conference.

Rainey (Ourania) Aloizos from NAB Lending Services bravely stood up and told the conference her story. "Considering how nervous I was coming to the conference and taking part in

Photo supplied by FSU



Guest Speaker, Michael Crosby addresses the QLD Reps Conference telling it like it is.

reading my 'story', it will be a moment I will always remember and looking back I was very proud to have had the opportunity to be a part of the conference. It was even more touching when Robyn Trewick (NAB Lending Services Rep) stood up and said her very kind words about me as I know Robyn as the quiet achiever that she is, it would have been a big deal for her".

Stephanie Gear from NAB Coolum Beach said: "Is it possible to give me a list of Union Reps for all the Banks on the Sunshine Coast. We would like to organise a Beer and Bickies night after work just to get to know the others."

This enthusiasm has already been converted into action with many reps going back to their workplace and recruiting new members, setting up meetings to discuss union issues, and starting to create networks with other union reps in their area.

FSU in QLD is planning to hold the event every 2 years.

SAFETY OUTSIDE THE CITY

FSU Organisers carried out a number of OH&S inspections in regional NSW.

Kempsey, Coffs Harbour, Lismore and Byron Bay were among some of the branches visited earlier this year.

"We were surprised to see how little security was provided for members in rural and regional branches, compared to branches in Sydney, the bank robbery capital of Australia", says FSU Organiser Lisa Wright.

Sue Croad from National in Kempsey said that security is a concern to all staff in the area more now than it was ten years ago. "It can be just as unsafe in the country as the city", said Sue. "It probably just seems more of an issue in the city, because there are more people".

Sue's branch hasn't been upgraded, other than minor standard changes. "If we were behind glass, as unattractive as it may look, we would feel a lot safer. People from other areas are shocked when they see the lack of security in our branch. All branches should be upgraded to the same level. The Westpac branch next door was recently robbed. The burglar jumped straight over the counter. That could easily happen here".

NATIONAL AUSTRALIA GROUP GLOBAL UNIONS CONFERENCE

The NAG Global Unions Conference occurred in Auckland, New Zealand, in April this year. The conference was attended by representatives of FINSEC, FSU, IBOA and UNIFI union members working for the National Group in Australia, Scotland, Ireland, England and New Zealand.

Representatives of the global unions came together to discuss the issues impacting members in their respective countries and to identify possible areas where we could work together to support our common aims.

First up, John Stewart gave an honest assessment of where he saw the bank and its relationship with the global unions. He gave a frank opinion on the recent problems that had beset the bank and spoke broadly of his vision for the bank's future prosperity.

The unions worked together through an extensive agenda with each union presenting the key issues for members in their constituencies. An agreed program was developed to work globally to support the actions of our overseas comrades as we tackle joint issues such as targets, performance pay / PMF, superannuation and pensions, broadbanding, security and remuneration systems.

Although the positions of each union and the experience of members differed on some of these issues, there was keen interest in sharing information and acting collectively where possible.

Post Conference, the unions have held a number of telephone hook-ups to continue the good work that came out of the conference. The first issue to

be tackled collectively is global concerns regarding issues of performance management and pay. An international survey is currently available on the FSU website for you to complete if you have not received your copy.



PERFORMANCE MANAGEMENT: TAKE THE OPPORTUNITY TO HAVE YOUR SAY

The NAB Global Unions have agreed to work together on a number of projects impacting members around the globe.

The first of those projects is to take a close look at the performance management framework. To generate a group wide picture of the effectiveness or otherwise of the current system FSU, along with our global union partners, have circulated a survey to staff around the world.

Your response to the survey will be crucial in ensuring the Australian experience is paramount as we develop our strategy for progressing this issue with the bank.

If you have not received your survey you can access a copy at the FSU website at www.fsunion.org.au.

MEMBER ACTION PROTECTS DEPENDANT CARE LEAVE

Late last year the National moved to abolish employee access to specific Dependant Care Leave and force members to use their limited sick leave entitlement to cover care responsibilities and emergency family needs.

This created an enormous amount of anger amongst members who viewed the changes as an attempt to reduce their entitlement.

Prior to the proposed change, Dependant Care Leave was available to assist employees in caring for immediate dependant family members or other acknowledged dependants including children and the aged. It was used to cover any unplanned or emergency events which might require your attendance.

The original policy provided for up to five days non-cumulative leave per annum, the first two days leave paid and the additional three days unpaid.

The National was forced into a review of the change to the policy after FSU raised members concerns.

The bank agreed to reverse its earlier decision and not only return your entitlement to what it had been but to enhance it.

The bank advised members that the new policy would provide for Carers Leave to be taken in the following manner:

- ◆ 2 days paid Carer's Leave per annum (non-cumulative); followed by
- ◆ utilising accrued Sick Leave for Carer's duties; and/or
- ◆ 3 unpaid Carer's Leave days per annum (non-cumulative)

This is a fantastic example of members working together to protect and secure their conditions against any move by the bank to reduce or change entitlements.



Photo: Exposure

Ambition



APPLICATION LETTERS

Whenever you're applying for a position, a letter of application (also known as a covering letter) should always be provided with a copy of your resumé.

The aim of an application letter is to convince the reader that you are genuinely interested in the position and that you should be invited in for an interview. Gone are the days when its only purpose was to tell the reader which job you're applying for and that your resumé is attached.

The more you know about the job you're applying for and the company you're applying to, the better your application will be. Do your research by carefully reading any information you have about the job and asking for more information if you need it. Checking out a company's internet site can also be a great source of information.

Your covering letter should:

- ◆ Be a formal, business style letter which is ideally no longer than one page and is addressed to the correct person - try to avoid addressing it to "Dear Sir/Madam".
- ◆ Include lots of action verbs, such as organised, supervised and participated in.
- ◆ Tell the reader which position you're interested in and why you're interested.
- ◆ Tell the reader why you believe you're the best person for the job. Always back up your statements with solid reasons based on your skills, knowledge, experience and personal attributes.
- ◆ Always address the selection criteria in the job advert/job description. When doing this, provide good examples to back up what you're saying. It's much more meaningful, for example, to say you've had 5 years of sales experience in a busy branch environment and have been successful in meeting sales targets, rather than just saying you have sales experience.

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

Photographer: Kyla-Jane Hunt



Lenine Bailey completed the FSU Certificate in Frontline Management in 2002 and was one of the first students to enrol in our new Diploma of Business.

Express lane

QUALIFICATIONS COUNT

A recent promotion, to a new position in the NAB OCC (Operations Control Centre), has demonstrated to Lenine Bailey the strong link between work-related study and career advancement.

Competition for the position was keen, and some of the candidates had more IT experience than Lenine. "What apparently won it for me", she says, "was my enthusiasm, and my continuing commitment to self-development and tertiary education".

FSU Diploma graduate Adrian Scanlan (Qld) has just landed "a fantastic new job at CommSec, which has greater scope for advancement." He was surprised to have been offered the job: after all, he doesn't have the degree the position description called for. But, he says, "given the work experience I had, and my Diploma, they obviously were happy to take me."

When it comes to career advancement, any worthwhile qualification - even evidence that you're working towards one - is better than none. For details of courses available through the FSU, call (03) 9261 5325 or by email at terry.king@fsunion.org.au.

DISCOUNTED HEALTH INSURANCE - YOU COMPARE

Included as an insert with this magazine is a new brochure summarising the benefits of special group discount rates for private health insurance provided by HCF for FSU members at premiums not available to the public. Check out the brochure for more details and see how HCF's rates compare with your current cover.

Source: Google website



DISCOVER CHINA AND SAVE

Have you ever dreamed of visiting the Great Wall of China? Now you can turn that dream into reality by taking advantage of FSU's discounted holiday offer.

FSU Member Services is pleased to announce a heavily discounted holiday offer to China for FSU members and immediate families.

Departing 18 October 2004, the all-inclusive 10 day package to Shanghai, Xian and Beijing including the Great Wall of China costs just \$2,600 per person twin share.

Other trips are being developed for 2005 during May and October to coincide with the northern spring and autumn.

In summary, cost includes:

- ◆ return airfare with Air China ex Melbourne/Sydney.
- ◆ 4 star hotel accommodation
- ◆ internal Chinese airfares
- ◆ all transfers, tours, meals & entrance fees
- ◆ Chinese visa & travel bag
- ◆ Chinese tour guide

Cost excludes:

- ◆ Australian airport taxes (\$35pp), travel insurance, tipping & personal expenses.

Bookings can be made with a \$200 deposit with the balance payable 60 days prior to departure.

Full itinerary details for October 2004 are featured on the FSU website in the Member Services menu under "Holidays". It is expected that similar sorts of itinerary details and similar prices would be available for the proposed 2005 trips although this is obviously subject to confirmation.

To enquire about the October 2004 trip or to express an interest so you can receive more information about either of the 2005 trips when they become available call FSU Member Services on 1300 366 378.

The finance market has moved.

SEEK and you shall find.

If you're thinking of changing jobs, visit www.fsunion.org.au

REPS COURSES IN 2004

VICTORIA/TASMANIA

The next reps training dates are:

- Tuesday 10th & Wednesday 11th August - Intro Reps
- Tuesday 14th & Wednesday 15th September - Advanced Reps
- Tuesday 12th & Wednesday 13th October - Intro Reps
- Tuesday 9th & Wednesday 10th November - Advanced Reps
- Tuesday 23rd & Wednesday 24th November - Intro Reps

WESTERN AUSTRALIA

The next reps training dates are:

- Day 2 - Tuesday 17 August - Intro Reps
- Day 1 - Wednesday 15 September - Intro Reps
- Day 2 - Wednesday 20 October - Intro Reps
- Wednesday 10 November - Advanced Reps

QUEENSLAND

The next reps training dates are:

- Thursday 19th August - Brisbane Intro Reps
- Friday 22nd October - Brisbane Advanced Reps
- Thursday 28th October - Toowoomba Advanced Reps

- Friday 12th November - Sunshine Coast Intro Reps
- Friday 19th November - Gold Coast Intro Reps
- Friday 3rd December - Brisbane Intro Reps

NEW SOUTH WALES/A.C.T

The next reps training dates are:

- Tuesday 20th & Wednesday 21st July - Intro Reps
- Tuesday 17th & Wednesday 18th August - Intro Reps
- Wednesday 8th & Thursday 9th September - Intro Reps
- Thursday 21st & Friday 22nd October - Intro Reps
- Monday 8th & Tuesday 9th November - Intro Reps

SOUTH AUSTRALIA/N.T

The next reps training dates are:

- Monday 16th August - Intro Reps
- Tuesday 17th August - Advanced Reps
- Monday 15th November - Intro Reps
- Tuesday 16th November - Advanced Reps

For more information call your local FSU Branch.

OFF-SHORING - SOME STAGGERING INTERNATIONAL FACTS

- ◆ Between 300,000 and 600,000 US jobs going off-shore each year (Newsweek, 1 March, 2004).
- ◆ 2003 - 2015 Forrester Research estimated that 3.3 million US jobs could migrate overseas. University of California calculated that 14 million jobs could move in the same timeframe (Newsweek, 1 March, 2004).
- ◆ Deloitte Consulting estimate that 2 million finance sector jobs in western countries could be relocated in the next 5 years.
- ◆ 28 job groups involved including IT, call centres and back office processing functions
- ◆ Call centre salaries: US \$4,000 per month, India \$280-300 per month (Ofreneo, p18)

It's about corporate behaviour not nationalities

The debate over off-shoring is not a debate about nationality or race and should not be.

The primary driver for corporations to outsource or off-shore functions is to ultimately cut costs. It is reducing your employment conditions.

In India and the Philippines they are concerned that their jobs will move to Sri Lanka and eventually to China as English proficiency improves.

It is about the future of our industry

"Sending work overseas poses a massive threat to Australian finance industry jobs" said Paul.

"We have to act now to alert people to the threat. We have to work to convince employers and governments that this is the wrong path for our customers, for our employment opportunities and for our children's jobs."

FSU activity and what members can do

The FSU has:

- ◆ Written to employers across the finance industry to determine what, if any, plans they have for outsourcing in the future.
- ◆ Raised the issue with Governments and Opposition parties at a federal level.
- ◆ Called for consumer right to know legislation to be introduced to protect jobs and consumer interests.
- ◆ Joined the call for companies to sign up to global framework agreements raising international labour standards.

Members can:

- ◆ Find out more by visiting our website at www.fsunion.org.au
- ◆ Raise the issue in discussions at work and at home
- ◆ Talk to your local politicians about their policies
- ◆ Let the Union know about any plans in your workplace to send jobs overseas.

MEMBER SUBSCRIPTIONS

To keep pace with increasing costs and to maintain the union resources available to members, the National Executive of the FSU has determined the need to increase member subscription rates by 4% effective 1st July 2004. The new fortnightly rates commencing July will be:

	Per Fortnight (inclusive of GST)
Members working 30 hrs or more per week	\$13.50
Members working 21 hrs and less than 30 hrs per week	\$10.27
Members working less than 21 hrs per week	\$7.02
Casual	30c per hr, not to exceed \$13.50 per fortnight

JOBS ON THE MOVE

Since FSU@Work first reported on outsourcing and off-shoring the trend has developed at an alarming rate in the global finance sector.

For the first time in history, finance unions from across the globe came together in May this year to discuss the issue and the impact of outsourcing and moving jobs across national boundaries.

National Secretary, Paul Schroder, represented Australian finance workers at the conference.

"Many of our employers operate and compete at a global level. From that point of view Australia will not be immune from the strategies of off-shoring" said Paul.

The Conference provided a stark picture of what could happen here as representatives from across the world gave reports about jobs moving overseas.

NEW FSU LEADERS

The FSU has a new National President with the election of Carol Gordon to the role for the next two years. National Australia Bank employee, Paul Ferrari fills the National Vice President position.

Photographer: Neil Richardson



Carol, a Commercial Lending Officer with the Commonwealth Bank in Launceston brings a wealth of experience in financial services and a real feel for the pressures members face in their daily worklife.

“I have been a bank employee for the past 24 years. I have lived through 4 mergers and I

know first hand the problems members confront in respect to understaffing and increased workloads” said Carol.

“The challenge for our union is to make sure we are all working together to deliver real outcomes for members in their workplace. We have to be active and encourage finance workers everywhere to get involved and make a difference.”

“I look forward to that challenge and I am honoured to be representing FSU members as their National President.”

Photo supplied by FSU QLD Branch



Paul Ferrari is looking forward to being an activist at all levels of the FSU. Paul has worked for the National since 1995 and is currently a Learning Consultant (Trainer) with the National’s Queensland Learning Centre.

“One of the main reasons I put my hand up for National Vice-President was to increase the

exposure of our Queensland Members at an Executive Level”, says Paul. “I hope to build on my passion for promoting member activism in all parts of the industry. I’m intending to help develop a stronger union presence within the finance sector”.

“A commitment to supporting the National President and ensuring the decisions I make are for the benefit of the union and its members at all times are also of primary importance”.

FEDERAL ELECTION 2004

With \$100 million of taxpayers money being spent by the Federal Government on advertising, it’s not hard to work out that a federal election is in the offing.

FSU officials and activists have been contacting members to discuss federal election issues of importance to them and their families. Here is a brief look at the issues identified.

Health is nominated as the single greatest issue of concern by members. Maintaining universal access to Medicare bulk billing for doctors visits, public hospital funding and the need for better funding to the aged care sector are all issues identified as important.

Education and childcare issues are also nominated with public education funding and affordable access to University and Tafe courses nominated as concerns, with access to childcare also rating a mention.

Work issues have also been identified by members with concerns about the increasing difficulty to balance work and family, casualisation of work and the unfairness of workplace relations laws.

Specifically for our industry, members want FSU to campaign to protect jobs in the sector and to protect services for customers and the community.

FSU has raised industry concerns with all the major political parties and asked that they provide their policy response on the following issues:

- ◆ Restricting mergers between the big four banks;
- ◆ Protection against the impact of mergers and acquisitions in our industry;
- ◆ Provision of six months notice of branch closures or service downgrades;
- ◆ A full review of the implementation of the FSRA and its implications for employees;
- ◆ Fairer employment laws;
- ◆ ‘Right to know’ legislation that would make it compulsory for Call Centre customers to know if the person they are dealing with is overseas;
- ◆ Data protection laws for customers;

- ◆ Tying executive salaries to performance and providing shareholders with a greater say.

Further detail about these issues are set out in the FSU policy document ‘When Words Fail’ and can be found on the FSU website at www.fsunion.org.au.

All political parties have been asked to provide policy statements on all the issues identified by members so they can be published for members’ information ahead of the coming election.

Election Comment

Politics is more and more about ‘spin’ and less about straight talking. We hope to be able to assist members get through the ‘spin’ to the substance by providing details of the parties policies as they become available.

Industrial relations legislation is one area where the Government’s real intentions are clear. The Howard Government has come out time and again and made it clear that they are on the side of the employers.

FSU believes that industrial relations legislation has to be about trying to create a fair environment which works for everyone in the workplace.

It’s our view that parties should deal with each other in good faith and there should be an independent umpire who can deal with disputes when things can’t be resolved.

The role of government in such an environment is to help constructively resolve disputes, not take sides or openly oppose the rights of one group in favour of the other.

FSU has called for the system to be made fairer by increasing the powers of the Australian Industrial Relations Commission to resolve disputes; recognising the rights of workers to belong to unions and to participate in union activity without fear of prosecution; promoting good faith bargaining; doing away with exploitative AWAs and providing workers with strong, comprehensive Awards and Agreements that underpin their working conditions.