



Autumn/Winter 2011



FSU
AUSTRALIA

Finance Sector Union of Australia

Account

Celebrating 100 years of International Women's Day



Politics matters

In all walks of life, politics matters. In the regulated world of banking and finance it means that the decisions made by politicians in Canberra have a direct impact on our industry, our customers and our jobs.

It is important that in making decisions about our industry the voices of employees are both listened to and acted on. FSU provides the collective voice of finance employees to the political dialogue and debates surrounding the finance industry.

With this in mind, I invited the Assistant Treasurer and Minister for Financial Services and Superannuation, Bill Shorten, to provide us with an update on what the Government's agenda is for our industry. You can have a read of the Minister's thoughts on page 4.

I would also like to invite you to have your say about the issues that you care about or that affect your working life so we make sure that we are continually representing your views in the workplace, across the industry and in policy debates.

You can do this by completing our All Member Survey online **and go in the draw to win an iPad2** (pictured below) at www.fsunion.org.au

The survey results will be taken to our biennial National Conference which is being held this year at the end of June.



iPad2

The National Conference is the union's peak decision making body made up of rank and file members drawn from workplaces across the country. Its role is to develop the union's policies and direction for the next two years and beyond.

So having your say through the survey is very important to assist your National Conference delegates in their deliberations. After all, they are there representing the interests of all members, and they need to hear directly from you.

It is my hope that the Conference will set a tough agenda for our union. One that continues the great work that has been done by members over the past 92 years. One that inspires us to keep working together to protect and advance the gains made by union members across that time. And one that inspires so many more of our workmates to get on board and make a real difference.

A fantastic example of those achievements and the work that still needs to be done can be read in our article about this years 100th anniversary of International Women's Day on page 6.

I hope like me you will be inspired by the stories of FSU women and the need to rid our industry of continued prejudice and inequity.

Finally, and on a personal note, I would like to recognise the great contribution of another FSU woman, our recently resigned National President, Carol Gordon.

Over my time as National Secretary, Carol has been a great support to me and a ferocious advocate for FSU members in every forum imaginable – be it in front of Senate Inquiries, politicians, employers, Prime Ministers, local and national executives.

After almost 30 years as a member, many spent as a union delegate locally and nationally, I thank Carol for the enormous contribution she made on behalf of FSU members throughout Australia.

LEON CARTER,
FSU NATIONAL SECRETARY

Meet your National Conference delegates*

ANZ
NSW/ACT
QLD
VIC/TAS

Joy Buckland
Penny McWhirter
Yvette-Maree Marcelle

CBA
NSW/ACT
SA/NT

Louise Arnfield
Karen Aldridge

General
NSW/ACT
QLD
VIC/TAS
SA/NT

Dominica Genova (SGE)
Tracy Houlton (Bendigo Bank)
Peter Waclawik (ME Bank)
Rebecca Thomas (HP)

Insurance Local Presidents

NSW/ACT
QLD
VIC/TAS

Wendy Conlan (NRMA)
Jim Convery (UnionShopper)
David Peers (CGU)

Midsized banks

NECP BWA

Adam Fay (Bankwest)

NAB
NSW/ACT
QLD
VIC/TAS
SA/NT
WA

Dale Mills
Jennifer Haviland
Steve Howland
Elli Doolan
Barbara Jones

RBA
NSW

Brendan Filipovski

St George/Bank SA

NSW
VIC/TAS, WA, QLD

Susanne Pearce
Jillian Baker

Westpac
NSW/ACT
QLD
VIC/TAS
SA/NT
WA

Marcia Byrnes
Paul Selke
Simone Banks
Anne O'Connell
Steven Lawrance

*correct at the time of going to print. More delegates still to be confirmed.

FSU farewells National President Carol Gordon

After 7 years as FSU National President, and almost 30 years membership of the Finance Sector Union, Carol Gordon has announced her resignation in order to take up a career in another industry.



Carol was an integral part of the union's leadership team over that time, and she reflects fondly on her time with FSU recalling the many industry and local campaigns she had been involved in, with and on behalf of finance sector workers across the country. Carol spoke to *Account* magazine about her time in the finance sector.

You have lived through a lot of changes in the finance sector. What are the stand out developments (good and bad) for you, and why?

The growth of technology has been enormous; we didn't have ATMs when I started! Eventually that led to centralization of a lot of "back office" roles which put additional pressure on staff to deliver the same level of service which just wasn't possible when people were located on another site. Management decisions made to save a few dollars without consideration for the impact it would have on staff and customers, while still spouting about their commitment to customer service!

Thinking about your union activism, which achievements are you most proud of?

I'm most proud of the changes made to the FSU internally by a very good team of people. Our union is member driven, accountable and professional, and you only have to sit on one NEX meeting to see that. Members hold the voting power, and our officials supported that change.

I also like to reflect on the little victories, where co-workers were being duded on higher duties (or similar) and we fixed it, because it's always been about improving the day to day lives of our members.

But my favourite memory was when Trust Bank withdrew salary deductions for union dues with less than two weeks' notice, their response to a notice we put out to our members which they didn't like! With an enormous effort we had existing members sign the necessary paperwork, and actually increased our membership. FSU 1, bank nil!

What will you miss most about your union role?

I will miss the company of so many committed and like-minded people, people who act in something other than their own self-interest.

In your opinion, why do workers in the finance sector need a union?

Our employers have very deep pockets and regularly pursue us all the way through the legal system to limit the rights of our members. They are among the most industrially aggressive employers in the country. Our industry needs a strong and viable union to protect our members. From the fight at a local branch about unpaid overtime, to freedom of association, as we did with Joy Buckland from the ANZ, and our response to the ridiculous CBA Social Media policy.

What advice would you give to someone starting their career in finance?

Sign your membership form the day you sign your offer of employment!!

I've had the support of some truly wonderful, selfless people; members and FSU staff and officials over the years. I can't list them here, but they know who they are, and just thank you is woefully inadequate.

The FSU National Executive at the February meeting expressed its thanks to Carol for her important contribution over the years, and we wish her well in her new career.

The National Executive appointed the President of the NAB National Enterprise Council, Paul Ferrari to fill the vacancy left by Carol's resignation pending an election to be determined by FSU members.

FSU in the HOUSE



In a speech in the House of Representatives on International Women's Day, Anna Burke MP the Member for Chisholm (and former FSU official) took the opportunity to show off her FSU IWD commemorative t-shirt to the assembled Members. Go Anna!

Read more about this year's International Women's Day celebrations on page 6.

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Finance sector facing massive changes

Bill Shorten
Minister for
Financial Services
and Superannuation



Australia has seen significant reforms to our economy over the last thirty years that have impacted directly on the work undertaken by FSU members in many different areas of the financial services sector.

While some may argue that not all of those changes have been to the direct benefit of your working conditions, most of them have been to the benefit of Australia's economy as a whole and have therefore helped sustain a strong and prosperous financial services sector.

From deregulating the financial sector, to floating the dollar. From compulsory superannuation to mandating the independence of the Reserve Bank. All of these changes have had a profound impact on your industry and on the way you work.

But of course, there are still more changes to come. As Minister for Financial Services and Superannuation, there are a number of important reforms that will impact upon your 'patch' and I'd like to take a look at each of them in turn.

Before I do that though, can I say how impressed I am with the work undertaken by all FSU members during what has been a difficult and volatile time in your industries. The GFC made life very difficult for workers in the finance sector, particularly those in the investment and superannuation areas. More recently, workers in insurance have been at the consumer coalface following the recent natural disasters. It was impressive to observe how well the super and investment sectors handled the strain, and I'm sure the insurance workers will do the same.

Superannuation

Stronger Super represents the Government's reform agenda for the superannuation industry. By setting out a clear path for future reform, the Government is providing certainty to both the industry and fund members and most importantly boosting the retirement savings of all Australians.

The Stronger Super package includes the introduction of a new low cost and simple default superannuation product called 'MySuper', heightened duties for superannuation trustees, and a range of changes to improve back-office processing (referred to as the SuperStream proposals).

This initiative builds on the substantial benefits delivered by the Prime Minister's breakthrough agreement on the mining tax, the proceeds of which will be used to fund a historic boost in the superannuation guarantee from 9 to 12 per cent for 8.4 million Australians.

Taken together, these reforms will add almost \$150,000 to the retirement superannuation balance of an average 30 year old worker.

Superannuation is one of the most important pillars of Australia's financial system. It is one of the reasons Australia came through the GFC so well and it is a pool of national savings that place this country in an excellent position for future development.

Now is the time to build a community and Parliamentary bipartisanship for delivering stronger superannuation.

Financial Services

Our Future of Financial Advice reforms are designed to tackle conflicts of interest that threaten the quality of financial advice that has been provided to Australian investors, and the mis-selling of financial products that culminated in high profile corporate collapses such as Storm Financial, Opes Prime, and Westpoint.

Access to quality advice remains an important part of planning for the future.

These reforms, to be announced by the end of April, will see Australian investors receive financial advice that is in their best interests, rather than being directed to products as a result of incentives or commissions offered to the financial adviser.

The Future of Financial Advice package includes the following:

- A prospective ban on conflicted remuneration structures including commissions and volume based payments.
- The introduction of a statutory fiduciary duty so that financial advisers must act in the best interests of their clients.
- Increasing transparency and flexibility of payments for financial advice by introducing 'adviser charging' that will help align the interests of the financial adviser and the client.

- Expanding the availability of low-cost 'simple advice' to provide access to and affordability of financial advice.
- The examination of a statutory compensation scheme by Mr Richard St John, who has significant corporate law experience.
- The expansion in the provision of low-cost, simple advice will be of particular benefit to individuals and families who may not currently have access to financial advice.

Insurance

The recent floods and cyclone saw insurers once again face the brunt of community criticism. I have little sympathy for insurance company bosses who refuse to attend a community meeting and listen to people's problems first hand. I do, however, have sympathy for insurance workers on the front line – those of you giving advice, assessing claims and answering queries from annoyed, frustrated and, often, extremely distraught policy holders.

I know it can't be easy for you having to manage those issues and I applaud the work you are doing.

Hopefully, some of the changes we are planning on introducing will alleviate some of that pressure the next time disaster strikes.

Most particularly, we are planning on introducing a standard definition for 'flood' in insurance policies, so policy holders will know exactly what they are getting when they sign up for flood cover. Just as importantly, you will know exactly what you are selling.

We will also introduce a one-page 'tick box' sheet to go on the front of policies, so people can know, at a glance, exactly what they are – and are not – covered for. Again. I hope and expect this will make your jobs easier. An educated and happy customer is far easier to deal with than one who believes they have been taken for a ride.

Consumer Credit

With the National Consumer Credit Protection (NCCP) laws, we now have a nationally consistent consumer credit framework. This represents a generational change that will significantly improve the effectiveness of consumer protection and reduce the cost of doing business across eight different jurisdictions.

Better consumer protection is important for everyone. During the global financial crisis, the collapse of the housing market in the US demonstrated to all of us the perils of irresponsible lending practices.

The responsible lending obligations in our consumer protection laws protect not only consumers but our entire housing market – and, by extension, our whole economy.

Stamping out improper lending practices is also important in making sure that the industry maintains a high reputation and a high level of confidence.

The Consumer Credit reforms are a work in progress. This year we introduced important changes to credit card regulation, and we are currently developing further protections for reverse mortgages and other specific areas where greater protection may be needed.

Conclusion

All these issues are important reforms for the country, but I am very mindful of the fact that they will have an effect on you – the finance sector workers – as well. For that reason (and because I value their judgement on these matter, but don't tell them I told you), it has been very useful for me to gain the views of Leon and the rest of the FSU team in developing these reforms. Thanks again for all the great work you do, in one of the most dynamic and rapidly growing and evolving sectors of the Australian economy.

FSU view

As we go to print, the Minister announced the Government's intended reforms for the Future of Financial Advice (FOFA).

FSU members have long argued that the pressure placed on them by management to meet ever increasing sales targets in order to qualify for performance related pay increases or bonuses leaves them conflicted regarding acting in their customers' best interest.

FSU, therefore, welcomed the Minister's commitment to ban conflicted remuneration such as commissions and volume based or sale target based payments in the provision of financial advice.

The scope of the ban still requires some sorting out. For example, bank employees who provide general or personal advice in the selling of 'basic bank products' such as transaction accounts or first home saver accounts, will not be caught in the ban.

However, employees or representatives who sell both basic bank products and more complex products will.

Credit is also not caught in the reforms, but conflicted remuneration will have to be eradicated overtime to allow for compliance with responsible lending.

This first step in recognising and removing conflicted remuneration from the provision of financial advice sounds the death knell for performance payments built on sales volumes.

FSU has called for industry to work with employee representatives to develop sustainable remuneration systems that ensure employees, consumers and the industry are better off in the future.

International Women's Day

International Women's Day is celebrated on 8 March each year with the broad aim of honouring the economic, social and political achievements of women, and reflecting on the work still to be done. IWD has been observed since the early 1900's, a time of great expansion and turbulence in the industrialized world that saw booming population growth and the rise of radical ideologies.

In 1911, more than 1 million European women and men attended IWD rallies as part of a campaign for women's rights at work, for the right to vote, to access training, to end discrimination and be able to hold public office.

The first rally in Australia was held in 1928.

The new millennium has witnessed a significant change and attitudinal shift in both women's and society's thoughts about women's equality and emancipation. Many from a younger generation feel that 'all the battles have been won for women' while many feminists from the 1970's know only too well the longevity and ingrained complexity of patriarchy.

With more women in the boardroom, greater equality in legislative rights, and an increased critical mass of women's visibility as impressive role models in every aspect of life, one could think that women have gained true equality. The unfortunate fact is that women are still not paid equally to that of their male counterparts, women still are not present in equal numbers in business or politics, and globally women's education, health and the violence against them is worse than that of men.

However, great improvements have been made. We do have female astronauts and prime ministers, women can work and have a family, women have real choices. And so the tone and nature of IWD has, for the past few years, moved from being a reminder about the negatives to a celebration of the positives.

So each year on 8 March, thousands of events are held throughout the world to inspire women and celebrate achievements.

A global web of rich and diverse local activity connects women from all around the world ranging from political rallies, business conferences, government activities and networking events through to local women's craft markets, theatre performances, fashion parades and more.

Many global corporations have also started to more actively support IWD by running their own internal events and through supporting external ones. For example, on 8 March search engine and media giant Google some years even changes its logo on its global search pages. Year on year IWD is certainly increasing in status. The United States even designates the whole month of March as 'Women's History Month'. Globally there are many very large scale highly organised IWD events, and IWD is now an official holiday in China, Armenia, Russia, Azerbaijan, Belarus, Bulgaria, Kazakhstan, Kyrgyzstan, Macedonia, Moldova, Mongolia, Tajikistan, Ukraine, Uzbekistan and Vietnam.

In Australia we can identify tangible achievements since the first International Women's Day. These include the right to vote, anti-discrimination and sexual harassment laws, no fault divorce, improved child care and women's services, many women in areas of influence and leadership.

When FSU women stop to celebrate IWD, we do so as part of an industry of workers, a collective of trade union women and an international movement of women.

To celebrate the IWD centenary the FSU is highlighting the achievements of FSU women over the last 100 years.

The union is honouring current FSU Women Leaders by posting their thoughts on IWD on the FSU website, as well as commemorating our FSU Women Life Members – many of whom contributed to the union since women first joined in 1939.

The union provided an Education Grant to assist a woman member with her further education – this year's recipient was Kimberley Croning of Bankwest in Western Australia.

We have tracked the milestones in the working lives of FSU women and placed these achievements in the context of milestones for Australian women generally. These include the first women's vote (in South Australia in 1895); the equal pay cases (1969 and 1972); the advent of the Sex Discrimination Act (1984) and the Affirmative Action Act (1986) – right up to the start of the first universal paid parental leave scheme in 2011.

Gender pay equity is still a work in progress in the finance sector, and the FSU is tackling this issue on a number of fronts – conducting pay equity audits at finance sector workplaces via negotiated agreements, lobbying government, and representing finance workers on a gender neutral job evaluation committee convened by Standards Australia. When finalised, this Standard will provide a valuable tool for ensuring we value all jobs without gender bias.

So while we pause to celebrate and reflect, the work to achieve more progress for women in the finance sector continues.

FSU Women Making History:
www.fsunion.org.au/News-Views/International-Womens-Day.aspx

More information about IWD:
www.internationalwomensday.com

1884 ▶ 2011

1884	The Victorian Women's Suffrage Society is established by Vida Goldstein and others
1886	The first woman employed by a Bank – a typist employed by the Bank of Australasia
1895	SA becomes the first colony in Australia (and one of the first places in the world) to grant women the right to vote
1915	The State Bank of Victoria recruits the first women clerks
1919	Australian Bank Officials' Association (ABOA) formed
1939	Women accepted as members of the ABOA
1956	First Women's Advisory Committee of ABOA
1961	First woman teller employed by Bank of NSW
1966	Only woman delegate at Federal Conference convinces Conference to support equal pay and equal opportunity policies
1969	Conciliation and Arbitration Commission introduces concept of "equal pay for equal work"
1970	Industrial Court determines that women at ANZ should not be paid 'female rates' and awards back-pay to 1968
1972	End of period where women had to resign if married in banking/finance Conciliation & Arbitration Commission extends equal pay principle to "equal pay for work of equal value"

1973	World's first ever women's adviser to a federal leader is appointed in Australia First paid maternity leave in banking (Commonwealth Bank) Australian Insurance Employees' Union (AIEU) takes industrial action over equal pay
1974	Part-time clause inserted in Federal Banking Award
1975	Conciliation and Arbitration Commission fully abandons 'male' and 'female' banking rates
1976	First elected female leader of a banking union division
1982	The gender restriction on part-time work is lifted
1984	Federal Sex Discrimination Act introduced
1985	Federal Insurance Council sets affirmative action goals
1986	Federal Affirmative Action Act introduced
1987	Pay scale in finance awards based on job evaluation (replaces years of service/age)
1989	Maternity leave test case standard in private sector awards
1996	In FSU v CBA – the Australian Industrial Relations Commission agrees to protect women seeking to return from maternity leave by ensuring the returning positions must be 'directly comparable'
1997	Joy Buckland becomes first woman FSU National President Human Rights and Equal Opportunity Commission finds that the Commonwealth Bank should have offered voluntary retrenchment to a number of women on maternity leave
2006	First joint pay equity audit with a major bank, NAB
2010	Paid Parental leave legislation is passed Finance workers represented by FSU on Australian Standards Committee to develop an Australian Standard on gender neutral job evaluation
2011	FSU and NAB commence 2nd pay equity audit 70% of FSU members are women Thousands of FSU women celebrate 100 years of IWD



International Women's Day - Pictorial



NSW A large FSU contingent joined a mass rally in the Sydney CBD to celebrate IWD.



QLD FSU members at St George Bank Cairns branch celebrated IWD with a morning tea. Michelle, Julie and Anna said they had a great day.



WA These FSU women headed off to an IWD sundowner in Perth.



SA/NT LEC members and FSU staff met South Australian Senator Penny Wong at an IWD breakfast in Adelaide.





QLD LEC members Anne Dixon, Anna Lacey-Reid and Charlotte Dunmall, and ANZ National Enterprise Council President Penny McWhirter joined hundreds of Queensland women at an IWD breakfast in Brisbane.



NSW

NSW Director of Organising Veronica Black and daughter Katie enjoy morning tea on International Women's Day.

IWD Education Grant Winner!



Pictured left, Kimberly Croning, Bankwest member with Di Marshall, Local Executive Secretary WA.

WA FSU Rep Kimberley Croning was awarded the International Women's Day Education Grant. The grant will contribute to funding Kimberley's part-time study at Murdoch University where she is completing a Bachelor of Economics degree.

WA Local Executive Secretary Dianne Marshall visited Kimberley at the Victoria Park Branch of Bankwest to make the announcement, and present Kimberley with her prize and a commemorative "100 Years of International Women's Day" t-shirt.

Kimberley is an FSU representative, and her application for the Grant addressed both how she will put her economics knowledge to use in her finance career, and how the employee relations component in the course has assisted in her union activity.

Congratulations Kimberley - and thank you to the FSU women who took the time to apply for the IWD Grant.



VIC FSU women on the steps of the historic Victorian Trades Hall building after being temporarily evacuated from the IWD cocktail function.

Agreements finalised:

Bank of Queensland

Highlights of the new Agreement for employees at Bank of Queensland (Corporate) negotiated by FSU Reps.

- ✓ Pay increases of 4.75% in 2010 (including a 2.25% increase to be paid on 31 December)
- ✓ Further pay increases of 4% in November 2011, 2012, and 2013
- ✓ Five special leave days (up from 3)
- ✓ Increased Paid Parental Leave
- ✓ Better overtime
- ✓ Rights for FSU Workplace reps

Bankwest

Highlights:

- ✓ Across the board pay increases of 4% in April 2011, 4% in April 2012 and 4% in April 2013;
- ✓ Improved overtime arrangements that are calculated on a weekly basis;
- ✓ Access to Fair Work Australia to resolve disputes on individual entitlements;
- ✓ Improved and expanded District Allowances for WA;
- ✓ Better parental leave, including super to be paid on unpaid and paid parental leave periods.

Firefighters Credit Union

- ✓ Members have endorsed a pay offer of 3.5% annually for the next two years and will have the chance to vote on their new Agreement soon.

LUCRF

- ✓ A new 3 year Agreement, this provides annual increases of 4% (12% over 3 years).

NAB

Highlights:

- ✓ The Agreement, the first under the Fair Work Act, contains significant new and improved conditions for employees at NAB and guarantees up to 12% increase in salary for Group 1 & 2 employees over the life of the Agreement. It also increases the minimum salary rates for Group 1,2 & 3 employees and provides greater transparency for Group 3 & Specialist employees who are on market based pay systems. A new clause that enables employees to make the transition to retirement is an example of the innovative improvements secured in the new Agreement.

St George and BankSA

Highlights:

- ✓ Across the board pay increases of 4% in January 2011 and January 2012 to all unpackaged employees;
- ✓ Increased protections for flexi part-time employees;
- ✓ Improved conditions for packaged employees;
- ✓ Better access to Paid Parental leave, and the Federal Government Paid parental Leave scheme to sit on top of the bank entitlement.
- ✓ Pay increases for packaged employees from a 5% salary pool in January 2011 and a 4% salary pool in January 2012.



Negotiations occurring:

CBUS

Commonwealth Bank of Australia
(see related article opposite)

CUA


Insurance Group Australia (IAG) - CGU, NRMA, Swann Insurance, SGIO & SGIC.

Reserve Bank of Australia

Forthcoming negotiations:

ATC Insurance Solutions

Superpartners



Collective bargaining - better outcomes for members

It's time for Real Time pay at CBA

FSU negotiators presented the union's EBA claim to the bank recently, and FSU Reps and Organisers are gathering pledges of support for a 5% annual pay claim for the next 3 years.

Account spoke to FSU negotiator Louise Arnfield (pictured) who is also the President of FSU's National Enterprise Council for CBA, and a CBA employee in NSW.

"This is the second time I have joined the FSU negotiating team to achieve a new EBA for CBA employees. The atmosphere in the room is much different this time compared to our negotiations in 2010."

"I got the impression that the bank didn't really want to negotiate with the union last time, but they had little choice because of the change of government and changes to industrial law," Louise told Account.

"But this time there's a much better atmosphere in the room, and willingness on both sides of the table to work through all of the issues and achieve a good outcome for both employees and the business."

FSU members endorsed a claim for a 5% annual pay increase across the board, separate to performance pay and bonuses.

Despite marketing itself as Australia's leading bank, one area CBA isn't leading is minimum pay rates. A comparison of minimum rates of pay for service and sales employees of 7 of our largest banks places CBA near the bottom of the list.

"We should at least be on par with colleagues at other banks performing the same roles," said Louise.

If achieved, a 5% annual increase would be on par with increases received by other Australian workers across a variety of industries.

Data released in March by the Department of Education, Employment and Workplace Relations (DEEWR) confirms that across the economy, the average annualised wage increase in the last quarter of 2010 was 4.2%, and one in five Agreements achieved in that quarter delivered pay increases in excess of 5%.



"We work for one of the wealthiest banks in Australia, our CEO received a 75% pay rise last year, and all of our executive team are on 7 figure salaries – so we know the bank can afford this pay increase," Louise told Account.

"And when you think about the hours we put in, the service we provide, and the professionalism with which we do our job – FSU members at CBA reckon we've earned a pay rise."

Throughout the negotiations Louise is keeping members informed by posting on her blog, Keeping it Real.

"It's a real honour to be representing the interests of all members at the negotiating table, and it's incredibly powerful hearing first hand from colleagues their thoughts about the claim, and the sort of things that affect them in their workplaces," said Louise.

"I'm hearing from CBA colleagues about big things like the pay claim, but also things that seem small, but can actually have an incredible impact on your ability to do your job well – things like having a chair to sit on, or having waste bins for customers so that dirty tissues and grubby food wrappings aren't handed over to the person attending the counter in the bank branch."

With negotiations set to continue for some months, CBA members will be hearing from Louise regularly over that time.

Louise Arnfield's Keeping it Real blog:

 <http://www.fsunion.org.au/News-Views/Keeping-it-Real-Latest-Blog.aspx>

Read the claim and pledge your support for annual 5% pay increases:

 <http://www.fsunion.org.au/Campaigns/CBA-Enterprise-Agreement-2011.aspx>



Union moves bank on performance measures - CES results adjusted for half yearly reviews

Following many reports from members who were subjected to extreme levels of customer anger and abuse, following the bank's announcement to move interest rates by almost twice as much as the RBA interest rate rise, FSU contacted CBA in November last year.

The union called on the bank to suspend its performance measuring methods, in particular Roy Morgan results and the Customer Experience Survey (CES) for the quarter. FSU is pleased to report that in a message to staff at the end of January, Retail Banking Services executive Ross McEwan announced that the Roy Morgan and CES results for the half yearly performance review will be recorded as "Meets Expectation".

In his message to staff Ross states: *"I believe that the disappointing results of the last two Roy Morgan customer satisfaction surveys are related to our customers' views on our November interest rate changes. For this reason and in line with my commitment to ensure that we treat our people fairly, where Roy Morgan is the basis for your customer service rating, a "Meets Expectation" should be recorded in your half yearly performance review."*

Likewise, the bank also advised the FSU that there would be some adjustments to the CES for the quarter, removing any comments that contained a strong reaction to not only interest rates, but also CEO salary, the bank's record profit or media articles that referred to CBA.

FSU commends CBA for responding and recognising the difficult times staff encountered as a result of this business decision. If any members

have not had their half yearly rating adjusted accordingly or believe they have been disadvantaged in their rating due to the CES, please contact the Member Rights Centre on 1300 366 378 for assistance.

Targets adjusted in disaster zones

The union wrote to employers across the industry questioning how finance sector employers will deal with targets and performance objectives for staff located in areas that experienced devastation from floods earlier in the year.

Adjustments were made to January & February targets in ANZ, CBA & NAB, with consideration of further adjustments down the track depending on conditions.

Celebrating Bankwest 2011 EB

Squirrels gather nuts, I gather squirrels (Gaye Stirling FSU organiser)

You may have seen Gary the squirrel in Bankwest television commercials and YouTube clips. FSU Organiser Gaye Stirling (pictured right) and her band of squirrels have been visiting members all over WA in recent weeks to talk about the new Bankwest EB.

"Sometimes people think I'm nuts because of my zealous commitment to my Bankwest members. The truth is I am constantly enthused by the way our members interact with the Union, ask questions and ultimately get involved in making sure they have working conditions and entitlements that are fair and a leader in the Finance Industry." Gaye told Account.

WA members like Local Enterprise Council member and Manager at Lake Grace, Paul Rawlings, are eager to learn if allowances will be further improved following the District Allowances Review to be conducted jointly by FSU and Bankwest over coming months.

In the meantime, Bankwest members in Katanning (l to r) Amanda Higgins, Carol McCague and Michelle Wright have given the "thumbs up" to the great improvements to District Allowances in the new EB.



How FSU members put the pressure on Suncorp and secured a better deal

What the 'heritage conditions' dispute was about

At the Suncorp AGM in November 2010, CEO Patrick Snowball said that he was "certain that not a single individual in the company will be financially worse off" under the company's program to bring about consistent terms and conditions.

In January Suncorp issued contracts to staff which would strip away 'heritage' conditions for ex GIO and QIDC staff. More than 100 FSU members told Suncorp they would not accept the new contract and Suncorp in return threatened disciplinary action if they refused to accept these lesser terms and conditions. One of those members was Catherine Williamson, who works in Settlements in Suncorp's Sydney office.

"I thought the whole thing was unfair and our conditions should have been left as was, especially as the heritage employees are long serving employees, many close to retirement," Catherine told *Account*.

"The FSU was always in touch with the members leading up to our Enterprise Agreement negotiations in 2010 so I knew to call the union when I had an issue."

Fair Work Australia

The FSU made a General Protections Application on behalf of the 'heritage' FSU members whose employment was threatened by Suncorp and the matter was taken to conciliation at the Fair Work Australia Tribunal in February 2011.

When the FSU took Suncorp to Fair Work Australia (FWA) over the issue, 35 FSU members, refusing to be intimidated by the threats of disciplinary action, turned up to the tribunal to demonstrate collective strength and their commitment to fairness.

With the help of FWA and the support of members, the FSU was ultimately able to negotiate a package which significantly boosted personal leave entitlements and which provided full compensation for lost long service leave.

Since 1 January 2011 FSU has recovered more than \$2 million for members in lost entitlements.

GIO Heritage condition	First offer from Suncorp	New offer for members
Personal Leave		
15 days per year.	10 days per year with 15 days "compensation" added to your leave balance (3 years worth of the Heritage accrual).	10 days per year with 25 days "compensation" added to your leave balance (5 years worth of the Heritage accrual).
Long Service Leave		
Depending on the length of service, either 2 weeks accrual per year of service or 1 week accrual per year of service.	0.8667 weeks of accrual, with 3 years worth of the difference either added to your leave balance or paid to you as a lump sum.	0.8667 weeks of accrual, then 3 different options: a) either 3 years worth of the difference added to your leave balance OR b) a permanent pay increase of the value of the difference OR c) the value of the difference paid to you annually, as a lump sum, for the rest of your period in the role.

How FSU members worked together to get this outcome

A large group of FSU members actively rejected the new contract that provided them with reduced conditions of employment. These members sought the assistance of the FSU and spoke to FSU advocates and organisers about how to collectively approach the dispute.

"I made sure I attended the workplace meetings and signed the letters showing that I did not support the first offer of compensation," said Catherine.

The members were also highly visible in showing Suncorp that they were willing to fight for their conditions by attending Fair Work Australia. This collective strength forced Suncorp to address the serious concerns of members by improving the compensation offer for the 'heritage' conditions.

"The fact that members got the union involved showed Suncorp we couldn't be pushed around. Because we stood together Suncorp now know for the future that we aren't push overs," Catherine told *Account*.

FSU – helping you navigate your career in finance every step of the way

The FSU Careers Centre provides FSU members with expert assistance and information on searching and applying for jobs, gaining qualifications and other career management matters.

As a finance sector employee, you work in one of the most dynamic sectors of the Australian economy. Keeping up with industry changes and making career decisions can be very challenging.

No matter whether you're searching for a new job or just thinking about it, looking for a promotion with your present employer or considering a major change in direction, there's a good chance you'll find something here to help you achieve your goals.

Q&A

Here's a snippet from our most recent edition of the Careers Centre e-news, a Q&A with the Head of Recruitment at the National Australia Bank:

Career Insider - Paula McMahon, Head of Recruitment, NAB

How long have you worked in recruitment, and how did you know this was the right job for you?

I've been working in recruitment for 14 years now. I started my career as a graduate in a hotel chain, following my rotations I decided working with people was my passion and HR was a logical fit.

What's the best career advice you have received?

You don't always need to climb up the corporate ladder, a few lateral moves makes for a more experienced and knowledgeable leader.

What are the things that make an applicant attractive and what can applicants do to make themselves more attractive to a prospective employer?

In many instances your resume makes the first impression and hiring managers will base their decision whether to interview you or not on this piece of paper. Tailor it for each job you apply for including responsibilities and accomplishments achieved in your previous roles. As well as describing any professional development and key competencies.

What are the most common mistakes applicants make, and what should they do differently?

Not having an understanding of the company they are applying to. Jump on the internet and read up on the CEO, business units, customer base. If possible, talk to a current employee about the culture, work environment, etc.

What is your top job interview tip?

Always have at least one question relating to the job/company at the conclusion of the interview.

What do you think are the crucial elements of a career plan?

Have short-term and long-term goals, revisit them frequently.

My definition of career success is....

Retiring knowing I've made a contribution and ticked off everything I set out to achieve....am not there yet!



Find the Careers Centre on the web at: www.fsunion.org.au/CareersCentre/

Look out for the FSU's Careers Centre e-news in your inbox.



Help reduce our carbon footprint

FSU is pleased to be able to offer members the option of receiving publications via email rather than post – saving printing and postage costs and more importantly providing you with a more environmentally friendly way to receive news from your union.

All we need from you is your preferred email address and an indication that you choose electronic over paper based publications.

To make the switch, drop us a line at: membership@fsunion.org.au



NOTICE TO MEMBERS OF FINANCE SECTOR UNION OF AUSTRALIA QUEENSLAND BRANCH, INDUSTRIAL UNION OF EMPLOYEES

Under s.580 of the Industrial Relations Act 1999, the Finance Sector Union of Australia, Queensland Branch, Industrial Union of Employees may apply for exemption from holding an election for stated offices if the federal counterpart body (The Finance Sector Union) has held an election and the same persons elected to the stated offices in the federal election will fill the state offices. The Executive of the Finance Sector Union of Australia, Queensland Branch, Industrial Union of Employees intends to make an application for exemption of a state election for positions of office.

The members of the Finance Sector Union of Australia, Queensland Branch Industrial Union of Employees will not be detrimentally affected as eligible members have been given the opportunity to participate in the federal counterpart body's election.

A member of the Finance Sector Union of Australia, Queensland Branch, Industrial Union of Employees may object to the application in writing to the Queensland State Industrial Registrar within 35 days from the publication of this notice.

Michael Clifford
Secretary







Dylan Windridge, member.

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