



# United Services Union

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**PS:ds:17122018**

17 December 2018

Terry Millett  
Chief Executive Officer  
Newcastle Permanent Building Society  
307 King Street  
NEWCASTLE WEST NSW 2302

Email: [felicity.laczina@npbs.com.au](mailto:felicity.laczina@npbs.com.au)

Dear Sir

The United Services Union writes on behalf of its members employed by Newcastle Permanent Building Society and, in particular, those members working in the Society's retail sector.

We have been informed that the Society intends to open its Branch network as normal on Saturday January 26, 2019.

The significance of Australia Day for the majority of Australians cannot, and should not, be underestimated.

Numerous family events and celebrations are scheduled throughout the area of coverage of NPBS on Saturday January 26, 2019 and opening your Branches on this day will preclude Branch staff from attending many of these events.

The demographic of NPBS employees is predominately in the family raising years with the majority having young children and families who will either be participating in, or planning to attend, these events.

The vast majority of these family events commence in the morning therefore our members, your employees, may miss out on the opportunity to celebrate this important day with their loved ones.

From discussions held with our members in numerous branches we believe the customer flow for the day will be minimal as large numbers of the Society's customers will themselves be attending events and, based on historical anecdotal evidence, most customers assume the branches are closed on the Saturday.

These facts, along with the Society's increased focus on the use electronic banking options, leads the Union to hold the view that this is purely a marketing exercise.

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Chief Executive Officer  
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There is also a growing sense of disappointment in NPBS Management for not allowing the closure of branches on this day which has been heightened by the knowledge that one of the Society's major competitors, the Greater Bank, has seen fit to close their branches on the Saturday to allow their staff to spend the time with their families.

It is true that this day has not been declared a Public Holiday, however, as stated above the day has great significance for Australians and, it is our view, by operating on the Saturday the Society is putting profits and its customers before its employees.

Therefore the Union requests Newcastle Permanent Management and the Board of Directors reconsider their decision to trade on Saturday January 26, 2019 and close the branch network as a demonstration of the Society's family focused and community based outlook and as a reward to the staff for their efforts in ensuring the ongoing success of the Society.

Your written response to our request by the close of business Thursday 20 December, 2019 would be appreciated.

For more information please contact USU official Paul Sansom on Mob. 0409076633 or email [psansom@usu.org.au](mailto:psansom@usu.org.au)

Yours faithfully



Graeme Kelly  
GENERAL SECRETARY  
ASU BRANCH SECRETARY  
Per: Peter Campise, Manager Energy, Utilities and Private Sector