

sda tastalk

OFFICIAL JOURNAL OF THE SHOP, DISTRIBUTIVE AND ALLIED EMPLOYEES' ASSOCIATION, TASMANIAN BRANCH ▼ WINTER 2019



Yvonne Dand (Delegate), Caitlyn Carson and Omy Nyongabo at Woolworths Newtown

SDA TAS FOOTY TIPPING 2019

WOW! THE FOOTY SEASON IS ALREADY BEYOND THE HALF-WAY POINT!
WELL DONE TO OUR TOP TIPSTERS SO FAR. EACH OF THE MEMBERS LISTED HERE WON A DOUBLE MOVIE PASS, AND IF THEY MAINTAIN THEIR CONSISTENT FORM, COULD END UP AS THE OVERALL WINNER FOR THE SEASON, WINNING TWO TICKETS TO A 2019 PRELIM FINAL* INCLUDING AIRFARES AND ACCOMMODATION.

OUR WINNERS SO FAR

- ROUND 1: Donna Bucknell, Coles Devonport
- ROUND 2: Samantha Gough, Coles Racecourse
- ROUND 3: Shonile Batge, Coles Kings Meadows
- ROUND 4: Regeena Hogarth, Woolworths Kings Meadows
- ROUND 5: Sharon Butcher, Woolworths Shoreline
- ROUND 6: Brett Deverell, Coles Express Howrah
- ROUND 7: Phil Stagg, Woolworths George Town
- ROUND 8: Kim Jackson, Kmart Launceston
- ROUND 9: Braydon Dodd, Kmart Devonport
- ROUND 10: Tameka Smith, Coles Devonport
- ROUND 11: Adam Maxwell, Coles Ulverstone
- ROUND 12: Paul Benson, Coles Mowbray
- ROUND 13: Jacqueline Muir, Woolworths Devonport
- ROUND 14: Nikki Harris, Woolworths Port Sorell
- ROUND 15: Stephanie Harris, Woolworths Devonport
- ROUND 16: Joel Wilkinson, Coles Kings Meadows
- ROUND 17: Duncan James, Woolworths Scottsdale

*Subject to availability

your union

SDA TASMANIAN BRANCH

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MELISSA READ
Southern Organiser and
Fast Food Recruiter



CAROL WEBB
Southern Fast Food
Recruitment Officer



JANINE WILSON
Office
Manager



LAURA ZAKERLJ
Administration
Assistant

STILL FALLING BEHIND



**BY PAUL GRIFFIN,
GENERAL SECRETARY**

We are now more than half way into the year that promised a Federal Election, which is now done and dusted, with the return of the Liberal Coalition Government.

Prior to the Election, the union movement ran a campaign called *Change the Rules* which ultimately required a change of Government due to the current industrial rules operating unfairly.

Profits then, and now, are continuing to run at a record high. However, wage increases are at a record low.

The Annual Wage Review increase for 2019 of 3% was indeed most welcome, although it fell far short of the ACTU's push for the Fair Work Commission to hand down a 6%, or \$43 per week, increase.

In real terms for retail workers and fast food employees covered by the General Retail Industry Award and Fast Food industry Award respectively, it means a full-time employee's wage packet rose by \$23.70 per week from the first full pay period on or after 1 July 2019.

Many of our members receive this increase as a number of enterprise agreements' wage scales are based on the Award.

THE DOWNSIDE

Clearly, the 3% increase is most welcome. However, it coincides with the continued cuts to penalty rates for retail and fast food workers who work on Sundays – a day on which working is most prevalent in these industries.

From 1 July this year, retail workers' penalty rates again dropped by 15% for working on Sundays, and fast

food workers had their penalty rates reduced by 10%.

Remember, the public holiday penalty rate of 250% was also slashed in January 2017 to 225% without any step-down process.

HISTORY OF PENALTY RATES

Penalty rates have been an important part of the industrial system for 100 years, after being established by Justice Higgins in 1896 with the first 'national' penalty rate decision in 1947. Justice Higgins awarded penalty rates for work performed on the "...seventh day of the week, an official holiday and time worked in excess of the ordinary shift...".

Higgins awarded penalty rates as compensation to employees who were made to work at inconvenient times and also to act as a deterrent against "long and abnormal hours being used by employers".

The original rationale for penalty rates was that employees should be appropriately compensated for working long hours at inconvenient and unsociable hours. This was reaffirmed almost 40 years later by the Conciliation and Arbitration Commission, when it decided that Saturday work should be paid at 125% and Sunday work should be paid at double time.

More recently, in 2014, the Labor Government placed a requirement on the Fair Work Commission to consider the need for extra remuneration for people employed during "overtime; unsociable, irregular or unpredictable hours; working on weekends or public holidays, to ensure that the Modern Awards provide a just safety net safeguarding penalty rates".

ENTERPRISE BARGAINING

Last year, new Agreements were overwhelmingly voted up by members in Coles and Woolworths

Supermarkets and approved by the Fair Work Commission, although there have been holdups for various reasons in Kmart, Big W and The Reject Shop Agreements negotiations during this year.

As we go to press, we can report that some movements are under way on these Agreements, meaning they will soon be in place.

Other negotiations and, in some cases, proposed Agreements lodged with the Commission are well advanced for BWS, Dan Murphy's, Bunnings, Hungry Jack's and Officeworks.

In fact, a ballot has been run in Hungry Jack's, McDonald's and Officeworks with members in every case returning a positive vote (see pages 4-7 and 9).

CONTINUING TO PROVIDE BENEFITS

As we head into the last half of the year, the Union continues to assist members through its wide range of membership services and benefits.

Many of our members are able to claim on the Union's Free Accident Insurance, which is designed to cover members at all times when workers compensation is not applicable. The policy covers you in the event of injuries caused outside working hours and not attributable to an illness.

For those members entered into the Footy Tipping, good luck for the rest of the season.

Also, remember that your SDA Entertainment™ membership card offers many discounts for holidays, accommodation, dining out and movie theatre tickets, to name just a few.

For those members who are students or for those who have school-aged children, look for the \$150 Educational Scholarship application in the Spring edition of *TasTalk*. **Yes** – the value has been increased from \$120 to \$150!

WHAT'S HAPPENING IN YOUR WORKPLACE



**BY PAUL GRIFFIN,
GENERAL SECRETARY**

BIG W

Members have expressed concern as to why the proposed Agreement has not been applied as the matter was filed in the Fair Work Commission in March.

A particular bargaining agent, which is not a registered Union, opposed the SDA's application on alleged failures in compliance with the Fair Work Act.

To date, the Commission has not identified any issues with the proposed Agreement.

The SDA sought an interim pay rise from 6 May of 1.5% and an increase to the casual loading of 25%.

While the matter is before the Commission, the expired Agreement continues to operate.

BUNNINGS

The proposed Bunnings Warehouse Agreement 2019 was lodged with the Fair Work Commission following the successful ballot conducted at the end of April. More than 21,000 team members voted, with a 76.6% approval response. The main features of the Agreement include:

- ◆ Abolition of Bank of Hours;
- ◆ New Penalty Rates;
- ◆ New classifications (box packers and trolley collectors are now Level 2 and there is a new Level 2A for forklift operators, special orders etc.);
- ◆ Performance pay increase of 2% or CPI, whichever is higher (capped at 2.5%).

The SDA has sought approval of the Agreement, and has also made mention of higher duties, training and a 12-hour break between shifts for the Commission to consider.

The SDA lodged its Statutory Declaration (F18) in relation to an application for approval of the Agreement on 16 May.

The Decision is yet to be handed down by the Commission.

BUNNINGS TRADE CENTRES

Negotiations commenced on 17 June and the current proposal is very similar to the Warehouse Agreement.

Although the rates are slightly varied, Trade Centres' trading patterns are quite different, operating Monday to Friday. Negotiations continue.

BWS

A ballot has been undertaken for a new BWS Agreement with 70% of eligible employees voting in favour of a proposal that provides a base rate increase, as well as new penalty rates in accordance with the General Retail Industry Award.

Other inclusions:

- ◆ Junior rates will be phased out by 2021;
- ◆ Increase to rates over the life of the Agreement will be the National Wage increase plus \$0.27, and a further 2 cents per hour in July 2022;
- ◆ Shift work;

DAN MURPHY'S

With the opening of a second Dan Murphy's store in Hobart, a new Agreement has been rolled out. Voting opened on 11 July and remained open until 22 July. During this period, a significant number of team members signed up to the SDA.

Provisions of the new Agreement include:

- ◆ Increases to base rates for Level 1 of 2.25% and other levels of 1.25%;
- ◆ Annual wage rate increase during the life of Agreement, with a premium of 1.25%;
- ◆ Change to the classification structure to align with the General Retail Industry Award;
- ◆ Inclusion of shift work;
- ◆ General Retail Award penalties;
- ◆ Bonus of \$1,100 (based on tenure and average hours worked over a 12-month period).

Note: Increase to the base rate and commencement of phase-out of junior rates apply from 1 July 2019.



New members at Dan Murphy's Hobart

RKPLACE

- ◆ Casual conversion;
- ◆ Additional hours for part-time employees;
- ◆ Increase to all allowances;
- ◆ Bonus of \$1,100 (based on tenure and average hours worked over a 12-month period).

COLES EXPRESS

The current Coles Express Agreement is expired and the Union continues to commence discussions that will secure wages and conditions.

The last pay increase came into effect on 1 January 2019 of 1.5%.

The National Secretary has issued a Letter of Demand seeking a further 1.5% increase from 1 July 2019.

COUNTRY ROAD GROUP

Country Road and Trenery stores were covered under five enterprise agreements which were all terminated on 19 May 2019.

Subsequently, all employees were transitioned across to the General Retail Industry Award where the SDA negotiated saved rates for junior employees and employees classified above Level 2.

The Union also secured a one-off payment for employees who would suffer a reduction in Sunday penalty rates.

FANTASTIC FURNITURE

The Tasmanian Branch, through one of its members, was made aware that the company had issued a proposed non-union enterprise agreement to its employees in all States.

The Branch advised the SDA National Office who wrote to the company on 25 June 2019 informing them that, as the default bargaining representative, the SDA is a required participant at all bargaining meetings.

➡ continued on next page

WOOLWORTHS SUPERMARKETS

On Tuesday 11 June, the Supermarkets Division of Woolworths informed staff of major changes to its operations.

Members in managerial, store service officers' and head reserve stockhands' positions would be made redundant and such members would need to apply for any new introduced positions.

The SDA has opposed this restructure and does not accept that making new positions subject to the demise of current positions are genuine redundancies.

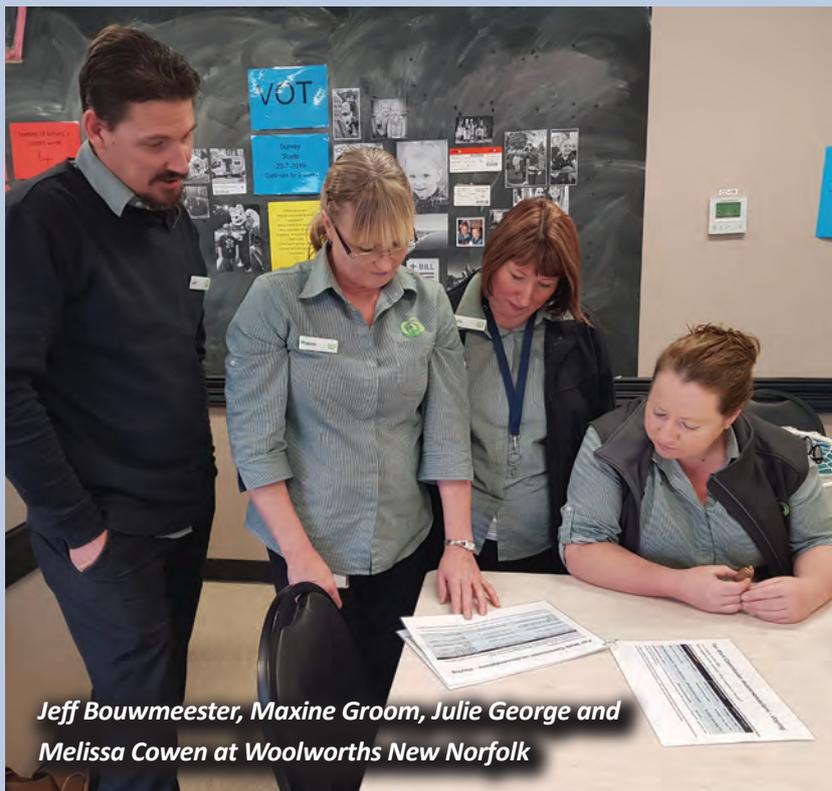
Subsequently, the SDA made an application to the Fair Work Commission which resulted in a significant number of recommendations from the Commission that in turn secured important improvements from Woolworths.

Included in the improvements secured are:

- ◆ A guarantee that job offers in the new model to full-time workers, would continue to be full-time.
- ◆ The more generous redundancy scale from the Agreement, not the redundancy provisions of the National Employment Standards (NES).
- ◆ Those employees who have been offered and accept a redundancy, in addition to serving the full notice period, will receive a \$2,000 payment.

The SDA continues to oppose the restructure and does not accept that these improvements resolve all the issues with the restructure.

The SDA will continue to represent members in any dispute or disagreements they may have as part of the company's decision to restructure its business.



Jeff Bouwmeester, Maxine Groom, Julie George and Melissa Cowen at Woolworths New Norfolk

NEW AGREEMENT AT HUNGRY JACK'S

Subsequent to extensive negotiations between the SDA and Hungry Jack's, a new Agreement has been sent to the Fair Work Commission for approval, following 93% of members voting in favour of it.

The Agreement delivers an outcome consistent with the SDA's four key priorities, set and endorsed by hundreds of SDA store Delegates at meetings held throughout Australia:

- ✓ Protection of your take-home pay.
- ✓ New and increased penalty rates.
- ✓ Yearly wage increases.
- ✓ Most hard-won union conditions retained.

We are also very pleased that the Hungry Jack's Agreement delivers, for the first time, paid family and domestic violence leave.

For more details on the Agreement, go to: www.national.sda.com.au/HungryJacks/



H&M

H&M is a new clothing store that opened in Hobart in May 2018. The company attempted to negotiate an Agreement without notifying the Union.

The SDA intervened in the process and started good faith bargaining in the Fair Work Commission. Team members have also signed up to the SDA.

H&M has now agreed to bargain with the SDA.

To date, there have been a number of breaches of the Award which included rosters and wage rates for salaried employees.

HUNGRY JACK'S

A new Agreement has been finalised with Hungry Jack's. See opposite for more information.

JUST GROUP

Negotiations for a new Agreement have been proceeding for more than 12 months, and an Agreement finally came to hand with 73% agreeing to the new proposal.

The proposed Agreement was filed in the Fair Work Commission on 5 April 2019 where an undertaking was sought from the company. Such undertaking is yet to be finalised and approved through the Commission.

KFC

A comprehensive EBA draft was presented to the company on 24 May 2019, with the company to respond by 24 June.

The most recent meeting occurred on 5 July, with a number of matters still outstanding.

The parties were scheduled to meet again on 22 July 2019.

KMART

The proposed Kmart Agreement was lodged with the Commission in December 2018, where a number of issues were raised about the proposal. The Commission sought some undertakings from Kmart, which the company addressed, and the matter was heard on 5 April 2019.

When more than three months had elapsed, both parties – the SDA and Kmart – wrote to the Commission seeking information about the approval of the Application.

At the time of writing, the Commission had confirmed it would hand down a Decision on 22 July 2019.

MCDONALD'S

Following a considerable number of meetings over the past 12 months, due to a number of issues not agreed by the SDA, McDonald's rolled out its proposal in May 2019.

A number of conditions in the proposal depended on the outcome of the Federal Election in May. With the re-election of the Liberal Government, those conditions could no longer be improved upon and the SDA took a neutral position in the voting of the Agreement.

The matter has now been filed in the Fair Work Commission for approval. See page 9 for more information.

MYER

Given discussions for the commencement of bargaining remain ongoing, a letter of demand regarding an interim wage increase was raised with the company.

As and from 1 July 2019, Myer increased the base rate of pay by 3%, as well as the casual loading rising from 23% to 24%, with an additional 1% to be implemented in August 2020.

OFFICEWORKS

After many months of discussions with Officeworks, a proposed Agreement was rolled out to employees. 82% of eligible employees voted in the ballot, with a 97% 'Yes' vote.

The outcome of the Agreement will ensure regular pay rises, higher weekday pay rates, increased penalties on weeknights and weekends, and paid family and domestic violence leave, as well as a one-off payment of up to \$530 for existing full-time employees (pro-rata for part-time and casuals).

SPECIALTY FASHION GROUP (NONI B):

A number of our members in Millers, Katies and Rockmans have been under considerable pressure for a number of months with the implementation of a non-union agreement by the company. Being a National Agreement, the company made 21 employees redundant before a Heads of Agreement was made between the SDA and Noni B whereby such employees were reinstated.

In Rosny, the landlord issued an increase in rents and, as yet, the company has not entered into future lease arrangements.

Such matters are still ongoing.

TARGET

The Target Australia Retail Agreement has expired and the last increase was made in February 2019.

The SDA has sought a reflection of the National Wage Case of 3% that became live from 1 July 2019 and ensures members at Target remain on above-Award wages and conditions until a new Agreement has been rolled out and voted upon.

THE REJECT SHOP

A new Agreement became operative from 6 May 2019. However, with a nominal expiry date of 30 June 2020, discussions will commence in the new year at the latest to test a new Agreement.

WOOLWORTHS PETROL

Woolworths Petrol has been sold to a European company, EG Group, and completion of a transition period will not be completed until 2020. In the meantime, a Letter of Demand has been issued to EG Petrol/ Woolworths Petrol for an interim wage increase.

Subsequently, a 1.5% wage increase applies from 1 July 2019, and discussions are expected to commence within the next two months for a new enterprise bargaining agreement.

You Could Win an Apple Watch



ONE LUCKY MEMBER will win an Apple Watch (Series 4, GPS, 40mm Silver) valued at \$597!

TO ENTER:

e-mail us at **membership@sdatas.asn.au** by **16 August 2019** with the subject line **“Apple Watch Competition”**.

Make sure you include your full name, SDA membership number, home address, contact phone number and employer/location in the body of your e-mail so we know who you are!

NO INTERNET ACCESS? NO PROBLEM!

Just phone us on 6331 8166 and we'll enter you into the competition.



AUTUMN 2019 WINNERS

The winners of a \$200 Bunnings Gift Card from our last edition are:

- ◆ Kimberley Dallas, Woolworths Mount St Burnie
- ◆ Toni Linley, Woolworths Eastlands (shown at left)
- ◆ Tracey Bennett, Myer Launceston

We hope you all enjoyed going on a spending spree at Bunnings!



MCDONALD'S EBA VOTED UP



**BY ANDREW COYLE,
RECRUITMENT
OFFICER**

After a complex journey, McDonald's workers have approved a new Enterprise Bargaining Agreement (EBA).

The Agreement was approved with a 59% 'yes' vote versus a 41% 'no' vote, with over 50,000 McDonald's workers participating.

The significant 'no' vote reflects the "Vote No" position taken by the SDA when the ballot opened prior to the Federal Election.

A key reason for this position was McDonald's' refusal to include a penalty rate mirroring clause which would have passed on any improvements in penalty rates which a future Labor Government had committed to.

Once the unexpected Federal Election result was clear, and the inclusion of a penalty rate mirroring clause in the McDonald's EBA had become a moot point, the SDA still had reservations about aspects of the proposed EBA.

With the new McDonald's Agreement now voted up, the SDA will be seeking undertakings from the company to improve some conditions, including:

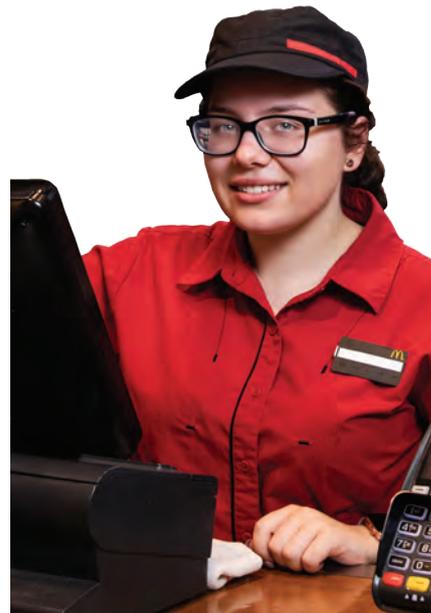
- ◆ removing the \$80 uniform deposit for new employees; and
- ◆ delivering a paid 10-minute tea break for all employees working four hours or more.

The benefits of the new Agreement include:

- ◆ improved penalty rates on late nights and weekends;
- ◆ a new laundry allowance of \$1.25 per shift;
- ◆ a new casual conversion clause for casuals to formally apply for permanent work.

It was encouraging to see McDonald's workers take a keen interest in their pay and conditions throughout the EBA negotiation and voting process.

We look forward to growing the Union at McDonald's and securing the best possible wages and conditions for our members.



DELEGATES CONFERENCE

The Branch held its first Delegates Conference for 2019 at the Country Club in Launceston on 7-8 May.

SDA National Secretary Gerard Dwyer opened the meeting with the "ever-

popular policeman" Sergeant Chris Hey, who once again presented information on how to handle confrontations and attacks from customers on the shop floor.

This Conference was received very well by Delegates and once again its success is due to the hard work in setting up the agenda and conducting the event. This was carried out by Communications and Womens Officer, Carol Wadley.

Behind the scenes, ensuring transport and accommodation went without a hitch for Delegates from across the Regions, as well as making sure every other detail was covered, was Office Manager Janine Wilson.

Well done to everybody involved in another great Conference!





FREE ACCIDENT INSURANCE



For many years, all financial members of the SDA have been covered by the Union's free Accident Insurance Scheme.

The SDA works hard to continually improve our cover to provide additional benefits, as well as increasing the amount payable for injuries – still at no cost to you.

WHAT YOU SAVE

The SDA Insurance Scheme is absolutely free for every financial member of the Union.

If you had to insure yourself with a similar type of policy, it would cost you more than \$450 each year.

The buying power of more than 200,000 SDA members nationally enables the Union to cover you for free.

WHEN ARE YOU COVERED?

The SDA Accident Insurance Scheme is intended to cover you at all times when you are not covered by workers' compensation.

In this way, you have 24-hour cover: workers' compensation while at work, and the SDA Insurance Scheme at other times.

SDA members aged up to 80 are covered by the policy world-wide (subject to sanction exclusions), irrespective of where the accident occurs - absolutely free to every financial member of the SDA.

HOW TO CLAIM

If you suffer an injury, please contact the SDA for advice on the procedure to follow. Claims should be submitted within 30 days of the accident. The benefits of the SDA Accident Insurance Scheme are not affected if you have other insurance cover.

FREE FOR ALL SDA MEMBERS

UP TO \$80,000

ACCIDENTS CAN HAPPEN

The SDA's Accident Insurance Scheme covers you in the event of:

- ▼ death,
- ▼ total incapacity to work in the job you were trained and/or educated to perform,
- ▼ the need for knee reconstruction or arthroscopic surgery,
- ▼ the breaking of bones,
- ▼ the loss of limbs, sight or hearing,
- ▼ the complete or partial tear of achilles tendon, and
- ▼ other defined injuries as listed in the policy, when they are caused by violent, external and visible means outside working hours and are not attributable to an illness.

For more information, go to sdatas.asn.au, or contact the Union office on 6331 8166.

Conditions apply.

◆ **UP TO \$30,000 EDUCATIONAL SUPPLEMENT FOR DEPENDENT CHILDREN**

◆ **UP TO \$3,000 FUNERAL BENEFIT REFUND**

MAY DAY MARCH



Southern Organisers Jodee Inches and Melissa Read, accompanied by Melissa's daughter Charlee and 13-year-old niece Isabella Read, joined SDA General Secretary Paul Griffin in the Unions Tasmania-orchestrated May Day March on Sunday 5 May in Hobart. Approximately 120 unionists marched in the CBD in remembrance of those who protested gallantly more than

100 years ago, and years later, to bring in the eight-hour day. The police were happy to assist in traffic control, allowing those marching to get the message out to shoppers and pedestrians regarding the significance of the event. Labor Party leader Rebecca White attended the 20-minute March and joined with unionists in a BBQ to finalise the event.

TASMANIAN PUBLIC HOLIDAYS 2019

EVENT		2019 DATE
New Year's Day		Tuesday 1 January
Australia Day		Saturday 26 January
Australia Day	As 26 January falls on a Saturday, the following Monday is observed.	Monday 28 January
Royal Hobart Regatta (South)	Second Monday in February. (All parts of Tasmania South of, and including, Oatlands and Swansea. Excludes Bronte Park, Catagunya, Strathgordon, Tarraleah, Wayatinah and the West Coast.)	Monday 11 February
Eight Hours Day	Second Monday in March	Monday 11 March
Good Friday		Friday 19 April
Easter Monday		Monday 22 April
Easter Tuesday	Restricted public holiday, currently observed by certain Awards/Agreements and the State public service.	Tuesday 23 April
Anzac Day		Thursday 25 April
Queen's Birthday	Second Monday in June each year.	Monday 10 June
Burnie Show Day	Friday before first Saturday in October each year. (Municipal areas of Burnie, Waratah-Wynyard and West Coast.)	Friday 4 October
Launceston Show Day	Thursday before the second Saturday in October. (Municipal areas of Break O'Day, Dorset, George Town, Launceston, Meander Valley, Northern Midlands, West Tamar.)	Thursday 10 October
Hobart Show Day	Thursday before the fourth Saturday in October. (All of Tasmania south of and including Oatlands and Swansea also Bronte Park, Strathgordon, Tarraleah and Wayatinah - excludes West Coast.)	Thursday 24 October
Recreation Day (North)	First Monday in November. (All parts of Tasmania in which a statutory holiday is not observed for the Royal Hobart Regatta.)	Monday 4 November
Devonport Show Day	Friday nearest the last day in November but not later than 1 December. (Municipal areas of Devonport, Kentish and Latrobe.)	Friday 29 November
Christmas Day		Wednesday 25 December
Boxing Day		Thursday 26 December

THE GOOD NEWS... AND THE BAD NEWS



**BY PAUL GRIFFIN,
GENERAL SECRETARY**

In May, the Fair Work Commission (the Commission) awarded a 3% wage increase for all wage rates in awards, applying from the first pay period on or after 1 July 2019.

The 3% wage increase is not big enough and it is not what the SDA and other unions argued for. But it is better than what employers were prepared to agree to.

Retail employers argued for a maximum increase of no more than 1.8%. It is better than the increase in the Consumer Price Index in Australia, which is currently 1.3% for the year. It is better than the current average Australian wage increase of 2.3% for the year.

HOW ARE WAGE RATES IN AWARDS INCREASED?

Many people wrongly think this wage increase is given by 'the Government'.

What happens is that unions do surveys of their members to find out how much they think the annual wage increase should be.

The SDA surveyed our members in February and March. You had a say in the union case for a wage increase this year.

This information is then provided to the combined trade union body — the Australian Council of Trade Unions (ACTU).

The ACTU looks at this information on union members' views and decides on what it will argue for as a wage increase. Our National Secretary Gerard Dwyer is the Senior Vice President of the ACTU, and is a key decision maker in this process.

The trade unions make a combined claim in the Fair Work Commission and argue the case for a wage increase for workers in Australia.

The employers traditionally oppose a decent wage increase, and argue for a minimal wage increase — or for no increase at all.

So the 3% wage increase this year does not come from the Government. It does not come from employers.

It comes from the hard work of the SDA and other unions.

EXTRA GOOD NEWS

Meanwhile, the SDA continues its hard work of arguing for improvements in wages and conditions for SDA members. As a result of a case run by the SDA, casuals in the retail industry will receive a 5% increase in their penalty rates after 6pm from Monday to Friday, and all day on Saturday from 1 July this year.

YOUR MEMBERSHIP DELIVERS

The 3% pay increase and the improvement in casual rates are thanks to your support and Union membership, which allows the SDA to continue our work to push for pay rises.

As the cost of everything else continues to rise, we understand how important this pay increase is.

Unions are the only ones advocating for your wages to go up, and your membership means we remain a strong voice in the case for better wages.

BAD NEWS – PENALTY RATES CUT

The bad news is that as wage rates are going up, Sunday penalty rates are being cut.

The SDA argued strongly for the best possible Sunday penalty rates in our Awards in 2008 and won.

Between 2010 and 2014, the Commission phased in a penalty rate of double time on Sundays in retail, and time and a half in fast food.

We have been under a constant and massive attack by the employers ever since.

The employers attacked the Sunday penalty rate in 2012. The SDA fought to defend it. The Labor Government of the time supported us.

Unions are the only organisations advocating strongly for *real* wage increases, as this table shows.

ORGANISATION	WAGE INCREASE ARGUED FOR IN 2019
ACTU (including the SDA)	6%
Australian Industry Group	2%
Australian Retail Association	1.80%
National Retail Association	1.80%
Australian Chamber of Industry and Commerce	1.80%
Restaurant & Catering Association	0%

SUPER REFORMS TO PROTECT YOU

The Commission rejected the employer case.

The employers attacked us again in 2014. Again the SDA fought to defend it. This time there was no Labor Government to support us.

Unfortunately, the Commission gave in to the constant employer attacks and the hostile political environment, and cut penalty rates.

The Sunday penalty rate cut is being phased in. Another big cut in the penalty rate happened on 1 July this year, with the retail Sunday rate being cut by 15% for permanents and 10% for casuals. The fast food Sunday rate has been cut by 10%.

This is a cut that retail and fast food workers cannot afford and do not deserve.

Scott Morrison and the Liberal Party voted for these cuts in penalty rates eight times in the Federal Parliament when the Labor Party tried to reverse them.

The Labor Party promised to legislate to reverse the penalty rates cuts if it was elected to Government on 18 May.

But with the return of Scott Morrison and the Liberal Party, our members will suffer cuts in penalty rates on 1 July this year and 1 July next year.

If you are angry about these cuts in penalty rates, ask your friends and workmates to join the Union so that we can grow and strengthen the union movement. The bigger the union movement, the better we can advance the wages and conditions of workers in Australia.



There are important changes to superannuation that could affect SDA members. Most SDA members are with Rest.

In February 2019, legislation was passed to support the *Protecting your Super* reforms introduced in the 2018-19 Budget.

These reforms aim to ensure that low balance and inactive super accounts are not inappropriately eroded by fees and insurance premiums.

Under this new legislation, super funds are required to:

- ◆ 'Turn off' insurance when an account has been inactive for more than 16 months.
- ◆ Protect super accounts with a balance below \$6,000 by capping fees.
- ◆ Transfer inactive low balance accounts to the Australian Taxation Office (ATO) so member accounts can be consolidated.

YOUR INSURANCE MAY BE TURNED OFF

From 1 July 2019, your default insurance cover with Rest may be turned off if your account has been inactive for more than 16 months.

Accounts are deemed 'inactive' if:

- ◆ Rest hasn't received any money to add to your account (such as a rollover or contribution) within the last 16 months, and
- ◆ you haven't let Rest know that you'd like to continue to have insurance cover.

Rest will contact members when your account has been inactive for 9, 12 and 15 months, so you have an opportunity to choose to keep your insurance cover if you'd like to.

BENEFITS OF INSURANCE THROUGH YOUR SUPER

Insurance is for when things don't go plan. Like getting sick, getting injured, or even death.

It can help you and your loved ones pay the bills and keep things going if something happens to you.

AUSTRALIAN-FIRST TRIAL TO CU



**BY JAMES RUSSELL,
WORKCOVER
OFFICER**

An 'Australian-first' trial by iCare in NSW in partnership with the SDA and Griffith University has been launched to reduce abuse from customers towards retail and fast food workers.

The Reject Shop has signed up to the trial alongside KFC to implement and test a number of proposed solutions.

This trial is a direct result of the SDA's ongoing *No One Deserves A Serve* campaign to stop abusive and violent behaviour in retail and fast food.

A major objective of the trial is to reject the assertion that the 'customer is always right'.

BACKGROUND

Customer abuse and violence is a serious workplace health and safety issue. The effects of dysfunctional customer behaviour can be devastating for a worker's physical, and psychological health, while also presenting significant issues for employers. The frequency and impact of customer abuse often

goes unnoticed but contributes heavily to absenteeism rates, workers' compensation costs, workplace morale and turnover.

A number of surveys initiated by the SDA recognised an alarming rise in customer abuse and violent behaviour towards workers in retail and fast food over the last few years

Over 2016 to 2018, the SDA surveyed over 7,000 retail and fast food workers across Australia about their experiences.

Since 2018, we have been highlighting the seriousness of customer abuse and violence through our major public *No One Deserves A Serve* campaign.

Following a national industry roundtable on the issue hosted by the SDA in March 2018, iCare commissioned a comprehensive report into approaches to reduce the incidence and employee impacts of dysfunctional customer behaviour: *Respect & Resilience in Retail & Fast Food*. The report was in partnership with the SDA, Griffith University and Menzies Health Institute Queensland.

The report is one part of the SDA's work to stop abuse and violence by customers in the retail and fast food industries.

The findings and recommendations will help form new approaches and significant information for the SDA to use in discussions with employers, employer groups, shopping centre owners and those in Government.

ICARE RESPECT & RESILIENCE REPORT: KEY FINDINGS

Dysfunctional customer behaviour is a major threat to workers. This is defined as behaviour that goes against what is socially accepted (it includes swearing, yelling, intimidation, threatening, throwing objects, violence).

This behaviour towards retail employees is the norm, not the exception and is therefore pervasive, systemic and detrimental.

Exposure to dysfunctional customer behaviour can have adverse consequences to both the short-term and long-term psychological wellbeing and physical health of an employee.

The research has shown that customer incivility and verbal abuse can be just as impactful as physical violence and aggression.

Research into dysfunctional customer behaviour shows that it negatively impacts employees' productivity, efficiency and attitudes towards work.

To see the full report, search for '**icare respect and resilience**' on your web browser.

This Australian-first trial represents the next step in our campaign towards combatting the excessive and unacceptable abuse facing our members every day.

THE TRIALS

It is time to implement the most effective measures identified in the report to encourage positive interactions and end abusive and violent behaviour from customers.



RB ABUSIVE CUSTOMERS

Workers in the trial will record any negative customer interactions in a diary before receiving de-escalation and negotiation training.

The companies will also be given strategies to reduce bad customer behaviour, such as making aisles wider and clearer signage to avoid confusion.

According to the research conducted by the SDA and iCare, uncivil, abusive or aggressive customers can cause an immediate emotional reaction for employees, negatively altering their mood, and generating feelings of depression, anxiety, or anger that can last well beyond the work day.

In cases where dysfunctional customer behaviour has been extreme or violent, these feelings can manifest into long lasting symptoms of stress disorder (i.e. flashbacks, anxiety, sleeplessness, hypervigilance, fear and anxiety at work).

That's why the SDA continues to push for industry wide change on this issue.

Remember, your safety must come first. Report all incidents of abusive and violent customer behaviour, including customer behaviour that is sexual in nature.

Reporting creates a record of the abuse and should help to ensure a proper process is followed to address the incident and enable workers to get the support they need. Information about the incidents is crucial to finding and trialling potential solutions to prevent this from happening and protecting you at work.

KEY SOLUTIONS IDENTIFIED

WORKPLACE MODIFICATIONS

Physical changes to the customer service environment could include:

- ◆ Well-marked queues
- ◆ Highly visible security cameras
- ◆ Intuitive layouts to avoid confusion
- ◆ Wider aisles & fewer bottlenecks

INCREASED WORKPLACE SUPPORT FOR EMPLOYEES

- ◆ Include employees in decision-making process that influences their role, training, policies and work environment
- ◆ Allow employees to respond to customers in a way that reinforces their own boundaries (for example, stating that customer's behaviour is not acceptable)
- ◆ Allow employees flexibility to take a short break after negative customer interaction
- ◆ Formal support systems

REJECTION OF 'CUSTOMER IS ALWAYS RIGHT' APPROACH

- ◆ Develop explicit procedures for employees and supervisors for when the customer is not right
- ◆ Introduce formal and informal policies, procedures and practices that support employees
- ◆ Promote organisational culture of low tolerance towards dysfunctional customer behaviour

COMMUNICATE ZERO TOLERANCE CULTURE IN STORES

- ◆ Use in-store signage
- ◆ Remove offending customers temporarily or permanently from retail environment
- ◆ Introduce legal deterrents

SPECIALISED CUSTOMER SERVICE TRAINING

- ◆ Training for employees that reduces preventable service failures and improves employees' confidence in responding to problematic customers



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NOONEDESERVESASERVE.COM.AU**



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Financial members of the SDA can go to the movies at discounted prices by purchasing tickets through the Union!

TICKETS are available for Village Cinemas throughout Tasmania, plus Metro Cinemas (Burnie).

TO ORDER... Go to sdatas.asn.au, hover over the 'Members Area' drop-down menu and select 'Purchase Movie Tickets'. If you're not already registered on the website, you'll need to complete the 'New User Registration' section.

DELIVERY... Your tickets will be mailed to you by registered post.

NO INTERNET ACCESS? NO WORRIES! Just call us on 6331 8166 (Launceston) or 6234 1118 (Hobart) with your credit card details to order.



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DONATING BLOOD THIS WINTER

Blood Donation Centres struggle to receive the donations they need during winter.

Blood donations help people through serious events in their life, such as cancer, a car accident or a difficult pregnancy. Others have medical conditions which mean they regularly need blood products.

This is why the SDA negotiates for Blood Donor's Leave in enterprise agreements.

BLOOD DONOR'S LEAVE

Many enterprise agreements that have been negotiated by the SDA include a relatively common provision known as Blood Donor's Leave.

The SDA has negotiated this provision with major companies like Coles and Woolworths Supermarkets, Bunnings, Target and Kmart, Big W, BWS and Dan Murphy's just to name a few.

The provision allows full-time and part-time employees to be absent from work without loss of pay during ordinary working hours in order to donate blood.

Employees can take up to a maximum of two hours' paid leave on each occasion, subject to a maximum of four separate absences each calendar year.

It is expected that the employee will donate blood on a day suitable to the employer with sufficient notice

of the scheduled appointment. Proof of attendance at a recognised place for donating place, such as the Red Cross Blood Bank, and duration of the attendance may be requested by the employer.

WHERE TO DONATE BLOOD

Blood donation is quite easy. The whole visit to a Blood Donation Centre usually takes about one hour. There are over 100 permanent donor and mobile centres across Australia.

To make an appointment to donate blood in your area, call the Red Cross Blood Bank on 13 14 95 or book online at www.donateblood.com.au.



Managers – keep out of medical appointments!

All SDA members should be aware that managers and insurance companies have **no right** to attend your medical appointments, even if it is for a work-related injury. This is supported by the Fair Work Ombudsman.

Medical appointments are **private**. Tell any manager or insurance company representative that they are **not entitled to attend**.

Contact the SDA if you need any help.

YOUNG WORKERS – WAIT! TAKE FIVE



**BY JODEE INCHES,
FAST FOOD
ORGANISER**

If you think something is unsafe... WTF: Wait! Take Five.

Did you know that thousands of workers aged up to 25 years old are injured at work each year?

While some injuries are temporary, others are irreversible and life-changing. This can affect not just the young worker, but their family and friends as well.

If you're a young worker, it's important that you know your workplace health and safety rights and obligations.

RIGHTS FOR ALL WORKERS, INCLUDING YOUNG WORKERS...

You have the right to a safe workplace.

You have the right to appropriate training, supervision, information and equipment so you can work safely.

You have the right to speak up if something is wrong.

You have the right to say 'no' right then and there if you think something is unsafe. Talk to your supervisor or manager immediately and if they continue to insist that you do the unsafe task, call us immediately. Tell your manager you feel that it's unsafe to do that task, but that you are able to complete other tasks (if they are safe!) that you are trained to do.

You also have the right to raise safety issues without fear. It is unlawful for

any worker, including yourself, to be discriminated against for raising or even proposing to raise a safety issue.

JUST ASK.

If you are not sure if a task is safe to do or if you don't know how to do it safely, the most important thing is to stop and ask someone about it.

Ask for advice and don't be afraid to say I don't know what to do next. And it's ok to ask more than once. Some tasks are complicated and it can be easy to forget every step – especially if you work infrequently and only have to do particular tasks once in a while.

Don't do it if it's unsafe. Stop. Speak up. Ask.

We want you to return home to your family and friends injury-free every single day.

SUPERVISING A YOUNG WORKER?

If you supervise or work with young workers, you have to remember that they have no, or limited, work experience. They may not understand the risks of what they are doing, or know how to protect themselves from injury, both physical and psychological. By spending time to train, coach and supervise young workers properly from their first day in the job, you can keep them safe.

Young workers need more support and supervision at work to ensure they are carrying out their tasks safely, especially while they're learning. Keep checking in to ensure they are still performing their tasks correctly as they may not speak up if they need help.

If you manage or supervise a young worker, you have a legal obligation under work health and safety laws to protect them from incidents.

HELPFUL TIPS

1 THEY NEED YOUR HELP: Young workers are inexperienced, often reluctant to look foolish and speak up in front of others, and are unaware of risks. They are also often eager to impress and willing to take risks.

2 MAKE SAFETY PART OF THE EVERYDAY CONVERSATION: Making safety part of the everyday conversation builds a workplace culture where young workers feel comfortable asking questions and sharing safety concerns. This is even more important with young workers who may not be aware of risks.

3 CHECK IN ON THEM OFTEN: See how they are going to build rapport so they will raise things with you.

4 LET THEM KNOW IT IS OKAY TO SPEAK UP: Make it clear it is okay to speak up, question or provide feedback about safety. You can do this simply and naturally while checking in on them.

5 ALWAYS CONSIDER AGE AS A RISK FACTOR WHEN CONSIDERING RISK: Consider their age and experience as a risk factor when identifying hazards and risks in your workplace and whether your controls for such hazards are sufficient.

6 TAILOR THE INDUCTION PROCESS TO AGE: Make sure your young workers get a proper induction. You might need to tailor this to their experience level, including life experience level. Don't assume they know something is unsafe.

7 EMPOWER THEM: Consult with and empower them by showing that you take their feedback seriously, and rewarding them when they provide feedback and ideas. Actioning solutions as quickly as possible shows you take them seriously.

PARENT OR GUARDIAN OF A YOUNG WORKER?

It's a big milestone when your child enters the workforce. As a trusted source of advice and information, you can play an important role in supporting and guiding your child to understand what health and safety responsibilities they may have in their workplace, as well as their rights and entitlements.

BEFORE THEY START WORK

- ✔ Talk about health and safety: start the conversation about the importance of workplace health and safety so they're better prepared from day one.
- ✔ Use your own experience or do some research to discuss different hazards they might come across.
- ✔ Encourage them to look for information on workplace safety.
- ✔ Encourage them to ask questions about health and safety policies and procedures and what health and safety training they will be receiving.
- ✔ Reassure them that it's okay to ask questions about work, including safety.
- ✔ Teach them their rights such as:
 - The right to a safe workplace.
 - The right to appropriate training, supervision, information and equipment so work can be completed safely.
 - The right to speak up if something is wrong and say no to doing a task if they feel it unsafe right then and there.

WHEN THEY START WORK

Talk to your child about their job, including any health and safety concerns they might have.

Some examples of questions you may want to ask to start a conversation are suggested here.

- ✔ On your first day, did you receive an induction (introduction to the workplace, job and working environment which may include safety training)?
- ✔ What type of tasks at work do you do? What did you do today and how?
- ✔ How safe did you feel completing these tasks?
- ✔ What kind of training did you receive? Did you understand how to complete your tasks safely?
- ✔ If you have a problem at work, do you know who you talk to?
- ✔ Do you feel comfortable saying 'no' to unsafe work?
- ✔ Do you know how to operate equipment safely?
- ✔ What types of personal protective equipment are you using? Is it in good condition?
- ✔ Do you know who your direct supervisor is and how to contact them?
- ✔ Do you know what to do if you are injured on the job?

IF THEY ARE UNSURE WHETHER SOMETHING IS UNSAFE, TELL THEM TO WAIT! TAKE FIVE.



WHAT SHOULD I DO IF I THINK A TASK IS UNSAFE? WTF: WAIT! TAKE FIVE.

- 1 STOP...
- 2 IS IT SAFE?
- 3 COULD IT HURT SOMEONE ELSE?
- 4 SPEAK UP
- 5 ASK

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Tasplan
Super

VALE BOB HAWKE

The SDA pays tribute to Bob Hawke, former President of the Australian Council of Trade Unions, former Prime Minister of Australia and friend of the SDA.

Bob Hawke joined the Australian Council of Trade Unions (ACTU) as a research officer in 1956, and became a strong and fearsome but well respected advocate for working people.

He was elected as the President of the ACTU in 1969 and continued in the role until 1980.

Amongst other things, he unified the trade union movement by bringing into the ACTU white collar unions in the Australian Council of Salaried and Professional Associations (ACSPA).

In order to help workers, he made sure that retail price maintenance was removed — so manufacturers were no longer able to stop retailers discounting their products to customers.

He worked to broaden out the benefits the union movement offered workers to include non-industrial benefits in addition to core wages and conditions matters — an approach now followed by most unions.

During his term as President, the ACTU established important new standards including equal pay for women, four weeks' annual leave, 17½% leave loading and 12 months' unpaid parental leave with the right to return to work.

In 1980, he was elected to Federal Parliament.

In 1983, he was elected Prime Minister of Australia and held that position until late 1991.

He started out as Prime Minister by bringing together unions, employers and the Government to work for a



better Australia. He continued this tripartite approach for the whole of his Prime Ministership.

There were many positive achievements of the Hawke Labor Government, including:

- ◆ Medicare;
- ◆ Universal superannuation;
- ◆ Outlawing gender discrimination in the workplace;
- ◆ Support for the environment;
- ◆ Saving Antarctica from mining for a period of 50 years;
- ◆ Steps towards fairness for indigenous Australians;
- ◆ The first woman in Cabinet in a Labor Government.

During a period of deregulation and privatisation in the 1980s, we had a Labor Government to provide protection for workers. Workers in Thatcher's Britain and Reagan's USA were not so lucky.

In his time at the ACTU, he developed a close personal friendship with our former SDA Victorian Secretary and National President, the late Jim Maher.

This friendship continued throughout his time as Prime Minister and beyond.

We celebrate a great man who made great advances for workers and the underprivileged.

You will be missed, Bob.



Do Good.
Like lower fees
so more stays
in your super.



It's a simple thought - do good, help where you can. Like keeping fees low, so more of your super stays where it belongs - in your super. Maybe it's why almost two million Australians can trust Rest with their super. Hello progress. Hello Rest.

Rest

REST KEEPING CALM IN A WORLD OF VOLATILITY



**BY GERARD DWYER,
NATIONAL
SECRETARY**

Rest's Core Strategy ended the first quarter of the year on a strong note, with gains of +5.3% and +5.1% for the respective three and twelve months ending 31 March 2019.

This continues strong, long-term performance by the Core Strategy, which has returned +9.1% per annum over the 10 years to the end of March 2019, well above its investment objective of inflation +3% per year over the longer term.

This means that members retirement savings have been growing faster than cost of living increases which is a great result.

For the month of April 2019, the Core Strategy managed to return another +1.7% on the back of better performing share markets, particularly in the USA.

This was because of some key economic positives in the USA including better-than-expected US corporate profits, unemployment being at a 50 year low and hopes there may be some resolution to the US-China trade dispute.

IT PAYS NOT TO PANIC

The market rally so far this year offers a timely reminder of why it pays not to panic when global markets become volatile: share markets around the world have rebounded strongly since the start of the year — more than offsetting the sharp losses suffered in the December 2018 quarter.

It also reinforces the importance of a long-term perspective, diversification and a disciplined investment strategy when managing the investment of retirement savings.

Remember, superannuation is about performance over the longer term.

WHAT NOW?

While the recent share market rebound has been encouraging, Rest sees plenty of reasons to remain cautious.

Many markets are back trading at all-time highs, and the value of many shares are vulnerable to negative corrections.

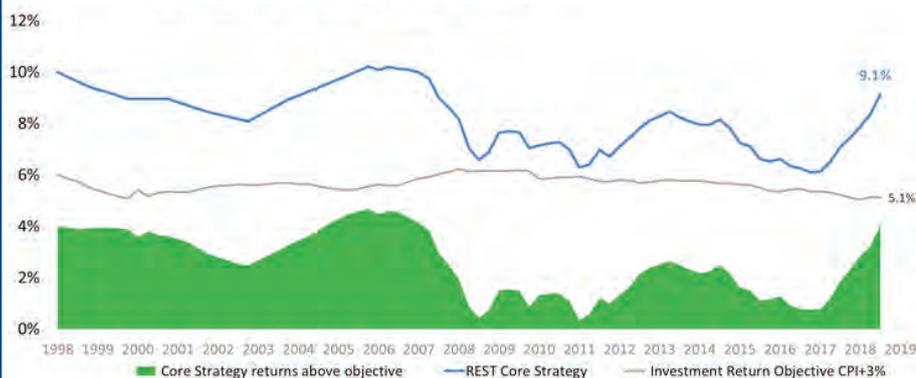
Around the world, we're also seeing more and more signs of slowing economic growth.

China is notable for its current slow down as is Europe.

Australians meanwhile are facing their biggest wealth loss since late 2011 due in large part to the ongoing decline in property values in the major cities.

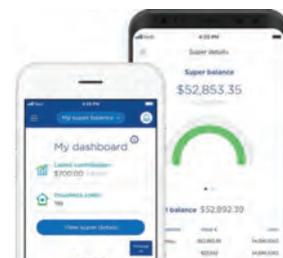
That's why Rest sees good reason to keep the relatively defensive Core Strategy positions in place. Rest currently holds around 39% of the Core Strategy in Australian and overseas shares. Around 15% of the Core Strategy remains in cash to enable the fund to take advantage of opportunities at a good price if and when share markets correct.

CORE STRATEGY VS INVESTMENT RETURN OBJECTIVE ROLLING 10-YEAR RETURNS (DECEMBER 1998 TO MARCH 2019)



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KNOWS TRAVEL

If you work in retail it pays to learn what you can claim at tax time



Meal expenses



- ✓ **You can claim** a deduction for the cost of overtime meals on those occasions where:
 - you worked overtime and took an overtime meal break, and
 - your employer paid you an overtime meal allowance under an industrial law, award or agreement.
- ✗ **You can't claim** a deduction for the cost of meals eaten during a normal working day as it is a private expense, even if you receive an allowance to cover the meal expense.

Self-education expenses



- ✓ **You can claim** a deduction for self-education expenses if your course relates directly to your current job, eg a customer service course.
- ✗ **You can't claim** a deduction if your study is only related in a general way or is designed to help get you a new job, eg a health and wellbeing course.

Personal grooming



- ✗ **You can't claim** a deduction for hairdressing, cosmetics, hair and skin care products, even if your employer tells you to use them and you work in a store that sells them – they are personal expenses.

Other common deductions



- ✓ As long as the expense relates to your employment, **you can claim** a deduction for the work-related portion of the cost of:
 - seminars and conferences
 - technical or professional publications
 - union and professional association fees
 - phone and internet usage if your employer needs you to use your personal devices for work.



To claim a deduction for work-related expenses

- you must have spent the money yourself and weren't reimbursed
 - it must be directly related to earning your income
 - you must have a record to prove it.*
- You can only claim the work-related part of expenses. You can't claim a deduction for any part of the expense that relates to personal use.

*You can use the ATO app myDeductions tool to keep track of your expenses and receipts throughout the year.

Car expenses



- ✓ **You can claim** a deduction when you:
 - drive between separate jobs on the same day – eg travelling to your second job as a waiter
 - drive to and from an alternate workplace for the same employer on the same day – eg driving between separate retail stores for the same employer.
- ✗ **You generally can't claim** the cost of trips between home and work, even if you live a long way from your usual workplace or have to work outside normal business hours – eg late night shopping or weekend shifts.

If you claim car expenses, you need to keep a logbook to determine the work-related percentage, or be able to demonstrate to the ATO a reasonable calculation if you use the cents per kilometre method to claim.¹

Clothing expenses



- ✓ **You can claim** a deduction for the cost of buying, hiring, mending or cleaning certain uniforms that are unique and distinctive to your job, or protective clothing that your employer requires you to wear.
- ✗ **You can't claim** a deduction for the cost of buying or cleaning plain clothing worn at work, even if your employer tells you to wear it, and even if you only wear it for work, eg, black pants and a white shirt or everyday clothing—even if it's sold at the store you work for.

This is a general summary only. For more information, go to ato.gov.au/occupations



Australian Government
Australian Taxation Office

AROUND THE SHOPS



Carolyn Badcock, Tahlie Walker and Anne Maree Oliver at Coles Wellington St



Mark Perkins, Greg Stingle and Peter Maskell at Bunnings North Launceston



Matthew Ziegler, Kim Pullen and Marcus Twining at Coles New Town



Nyree Langley, Jessica Nicholas and Monique Van Den Heuvel at Bunnings North Launceston

From: Cole Harrison
 Sent: 21 May 2019
 To: SDA Tasmania <secretary@sdatas.asn.au>
 Subject: Leaving SDA

Hi SDA!
 Really sorry, but I would like to leave the SDA because I am moving overseas, but keep up the great work you are doing for retail workers across Australia.
 Thanks, Cole Harrison

THANKS!



Trenton James and Robyn Lowe at Bunnings North Launceston



Ricky and Fiona Burns have both been long-term SDA members at Coles Burnie. They are pictured here with their son Joshua who recently competed in the Australian Under 21 Snooker Championships where he was runner-up, and will now represent Australia in Tsingtao, China. Joshua is also the current State Billiards champion and has won this title for the last four years. Ricky and Fiona are very proud of their son's success, and Ricky will accompany Joshua to China in July to compete against the world's best.



Be Smart on Social Media!

Be careful what you say on social media.

Comments on social media (including other people's Facebook pages) are regarded as public comments – they are **not** private.

Avoid negative comments about your company, your manager or other employees on social media. Better not to mention them at all.

Some members have come to us after “official warnings” or worse following unwise comments on social media.

Be smart. When you go home, leave work behind you. Enjoy your social media for your social life, not your work life.



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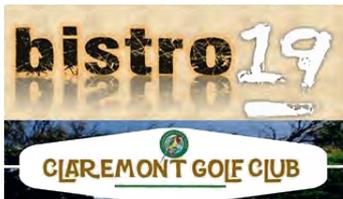
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REDEEM WITH YOUR SMARTPHONE



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www.claremontgolf.com.au

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GENERAL RETAIL INDUSTRY AWARD 2010

MINIMUM WAGE RATES EFFECTIVE 1 JULY 2019

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LAST WAGE INCREASE \$23.70

SUNDAY RATES

NORMAL RATE + 95% (195%) FROM 1 JULY 2017
NORMAL RATE + 80% (180%) FROM 1 JULY 2018
NORMAL RATE + 65% (165%) FROM 1 JULY 2019

Ordinary Hours

38 HOUR WEEKLY RATE	Ordinary Hours						17.5% annual leave loading on four weeks' leave		
	7am to 9pm Monday to Friday		6pm to 9pm Monday to Friday		7am to 6pm Saturday				
	Hourly Rate		Hourly Rate		Hourly Rate				
	Full-time and part- time up to 38 hours a week	Casual loading of 25%	Full-time and part- time loading of 25%	Casual loading of 30% applies until 30/9/19	Full-time and part- time loading of 25%	Casual loading of 40% applies until 30/9/19			
RETAIL EMPLOYEE	\$	\$	\$	\$	\$	\$	\$		
Level 1 Shop Assistant, Checkout Operator, Trolley Collector, Video Hire Worker, LPO, Clerical Assistant	813.60	21.41	26.76	26.76	27.83	26.76	29.97	569.52	
Level 2 Forklift Operator	833.00	21.92	27.40	27.40	28.50	27.40	30.69	583.07	
Level 3 Dept Mngr 2IC, Corsetiere, Snr LPO, Cook	845.90	22.26	27.83	27.83	28.94	27.83	31.16	592.13	
Level 4 Trades Qualified (e.g. Butcher, Baker), Clerical Officer Level 2, Shiftworker/Nightfill Supervisor	862.60	22.70	28.38	28.38	29.51	28.38	31.78	603.82	
Level 5 Tradesperson in charge of other Tradespersons, Services Supervisor (more than 15 employees)	898.00	23.63	29.54	29.54	30.72	29.54	33.08	628.60	
Level 6 Section/Dept Manager (5+ employees including self), Clerical Officer Level 3, Assistant/Deputy/2IC Shop Mngr	911.00	23.98	29.97	29.97	31.17	29.97	33.57	637.70	
Level 7 Visual Merchandiser, Clerical Officer Level 4	956.70	25.17	31.47	31.47	32.72	31.47	35.24	669.70	
Level 8 Shop Manager, Clerical Officer Level 5	995.50	26.20	32.75	32.75	34.06	32.75	36.68	696.85	
JUNIOR RATES									
<i>Age</i>	<i>% of weekly rate of pay</i>								
Under 16 years of age	45	366.12	9.63	12.04	12.04	12.52	12.04	13.48	256.27
16 years of age	50	406.85	10.71	13.38	13.92	12.99	13.38	14.99	284.80
17 years of age	60	488.20	12.85	16.06	16.70	15.59	16.06	17.99	341.74
18 years of age	70	569.50	15.00	18.73	18.73	19.49	18.73	20.98	398.65
19 years of age	80	650.90	17.13	21.41	21.41	22.27	21.41	23.98	455.63
20 years of age	100 (from 1 July 2015, after six months' employment with employer)	813.60	21.41	26.76	26.76	27.83	26.76	29.97	569.52
APPRENTICES									
<i>Apprenticeship Year</i>	<i>% of Level 4</i>								
1st Year	50	431.30	11.35						
2nd Year	60	517.60	13.62						
3rd Year	80	690.10	18.16						
4th Year	90	776.30	20.43						

SDA MEMBERSHIP APPLICATION FORM



Surname: _____ Date of Birth: _____

Given Names: _____

Postal Address: _____

Suburb: _____ Postcode: _____

Phone Numbers: Home () _____ Mobile: _____

E-mail Address: _____

Employer: _____

Employer Location: _____

Occupation: _____

Type of Employment Full-time (20 hours or more per week)
 Part-time (10-20 hours per week)
 Casual (less than 10 hours per week)

How many hours a week do you expect to work? _____ Are you a student? Yes No

I hereby agree to become a member of the Shop, Distributive and Allied Employees' Association, Tasmanian Branch. I pledge myself to comply with the rules of the Association, and with any amendments or additions which may be duly made to such rules.

Signature: _____ Date: / / _____

AUTHORITY TO DEDUCT UNION FEES FROM WAGES

Name: _____

Employer: _____

I authorise my employer to deduct from my wages the contribution prescribed by Rule 6 of the Shop, Distributive and Allied Employees' Association Tasmanian Branch, the fees prescribed by the rules as varied from time to time. Such deduction shall be paid to the aforementioned Association on behalf of the undersigned member as Union Subscriptions.

Signature: _____ Date: / / _____

SDA CHANGE OF ADDRESS/EMPLOYMENT FORM



PREVIOUS

Surname: _____ Member No: _____

Given Names: _____

Postal Address: _____

Suburb: _____ Postcode: _____

Employer: _____

Employer Location: _____

CURRENT

Surname: _____ Member No: _____

Given Names: _____

Postal Address: _____

Suburb: _____ Postcode: _____

Employer: _____

Employer Location: _____

**PLEASE RETURN COMPLETED FORM TO:
 PAUL GRIFFIN, GENERAL SECRETARY, SDA, PO BOX 1289, LAUNCESTON TAS 7250**

your union: with you at work... and at home

plus

- ✓ Free First Visit to an SDA Union Solicitor
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- ✓ Workers' Compensation Arbitration
- ✓ Wage Claims
- ✓ Rehabilitation Arrangements
- ✓ Financial Advice Referral
- ✓ Welfare Advisory Service
- ✓ Member Competitions
- ✓ Union Journal

free to all
members

for more
info,
contact
the sda

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72 York Street (PO Box 1289), Launceston Tas 7250

☎ Phone 6331 8166

✉ E-mail secretary@sdatas.asn.au

🌐 Website www.sdatas.asn.au

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**THE UNION FOR WORKERS IN
RETAIL.FAST FOOD.WAREHOUSING.**