

16 September 2020

Clarissa Robbins  
P&C Manager, Specialist Advice  
Advice and Services  
Suncorp  
GPO Box 1453  
Brisbane QLD 4001

Via email: [clarissa.robbins@suncorp.com.au](mailto:clarissa.robbins@suncorp.com.au)

Dear Clarissa,

**RE: Proposed changes to support new Operating model**

The FSU has consulted with Suncorp members regarding the proposed changes to support the new operating model. Our consultation was based on the briefing provided on Thursday 10 September 2020.

FSU members have reported that there is very little information available to most of them and many reported being unclear if they were in scope or not, and for those who are in scope they are unclear if their job will continue to exist in the proposed structure.

Members report that there are no job descriptions available for the 180 new jobs that are being created, and no detailed information about what jobs are available for them to apply for. Some members have been advised that they are being reappointed to a new role, but again there has been no detail provided to them about the role to which they have been reappointed. This leaves your staff unable to provide an EOI or make decisions regarding their future employment.

Some members have been told they are not in scope now but may be following decisions post 23 September. When does Suncorp anticipate further announcements will be made that will impact the next level of employees?

Members provided an example that in one section of Suncorp where 25% of the team will be cut and only 2 new roles added. What systems does Suncorp plan to use to monitor and review workloads under the proposed new structure? In another section members reported that their leader has not been successful in being reappointed to the role and that leader has told staff that due to this he will receive NO further information therefore they will not receive any further information either.

During FSU consultations with members it became apparent that there is a lack of trust and goodwill between the rank and file workers and management. Members were appalled that the CEO announced that the restructure would not bring large scale job losses, yet the following week made this announcement that 550 roles would be shed. At what point would Suncorp consider job losses to be large?

Given the uncertainty and lack of information provided to Suncorp staff, FSU seeks an extension of the consultation period to allow Suncorp to provide answers to the questions raised by FSU, and to provide more information to staff prior to entering into the EOI stage. At a minimum, FSU expects that staff who are impacted by this change are provided with a copy of the proposed structure as well as job descriptions for the jobs that have been created or will be available for staff to be reappointed.

Should Suncorp refuse to extend the consultation period or address the legitimate concerns of employees raised in this correspondence, FSU may file a dispute in the Fair Work Commission in line with clause **10** ***How are disputes resolved under this Agreement.***

Should you have further questions about these matters please contact me via email [Angela.Budai@fsunion.org.au](mailto:Angela.Budai@fsunion.org.au) or phone 0434 321 791.

Yours Sincerely,



Angela Budai  
National Industrial Officer  
Finance Sector Union

Cc: FSU members