

THE SHOP, DISTRIBUTIVE & ALLIED EMPLOYEES' ASSOCIATION (QLD BRANCH)

The national union representing workers in Retail Sales, Retail Distribution Centres, Fast Food Sales, Retail Hardware Sales, Retail Alcohol and Petrol Console Sales.

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The SDA fights back!

Wherever you look, retail workers, hospitality workers and fast food workers are in the firing line. Whether it is weekend penalty rates, public holiday penalty rates, general trading hours or public holiday trading, there are so many forces working against the interests of SDA members.

These include some politicians who should know better, economic rationalists, media commentators and lazy journalists. They have invariably advocated for longer shop trading hours and supported the reduction or abolition of penalty rates.

When we listen to such people, you can only conclude that they have never 'walked in the shoes of SDA members'. They have no idea of what it is like to live from one pay to the next. They have no idea of what it's like to have to decide whether to pay for shoes because they need to be replaced or put petrol in the car. They have no real understanding of the frustration of serving a customer at 8.55pm on a Saturday evening when the same customer couldn't be bothered getting to the shops before 5.00pm. They cannot possibly comprehend that retail workers have as much rights as they when it comes to spending time with loved ones on a Saturday evening.

On a brighter note, I have been encouraged by the response the union has received from the general public on the Fair Work Commission's decision to reduce penalty rates. The general public's view has overwhelmingly been that the FWC decision was unnecessary and somewhat cruel. The public fully understands that the FWC decision sets a dangerous precedent which may negatively affect their jobs in the future.

I invite members to read the article written by the SDA's National Secretary, Gerard Dwyer on page 3. Quite clearly, the FWC decision will negatively impact upon our award based members and that is why the SDA is pushing for a 10% pay rise in addition to the ACTU's push for a \$45 wage increase in the National Wage Case.

Why let truth get in the way of a good story

Over the last two years, there has been deliberate misreporting of the facts by some journalists concerning enterprise bargaining. They have continually made glaring factual errors which they have never corrected. Regrettably, these same mistruths have now become facts in the eyes of some conservative politicians.

Untruth - Unions have traded away weekend penalty rates for retail workers

Fact - Unions have never traded away weekend penalty rates. Their value has always been retained through the rolling up of rates of pay and improved working conditions which has been supported by the ACTU.

In the retail sector, this practice of rolling up rates in SDA negotiated Enterprise Agreements have delivered weekly wages \$90 higher than the award rate for major supermarket chain employees. Furthermore, in the Coles Retail EBA for example, 18 and 19 year olds receive \$100 to \$150 above the award.

At Bunnings and Costco, adult retail workers receive a weekly wage rate \$130 above the award due to their EBA.

Untruth - Fast food workers are worse off under union sanctioned EBAs

Fact - Australia's fast food workers are among the highest paid in the world. Senior weekly wages are \$50 - \$65 a week higher than the fast food award and fast food EBAs invariably contain superior conditions such as guaranteed minimum shifts of 10 hours per week, shorter maximum shifts, compassionate, study and domestic violence leave.

The old adage

After observing the deliberate misreporting by some journalists over the last two years, I can only agree with the old adage, "Don't believe everything you read in the papers". I only wish conservative politicians conducted better research than some journalists who are not interested in determining the facts.

Competitions Alert

In this bumper edition of the SDA News, I invite members to read about our four competitions and family footy night.

By Chris Gazenbeek,
State Secretary.



In this issue: | SDA pushes for wage rise, the dangers of Social Media and SDA Family Footy night!



Pat Reeves and Kathleen Burgess, long-term members



Dot Goringe and State Secretary, Chris Gazenbeek

Pat, Kathleen and Dot: loyal SDA members.

by Justin Power

Over the last 30 years, I have had the pleasure of meeting many staunch SDA unionists both as a rank and file member and an SDA official.

After leaving school, I worked for eight years at Myer and two years at DJs. Very early on, I was introduced to the SDA and joined up straight away. Looking back, both workplaces had a strong culture of camaraderie and trade unionism.

Pat Reeves, Kathleen Burgess and Dot Goringe are three DJs employees who have been active SDA unionists for close to 150 years. Pat joined the SDA in 1958, Kathleen in 1980 and Dot some 50 years ago.

Pat and Kathleen are mother and daughter and both still work at the DJs Brisbane store. Similarly, Dot has just retired from the same workplace.

Pat joined the SDA soon after she commenced work in 1958 when she started working at David Jones in the city. She left DJ's in 1964 to have a child, Kathleen, and returned in 1968. In 1964 you were not able to work whilst pregnant; you were expected to resign. Pat worked until she was six months pregnant but had to disguise her pregnancy.

Pat has been attending our members meetings for many years and loves coming so she can be updated on current issues. Pat believes that one of the best parts of being a member of the SDA is the companionship. Pat continues to remind her co-workers of the importance of being in the union, reminding them that if it were not for the SDA you wouldn't have the pay and conditions you have today. She tells them, "If you had to fight for your own pay rise, how do you think you would go"?

It should be no surprise to anyone that Pat believes that the biggest change she has seen over the last 50+ years in her working life is the advent of technology.

Kathleen is a shop steward at DJ's city and is also an SDA State Councillor. She still gets non-members trying to seek advice from her so she unashamedly tells them that they have to be in the union to get help. Her son is in year 8 and both Kath and Pat hope their son/grandson will be a third generation loyal unionist.

Kathleen and Pat say it "stinks" what has happened about penalty rates and they're "not happy at all". Kathy believes "it is no different to Workchoices, just another way to save money". Customers are coming in asking about the

penalty rate decision and asking how it will affect them, so even the customers are concerned.

Dot Goringe has been an SDA member for 50 years and has just recently retired. Dot started working at Woolworths Nundah, then worked at the original David Jones store in Fortitude Valley and has worked at David Jones in the city for 45 years.

When Dot joined the SDA we were 30,000 members strong; now we're 210,000. Dot has stayed with the SDA because the union stood by her whenever she had problems at work.

She also believes that reduced penalty rates won't lead to extra hours or more jobs; she feels "it's just not right. If you give up weekends to work, you deserve fair compensation".

Dot loved the people she worked with and the customers. One of Dot's favourite customers came in and visited her store regularly with her adult disabled son. Dot fondly remembers holding the customer's son when he was only a baby.

In retirement, Dot will be spending time on the Gold Coast with her husband of 44 years.

I know all SDA members join with me and wish Dot a happy, healthy and long retirement.

A FURTHER THOUGHT

When writing this article about these three wonderful ladies, I was reminded how diverse and interesting our membership is. We have stalwarts of the union who have been with us for their whole working life; we have some very young members who may be starting their working life in McDonald's or Kmart and then we have loyal SDA members who work in our DCs whose job is to keep our supermarkets, discount, department and specialty stores stocked.

All have a story to tell but one thing's for sure. They work hard, they deserve decent pay and conditions and they should not be treated as second class citizens by the Fair Work Commission and some politicians.

A PAY CUT
WE CAN'T AFFORD AND DON'T DESERVE
LOWER PENALTY RATES HURT

Anastasia
I RELY
ON
PENALTY
RATES
TO MAKE
ENDS MEET

SDA launches advertising blitz to protect penalty rates

Chris Gazenbeek

The SDA has stepped up the campaign to protect penalty rates by launching a multi-media advertising blitz in five marginal electorates including the Federal electorate of Flynn which covers the Gladstone region.

The advertising blitz will include radio, digital and social media ads, along with mobile and static billboards.

The blitzes would also be backed by on the ground activities in major shopping centres across the region.

Hard working retail and fast food employees stand to lose between \$2,000 and \$6,000 every year due to penalty rate cuts which are fully supported by the Turnbull Government.

Whether it's a direct cut in take home pay or a reduction in the conditions that underpin major EBAs, it represents a pay cut retail and fast food workers can't afford and don't deserve.

We'll be telling the stories of everyday people like Anastasia who relies on penalty rates to pay her rent and Andrew who'll lose up to \$150 every month.

Across the Gladstone region, when people switch on the radio, drive to the shops, open the paper or check their Facebook, we'll be telling them that cutting penalty rates will hurt everyday Australians.

SDA members will also be hitting the streets and workplaces to talk to the community about how the penalty rate cuts will hurt them and how they can get involved in the campaign to stop the cuts.

Recent polling by Essential Research shows that 82% of respondents supported higher pay for work at night, on weekends and public holidays and 56% do not approve of the penalty rate cut.

The cut to penalty rates could affect your partner, your children, your brother or your sister. It will almost certainly affect your friends or somebody you know.

The whole campaign is about encouraging everyone to join the campaign to protect penalty rates. It's about standing up for your family and your friends.

Join the **Protect Penalty Rates** campaign at www.protectpenaltyrates.org.au

ADELE

COMPETITION HITS A HIGH NOTE WITH MEMBERS

Over 1000 members entered the highly successful Adele competition which was conducted in late 2016/early 2017.

The three winners were:

- G. Castorina – David Jones Carindale
- L. Zupp – Woolworths Toowoomba (Wilsonton)
- N. Pacey – Coles Redbank Plains

Winners were contacted and reports indicate that all had a fabulous time.

Thank you to everyone who entered. Didn't win this round? Make sure you keep an eye out for future SDA competitions for your chance to win!



HAD AN ACCIDENT OUTSIDE OF WORK?

SDA COVERS THAT!

SDA members are covered by the **FREE SDA Accident Insurance scheme** which covers injuries outside of work ranging from broken bones to third degree burns. Visit the SDA website to put in a claim or phone the office on 3833 9500 to find out if your injury is covered.



CHANGE OF ADDRESS

Are you changing your address or other personal details? It is important you keep the SDA informed of your move, your change of phone number or even a new email address. Please send us an email to info@sdaq.asn.au with your new details.

It is equally important you keep your details updated with your REST superannuation fund. REST can be emailed through their website at www.rest.com.au

Happy moving!



I've been injured at work - what should I do?

It is a fact that very few SDA members know exactly what to do if they are injured at work and need to claim workers' compensation. Furthermore, they don't know what to do when their manager, for example, suggests that their department manager accompany them to the company doctor.

Let's assume for the moment that you have injured yourself at work. Would you know what to do if you were confronted with the following circumstances?

When you reported your injury to your employer, what would you do if you were not given any information or verbally told anything about your rights to claim Workers' Compensation or how to make a claim?

What would you do if you were not given a Workers' Compensation Claim Form when you asked for one or when you submitted a Workers' Compensation Medical Certificate from your Doctor?

1. What would you do if there were issues when you filled out an 'Incident Report Form'?
2. What would you do if you did not get a copy of your completed 'Incident Report Form'?
3. What would you do if management tried to talk you out of claiming Workers' Compensation?
4. What would you do if management insisted on taking you to see an 'InjuryNET' or other 'Company preferred' Doctor?
5. What would you do if you were not told that you had the choice to see your own Doctor if you preferred?
6. What would you do if management insisted on accompanying you to medical appointments?
7. What would you do if management insisted and actually came into your actual examination/consultation with your Doctor?
8. What would you do if management came into your actual examination/consultation and tried to get the Doctor not to give you any time off work with your injury?
9. What would you do if management insisted that you get your Doctor to change a 'total incapacity' certificate to avoid you losing any time off work?
10. What would you do if management told you that you cannot change your treating Doctor?
11. What would you do if management asked you to do tasks that fell outside your medically approved rehabilitation/return to work program?

The questions listed are a small sample of issues which injured members face on a daily basis. Because workers' compensation is a legal minefield, it is not surprising that members are contacting the union in record numbers on workers' compensation related matters.

Last week, for example, a member rang our office and informed us that she injured herself at work some four months earlier and now wanted to pursue a workers' compensation claim. We informed her that yes, she was still entitled to claim compensation but she would only be compensated from one month before the time she submitted the necessary paperwork. By the end of the conversation, the member acknowledged that she should have rung us earlier, learnt more about her rights and submitted the appropriate forms to her employer shortly after she suffered the injury.

This is all very daunting! Yes it is but there is no need to worry. The SDA is on your side and we have been assisting our members on workers' compensation related matters since workers' compensation laws were introduced into Queensland.

For the last 25 years, the SDA has employed a workers' compensation specialist to help and guide members through the workers' comp minefield.

Therefore, the best advice we can give to all members is very simple. If you are injured at work and you don't know what to do, ring or email the union office as soon as possible.

We are on your side. In any case do not put your safety at risk, it is not worth it! For further information, please ring or email the union office.

HAVE A WHALE OF A TIME!

Closes 30.06.2017

Members, enter now to go in the draw to win tickets for you and your family to go Whale Watching. Pick your preferred location, and if you win, we will arrange the tickets for a time that suits you.



Name		
M/ship #		
Address		
Home Ph	Mobile	
Email		
Which location would you prefer?		
<input type="radio"/> Gold Coast <input type="radio"/> Hervey Bay		



Mail to: The Secretary - SDA, PO Box 490, Spring Hill, QLD 4004



MEMBERS SAY *Thank you*



There was an overwhelming response to our campaign on customer abuse and violence. It made headlines across the country and over 6,000 retail workers completed our survey.

We found:

Over 80% had been subjected to verbal abuse in the last 12 months;

Over 60% had not received any training on how to deal with threatening situations including abusive or violent customers in the last 12 months;

Customer violence and abuse disproportionately affects women in retail and fast food.

We are not stopping here. Customer violence and abuse makes workplaces unsafe. There is no excuse for abuse.

The SDA is now working through thousands of responses from workers and we are developing a plan of action to make workplaces safer with our Shop Stewards and Delegates.

We want to put a stop to the abuse and violence you face at work. You should always contact the SDA for help if this is happening at your workplace.

Remember, if you are affected by customer violence and abuse:

Report it to your Manager as a workplace health and safety issue;

Report it to your Health and Safety Committee, SDA Shop Steward or Delegate;

Ask for help and support if you are still feeling stressed or anxious about an incident of customer and violence abuse that has impacted on you or your workmates;

Contact the SDA if you need assistance.

Good morning Chris,

I have been a little lax in notifying you at the SDA that I actually retired from the workforce at the end of January. I decided with the closure of the Myer Brookside store where I had been employed for over 34 years that it was time.

I would like to thank you for all your help and support over the years. Knowing there was someone to contact when the need arose was very important.

Once again Many Thanks.
Chery Pettet

Hello Chris.

Just a note to advise you that I am ceasing my employment with Bunnings Bundaberg as of April 9.

As such I will also be ceasing as a Shop Steward, and member of the SDA from that date as I am retiring from the workforce.

I have been a strong believer in the union movement all my working life and have been an active union member in several vocations, initially with the ETU when I began an apprenticeship with the then N.S.W. Government Railways in the 1960's, with the AWU when working in Aged Care in Queensland, and lately with the SDA Qld during my employ at Bunnings. I have been a Shop Steward in all these employs. It has been a pleasure to be able to assist the SDA and our members in my role as Shop Steward and I would like to take this opportunity to thank the SDA for the opportunity to be of service and to thank you and the team in the Brisbane office for your support.

I know the SDA will continue to fight for the rights of members and I wish you well in your endeavours, especially in the fight for penalty rates.

Thank you.
Ray Muddle

Hello Chris,

I am writing to sincerely thank you, SDA organiser, Semone Pfingst and most especially Graham Walker, SDA WorkCover/OHS for your ongoing assistance in a very complicated and involved bullying and harassment case.

I have worked in retail for over 25 years. About two years ago I decided to rejoin the SDA and now, I'm so very glad I did. As I mentioned, I have a very complicated situation at the moment, for which I am currently on stress leave, going through the assessment of my claim, then will await the decision of my claim. I called the SDA for help, and I am so very thankful I have Graham to help, as his knowledge and experience have been invaluable so far. I wish to again thank Semone and now most especially Graham for their time and ongoing support and help.

I called Semone the other day and she spoke to me for over half an hour, even though it was her day off. Also, she came to an unplanned meeting at my workplace the very next day, even though she lives 3 hours drive away. The meeting started at 9am! This was truly appreciated. Graham has also been an amazing support, and I will no doubt let you know of the outcome as soon as it's decided.

Sincerely,
S.D.



FAMILY FOOTY NIGHT!

BRONCOS vs RABBITOHS

9th of June 2017

MEMBERS
\$9

ADULT GUEST
\$17

KIDS
\$6



SUNCORP STADIUM
FREE SAUSAGE SIZZLE
AND POPCORN FOR THE KIDS!

PHONE: 1800 657 141 or VISIT www.sdaq.asn.au for more information

ORDER FORM

Mail to: The Secretary, PO Box 490, Spring Hill, QLD 4004

Name

M/Ship #

Address

Email

Phone No

Number of Tickets		Price
Tickets		
<input type="text"/>	Member ticket \$9 (save \$27)	\$ <input type="text"/>
<input type="text"/>	Adult guest ticket \$17 (save \$19)	\$ <input type="text"/>
<input type="text"/>	Kids 4-14years ticket \$6 (save \$8)	\$ <input type="text"/>
<input type="text"/>	No. of Children under 4yrs	FREE
TOTAL		\$ <input type="text"/>

Payment Details

Cheque Money Order Credit Card (Visa/Mastercard)

Expiry: __/__/__ Card Holder: _____

Signature: _____

THE **DANGERS** OF SOCIAL MEDIA

By your friendly SDA Industrial Officer

The most frustrating part of my job is trying to get a member reinstated when s/he has been dismissed after they have ranted against their employer on a social media forum.

Most of us work because we need to pay our bills, pay our rent, support our loved ones and hopefully have the occasional holiday.

Hence I get frustrated when a member jeopardises their job after s/he has become annoyed with their boss or fellow worker, maybe had a couple of drinks and vent their frustration on social media.

It wasn't so long ago that an employee's Facebook rant against his employer, out of hours and from his home computer, has cost him his job.

Deputy President Deirdre Swan upheld the termination of computer repairman

Damien O'Keefe who posted his frustrations regarding his pay on his Facebook page. O'Keefe, employed by The Good Guys for about four years, claimed he had been unfairly dismissed. He admitted posting the comment but said it was done out-of-hours and his Facebook privacy settings meant only a select group of about 70 friends could access the page. He said he did not intend for the company to see the comment.

O'Keefe admitted seven of his Facebook friends were co-workers. DP Swan said O'Keefe would have been aware of the consequences of his actions. "The applicant was aware that there were other work colleagues on his Facebook group who could see the comments made and this is precisely what happened". She said "common sense would dictate" employees can't publish

insulting and threatening comments towards employers or colleagues - and "The fact that the comments were made on [O'Keefe's] home computer, out of work hours, does not make any difference".

It is clear that the separation between home and work is now less pronounced than it once used to be. Members should be very careful about what they say or post on Facebook, Instagram, Twitter, Snapchat or any other similar social media, even if they think their privacy settings are secure. They are still publishing comments, and if the comments are derogatory or defamatory, there can be very serious consequences!

Therefore, our advice is very simple. **THINK BEFORE YOU POST.** Once you've put something on a social media forum, it is very difficult to control who sees it and what they may do with it.

THE BIG SDA SEASON DRAW - WINNER

David Aming, a 20 year loyal SDA member from Coles DC Heathwood was very excited to win tickets to the Titans V Cowboys game held on Saturday, 25 March.

It's not too late to win tickets for the Broncos, Titans or Lions with SDA's Big Season Draw. All up, there are **138 double passes to be won.**

Like David, you have to be in it to win it! Fill in the entry form below to enter.



David Aming from Coles DC Heathwood enjoys his footy tickets.

THE BIG SDA SEASON DRAW!

138 DOUBLE PASSES TO BE WON IN TOTAL!

YOUR DETAILS

MEMBERSHIP #:

NAME:

ADDRESS:

EMAIL:

MOBILE PH:

EMPLOYER:

LOCATION:

SELECT YOUR TEAM

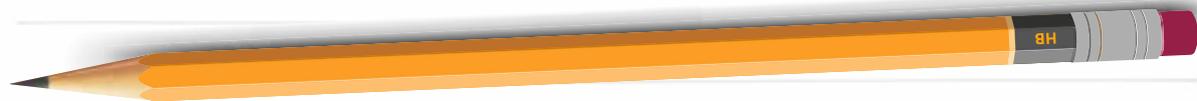
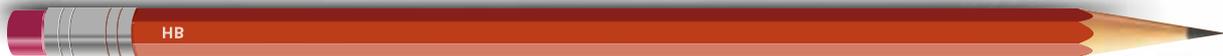


GAME 1: # GAME 3: #
 GAME 2: # GAME 4: #

BRONCOS		
01	BRONCOS V COWBOYS	10/3/17
02	BRONCOS V RAIDERS	24/3/17
03	BRONCOS V ROOSTERS	6/4/17
04	BRONCOS V TITANS	14/4/17
05	BRONCOS V PANTHERS	27/4/17
06	BRONCOS V WEST TIGERS	19/5/17
07	BRONCOS V RABBITOHS	9/6/17
08	BRONCOS V STORM	30/6/17
09	BRONCOS V BULLDOGS	20/7/17
10	BRONCOS V SHARKS	DATE TBA
11	BRONCOS V DRAGONS	DATE TBA
12	BRONCOS V EELS	DATE TBA

TITANS		
01	TITANS V ROOSTERS	4/3/17
02	TITANS V EELS	17/3/17
03	TITANS V COWBOYS	25/3/17
04	TITANS V RAIDERS	8/4/17
05	TITANS V KNIGHTS	29/4/17
06	TITANS V SEA EAGLES	20/5/17
07	TITANS V WARRIORS	10/6/17
08	TITANS V ST GEORGE	30/6/17
09	TITANS V SHARKS	15/7/17
10	TITANS V TIGERS	DATE TBA
11	TITANS V BRONCOS	DATE TBA
12	TITANS V BULLDOGS	DATE TBA

LIONS		
01	LIONS V ESSENDON	1/4/17
02	LIONS V RICHMOND	16/4/17
03	LIONS V PORT ADELAIDE	29/4/17
04	LIONS V CROWS	20/5/17
05	LIONS V FREMANTLE	10/6/17
06	LIONS V GIANTS	24/6/17
07	LIONS V CATS	8/7/17
08	LIONS V CARLTON	23/7/17
09	LIONS V BULLDOGS	5/8/17
10	LIONS V GC SUNS	12/8/17
11	LIONS V NORTH MELBOURNE	26/8/17



SCHOLARSHIPS

FOR YOURSELF, YOUR CHILDREN AND GRANDCHILDREN

MEMBERS, WE ENCOURAGE YOU TO APPLY FOR ONE OF THE SDAs FREE TEXTBOOK SCHOLARSHIP.

- Entry is by application, please return the below completed form or visit us online to enter.
- Winners will be chosen at random.
- Members can only win once in 2017.
- Must be a financial member of the SDA at the time of the draw to win.

MEMBER DETAILS

MEMBERSHIP #:

NAME:

ADDRESS:

EMAIL:

HOME PH:

MOBILE PH:

EMPLOYER:

LOCATION:

ENTRY FOR PRIMARY SCHOOL (PRIZE \$75)

STUDENTS NAME:

RELATIONSHIP: child grandchild

SCHOOL ATTENDING IN 2017

YEAR/GRADE/LEVEL IN 2017

ENTRY FOR HIGH SCHOOL (PRIZE \$100)

STUDENTS NAME:

RELATIONSHIP: self grandchild
 child

SCHOOL ATTENDING IN 2017

YEAR/GRADE/LEVEL IN 2017

ENTRY FOR TERTIARY (UNI/TAFE) (PRIZE \$200)

Not for lifestyle courses such as pottery.

STUDENTS NAME:

RELATIONSHIP: self grandchild
 child spouse

UNI/TAFE ATTENDING IN 2017

COURSE BEING STUDIED IN 2017

PLEASE PROVIDE PROOF OF ENROLMENT WITH THIS APPLICATION. PROOF INCLUDES CONFIRMATION OF ENROLMENT PRINTOUT OR UNI/TAFE STAMP.

UNI/TAFE STAMP HERE:

YOU CAN ALSO APPLY ONLINE AT
WWW.SDAQ.ASN.AU

Proudly supporting members and their families!

