

AM2009/21

**APPLICATION BY THE FSU TO VARY THE
BANKING, FINANCE AND INSURANCE
AWARD 2010**

**SUBMISSION OF THE AUSTRALIAN
INDUSTRY GROUP**



6 November 2009

AM2009/21

APPLICATION BY THE FSU TO VARY THE BANKING, FINANCE AND INSURANCE AWARD 2010

1. Ai Group's interest in call centres in the banking, finance and insurance industry relates primarily to the terms and conditions applicable to contract call centres.
2. We note that the FSU has applied to delete Clause 21.2 which relates to in-house call centres and has not applied to delete paragraph 4.3(c) – the exclusion for the *Contract Call Centres Award 2010*.
3. Ai Group would very strongly oppose the deletion of paragraph 4.3(c) (for all of the reasons set out in the submissions and evidence presented to the Commission during Stage 2 of award modernisation, on behalf of the contract call centre industry), but given that this is not being sought by the FSU, we make no further submissions at this time in response to the FSU's application.