

FSU EA 2023 Survey

Your Say on Pay and Conditions at CBA



The Commonwealth Bank Enterprise Agreement is soon to be renegotiated with the CBA. The Enterprise Agreement, or 'EA', includes important working conditions like rates of pay, yearly pay increases, leave entitlements, shift penalties and consultation obligations just to name a few.

Your union, the FSU, will be negotiating new terms and conditions with the CBA on behalf of our members. This survey is your opportunity to let us know what is important to you and will help determine what priority issues will form part of our EA campaign.

Please note that your details will remain confidential, and your individual responses will not be shared with your employer.



Prefer to **complete this online?** Scan the QR code here:

About You

First Name		Last Name	
Preferred Email			
Mobile		Job Role/ Occupation	

About Work

Employment Status	<input type="checkbox"/> Full Time	<input type="checkbox"/> Permanent Part Time	<input type="checkbox"/> Casual
	Other:		
Job title /Role		Grade	
Department/Area (e.g. Retail, Business Banking, Operations)			
Worksite		State	

Which of the following employment arrangements apply to you?

<input type="checkbox"/> I am still on an Individual Arrangement (IA)	<input type="checkbox"/> I am still on an AWA/ITEA
<input type="checkbox"/> I am on a new Annualised Salary Package (ASP)	<input type="checkbox"/> I am on the Enterprise Agreement (EA)
<input type="checkbox"/> Unsure	<input type="checkbox"/> Other:

How long have you worked at CBA?

<input type="checkbox"/> Less than 1 year	<input type="checkbox"/> More than 1 year but less than 5 years
<input type="checkbox"/> More than 5 years but less than 10 years	<input type="checkbox"/> More than 10 years but less than 20 years
<input type="checkbox"/> More than 20 years	

Your Views

Please indicate your level of agreement with the following statements:

Tick one column for each issue	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
CBA is a better employer now than it was 12 months ago					
CBA provides me with market leading terms and conditions that recognises me for my contribution to its success					
CBA Senior Management listen and respect the views and concerns of its employees					
I have considered leaving CBA in the past 12 months					

Pay

Tick one column for each issue	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am in a better financial position now than I was 12 months ago					
I am concerned about the impact of the increasing cost of living on me and my family					
Pay increases should at least keep up with the cost of living					
Pay increases should be applied consistently and across the board to everyone					

What do you believe is an acceptable percentage wage outcome per year for the next 3 years?

Workloads, hours and staffing

Tick one column for each issue	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Do you agree staffing in your team/branch/department is adequate to meet workload demands?					

How many hours per week do you work beyond your contracted hours to achieve your workloads?

Are you paid for these additional hours?

Yes No

For those who have an entitlement to Tea Breaks, does your workload allow you to take your scheduled breaks, including Tea Breaks?

Yes No NA

How frequently are you unable to take your breaks?

Job Security

Have you been impacted by a workplace change or branch closure in the last 12 months? Yes No

Tick one column for each issue	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Do you agree that CBA provides adequate support and information when implementing workplace change?					
CBA management have been transparent regarding their offshoring agenda					
I am concerned about the continued reduction in retail branches across the country					
CBA needs to do more to maintain and provide job security for its workforce					

Your Priorities

Please number the following in order of importance to you (1 most important, 7 least important)

<input type="text"/>	Protecting existing conditions	<input type="text"/>	Leave and Public Holidays
<input type="text"/>	Flexible work and working from home	<input type="text"/>	Secure jobs
<input type="text"/>	Workload and staffing	<input type="text"/>	Workplace health and safety
<input type="text"/>	Communication, Consultation and Dispute Resolution		

Are there parts of the current EA that you feel aren't working well or need to be improved?

Are there other comments you wish to make or issues that you believe should be considered in the next round of bargaining?

I agree that workers are in a stronger bargaining position when they are active members of their union Yes No

I would be prepared to do the following to achieve improvements to my pay, terms and conditions

- Share this survey with a co-worker and ask them to complete it
- Attend a union meeting Organise a meeting of my workmates with the union
- Become an active FSU contact at my workplace
- I am interested in becoming an FSU Representative

Are you a member of the Finance Sector Union?

- Yes No No, but I'd like to join

Once completed please provide to your FSU Representative or scan/take a photo and send to fsuinfo@fsunion.org.au



PLEASE RETURN TO THE FINANCE SECTOR UNION:

Post to: Finance Sector Union
Reply Paid 9893
Melbourne 3001

Email: fsuinfo@fsunion.org.au

DIRECT DEBIT REQUEST SERVICE AGREEMENT

Our Commitment to You

This document outlines our service commitment to you, in respect of Direct Debit Request (DDR) arrangements made between the Finance Sector Union of Australia and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial Terms of Agreement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for an amount for your union membership subscription.

Drawing Arrangements

The first drawing under this Direct Debit arrangement will occur within 14 days of receipt in our office.

If any drawing falls due on a non business day, it will be debited to your account on the nearest business day to usual drawing days. We will give you at least 14 days notice through union publications when changes to the initial terms of agreements are made. This will state any other changes to the initial terms, i.e. subscription amount.

If your drawing is dishonoured by your financial institution you will be advised by phone or in writing within 7 days of the drawing.

If you wish to discuss any changes to the initial terms, please contact FSU on 1300 366 378 or email: membership@fsunion.org.au

Your Rights

If you want to make changes to the drawing arrangements, all changes must be advised in writing. Changes may include:

- Altering the schedule, or
- Cancelling the DDR or
- Suspending the DDR whilst on unpaid leave.

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 7 working days prior to the next scheduled drawing date. All communication addressed to us should include your membership number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting FSU on 1300 366 378 or by email: membership@fsunion.org.au. If you do not receive a satisfactory response from us to your dispute, contact your financial institution which will respond to you with an answer to your claim:

- within 7 business days (for claims lodged within 12 months of the disputed drawing); OR
- within 30 business days (for claims lodged more than 12 months after the disputed drawing).

You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Your Commitment to Us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this);
- there is sufficient cleared funds in your nominated account on the drawing date;
- you advise us if the nominated account is transferred or closed; and
- you advise us if you leave the Finance Industry.

Your Details

Title First Name Surname

DOB Introduced by

Email H Preferred email:

W

Phone M W/H

Address H

The FSU seeks to ensure representation for a wide range of groups.

Do you identify as:

Aboriginal and/or Torres Strait Islander

Do you belong to any of these communities?

- LGBTQIA+
- People with disabilities (physical, intellectual, developmental or sensory)

Do you work in any of these areas in Finance?

- Call Centre
- Credit Union or Building Society
- Mortgage Broker
- Superannuation or Retirement Investment
- Technology Services (IT or Admin)
- Wealth Management

Your Employment Details

Employer Permanent Non ongoing or contract

Employer Address

Role Department/Branch

I hereby apply for membership of the Finance Sector Union of Australia and the Finance Sector Union of Australia, Queensland Branch, Industrial Union of Employees or Finance Sector Union of Australia, New South Wales Branch and agree to abide by the rules and regulations.

Signature Enter name Date

Payment Details

Union fees are tax deductible

- 30 hrs or more p/wk - \$26.85 per fortnight
- 21 to < 30 hrs p/wk - \$20.36 per fortnight
- Less than 21 hrs p/wk - \$13.83 per fortnight

Please choose one method of payment from the following options:

A) DIRECT DEBIT
Payment Frequency: Fortnightly

B) CREDIT CARD

Financial Institution

BSB -

Account Number

Card Number

Visa Mastercard Expiry: /

Payment Frequency
Monthly Quarterly Half-yearly Yearly

Signature Enter name Date