



2011-12 CPSU/CSA

# Annual Report

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## Executive Summary

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It is with great pleasure that we present our 2011-12 Annual Report, which highlights the achievements of our Members and staff over the last financial year.

We can again report that our membership has increased as has our numbers of delegates in the workplace which gives us more strength when protecting and improving public sector jobs and conditions.

The Save Our Services campaign continued to develop and was a major focus for us in the last 12 months. Substantial resources were engaged in the rollout of workplace meetings where we outlined the triple threat of Privatisation/Contracting Out, Cutbacks/Under Resourcing and Insecure Work.

Members were assured we have a strategy to address the threats with our five-point action plan to Share the Benefits of the Boom, Fund for Growth, Quality Services for Regional WA, No Privatisation and Fair Workplaces.

The CPSU/CSA played an active role in the Independent Inquiry Insecure Work earlier this year, highlighting that insecure work is rife in the WA public sector.

We continue to negotiate for a better pay deal for our lowest paid dental health workers and watched with interest when Premier Colin Barnett delivered the Keelty report into the devastating Margaret River bushfire that involved many of our members.

Your Union continues to make a difference in Members' working lives with some of the highlights included in this Annual Report.

Thank you to everyone who was involved in making 2011-12 a solid growth year and we look forward to producing similar results over the 12 months.

# Contents

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<b>Your Council &amp; Executive</b>	<b>4</b>
Planning Day	5
<b>Delegates &amp; Members</b>	<b>5</b>
Delegates	5
Membership Growth	5
Elected Delegates Committees (EDC's)	5
<b>Campaigns</b>	<b>6</b>
Save Our Services	6
Submission to the Insecure Work Inquiry	6
Bullying Submission	7
Community Justice Coalition	7
DEC Keelty Report	7
Technology in Public Schools Alliance	8
Dental Health Services	9
Living Smart Union	9
Regional Trips & Membership	10
<b>Your Union</b>	<b>11</b>
Growth & Recruitment	11
UnionLink	11
Industrial Services	12
Political & Community Campaigning	13
Publicity	14
UN Public Service Day Film Night	14
Learning & Development	14
The CSA Center & Building Management	16

## Your Council & Executive

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Executive and Council are the two decision-making bodies elected by CPSU/CSA Members to oversee the strategic and operational activities of the Union.

Branch Councillors and Proxies are an important and valued part of our Union. They play a critical role, taking responsibility for setting policy and the governance of the CPSU/CSA, ensuring that it is effectively and properly managed.

The Executive Committee makes decisions around the financial and operational needs of the organisation and is comprised of the six Branch Officers and six members elected from Council. Executive is responsible for the management and proper conduct of the Union and the carrying out of policy.

You current Branch Officers and Councillors were:

Toni Walkington	Branch Secretary
Rikki Hendon	Branch Assistant Secretary
Lea McKay	Branch President
Bruce Hawkins	Branch Treasurer
Brian Dodds	Branch Vice-President
Gavin Richards	Branch Vice-President
Michele Cohen	Councillor – Child Protection
Ian Gorman	Councillor – Child Protection
Graham Thompson	Councillor – Child Protection
Sarah Haynes	Councillor – Commerce
Greg Lee	Councillor – Corrective Services
John Sherry	Councillor – Dental Health Services
Jo Dorai Raj	Councillor – Health
Andy Parnell	Proxy Councillor – Health
Grant Sutherland	Councillor – Housing
Barry Healy	Councillor – Industry & Resources
Lewis Stevens	Councillor – Institutes of Technology
John Wrightson	Councillor – Police
Pauline Bombak	Proxy Councillor - Police
Guy Wroth	Councillor – Policy & Administration
Phil Goulding	Councillor – Primary Industry
Graeme McCullagh	Councillor – Regulation & Insurance
Denise Henden	Councillor – Schools & Regions
George Brown	Councillor – Transport & Planning
Glen Townsing	Councillor – Transport & Planning
Bob Hay	Proxy Councillor – Transport & Planning
Tom Watson	Councillor – Water Industry
Kevin Brooke	Proxy Councillor – Water Industry

## Planning Day

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Staff and Council members came together in December for a Planning Day to identify priority campaigns for 2012-13 and develop campaign objectives.

Facilitators James Whelan and Lindsay Soutar from The Change Agency worked with participants to develop detailed strategies using an agreed template.

On the following day key staff fine-tuned the campaign objectives, completed power mapping and commenced work on the strategies required to achieve the campaign objectives.

## Delegates & Members

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### Delegates

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We have enjoyed sound growth in numbers, substantially increasing our capacity to represent Members in the workplace. Over the last 12 months delegate numbers grew from 770 to 828.

More than 350 of these delegates took up the opportunity to develop their skills and knowledge through our comprehensive delegates training program.

### Membership Growth

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The union is pleased to report it has increased membership in the 2011-12 financial year.

We started the financial year with 16,195 Members and 12 months later had 16,227 Members. In the 2011-12 financial year we were one of only 9 WA unions (out of 37 UnionsWA affiliates) to report a net growth in membership.

Union membership is vital to protecting and improving conditions and jobs across the public sector. Public servants should have the ability to deliver quality services to a high standard and our growing membership will help fight for their conditions.

### Elected Delegates Committees (EDC's)

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There were 180 EDCs held in 2011-12, following on from the 181 in the previous 12 months.

The meetings are vital for delegates to get together to highlight and progress important issues affecting Members.

# Campaigns

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## Save Our Services

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CPSU/CSA staff have been busy discussing the importance of the public service as part of the Save our Services meetings that got underway in April. Up until the end of June there were 37 meetings held and attended by more than 500 people with that number increasing dramatically since then as the campaign gains momentum.

The campaign is centred on the five-point action plan of Sharing the Benefits of the Boom, Funding for Growth, Quality Services for Regional WA, No Privatisation and Fair Workplaces. We believe in the value of the public service that is unfortunately facing the triple threat of Privatisation and Contracting Out, Cutbacks and Under-Resourcing and Insecure Work.

Public servants should have the ability to deliver quality services to a high standard that is expected by the Western Australian community. We want a government that is an advocate for public services and has a plan to rebuild a strong, dynamic and innovative public sector.

How the State Government does this is important as the valuable work our public service does and makes a real difference to our society. We know that sound investment is needed for that to happen. Part of that investment should be in the workplaces that provide these services and undertake that important work.

From the Save Our Services meetings our Members and delegates have provided valuable information that has helped developed a detailed claim for a public service WA deserves. This document has since been launched and will be used in the lead up to the March 9, 2013 State Election.

## Submission to the Insecure Work Inquiry

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A permanent workforce is essential for the public sector to best serve the community. That was our key message in a submission to the Independent Inquiry into Insecure Work in Australia in February 2012.

The Australian Council of Trade Unions commissioned the independent inquiry that included public hearings across the country, including Perth.

A permanent, independent public service is essential because it provides frank and fearless advice to the government of the day and delivers services in an impartial manner. Public servants who are insecure in their employment could be compromised or limited in their ability to give advice due to the tenuous nature of their employment. The loss of knowledge and skills from the sector when contracts expire also has a detrimental impact on the quality of the public service as a whole.

Insecure work is rife in the WA public sector and on the increase while permanent work has decreased and the use of fixed-term contracts is widespread. In 1994 85% of public sector employees were permanent compared with 71.2% in 2009, seeing a reduction of almost 14% in a 15-year period. The high number of workers with fixed-term contracts points to the widespread misuse of contract employment in the public sector.

The lack of financial security that comes with a fixed-term contract also hampers the ability of workers to plan for their future and get approval for bank loans. It is also difficult when a worker is the sole income earner in that family and produces emotional and financial stress.

## Bullying Submission

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We were an important contributor to our national union's (Community and Public Sector Union State Public Services Federation Group) submission to the Federal Parliament's Housing Standing Committee on Education and Employment – Inquiry into Workplace Bullying in 2012.

Our submission contained 13 case studies where we outlined circumstances and the short and long-term consequences to the worker and the workplace. It was supported with submissions from other SPSF branches, which included experiences of inappropriate and unreasonable behaviour.

Our submission said that 70-80% of members' Workers Compensation claims relate to stress and the majority of these cite bullying as the cause of this stress. A survey in 2011 revealed that 35% of members experienced bullying and 58% reported they had witnessed bullying behaviour in their workplace.

The national submission included 29 submissions including WA public sector workers having access to the WA Industrial Relations Commission in relating to bullying issues by deleting section 80(E)7 of the Industrial Relations Act 1979.

## Community Justice Coalition

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The CPSU/CSA is a key player in the Community Justice Coalition which is an informal coalition of community organisations that are concerned about the way prisons and justice are managed in Western Australia.

We understand that prisons have a role to play in contributing to a safer WA community but believe that prisons needed to be used as just one part of a broader range of methods to address criminal behaviour.

The Coalition has called for greater emphasis and funding for rehabilitation programs for people when they are still in prison, as well as strengthening programs to prevent engagement in criminal behaviour.

We are also lobbying for more post-release support to reduce recidivism rates.

## DEC Keelty Report

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CPSU/CSA staff and Department of Environment and Conservation members were in the Parliament House public gallery in February as Premier Colin Barnett tabled the Keelty report into the devastating Margaret River fires from November 2011.

Previous reviews had identified substantial funding and resource shortfalls and this was again identified in the Keelty report.

The report highlighted insufficient progress towards implementing reviews tabled in the Ferguson report after the Boorabbin bushfire in 2009, with DEC only able to implement some recommendations within its limited funding capacity.

This latest report clearly highlights that more needs to be done and that there is a need to retain staff through better pay rates, alleviating onerous conditions and fill much-needed vacancies.

We have called on the Barnett Government to take responsibility for the community safety and properly resource the Department of Environment and Conservation and other public sector agencies.

It is important that everyone understands the DEC is seriously understaffed and didn't have adequate resources to do the role they were expected to deliver.

## Technology in Public Schools Alliance-----

The CPSU/CSA has joined forces with the State School Teachers' Union (SSTU), the Primary Principals' Association (WAPPA), the Secondary School Principals' Association (WASSWEA) and the peak body for Parents and Citizens' Associations (WACSSO) to form the Technology in Public Schools Alliance ([www.tpsa.org.au](http://www.tpsa.org.au)).

The alliance is calling for the government to employ IT support officers in schools at a ratio of one officer for every 200 computers, provide funding for updated IT systems and infrastructure and funding for IT training for all school staff.

We have called on our members, concerned parents and community members to add their support to the campaign and put pressure on their local Member of Parliament.

The Barnett Government has failed to provide adequate funding and resources to provide adequate information technology in our schools. Schools are increasingly dependent on technology for curriculum and administration duties but the lack of support has been an ongoing issue and is getting worse.

The Department of Education does not allocate IT staff to schools and most schools cannot afford to employ IT support officers.

An Education and Health Parliamentary Inquiry, headed by Independent MP Janet Woollard, has been hearing from all stakeholders about the lack of IT support and with one of the focuses being the current and future resourcing challenges of eLearning.

The CPSU/CSA submission said the Department of Education needed to allocate an adequate number of IT support officers to maintain the school's growth technology and take the IT support-related workload off the rest of school staff as this detracts from their normal duties.

We followed this up on July 9 when Branch Assistant Secretary Rikki Hendon and delegates Joyce Bootsma (Bungaree Primary School registrar) and Russell Clarke (Belmont City College IT officer) elaborated on the written submission.

The committee recommended the Department of Education contract an independent party to assess workload and what resources would be required (how many positions and

at what classification) to meet demand. Its final report will be tabled by the end of November 2012.

## Dental Health Services

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Negotiations continue with the WA Health Department to establish a better pay structure for our lowest paid workers in the public Dental Health Service

An estimated 150 people took their case to the steps of Parliament on August 16, voicing their concern to Health Minister Kim Hames and Shadow Minister Roger Cook. A lot of the employees were not keen to accept a deal that would see them work longer hours for a paltry pay increase and in other cases a lower hourly rate.

For many years Dental Health workers have campaigned for a better deal for the employees who provide a vital public service. After months of discussions the Department of Health made a submission to the Health Minister in December 2011 with the offer presented and overwhelmingly rejected by CPSU/CSA members in June 2012.

Many dental health workers felt they were not valued by the Barnett Government.

Department of Health statistics show there were 25,772 people on waiting lists at public dental clinics from April-June 2012 which is 4767 more than the same period last year (an increase of 22.7%).

The government should be looking to attract and retain experienced staff to address this blowout. There is no incentive to stay in the service and this offer will not attract people to the profession.

For years WA Dental Health Services has struggled to attract and retain quality dental health professionals that includes dentists, dental therapists, dental clinic assistants and dental technicians.

The service provides school-age children and low-income families with vital dental care but without adequate resources and staffing, waiting lists will continue to blow out. Patients at some clinics have already been forced to wait more than two years for follow-up appointments.

## Living Smart Union

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The Living Smart Union (LSU) project continues to expand with 134 participants and their partners/colleagues participating in project courses and events in 2011-12. These were made up of six LSU courses and six one-off events.

The courses are an effective way of attracting and engaging 'hard to reach' members with LSU participants telling an average of 10 colleagues about the programs on offer. Courses attract participants from a range of demographic groups, including younger members.

Several LSU participants have become involved in Union organising and even had input in the CPSU/CSA's draft Climate Change Policy that was adopted in March 2012. The inaugural Union Living Smarties event in February 2012 attracted 20 members with eight previously not engaged in the program.

The LSU program has been instrumental in bringing reputable suppliers of solar systems, grey water and rainwater harvesting products into the Member Discounts program. Pre- and post-course evaluation asked about 12 specific actions (eg: growing fruit and vegetables, cleaning with vinegar and bi-carb and taking public transport). The number of participants undertaking these actions had doubled by the end of the courses. Around 400 new sustainability actions taken by members as a result of the courses.

## Regional Trips & Membership

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When Australian singer Lucky Starr sang 'I've Been Everywhere' back in 1962 he didn't quite have the CPSU/CSA's regional travel schedule in mind.

Your Union is always keen to get out into the regions but hasn't been to as many towns as listed in the popular song that went onto to become a popular hit.

But our Perth-based organiser was kept busy with regular trips to many regional centres including Carnarvon, Exmouth, Kalgoorlie, Karratha, Newman, Tom Price, Goomalling, Dowerin, Merredin, Wyalkatchem, Trayning, Nungarin, Mukinbudin, Bencubbin, Beacon, Cadoux, Koorda, Wongan Hills, Calingiri, Moora, Derby, Fitzroy Crossing, Roeburne, Port Hedland and South Hedland.

On top of that our Bunbury-based organiser was constantly on the road, talking to our Members and delegates in the South-West. The regional visits provide a great chance for the Union to hear first hand what is happening in the regions.

# Your Union

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## Growth & Recruitment

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The Growth Team is one of our key recruitment strategies to build our influence and capacity.

The team is involved in outbound calls to new starters in the Public Service, coordinating and attending campaign visits, running inductions in workplaces, speaking at campaign meetings and making welcome calls to new members.

An increase in resignations is inevitable as many of our members reach retirement age or take up job opportunities outside our coverage. If we are to continue to become stronger and continue our campaigning work we need to attract new members to join with us in increasing rates. We recently invested in our building our capacity by expanding our Growth Team to twelve staff comprising of three additional Recruitment Organisers and one administrative support role.

In 2010 the team attracted 1046 members with that number increasing to 1266 in 2011 and early indications are the team will break last year's record total by December.

As part of General Agreement 5 we won a requirement that departments supply their list of new starters so we can contact new employees to discuss the importance of union membership. Our Recruitment Organisers get a buzz out of introducing the union to new starters in the public service and our calls are welcomed by those we contact.

Another important contribution is our participation in workplace staff inductions. Many departments run staff induction programs and the union is invited to attend.

When members first join we now give them a welcome call to personally thanking them for and let our new members know how to contact us if they need to, outline our contribution to their working lives and explain the many different benefits available to our members.

We are also able to check our new members' details are correct and ensure they have received their membership materials. We have found this initiative builds a relationship with our new members and is valued connection.

## UnionLink

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UnionLink continues to be a major point of contact with members, fielding 10,714 calls for assistance in the 2011-12 financial year. In addition the call centre handled 50 email enquiries per day via [help@cpsucsa.org](mailto:help@cpsucsa.org), making 15,515 contacts with Members. In total we received 17,325 calls for the financial year.

The call centre provides an industrial relations telephone service where we support delegates and Members in resolving one off issues.

Typical inquiries during 2011/12 related to workplace bullying, member entitlements under their award/agreement, implementation of new district allowance rates, grievance resolution, health issues in the workplace and breaches of discipline.

Wherever possible, UnionLink encourages Members to be actively involved in resolving their issues by providing members with options for resolving their concerns and then supporting them in pursuing the resolution they choose.

In taking on this servicing role, UnionLink frees our Organisers for workplace visits, to recruit delegates and build the strength of our Union in the workplace.

The call centre also makes some outbound calls to members who are considering resignation from the CPSU/CSA, but remain within our coverage. We hope to resolve any concerns and retain them as members.

In addition to phone contact we encourage Members to visit our website where important campaign updates and other department or agency specific information is provided. UnionLink is responsible for updating the Frequently Asked Questions on the website and developing new ones as the need arises.

We encourage delegates to contact UnionLink about their training and other support needs and to seek advice on issues.

Delegates often call for help to prepare for specific meetings or to better understand their rights as delegates and for advice on supporting Members in the workplace generally or supporting them in disciplinary or grievance meetings.

## Industrial Services

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Our Industrial Services Group continued to be busy in the wake of settling General Agreement 5.

Over the past year industrial officers have negotiated and registered a number of agreements in the WAIRC or FWA, including:

- » Traffic Wardens Industrial Agreement 2011
- » Parliamentary Employees General Agreement 2011
- » Landcorp Enterprise Agreement
- » DEC Barrow Island Agreement
- » An order for Landgate Valuers to be a specified calling
- » State Law Publishers Agency Specific Agreement
- » Main Roads General Agreement
- » Grey Racing Association Enterprise Agreement
- » DEC Common Fire Services Agreement

On many occasions industrial officers have used their expertise to provide comprehensive advice and representation to groups of Members involved collective campaigns, including:

- » Dental Health staff attraction and retention
- » Insecure work – Fixed term contract and Labour Hire
- » OSS decommissioning
- » Corporate Credit Cards dispute in Corrective Services
- » Abolition of Community Social Trainers' positions in Disability Services

Industrial advice and assistance was provided to extend the scope of the CPSU's membership rule in order to follow out work that has been privatised or outsourced by the State Government to private providers and the non-government sector.

ISG has continued to advocate strongly members' concerns and interests in the development and implementation of Public Sector Commissioner's Instructions, including:

- » WA Public Sector Code of Ethics
- » Codes of Conduct and Integrity Training
- » Approved Classifications Systems and Procedures
- » Approved Contracts for Service

- » Redeployment and Voluntary Severance
- » Attraction and Retentions Incentives.

We vigorously opposed a proposed instruction, which would have limited severely the right of freedom of speech in social media and elsewhere.

ISG has continued to insist on proper standards of probity and procedural fairness in matters of poor performance or discipline.

We have exposed the deficient practices of some investigators.

We usually have an average case load of 230 cases each month, which includes worker's compensation, discipline, or collective issues or agreement negotiations.

## Political & Community Campaigning

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In 2011/12 the Community Campaign team continued to implement a political and community comprehensive campaign strategy by working with our organising teams on agency campaigns such as Dental Health Services, the Department of Corrective Services and the Department of Environment and Conservation.

The team has organised CPSU/CSA members to meet with local politicians and ministers as part of the 'Don't Outsource Justice' campaign and as our Dental Health Services campaign.

The Community Campaign team also developed networks with community groups to support our campaigns, such as assisting to form the Community Justice Coalition to promote justice reinvestment, and the Technology in Public Schools Alliance to campaign for more resources for IT support in schools.

The team also contributed to the community and political engagement strategies for public-sector wide campaigns, such as the political lobbying campaign to amend section 80(E)7 of the Industrial Relations Act to allow public sector workers access to the WA Industrial Relations Commission to resolve disputes over transfers, appointments, etc.

Community Campaigning has also contributed to the political and community strategy of the Save Our Services campaign, which will continue to ramp up over the coming financial year with visits to local Members of Parliament and candidates, and community events such as town hall meetings.

The team has also put forward the views of our membership by making submissions to various inquiries.

This year ISG lodged a submission to the ACTU-initiated inquiry into insecure work, focusing on the problem of fixed-term contract employment, and supported members to attend the Inquiry hearing and give evidence of their own experiences with insecure work in the WA public sector.

ISG also made a submission to the WA Parliamentary Inquiry on improving the educational outcomes for Western Australians of all ages, which focused on the need for increased resourcing of IT in schools, and we also made a submission to the Inquiry into the decision to award Serco Australia the contract for the provision of non-clinical services at Fiona Stanley Hospital, raising issues about the privatisation of public services.

## Publicity

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In 2011/12 the publicity team expanded to meet the growing needs of the organisation. We now have 4 staff: one Media Officer focused upon the web and social media, another focused upon print production, and the third and most recent addition, focused on liaising with the media, and a team coordinator.

The new Media Liaison Officer has brought about a 10-fold increase in our media exposure, averaging 30 media spots each month. We now enjoy an increasing relevance in public discourse relating to the public service.

Together we design communications strategies and tools to service the requirements of any part of the organisation and work with external organisations such as news providers and stakeholders to spread the word about our Members and the importance of the work they do.

In conjunction with the Elected Officials and other staff, we design and produce tools for organising and campaigning such as “Email your MP” features on the website, newsletters (print and email); the Journal; posters, placards, media events and so on.

In 2011-12 the Publicity team provided design and production services as in-kind sponsorship for a range of events including the Industrial Relations Society of Western Australia’s Seminar Series and State Conference, which occurred early in the 2012-13 financial year. We also assisted UnionsWA in planning May Day and provided printing support for International Womens’ Day.

### UN Public Service Day Film Night

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The smell of popcorn was in the air when level 6 of the CPSU/CSA building was transformed into a theatre for a movie night on June 22.

Members and staff came together for a special screening of *Outsourced* as part of United Nations Public Service Day celebrations.

Everyone was able to enjoy pizza and a drink, before taking a tub of freshly-made popcorn to the main room that was decked out to resemble a cinema, complete with big bean bags that were hired for the occasion.

## Learning & Development

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Learning and Development (L&D) continued to strive to meet the demands of our Members and delegates for relevant and professional training.

The CPSU/CSA is one of the few Australian unions dedicating significant funding to member and delegate development.

The last year has seen our union provide additional training and administration support and for this vision and funding we would like to thank our elected officials, coordinators, executive and council. Members and delegates continue to access free training through the CPSU/CSA’s commitment to maintaining this condition in our awards and agreements.

Development of our delegates remains a cornerstone of L&D objectives with more than 350 delegates attending more than 30 courses this financial year. L&D has also been contributing to our SOS campaign, with a focus on working with our campaign Life Guards.

The union continues to hold agency and department planning days for delegates from all over WA to discuss and plan how to resolve issues and make workplaces fairer and better places to work.

Regional training remains a focus and we have worked with Members and delegates in Bunbury, Geraldton, Port Hedland, Kununurra and Albany.

Professional Development topics include Work/Life Balance; How to Deal with Conflict in the Workplace to Guide to Change Management and Assertiveness. We continue with special events on Retirement and Surviving as a New Parent.

We have had more than 1700 Members participate in L&D events in the past 12 months. The last year saw more than 50 Lunch & Learns organised taking training into your workplace on topics requested by delegates or Members.

This has proven very successful with more than 600 attendees in agencies from Agriculture to State Revenue and many in between.

Through these opportunities we have canvassed issues important to members and together developed practical and realistic solutions.

## The CSA Center & Building Management

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The CSA Centre has again retained full tenancy over the reporting period.

The biggest project for the year was the refurbishment of level 6th Floor which has now been completed. The training department relocated its course delivery to the top level from the ground floor and that space was immediately tenanted, proving the strong rent interest of the CSA premises.

During the refurbishment of level 6 we used environmentally-sustainable materials such as carpet made from recycled materials, T5 lighting, waterwise amenities, smart glass and a solar passive design.

The future of this modern facility will undoubtedly enhance the training and meeting facilities for members and delegates. Our tenants for the 2011-12 financial year were:

### *Level 6*

CPSU/CSA Council Chambers / Training and Conference Centre

### *Level 5*

CPSU/CSA

### *Level 4*

Exearne Pty Ltd

UnionsWA / Koolyara

### *Level 3*

WASO

Auscript

### *Level 2*

I & E Systems Pty Ltd

### *Level 1*

CPSU-PSU Group WA Branch

Spark and Cannon

Ground Floor

Retravisio

WASO Ticketing Office

The Greens

Women's Law Centre.

EMC