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IAG UNION NEWS



WHAT WE ARE AIMING FOR:

- PROTECTION OF JOBS IN OUR INDUSTRY
- ANNUAL COST OF LIVING INCREASES
- REWARD FOR PERFORMANCE
- ACHIEVABLE TARGETS

Your New IAG Enterprise Agreement

pay

targets

redundancy

conditions

Negotiations for your new IAG Enterprise Agreement will commence soon. It has been a number of years since the FSU has sat down with IAG to negotiate improvements to your pay and conditions.

In fact, the last time we negotiated an agreement was in 2003.

Your Enterprise Agreement is the legally enforceable document that sets out your pay and conditions (including hours of work and leave arrangements), workloads and how your targets operate, and what happens if your position is made redundant or affected by off shoring.

The new workplace laws, the Fair Work Act provide a much fairer framework for bargaining and mean for the first time that employers, including IAG have to bargain with Unions in 'good faith'.

But to get the Agreement that IAG employees deserve we need to do more than just be at the table, we need as many people as possible to join the FSU and participate in the campaign.

How do we get to a new Agreement?

There are several steps to a new Enterprise Agreement. The following is a list of the stages involved in getting a new Agreement which will commence soon.

1 Consultation

Talking with members and collating the issues that matter to you and will form the Union's claim for a new agreement. This is the process that we are going through at the moment.

2 Endorsement

Presenting the results of the consultation in meetings of members to make sure that what the Union will be pursuing is what members want. Watch out for meetings at your workplace soon.

3 Negotiations

The Unions negotiation team will consist of full-time FSU officials and IAG Representatives. Negotiations can be expected to take some months.

4 Campaigning

During negotiations we will be asking members to participate in activities to support the key issues. We have to demonstrate how strongly members feel about particular issues. Whether it's pay, workloads, targets or job security we need to highlight the merits of our claim.

5 Ballot

The ballot is the final stage of the process. All employees are given an opportunity to vote to decide if they accept the proposed Agreement.

Your New IAG Enterprise Agreement

At every stage of the campaign we need to build a stronger, more inclusive and active Union. The stronger the Union we have the more seriously IAG will treat our claims in negotiations.

continued....

A recent release from the Australian Bureau of Statistics provides data that shows that union members earn, on average, \$145 a week more than non-members. It follows that the more members in a workplace the better pay and other outcomes that can be achieved.

This requires that we build the Unions network of Reps and contacts so that we can ensure as many people as possible have a chance to contribute to the process.

We also need to ask non-members to join the FSU and support our campaign.

FSU IAG EA 2010 Survey
It's not too late to participate in the FSU IAG EA 2010 Survey. Go to:
www.fsunion.org.au/News-Views/Surveys/ or contact the Member Rights Centre 1300 366 378

- Is there a high staff turnover in your workplace?
- Do you often suffer from headaches, tiredness?
- Do you feel that your targets are unrealistic and that you do not have enough rest breaks?
- Do you feel that you lack control over your work and that your work environment is too regulated?

Maybe it's the Stress?

Overwork, high staff turnover, low job control & satisfaction, unrealistic targets, poor work organisation, pace of work and bullying can all cause work stress. Many jobs involve some level of stress, but when it affects the health of staff problems arise. High stress levels in the workplace may result from increased absenteeism, higher risk of mistakes & accidents, poor morale, demotivation & increased labour turnover.

The FSU has developed a stress test. Take the stress survey to see if your workplace qualifies as a stressful one. In the lead up to our Enterprise Agreement negotiations we have an opportunity to identify the causes of stress and in negotiations improve workplaces by addressing the causes of high stress.

- Take the Stress Test! Go to :
www.fsunion.org.au/News-Views/Surveys/Call-Centre-Stress-Test.aspx and complete the survey online.

FACTFILE

In an Emergency...



MEAN WEEKLY EARNINGS

Mean weekly earnings have increased by just over 59% during the 10 years to August 2009. From \$624.00 in August 1999 to \$995.00 in August 2009. The mean in 2009:

- For men was \$1,181.00
- For women was \$789

* Australian Bureau Statistics 6310.0 May 2010

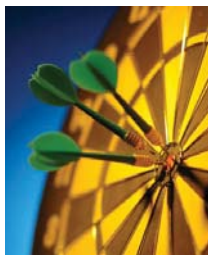
How have your yearly increases stacked up?

Floods, cyclones, severe storm, bushfire and earthquakes are all examples of events following which you can be asked to make changes to your ordinary hours of work.

Clause 4.6.1 of the IAG Enterprise Agreement requires your manager where possible to ask for volunteers first in these circumstances.

If you are required to travel overnight or work at a different location then you should discuss overtime (for those earning less than approximately \$60,000) or time in lieu with your manager and all your travel costs should be reimbursed.

Performance targets and Performance Assessment



The introduction of a new KPI / STI framework for CGU and Direct employees has led to a number of calls to the FSU Member Rights Centre from

members concerned about aspects of the new framework.

Performance targets and your assessment against these targets play a part in how you are paid and how you progress in the workplace.

They can also lead to increased pressure at work particularly if they have been set unrealistically.

The FSU believes that targets should be fair and achievable in normal working hours. That is you should not have to work after hours (i.e. perform unpaid overtime) to 'meet' your targets. And that the assessment process should be transparent, ie you should be able to access and understand information about the process.

Factors outside your control that can influence whether you meet your targets should also be taken into consideration. These include staffing levels, approved absences (eg personal/ carers leave, annual leave), market factors and opportunities (eg economic downturn) and employee experience.

The current IAG Agreement at 5.2 (vii) acknowledges these factors in general terms: 'Employees should be able to influence factors that determine payments related to performance and when performance is assessed, adjustment will be made for circumstances outside the employees sphere of control'.

With your support this Enterprise Agreement will ensure that your target assessment and performance process is fair, reasonable and transparent.



Pictured is FSU Old Lead Organiser Travis O'Brien, IAG Workers Council member Georgie Hobbs and Greg Combet MP.

Why do you think a strong FSU is important in your workplace?

'A strong FSU is important because we can achieve more. Whether you need an advocate to support you or some advice they are there for you.'

'Sometimes you feel like you are not being listened to and you are just one person who can't make a difference but that is why you join a union.'

'The union is made up of individuals, 'you and me' and together we can be heard and we can make a difference. We are fighting for the same thing: a happy working life.'

IAG Workers Council member (QLD) Georgie Hobbs

IAG WORKERS COUNCIL

The IAG workers council will play a crucial role in our upcoming Enterprise agreement negotiations.

During negotiations for a your new IAG Enterprise Agreement FSU negotiators will be guided by members of the IAG Workers' Council, comprising FSU members from across DI, CGU and Corporate

Part of their role will be to give real life examples that back up our claim for a new IAG Collective Agreement.

Keep your eyes open for our email updates and IAG EA webpage for further information.

Endorsement meetings

FSU Organisers will soon be in your workplace to obtain your feedback and endorsement of our FSU Enterprise Agreement claim. It is very important that you attend and participate in these meetings. Talk to your colleagues about this process and ask them to come along too.

FSU Member Rights Centre
1300 366 378
www.fsunion.org.au
fsuinfo@fsunion.org.au





Application for FSU Membership

Finance Sector Union of Australia

PLEASE PRINT CLEARLY - If you have any questions please call 1300 366 378

A YOUR DETAILS

NAME

Title

Surname

Given name

Preferred name

Date of birth

EMAIL

Home

Work

PHONE

Home

Work

Mobile

HOME ADDRESS

Street

Suburb

State

Postcode

WORK DETAILS

Employer name

Department/Branch

JOB DETAILS

Job title

Job grade

Date joined employer

WORK ADDRESS

Level/Street

Suburb

State

Postcode

EMPLOYMENT BASIS (please tick the appropriate rate below)

30 hours or more per week

\$20.14 per fortnight * (Incl. GST)

\$43.65 per month

\$130.94 per quarter

\$261.87 per half-year

\$523.74 per annum

21 hours to less than 30 hours per week

\$15.28 per fortnight * (Incl. GST)

\$33.10 per month

\$99.29 per quarter

\$198.58 per half-year

\$397.16 per annum

Less than 21 hours per week

\$10.38 per fortnight * (Incl. GST)

\$22.50 per month

\$67.50 per quarter

\$135.00 per half-year

\$270.00 per annum

Trainee or Supported Wage (50% of the full rate above if applicable. Please also indicate hours worked by ticking above) Traineesupport type

Are you Permanent: Yes No

Are you Full Time: Yes No

* MEMBERSHIP FEES SUBJECT TO CHANGE BY NATIONAL CONFERENCE

B JOIN FSU

The Fair Work (Registered Organisations) Act 2009 requires the Union to inform applicants that the National Conference determines the annual membership subscription rate and may from time to time, require members to pay a levy or levies not exceeding \$50.00 pa. In accordance with Chapter 6, Part 3, s.174 of the Act, a written notice of resignation from membership of the Union takes effect: (a) where the member ceases to be eligible to become a member of the Union (i) on the day which the (written) notice is received by the Union, or (ii) on the day specified in the notice, which is a day not earlier than the day when the members ceases to be eligible to become a member, whichever is later; or (b) in any other case, at the end of two weeks, or such shorter period as is specified in the rules of the organisation, after the notice is received by the organisation; or (iii) on the days specified in the notice, whichever is later.

If you work in Queensland, you are also eligible for membership of the Finance Sector Union of Australia, Queensland Branch. The following application and resignation details apply to you.

The Queensland Industrial Relations Act 1999 provides that membership of the Finance Sector Union of Australia, Queensland Branch, Industrial Union of Employees, may be terminated if the member duly gives notification in writing of the member's resignation. Resignation will take effect if the notice states a day or time after the notice is given when the resignation takes effect, on the day or time, or otherwise, when the notice is given.

July 2010

Introduced by:

FSU OFFICE USE ONLY

Date processed

Membership No.

C PAYMENT OPTIONS

DIRECT DEBIT REQUEST

Customer's Authority

I/We

(Surname or Company/Business Name) (Given names or ABN)

authorise the Finance Sector Union (the User) (User ID number 032444) to arrange through BECS for funds to be debited from my/our account at the financial institution identified below and as prescribed below.

This authorisation is to remain in force in accordance with the terms described in the Service Agreement. I/We understand and acknowledge that:

1. The Financial Institution may, in its absolute discretion, determine the order of priority of the payment by it of any monies pursuant to this Request or any authority or mandate.
2. The Financial Institution may, in its absolute discretion, at any time by notice in writing to me/us, terminate this Request as to future debits.
3. The User may, by prior arrangement and advice to me/us, vary the amount or frequency of future debits.

Signature

Date

2nd Signature (if required)

Date

(If joint account all signatures may be required)

Details of account to be debited

Name of the Financial Institution

Account name

Account No.

BSB No.

Account No.

CREDIT CARD

Credit Card details

Mastercard

Visa

Card Number

Name

Name on card

Expiry date

Signature of cardholder

Frequency: Monthly Quarterly Half Yearly Yearly

SALARY DEDUCTIONS (where available)

(Confirm availability with your Payroll Office).

I hereby authorise the Employer to deduct from my pay each pay day the appropriate proportion of my annual subscription to the Finance Sector Union of Australia and forward the amount deducted on my behalf to the Union. I understand that the annual subscription may vary by a decision of National Conference and hence deductions vary upon notification of the Employer. This authority shall remain in force during my employment with the Employer or until cancelled by me in writing.

Salary / Employee Number

Signature

Date