



ANNUAL REPORT

# 2014/15 CPSU/CSA Annual Report

Report prepared by:  
Community and Public Sector Union/Civil Service Association of WA

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# Executive Summary

We are pleased to present our Annual Report, highlighting the achievements, activities and stories of our people for the 2014-15 financial year.

This year has tested our resilience and its hallmark has been resistance.

Fiscal announcements throughout the year revealed the true colours of Premier Colin Barnett and his Cabinet.

It has become evident that their big spending on vanity projects will be paid for by big cuts to public service jobs and services.

This is no accident or twist of fate.

The unrelenting push to legislate unprecedented power to terminate people working in public service jobs was realised in May delivering the means to effortlessly cut jobs.

The legislation also removes barriers to privatisation of public services.

During the year Colin Barnett's government moved to privatise more and more services.

In the face of growing concerns the Disability Services Minister forced dozens of people to change their living arrangements to services run by private operators.

The Treasurer set the Economic Regulation Authority the task of inquiring into prisons performance with the predetermined conclusion that "commissioning" or contracting out each prison operation would address alleged deficiencies.

The Agriculture Minister told farmers they would need to fend for themselves as he announced the cessation of government research and support services.

The Treasurer has set in train the sale of important primary produce services such as the Perth Marketing Authority, Forest Products Commission and port handling facilities.

This agenda has created a major shift in the environment that we work in and we have needed to adapt and change.

There is an inexhaustive list of things to be done if we are to build a better future.

It is reassuring that we have committed hard working members, delegates, staff and officers who give their all to make a difference.

Thank you to everyone who contributed in 2014-15 and we look forward to setting a new agenda in 2015-16.



Lea McKay  
Branch President



Toni Walkington  
Branch Secretary

# Our Executive Committee



**Front (L-R):** Brian Dodds, Toni Walkington, Lea McKay, Rikk Hendon  
**Back (L-R):** Lewis Stevens, Tom Watson, Kurt Mayerhofer, Grant Sutherland, Bruce Hawkins, Gavin Richards  
**Above:** Denise Henden  
**Absent:** Greg Lee

## Lea McKay Branch President

Lea's entrance into the public service started back in 1995 when she was employed as a library technician at Murdoch University.

She progressed to the Department of Corrective Services in 2007, working as a complaints officer on the prisoner access line before moving to Casuarina Prison in 2010 where she has been the coordinator of Aboriginal Prisoner Services ever since.

In this role Lea looks after the welfare and stands up for the rights of Aboriginal people in prison.

Her involvement with the union started not long after her commencing her university posting and she has been very active ever since, including serving on the CPSU/CSA Council and Executive Committee.

Lea served as vice president for six years and in 2008 was elected as president, and re-elected in 2012 serving another four years in that role.

She has been involved in many state and federal union campaigns in that time.

Lea is passionate about social justice and very proud to be the first Aboriginal woman elected as president of an Australian union.

## Dr Brian Dodds Vice President

Brian works for the Department for Child Protection and Family Support and has experience in social work, leadership and management.

He has supervised many Student Social Workers during their placements within DCPFS, as a Social Work Field Educator.

Brian served as a workplace delegate and councillor representing the Department for Child Protection and Family Support from 1974 to 1982, as well as the President of the Institution Officers Association (then a sub-association of the CSA).

He served as a councillor and workplace delegate again for DCPFS from 1985 to 2005 and in 2006 he became a member of the Executive.

In 2007 Brian was elected as a vice president and served on the workload management project for DCPFS, the Specified Callings Working Party, as well as the working parties for General Agreements 3, 4 and 6.

Brian is a member of the Strategic Plan working group and the joint unions JCC, as well as the chairperson of the Standing Orders Sub-committee.

He is also an executive member of the CPSU - SPSF Group.

### **Gavin Richards** Vice President

Gavin joined the CSA in 1973 following his appointment as a clerical officer in the Corporate Affairs Registry of the (then) Crown Law Department.

Since then, he has been actively involved in public sector union activities at both State and Federal levels for all but two years when he was involved in setting up the WA Police Professional Standards Portfolio, (during which at that time he served as the union's electoral officer).

Gavin has served in delegate, councillor and executive roles, chaired the union's Equal Employment Opportunity sub-committee and was the CSA's representative on the tripartite group that developed WA's inaugural occupational safety and health legislation.

He has represented the union on the Trades and Labour Council (now Unions WA), and was seconded to the CSA for a year to coordinate the transfer of Corporate Affairs staff to the then Australian Securities Commission.

Gavin represents Public Sector interests internationally as a member of the SIGTUR and State Public Sector interests as a branch delegate to the SPSF, and sits on the Public Service Appeals Board.

During his public service he has served as a client liaison officer, registrar, inspector, investigator, industrial officer, executive officer and principal auditor.

### **Bruce Hawkins** Treasurer

Bruce has a background in insurance, consumer law and compliance. Since 2007 he has worked at the Department of Health and his current role is principal compliance officer in the Tobacco Control Branch.

Prior to that Bruce worked in what is now the Department of Commerce and started his career at SGIO.

He has been a union member since 1972 and became a workplace delegate in 1998.

Bruce became a CPSU/CSA Councillor in 2002 and joined Executive Committee in 2004.

He has been Treasurer since 2008.

## **Toni Walkington**

### **Branch Secretary**

Toni started full time work in the WA public sector as a Project Officer for the Valuer General's Office in 1983.

Following a brief period as project officer for Telecom she took up a role in the newly created Equal Opportunity Commission in 1985 and started work with the union in 1991.

In 2002 Toni was elected as WA state secretary of the Community and Public Sector Union, State Public Services Federation Group and general secretary of the Civil Service Association of WA Inc, positions she still holds today.

She is also National Vice President of the Community and Public Sector Union, Vice President UnionsWA and represents the national union at the ACTU Executive Committee.

Previous positions held at the CPSU/CSA include WA assistant secretary, chief industrial officer, senior industrial officer, industrial officer/organiser, councillor and workplace delegate.

Toni is also a board member of the Institute of Public Administration WA and Electrical, Utilities and Public Administration Industry Training Council.

## **Rikki Hendon**

### **Branch Assistant Secretary**

Activism started early for Rikki who was attending refugee rights rallies while still in high school and that continued when studying at Curtin University.

She became President of the National Union of Students WA Branch in 2006 and towards the end of her study participated in the Labour Movement Work Experience program with Senator Chris Evans.

In 2007 Rikki was contracted to work in the CPSU/CSA's UnionLink before taking on a temporary organiser position.

After travelling Europe for six months Rikki took up a role organising workers in Dental Health Services and later with the Department of Mines and Petroleum, Legal Aid, Department for Communities and the Department for Child Protection before acting in a lead organiser role that eventually became a permanent posting.

In 2012 Rikki became the organisation's Branch Assistant Secretary, replacing Jo Gaines.

## Denise Henden

Denise has been employed by the Department of Education for 26 years and has been a union member for 24 years.

Within a couple of years of joining the union she became a Delegate and was actively involved in the EDC process.

Denise was a member of the CPSU/CSA Council for 14 years and has served on Executive Committee for 11 years.

She has also been a serving member on the Federal Council for six years.

Who continues to represent the membership by serving on many committees!

Denise takes her union involvement seriously and believes everyone has a right to go to work every day feeling secure and is also a strong supporter of a fair day's work for a fair day's pay.

## Grant Sutherland

Grant grew up in the country town of Perenjori and attended Morawa District High School before completing his schooling at Hale School in Perth.

He has worked in government for 12 years at the Housing Authority (formerly the Department of Housing).

Grant is currently employed as a project officer for the National Partnership Agreement Homelessness.

He has been a delegate for 10 years, on the CPSU/CSA Council for seven years and served on the Executive Committee for five years.

Working at the union office for 16 months gave Grant a good insight into the valuable work the organisation does.

## Kurt Mayerhofer

Born in Canberra, Kurt moved to the Northern Territory as a youngster before settling in regional Western Australia in the 1980s.

His first posting in the public sector was working for the Country High School Hostel Authority in Narrogin. This was followed by five years as a student services officer at Geraldton TAFE.

Kurt's current posting is as a senior youth justice officer at Corrective Services in Geraldton where he has worked for eight years.

He rejoined the union movement in the wake of the Howard Government's WorkChoices campaign, concerned about the attack on workers rights.

Kurt has been a CPSU/CSA delegate and deputy delegate for 10 years, joined the organisation's Council three years ago and the Executive Committee 12 months ago.

He is passionate about the plight of regional public servants and raises their concerns at both council and executive committee level.

Kurt has been actively involved in many union campaigns over the years.

## Lewis Stevens

Lewis has worked in the public service, specifically at the Central Institute for Technology since 2001 and became a union member at the same time.

He is currently employed as a library technician.

From there he became a workplace delegate in 2003 after gaining permanency through union action on his behalf in the WA Industrial Relations Commission.

Lewis progressed to being a CPSU/CSA Councillor three years ago and joined the Executive Committee in 2015.

He travelled to Melbourne in this reporting period to represent union members at the ACTU Congress.

## Tom Watson

Tom has been employed by the Water Corporation (previously Public Works Department and WA Water Authority) for 39 years.

He is currently employed as a project officer in the Operations and Maintenance unit.

Tom has been a member of the CPSU/CSA since 1996 and prior to that was a member of the Australian Workers' Union for 20 years.

He has been a member of the CPSU/CSA Council for eight years, on Executive Committee for two years and a workplace delegate for 10 years.

Tom has also been an active member of the union Enterprise Agreement negotiation team for the last three Water Corporation agreements.

# Campaigning

## *Saving Our Services - Because public services matter*

People working in public services provide valuable support, assistance and services to the WA community.

But Western Australia's public services are under threat.

In 2010 the Barnett Liberal-National Party Government began a program of public sector staff and funding cuts, along with the sale of assets and privatisation of public services.

At the same time the population of WA was growing rapidly with housing affordability getting worse and costs of living rising.

With support from UnionsWA, the CPSU/CSA and public sector unions formed Save Our Services to raise awareness about the importance of publicly provided services.

Save Our Services is committed to a clearer, stronger role for the public sector.

The Save Our Services campaign is about ensuring West Australians, particularly those most in need, can access decent health care, schools, public transport and other Government services.

After six years of the Barnett Government Western Australians have longer waiting times in our hospitals and for other services, and rising class

sizes in our schools, while a lack of investment in our roads and public transport means increasing traffic congestion and costs to our economy.

Important community safety services, such as those in our prisons, disability services and licensing services have been compromised.

Iron ore prices have tumbled, the resources sector is moving from a construction to production phase and the boom seems to be over.

On the one hand profitable public assets are being sold to big business leaving us with a real fear that these will slowly be run down to turn a profit. On the other hand important public services, particularly those for vulnerable West Australians are being privatised or out-sourced, often resulting in fewer services or less quality services for those most in need.

The list of assets sold and public services that have been privatised is long and getting longer - the Fiona Stanley Hospital, Midland Hospital, the Kwinana and Pilbara ports, public housing maintenance, prisons, parole and probation services as well as disability services.



## *How it's done matters*

Decisions about how and who delivers our services can make a big difference.

The State Government has been privatising and outsourcing public services, including:

- Privatising 31 services at the new Fiona Stanley Hospital.
- Completely privatising the new Midland Health Campus.
- Premier Barnett has privatised the new Young Offenders Prison in Murdoch and is planning to run the new Women's Remand facility privately;
- Homeswest maintenance services have been privatised;
- People with disabilities are being forced to change to privately run residential homes;
- Support for research and industry assistance for farming has been privatised.

This had led to:

- Poorer health services. At the Fiona Stanley Hospital IT, radiology, support and many other services will be privatised. There is a real risk that the drive for profits will lead to poorer services including for cleaning. University of WA Professor Thomas Riley has warned that: "In WA we were seeing about 40 reports of hospital infections a month until about July last year and then all of sudden it has gone upwards, and we're up around 100 cases a month."
- Fewer health services. The Midland Health Campus has been privatised by the Barnett Government and as a result there will be no contraception, pregnancy termination or sterilisation procedures performed.
- Profits for large corporations. The private company Serco has been given a \$4.3 billion contract from the government to profit from the running of the Fiona Stanley Hospital.

- Over-charging, fraud and under-servicing for housing. Following the Barnett Government's decision to outsource to the private sector the maintenance of Homeswest properties, overcharging, underservicing and fraud were so serious that an estimated \$2.8 million will have to be repaid and the Corruption Commission has been asked to investigate.
- Unsafe services. In 2008 a private company, Global Solution Limited (now G4S), was held responsible for the death of a 46-year-old Aboriginal Elder Mr Ward, who died of heat stress inside a poorly maintained prison van. Multi-national company Serco has now taken over prisoner transport despite being found to have been unsafely using cabs to transport prisoners in the UK.

Private corporations exist to make a profit, not to provide the best possible level of service for the community.

Our public services are too important to be outsourced or sold off and should remain accountable to the community and in public hands.

## *What's done matters*

Despite record mining royalties, the State Government continues to make cuts to services we all depend on such as community safety, health and education.

Over the last year our population grew by 73,000 yet the WA Government continues to underfund important public infrastructure and services.

If we are to have quality services, needs must be met.

On income and funding the key facts are as follows:

More mining royalties than ever. The Barnett Government has enjoyed greater mining royalty income than any WA state government before. Just prior to coming to office in 2007/08 the State Government received \$1.68 billion a year, and that

that income has since more than doubled to \$4 billion a year.

- Budget cuts. In its first 2009-10 budget, the Barnett Government cut funding for public services by \$381 million. The Barnett Government made further cuts in the 2012-13 budget and then again this September the Barnett Government made still more cuts. This resulted in total cuts in 2012-13 of \$596 million.

Matching and meeting community needs for services needs to take into account WA's rapid population growth. With WA growing by an average of 1,400 people each week over the past year, there have been increasing demands for school, health and other services, more congestion on our roads and public transport.

Budget cuts have affected all aspects of the public sector including:

- The WA Police Service resulting in the loss of 104 full time positions;
- Child protection leaving 740 children at risk without a child protection case worker;
- Health services with a loss of 130 full time positions;
- Public transport. The State Government cancelled plans for new trains resulting in serious over-crowding with trains sometimes forced to skip stations.

CPSU/CSA members have signed up to the campaign in increasing numbers and along with other have contributed to the growing number of people registering support by signing up to the webpage and Facebook page.

In January we released an expert evaluation of Colin Barnett's response to the reduction in mining activity and the impact on the Western Australian economy.

## *Bargaining For Fair Wages - General Agreement 6*

The 2014-15 financial year started with members concluding a hard-fought campaign for fair wages and decent conditions of employment for more than 40,000 people working in state government public services.

The efforts work of our members delivered a 2.75% increase in June 2014 and a further 2.5% in June this year.

With the Consumer Price Index for at June 2015 tracking at 1.2% this achieves members' original goal of a wage increase of at least CPI.

There will be a further increase of 2.5% in June 2016.

This final outcome ensure our members receive the same pay increase as police as those for police officers and firefighters.

Throughout bargaining Premier Colin Barnett tried to manipulate the public economic discussion in order to disadvantage public sector employees.

Constant and frequent references to expenses of the state public service served to hide the facts. Wages have fallen over the last decade and continue to fall as a percentage of government expenditure and are were not putting extra pressure on government finances.

Our strong defence of employment conditions saw off attempts to trade off or claw back conditions of employment.

Our agreement continues to provide good working conditions with reasonable working hours, good access to leave, rates that respect premium time with family and friends and safe environments.

Through the tireless efforts of our members, delegates, officers and staff the aspirations of people working in public services for a decent living standard and time for family as well as work were realised.

## *DelCon 2015 - Planning for the future*

More than 120 delegates from all over Western Australia came together for Delcon 2015 at the CSA Centre on February 19-20 to learn from each other and work on campaigns to improve people's lives.

People came from diverse services and occupations with many great ideas about how we overcome the challenges of our current environment.

There was considerable debate about the seismic shift in society and what it means for public services in WA.

People expressed concern for the future of public services with many services and programs being terminated ceased, jobs being cut and private sector operators moving in.

Creating a better future and reflecting on lessons from other movements involved in change engaged many present.

Building a network of leaders in the workplace to create a movement capable of effecting big change was a central theme throughout the two days.

The need for dynamic workplace leaders was emphasised by Nadine Flood, Joint National Secretary of our national union.

### *Plenty in common says Nadine Flood*

The Federal CPSU shares a lot in common and has similar challenges to the CPSU/CSA, Joint Federal Secretary Nadine Flood told the Delcon 2015 audience.

The biggest issue is building really strong and powerful unions that can take on governments, take up the big fights and ensure that people get what they want as union members and people in the community.

After in-depth analysis part of the union for federal public services recognised that it needed to be a

different union to be more effective and take on the big fights but still complete "the day-to-day stuff".

She stressed it was important to have a union that was embedded in the workplace, making it hard for the employer to lock them out.

They surveyed members to see what was important to them as part of the plan to increase power and capacity.

The goal is to be more active and capable of taking on multiple campaigns at once, take on the big fights but still maintain the tasks that people rely on unions for.

One of the challenges was to convince more federal public servants to join the union with most of them acknowledging that the union was doing a good job.

That formed part of the debate amongst CPSU delegates, organisers and staff about promoting public services as a as being a core and fundamental part of a decent democratic society, being part of the political conversation and changing what is possible.

As they did that, the federal union talked to people and asked what they were up for and what they were prepared to do.

As a result they now have a strong group of delegates who are leading the charge in the union, in the workplace and the community through community campaigning.

## *Social Impact Bonds*

The union's opposition to social impact bonds was on the radar early in the reporting period, particularly after the Barnett Government flagged the idea of introducing the bonds in the Corrective Services portfolio.

Corrective Services Commissioner James McMahon gave a hint of what was to come when he said his department was consulting with Social Ventures Australia (SVA) to assess the potential of using bonds.

Under a social impact bond private investors fund a social program or service, usually delivered by a non-government provider. The government pays investors their capital and an agreed-on profit if the program achieves specified results.

The union argues that the touted benefits were unproven as no one had completed and evaluated a social impact bond project to determine its success.

We criticised the plan saying it was not an innovation in public service delivery, but rather the latest way of dressing up privatisation.

The big fear is that private investors and service providers will dictate how people in custody and all associated rehabilitation programs should be managed, with limited transparency and accountability to the public.

The union response is that the government has a duty to the community to run and be accountable for essential services, such as Corrective Services, and should not be modifying them for private profit.

We maintain there is no need to enter in these arrangements to foster innovation and deliver public services, as there is already significant innovation and high level of expertise within the public sector.

The Barnett Government needs to stop cutting public sector funding and jobs and invest in its own, highly-skilled and motivated workforce, rather than selling off public services to the private sector.

## *National Day of Action*

CPSU/CSA members were out in force and supported the Perth National Day of Action on March 4.

Thousands of people marched to the steps of State Parliament to protest at the Abbott Government's plans to destroy everything people had work had for.

In the lead up to the event it became clear that the full-scale Productivity Commission inquiry into the rights of people at work could deliver cuts to penalty rates, the abolition of the minimum wage, bring back unfair individual contracts and give more power to employers.

The joint union campaign staged events right around the country sending a strong message that the community was not prepared to tolerate reduced living standards including: slashing Medicare and hiking up the cost to see a doctor; introducing \$100,000 university degrees; cutting the ABC and our public services; cutting the pension and superannuation; implementing harsh changes to unemployment benefits; and cutting community services which support everyone.

## *Acacia EBA*

Securing a fair wages and conditions agreement has been the focus of much of the year.

Serco, the employer of people working at Acacia, commenced the bargaining process wanting to take things backwards.

The changes they wanted would mean no consultation with people over staffing levels, limits on the matters people could raise in the Dispute Settlement Procedure, forcing people working in support and administration roles to work on weekends without consideration of family/caring/medical issues.

Attempts to resolve these matters at the negotiating table were blocked by Serco.

A solid stance by people backing a NO vote on Serco's offer forced them back to the negotiation table.

After a long and hard-fought journey the campaign successfully won pay increases between 4% and 4.25% percent annually.

Working conditions were maintained, including fair access to uniforms, a say in the roster and changes to the roster, consultation on changes to staffing levels, on-call allowances, union consultation on major changes, increase to PRT Allowance, the right to dispute any industrial matter, maintained overtime (double time and a half) for officers required to work over 16 hours and time-in-lieu for officers required to attend court for official duties on rostered days off.

There were no trade-offs in conditions and this was made possible because of the tireless efforts of delegates throughout the long campaign.

## *Child Protection & Family Support*

High workloads continued to be the main topic of conversation for people working in child protection and family support.

Following many efforts the Department finally agreed to work with our delegates to find ways to address the workload and ensure each case referred to the Department was properly managed.

However little progress resulted in frustration by October and we called on the Department to implement an earlier order of the Western Australian Industrial Relations Commission that limited caseloads allocated to each person.

The Department claimed the order did not address the need to measure intensity and complexity of cases but refused to develop an alternate measurement method.

The threat of heading back to the WA Industrial Relations Commission inspired the department to suggest that they direct that district directors be nominated as a liaison person for unallocated cases.

Clearly this action does not address the need for the cases to be managed properly and we continue to campaign for a solution to this problem.

## Corrective Services

Justice is Government business is all about formulating an alternative vision for the work of people in Corrective Services.

Over 14 workshops were held with community corrections officers with more than 150 people participating and contributing to a vision for better outcomes, particularly around rehabilitation of offenders.

This work forms the basis of the Union's agenda for the next several years to be formalised at Union's "Setting the Agenda" conference in October 2015.

Top most in many people's minds are the changes needed to direct attention to the prevention of crime and rehabilitation of those who commit crimes.

Increasing workloads for people supervising people subject to community sentences or on parole means adequate attention is not able to be devoted to redirecting people to rehabilitation.

Instead the time goes on court reports and breach processes, resulting in more people being imprisoned.

In turn this drives the money to house prisoners at a much greater expense than supervision in the community.

The process is cyclical where there is no access to rehabilitation programs and treatments in prisons and consequential failure to address offending behaviors.

Early in the financial year we were optimistic a solution would be developed with the department.

However the agreed pathway stalled when the proposed initiatives were referred to the centralised "Office of Reform".

At the close of the financial year a complete breakdown resulted from the Commissioner's decision to cease all agreed actions and dialogue.

As we commence the new financial year we are

planning our path to overcome this disappointing barrier.

At the Banksia Hill Detention Centre we continued to advocate for people working with young incarcerated offenders to improve the facility and ensure staff were as safe as possible and worked in a positive environment.

We supported members through an organisational restructure, providing information about rights and working through people's responses.

We secured a reversal on an unfair decision to extend probation for eight custodial officers continued to advocate for many people engaged to provide treatment and education programs, facility services, administration and management of the centre.

The high number of adults being housed at youth detention centre was a central concern for all.

At one point in the year more than 20 of 160 detainees were 18 years of age or older.

Some were expected to be 20 years of age when they are released.

We voiced our concerns and commenced negotiations with the department to identify ways to address concerns for safety of staff, detainees and visitors in this situation.

Detention centres are tough environments to work in and people need a strong advocate to stand with them.

The take up of voluntary severance offers by many long-term experienced staff at the department's head office in Westralia Square was one of the highest in the sector.

Inadequate, or in some cases no thought to the impact of people leaving the Department resulted in people experiencing sudden increases in workloads and responsibilities.

People's feedback differed remarkably from the

assurances provided by the Commissioner that the process had been planned and workloads would be manageable.

Given the failure to acknowledge that the expectation that there would be no impact on services from the cuts to jobs was not sustainable people decided to determine their own destiny.

At the end of the financial year people in three sections at the department's head office have adopted strategies to ensure that they manage workloads in a way that ensures they do not work excessive hours, have lunch breaks and do not take responsibility for service failures.

At times this has meant people have refused to take on extra work, deferred projects or reduced service standards.

People have not made these decisions arbitrarily and have served to reveal the true cost of job cuts.

The considered approach to the challenge of unreasonable and unreal expectations has seen more people step up to be counted with more becoming workplace leaders in the role of union delegate.

One of the consequences of job cuts and high workloads is that people under pressure will exhibit negative behavior and resort to bullying when placed between a rock and hard place.

During the year we surveyed members and an alarming 70 percent of respondents said they were witnesses to aggressive behaviour.

We confirmed this result through a "Lunch and Learn" opportunity for people to discuss in depth the survey results and how they felt about the work environment.

The survey results were then presented to the relevant management.

As a result the Commissioner for Corrective Services sent a message to all staff stipulating that bullying will not be tolerated.

## *Dental Health Services*

There was plenty going on in the dental campaign in 2014-15.

The union was able to negotiate a successful agreement for dentists and secure them additional training leave, putting them line with doctors.

We were able to build our union structure and increase member activity for dental technicians and get some wins for them as well, such as looking after their training needs.

A lot of members also stepped up to become delegates.

They were able to have their voices heard when they met with senior Health officials and as a result they felt like they were treated with respect.

Delegates also won the fight to have their own Joint Consultative Committee meetings with delegates to address their issues.

## Disability Services Commission

Our pursuit for real choice of living arrangements for people with disabilities that require support and assistance continued with the enthusiastic engagement of leaders in the workplace, families and guardians of people living in group homes and the individuals themselves.

In October we appeared before Parliament's Environmental and Public Affairs Committee and called for people living in the government-run group homes to be able to continue to be supported and assisted by their social trainers with whom they had formed a bond.

Affected carers, family members and staff attended the hearing and expressed concerns that private service providers would not be able to provide the same standard of service.

Private providers differ in several aspects of service standards including reduced staffing levels, lesser training and qualifications, lower pay and inferior employment conditions.

The Committee hearing resulted from the presentation of a 2770 strong petition to State Parliament at the end of the previous financial year.

Throughout the year concerns over the process of privatisation were increasingly voiced by people working in group homes.

Many considered the process to be rushed and not in the interests of people residing in the home.

We strongly advocated for improvements to the process and our members commenced activity directed at securing a constructive response from the Disability Services Commission.

Frustrated with the lack of response, people walked off the job in June pleading for safeguards to be put in place to protect the interests of residents.

Areas that needed to be addressed included adequate training of new staff employed by the private organisations and ensuring there is sufficient time for the handover.

They want new staff in these privatised facilities to become familiar with the people they will be caring for and the routines in the home and demanded final sign off not be done until all these requirements were met.

As the financial year closed considerable progress was made in addressing these concerns and developing a comprehensive process in one document for ease of reference.

An indicator of more changes to service standards emerged in early in 2015 with the removal of domestic staff from some group homes with cooking, washing and general cleaning duties to be done by social trainers.

***“People working in group homes and particularly their workplace leaders who have stepped up as delegates have been an inspiration throughout this arduous process. Always, without fail, they have put the interests of the people they support and assist first. This has meant they have had some tough debates and taken some hard decisions along the way.”***

- Toni Walkington

These additional duties mean people with disabilities will get less attention and assistance.

Social training is a specialised profession, working with people with disabilities to develop life skills that facilitate people living an independent life to the maximum extent of their capacities.

As the financial year ended it has emerged that the work of specialised area is being threatened by the push to make savings.

Sadly, the quality of services is being compromised as the government cuts funding for disability services and privatises services.



## *Education*

A whole lot of pressure came down on school support staff, school registrars and business managers in the financial reporting year.

The implementation of One Line Budgets, the Student Centred Funding Model and transition of year sevens to high school in February 2015 combined to increase workloads and responsibilities of people in support roles in schools.

Delegates spoke with union members and strongly advocated for additional resources and support be provided to schools to cope with the increased workloads and responsibilities.

As a result of union action the department acknowledged that school support staff required additional training in new processes and relief staff to help in implementing the reforms.

This includes the range of clerical activities associated with the year sevens moving to high school.

As a result all schools were given a minimum of three days of ministerial officer/public officer relief with an extra one day for every 100 additional students over 300 students.

There were 20 relief days for schools with more than 2000 students and all relief was available to the end of the June.

The workload of Department of Education school support staff has been a topic of discussion for a number of years and supported by strong survey data.

The alarming figures shows that most people worked additional hours, worked through their meal breaks and did not get paid extra hours they worked.

Just under half were also taking work home to ensure the required work was done.

In May our delegates sought a review of school support staff workloads and an assessment of the impacts of massive changes in recent years.

The department failed to respond and we needed to reiterate the request in the WA Industrial Relations Commission in June.

Department representatives claimed current workload pressures were the result of teething problems with the one-line budget and would eventually disappear.

After union pressure the department confirmed that registrars and business managers cannot be required to undertake relief coordination outside their normal hours of duty and if they were to agree to do so, they were entitled to be paid an on-call allowance.

## *Food and Agriculture*

WA needs to diversify its economy and cease reliance on the mining industry if we are to break out of the cycle of boom and bust.

Agriculture is one of the sectors we can expand.

With growing demand for premium agrifood products, especially in Asia, WA is in a good position to build on its reputation as a reliable supplier of clean, safe and high-quality food to overseas markets.

So investing in our primary industries, protecting WA's reputation and supporting research and innovation should be high on the priority list?

Well it's not.

In recent years the Department of Agriculture and Food has been a target for massive cuts to jobs which continued this year when the Barnett Government decided to withdraw \$10 million funding and cut 289 jobs.

It gets worse – projections show the Barnett plan is to cut more than 180 jobs in years to follow.

Western Australia's primary and agriculture industry is left with little support despite agri-food exports being valued at more than \$7.5 billion, highlighting its importance to the state's economy.

People who remain working in research, support and regulation functions continue to work in an environment of uncertainty.

Some functions are being undertaken by consortiums established by industry organisations, private agriculture businesses and individual primary producers.

The expertise and knowledge of those working in this area are valuable to these new groups.

The CPSU/CSA is working with the Department and new organisations to ensure transitional arrangements are fair.

## *Housing*

Making changes to jobs is better done by engaging those affected in the change rather than pushing ahead was a lesson learnt in the Housing Authority.

We effected an important improvement to the work of the Housing Authority through ensuring people expected to take on different work had the training to do so.

The announcement that the roles of the Housing Service Officer and Property Service Officer would be merged into one job created plenty of anxiety from members.

Through working with union support members were able to put a hold on the process until people had a chance to consider the job role change, discuss any concerns and undertake training in any new tasks they would be expected to do.

The outcome is a service provided by people who are trained and feel positive, not anxious, about the work they do.

The Auditor General confirmed our often-repeated warnings about the failure of privatising housing maintenance contractor management.

In May the Auditor General released his report on delivery of power, water, wastewater and housing services in 84 communities across the Kimberley, Pilbara and Goldfields.

Weaknesses in the Housing Authority's privatised contract management service meant that money was being wasted and full value was not being realised from sub-contractors.

Property maintenance for more than 42,000 dwellings across WA is managed through a private head contractor model that oversees specific service maintenance contracts for its 11 regions. It includes emergency, priority and routine maintenance on properties.

This work was previously coordinated directly by Housing Authority staff.

The issues noted in the Auditor General report highlights the risks when government hands over services to profit-driven companies.

Our concerns that poor contracting means poor outcomes, including a lack of regular inspection, and paying more than it should for work were supported by the findings of the Auditor General.

Since the start of the privatised arrangement three years ago, people working in the department tell us that there is work paid for but not actually done and this is not confined to the North-West but includes the metropolitan area.

With the current contract for the regional head private contractor arrangement due to conclude soon we have called for the return of this responsibility to public hands.

## *Legal Aid*

The epitome of running down public services is the story of Legal Aid.

In recent years the funding and resources provided for people to access Legal Aid has been successively reduced.

The trickle effect became torrential with the announcement that the Legal Aid offices in Midland and Fremantle would be closed from June 2015.

The only option for people to access services after that date is the Perth office on St Georges Terrace which is not possible if you don't have the means to travel.

Members are concerned that many people in the community will slip through the cracks and not get proper legal representation or support.

People working in Legal Aid report that many clients walk in with little financial support, have serious matters and some have intellectual and physical disabilities.

They are in need of additional support to other than the duty lawyer provided in court on the day.

We assisted in coordinating a group of people who cared passionately and a petition calling on Premier Colin Barnett to keep the offices open was signed by more than 1000 signatures and presented to State Parliament.

## *Main Roads*

Intense is how our delegates describe negotiations with their employer, Main Roads, for a pay increase and improved conditions.

Despite a false start with Main Roads putting a lacklustre offer on the table things eventually improved following six months of persistence by the union team.

The salary increases were 2.75% from the first pay period on or after February 1, 2015, followed by 2.5% from February 1, 2016 and a further 2.5% from February 1, 2017.

The agreement was a good outcome and the result of strong delegates who participated in the process and engaged members through ongoing communications.

## Parks & Wildlife

People working for Parks and Wildlife who volunteer to tackle major bushfires in Western Australia have a tough gig.

Job cuts from the agency means there are less and less people available to volunteer and many who have volunteered in the past are no longer able to put their “day” job aside to train and prepare.

People are now working very long hours on the fire lines or in support roles.

For example, some people worked for 30 hour shifts at a stretch on the Boddington fires.

A change in the way fire response is managed has also raised concerns with the new incident management process not fully tracking staff and the locations of the fires they were fighting.

The responsibility for managing the suppression of fires on DPAW land was transferred from DPAW to the Department of Fire and Emergency Services in the wake of the Margaret River fires in 2011.

People involved in fire fighting in the Boddington and Northcliffe fires wanted more to be done to manage fatigue, reduce their deployment on multiple shifts, and their concerns about safety when people are not adequately tracked in the system.

Many also expressed frustration with the provision of catering that was not enough to provide the necessary nourishment.

These concerns can be traced back to the cuts to staff and resources that DPAW need to make to comply with Colin Barnett’s savings measures.

DPaW employees take on fire fighting work in addition to their job in primary conservation.

So when Premier Colin Barnett ends a conservation program or reduces the number of employees doing primary conservation work this also reduces the number of people available for fire suppression.

Fire fighting and supporting fire fighter efforts is a risky occupation and people need training in the many and varied roles they undertake.

In DPAW people’s roles vary from incidental controller, shift roster management, direct fire suppression through to food and drinks provisioning.

Sharing the experience of those involved for many years with those new to the work is invaluable. The knowledge and expertise gained is hard to replace.

What people do in fire fighting situations is remarkable – this role needs to be recognised and valued.

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Prevention is better than cure. Prescribed burning, it is acknowledged, doesn’t stop fires from breaking out but this preventative measure reduces the fuel load limiting the damage caused by the fire.

As such Mr Barnett’s comments, in February this year, that there should be more prescribed burns was welcomed by the people tasked with undertaking the prescribed burn program in DPAW and those involved in fire suppression.

However, words without actions are meaningless.

The facts are that a lack of resources to conduct prescribed burns has hampered the prescribed burning program.

It is important for DPAW and other government have the resources to conduct regular controlled burns prior to the bushfire season and at optimum times of the year.

Two years ago we made a public plea for more staff and resources to conduct prescribed burns and expressed our fears that there would be major bushfire in the South-West.

Our warning was justified: early in 2015 more than 80,000 hectares of karri and jarrah forest were destroyed in a blaze in Northcliffe.

Since 2011 prescribed burns in WA have declined due to staff cuts staff and a reduced period when climatic conditions are right and the burn can be conducted in accordance with the strict guidelines to accommodate concerns for smoke haze or damage of primary produce.

The Barnett Government has compromised the capacity of people charged with this responsibility by their decisions to cut funds and jobs.

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The Land for Life program, assisting private landholders protect and preserve wildlife habitats, has been scrapped by the State Government.

The program consisted of experienced people working with landholders to develop comprehensive plans to establish or re-establish habitats for native species, some of which are on the endangered list.

Delivered with a hands-on approach, Land for Life tackled specific issues working with local governments, golf courses, landcare councils, Natural Resource Management groups and local schools.

Much of this work has occurred on properties adjacent to crown land resulting in an expansion of wildlife corridors.

There was a big demand for the valued service provided by the small department.

This is just one story of the impact of the axe being wielded by Mr Barnett.

## *Transport*

Securing job security was great news for many people working in the Department of Transport this year.

At the end of the financial year, 25 people had been engaged as permanent employees after working on fixed-term contracts with the department for varying periods.

Strong support from all people supporting the work of our delegates along with the union staff meant this matter was able to be pursued to a favourable outcome.

The department's relocation of a licensing centre from Morley to Mirrabooka in September created a lot of workload issues with a lot more people using the service.

Our work on highlighting this issue resulted in the engagement of three more staff and payment of overtime and time-in-lieu payments for existing staff who worked additional time.

Until people voiced their concerns about workloads and expressed their commitment to back each other people had been working additional hours for free.

An audit was conducted and we won backpay for the additional time they have worked since September 2014.

In addition plans by the department to get rid of 17 jobs was averted with 14 of those jobs saved through activities supported by people working in the Department.

The privatisation of vehicle licensing centres was again a talking point after the spotlight was put on more mechanical businesses working as authorised vehicle inspection centres.

We actively engaged local newspapers and broadcast media to call on Premier Colin Barnett to end all vehicle licensing inspection contracts with private companies when at least two more businesses lost their contracts due to "contractual matters".

The department recalled 845 vehicles that passed inspection at one of those businesses as they could not be confident of the original inspection conducted by the private company.

The recall reinforced the union's call for the government to manage the inspection centres.

People working in motor vehicle assessments believe all licensing and vehicle assessment services need to be managed by government to ensure consistent standards that meet a prescribed safety benchmarks.

## *TAFE Institutes*

Everyone should have the opportunity to get a job in Western Australia.

But Premier Colin Barnett made this harder by cutting \$45 million from the TAFE system and tripling student fees.

The previous year a cut of \$22 million was made.

In WA the number of trade apprentices in construction has fallen by 3,600 and automotive and engineering trade apprentices are down by 400.

Youth unemployment has hit 9.9% in WA and is above 14% in Perth's southern suburbs.

The distressed responses from young people when they realise they will not be able to afford to continue with their training course is one of the hardest experiences for people working in student services.

The fear is if this trend continues there would be even more students dropping out of the system, resulting in less courses being offered and less qualified workers for industry.

People working in student support and administration roles have actively contributed to the community campaign to stop the cuts ([stoptafecuts.com.au](http://stoptafecuts.com.au)) by circulating petitions, dropping leaflets to householders and at train stations and engaging their colleagues.

## Wandoo

Colin Barnett's decision to close down the Rangeview Remand Centre for young people and convert the facility into a privately run young adults prison has always been viewed by the union as a bad one.

Young people in remand are now housed at the Banksia Hill Detention Centre, putting them in the same location as sentenced detainees, overcrowding the facility and increasing the risk for people working and living in the facility.

The fallacy of the decision was confirmed by the Inspector of Custodial Services, Neil Morgan, releasing his findings that the new centre, the Wandoo Reintegration Facility, was under utilised.

The privately run facility was originally to accommodate 18 to 22-year-old, non-violent offenders.

However the upper age limit was increased to 28 years of age and the criteria that the offender not be involved in violent crimes was removed in an attempt to increase the number of people in the facility.

Even with these changes the facility was still not being used to its full potential with only about 49 of the 80 beds being used at the time of the inspection.

The cost of housing an individual prisoner at Wandoo was \$580, about double the average of the prison system.

In the meantime at the Serco run Wandoo Reintegration Facility negotiations started in April for pay increases and conditions of employment.

Talks were continuing at the end of June.

## Water Corporation

Water Corporation delegates played a key role in getting a new four-year pay agreement that expires in 2018 and includes a minimum 2.7 per cent pay rise a year with CPI protection.

At one stage in the bargaining process the employer put an inferior offer to everyone.

We embarked on a "Vote No" Campaign which gained momentum workplace meetings and various events.

Finally agreement was reached with pay increases and better access to Trade Union Training Leave, improvements to the Operations Centre roster, access to the newly-negotiated domestic violence leave, with back pay to April 1, 2014 and representation in employment matters now being included in the dispute clause, enabling members to have a delegate present in meetings when they require support.

Despite it being a long campaign members stood strong and were able to retain their conditions.

One of the big challenges in 2014-15 was dealing with the Barnett Government's attack on Water Corporation staffing levels.

In March the government confirmed the corporation needed to reduce its workforce by 10 per cent or 300 jobs.

Providing water to the many diverse and remote communities in Western Australia is a real challenge and any privatisation or cutting back on water assets would reduce these services.

The cutbacks were eventually rolled out and included closing the Sustainability unit which was charged with developing sustainability measures for now and the future.

This will mean the Water Corporation will not be able to quantify, value or assess energy efficiency or sustainability at a planning, project management or even operational stage.

We have widely broadcast the impact of the cuts through the press and in social media.

As we closed off the financial year we are mapping out the plan to campaign for better resources and public ownership.

# Teams

## *UnionLink*

The 1300 telephone calls fielded by our reception team each month are often the first contact with the union for many people.

General questions and requests for assistance are responded to by our UnionLink team.

An average month sees 1250 activities recorded on our membership management system as part of this response.

The issues raised are vary and included bullying, redeployment and redundancy, general agreements, wage rates and advice on disciplinary matters.

An increase in bullying complaints is a result of greater recognition of conduct and behavior in workplaces, especially when the pressure is on.

Greater awareness and education about bullying behaviours and impacts means people are now prepared to challenge inappropriate conduct of others, whether it be unacceptable language, gestures or physical confrontation.

We also identified an increase in questions relating to disciplinary matters, as the implementation of changes to the Public Sector Management Act are felt in the workplace.

UnionLink was established to provide a centralised

individual assistance service.

It provides an education service, supporting people to assert their rights and entitlements, and to work through resolutions at a local level.

People are encouraged to engage with their supervisor and Human Relations practitioners in the first instance.

Further assistance can be provided by their workplace delegate who has been union-trained to represent, advocate and advise.

UnionLink provides a contemporary information resource on our “Frequently Asked Questions” website page.

Our Advisors also support delegates with advice, and assist in preparing delegates to participate in grievance meetings or in joint consultative committees.

## Cross Agency Support Team

CAST works with 109 agencies and 250 delegates across regional and metropolitan areas.

The team focus is to maintain membership and delegate density in identified agencies by providing organising support and delegate development.

The team promotes union visibility/relevance and supports Electorate Delegate Committees (EDC), Joint Consultative Committees (JCC) and working groups.

A statistical summary of the reporting period includes: 144 walkthroughs/visits, 51 workplace meetings, 87 JCCs, 101 EDCs, 66 caucuses, 56 delegates recruited, 252 new members recruited, 22 Lunch and Learns organised, one planning day, 34 delegate development sessions, 10 individual representations, supporting eight campaigns and assistance at the two-day DelCon 2015.

These figures are inclusive of regional visits to Albany and Geraldton.

Living Smart Union is a key part of CAST and its 2014-15 activities are presented in a separate report.

## Political & Community Campaigns

Reaching out to a comprehensive list of community stakeholders to promote issues affecting them and our members continued to be the focus for the Political and Community Campaigning team.

It played a support role in the campaign that challenges the Barnett Government agenda of privatising group homes run by the Disability Services Commission.

Meetings continued with families who established the Caring About Residents with Disabilities group, to put pressure on the government from families angry they were not given a chance to remain with government-run services.

The Barnett Government handed down its 2015-16 budget in May with a deficit resulting in cuts to

overall spending on public services and the public sector workforce of \$1.2 billion in the 2015-16 period alone.

With the assistance of a budget analyst, the numbers were crunched to reveal the true picture of the impacts, with particular emphasis on 15 priority government agencies.

The project also quantified the effect of the budget on union membership and from the data, helped strengthen our political relationships.

We interacted 148 times with politicians between May 1 and June 29, 2015, compared with 62 times in the previous year.

As a result we generated 198 questions for the State Parliament with 166 being asked and answered on our behalf.

In January we lodged a submission to the Economic Regulation Authority's Inquiry into the Efficiency and Performance of Western Australian prisons.

It was the union's view that the terms of reference were limited and indicative of the Barnett Government's narrow priorities in the justice sector, considering only costs and not quality service delivery and crime reduction.

In July 2014 the team responded to the Independent Review of the Vocational Education and Training Sector in WA, where we represent workers in administration, library and student services roles in TAFEs.

Our members are concerned about the impact the government cuts are having on services they provide.

Regional members are particularly concerned by the suggestion that savings be achieved by delivering generic functions through shared services based in Perth.

The submission also suggested that public funds should not be used for private profit and that private organisations should not deliver training from state-owned campuses, given that the infrastructure and services are funded by public money.

In February 2014 the Public Sector Commission



announced a review of the organisational structures operating under the Equal Opportunity Act 1984.

There was concern that the EOC could lose its autonomy, be consumed by another department or disbanded altogether.

A community network of more than 70 individuals and organisations was mobilised, calls made and submissions lodged.

The final PSC report tabled in March concluded that the EOC should remain an autonomous, State-based, stand-alone entity that proved to be a significant win in the current political context.

In March this year we were also involved in the Inquiry into the Transport of Persons in Custody in Western Australia.

Working with Serco Watch and the Deaths in Custody Watch Committee, our joint submission made eight recommendations with Branch Secretary Toni Walkington giving evidence to the inquiry.

Work commenced in October 2014 to have a disallowance motion in State Parliament in relation to the Barnett Government's 'Terminator' regulations.

We lobbied politicians for support, provided the rationale for the disallowance motion and briefed MPs who opposed the motion. The debate took place when the State Budget was handed down in May.

It was an opportunity for the concerns of our membership to again be heard in Parliament, particularly in relation to permanency and the delivery of public services in WA. The Labor Party went on record as supporting our concerns.

The Political and Community Campaign team also coordinated meetings between delegates and 10 shadow ministers, providing members an opportunity to highlight their issues.

Our members enjoyed the direct access to the shadow ministers, who were able to fully understand the pressure people are under

## *Growth Team*

Promoting membership and all the benefits of being a union member are key issues for the Growth Team.

The aim is to have a strong membership base that provides the union with influence in both the workforce and the community. However, this is no easy task in the current economic climate.

The Barnett Government continues to push ahead with the privatisation of services, funding cutbacks and its highly-publicised Workforce Renewal Act, which is just another ploy to strip back the public sector.

In December, the government announced that agencies would only retain about 60 per cent of the salary of an employee who resigned, retired or promoted to another agency, making it harder to recruit new people to the public sector.

On top of this, we continue to deal with the challenge of an ageing public sector workforce that is not always replaced.

Despite this the Growth Team pushed ahead with more than 18,000 calls and engaged in 8013 conversations.

In the reporting period we were able to attract 848 new members and have conversations with 401 members who resigned.

As a result of such conversations, we were able to turn around 129 resignations.

Apart from recruiting, the team dedicates a lot of time to educating new and potential members about the benefits of union membership and how they can improve their workplace.

They also visit workplaces and talk to people they have not had a chance to speak with or see on induction.

After new members have signed up they are welcomed with a telephone call that gives us a chance to verify or update their contact details.

## *Industrial Services Group*

Advocating for proper standards of probity and procedural fairness and playing a key role for the CPSU/CSA continued to be the focus for the Industrial Services Group (ISG).

Over the years it has exposed the deficient practices of some investigators and decision makers.

In the 2014-2015 financial year the group worked on an average of 237 new or recurrent cases each month, covering workers compensation claims, disciplinary matters, sub-standard performance issues, collective issues and agency-specific negotiations.

Industrial officers provided comprehensive advice and representation to members involved in collective campaigns including:

- Making submissions to the Public Sector Commission (PSC) concerning the new 'Terminator' regulations, Commissioner's Instructions and Guidelines;
- Making submissions to the Legislative Council to get the Terminator regulations disallowed;
- Negotiating and following up on the Change Memorandum of Understanding;
- Outsourcing of Disability Services Commission services;
- Insecure work - the use of fixed-term contracts in Transport and other agencies; and
- Public-sector wide dispute over CSA's representation rights in disciplinary matters.

The team was involved in negotiating and registering a number of agreements like Serco (Wandoo Integration Facility), Disability Justice and Dental Health.

ISG continued to advocate for members in:

- The development and implementation of the Public Sector Commissioner's Instructions concerning redeployment and redundancy and the PSC Guidelines;
- The entitlement to flexible working hours; and
- Their right to be consulted on change proposals.

## *Learning & Development*

Training and professional development for members continues to be the cornerstone of work done by the Learning and Development team.

In this financial year the team ran 150 courses for 1807 participants, providing free training for members and delegates as part of its commitment to maintaining awards and conditions.

The participation was split between delegate training events (363), delegate organised Lunch and Learns (690) and professional development (754).

The team is always looking at new ways to deliver courses and reflect the changing needs of members.

Typical courses cover topics such as difficult conversations, mentoring and building effective teams, work/life balance, dealing with conflict in the workplace, along with change management and assertiveness.

The range of courses and support varies from offering initial training to ongoing professional development.

The team played a support role with the Disability Services Commission campaign opposing Colin Barnett's continued push to privatise group homes that have traditionally been run by DSC.

Delegates supported members in their campaign to highlight that clients should have the choice to continue to be cared for by the commission.

## Media & Communications

The Media and Communications team played a pivotal role in many union campaigns and activities in 2014-15.

The team worked with our branch officers, staff, members and delegates to develop and rollout integrated communication strategies that resulted in engaging and creative campaigns for agency specific, along with State and national issues.

Key campaigns included:

- Save Our Services
- Stop The Terminator
- Build A Better Future
- Respect. Choice. Rights.
- Save Our Water
- TAFE Works
- Every Child Counts

A number of issues based initiatives to combat workload, bullying and health & safety issues across the public sector.

In addition to providing campaign support the team also assisted members involved in collective bargaining.

Members at the Department of Fisheries, Main Roads, Dental Health Services (specifically Dentists and Dental Technicians), Water Corporation, Wandoo and Acacia prisons all campaigned to secure pay rises and protect their rights and entitlements.

The development, design and implementation of a new website has been a primary focus with the team working closely with the IT team to upgrade old systems and lay foundations for future improvements and expansion.

Stage one of our new website will be rolled out this financial year.

The 2014/15 financial year also saw the end of an era with the last ever print edition of The Journal going to press and the transformation to development of it in a digital format.

The first online edition gave members a taste of

features to be included when the new website is launched.

The team received 596 requests for campaign support across 32 campaigns.

This support included requests for social media posting, marketing emails, webpage development, online and print surveys, data analysis and interpretation, campaign branding, graphic design, desktop publishing, production of publications and special reports, merchandising, special promotions, event materials, photography, video production and media requests.

We were able to expand our digital presence with the appointment of a community manager/content manager in early 2015 and the integration of a new social media strategy.

The concerted effort to drive the organisation's Facebook and Twitter channels has helped re-engage and grow our online community.

This helped deliver clear messages to members and a wider audience and included media statements, blog posts and event updates.

Through the new strategy we were able to increase awareness of member services and benefits and provide another avenue for membership support.

YouTube, Instagram and campaign-specific Facebook pages will continue to enrich the member experience and increase awareness for non-members moving forward.

We now have 1100 Facebook fans and 1400 Twitter followers and those numbers are expected to grow as part of the new strategy.

Email marketing is still a major part of regular activities with 608,000 emails sent to members in the financial year.

The launch of the new CPSU/CSA website will bolster the quality and quantity of our communication with current and potential members.

Getting the union's messaging out to the community

through various media channels was another key function during the reporting period and included 97 media releases.

On top of this there were briefing notes for journalists and producers as backgrounders for their interviews.

It also involved hundreds of conversations with journalists, editors, producers and other media staff at newspapers, radio and television stations and online publications to ensure they were constantly aware of union activities and our stance on various issues.

Strong interest in video production the previous year saw that function expanded in 2014-15, providing an alternative method to get our messaging across to members, delegates and the general population.

## *Living Smart Union*

The Living Smart Union was established in May 2011 with the aim of promoting the well-being of members while making financial sense and reducing the impact on the environment.

The program continues to be popular with 1077 people participating in Living Smart Union and Go Green @ Work activities in 2014-15 – a two-fold increase on the 490 participants in the previous financial year.

In total 1999 have participated in four years, investing more than 9070 hours of their time to LSU and GG@W. More than 23% of participants were engaged multiple times. The team reached the 1000 mark for participants in October/November since LSU started and then doubled it by the end of June.

During the period we conducted one Living Smart Union Course (8 sessions) and hosted 37 individual events.

The high levels of engagement this year were only possible due to partnerships with agencies, programs and community groups. Of particular note are Be Living Smart Inc, Healthier Workplace WA, Travel Smart, RACWA, Healthy Choices Healthy Futures, Water Corporation, Less is More Festival

and Bike Week.

A successful partnership with Police Services, Housing and Main Roads resulted in a grant from Department of Transport for Bike Week to support two bike maintenance workshops in March.

A small 'craftivist' group to engage and activate members and support key campaigns has been established.

We have initiated a potential studentship program with several meetings with people from the Edith Cowan Bachelor of Sustainability program.

### *Divestment*

The pathway to divest from fossil fuel investments has been the focus of a plan developed for union decision making bodies to consider the next financial year.

Branch Secretary Toni Walkington spoke at two partnership events with 350.org during year, attracting around 400 total participants. Global Divestment Day in Feb 2015 and the Bob Massie Just Transitions Tour in March 2015.

Engaged with Australian Super to seek their commitment to divest from fossil fuel exposed investments and have initiated a similar process with the Government Employee Superannuation Board through member directors.

Our experiment with webinars in partnership with Healthier Workplace WA was a success and is a means of extending engagement opportunities for outer metro and regional members.

Our monthly newsletters for LSU and GG@W networks are well received and we have initiated a social media presence for LSU & GG@W.

At home in the CSA Centre we commenced regular monitoring of daily water usage, waste management for rallies, improved healthy catering options through the Healthy Choices Healthy Futures program and recommitted to Travel Smart, including opportunities for staff to be involved in bike maintenance workshops.

# The CSA Centre

The CSA Centre is our largest single fixed asset and an important source of revenue through tenancies for the union.

It is important that we maintain the standard of the building and a viable property.

Various works were undertaken through the year including major structural repairs to the water tower facility, upgrade of the building's electrical switchboard and replacement of the fire detection system.

Work has commenced on refurbishment of the lobby area with the bulk of that work to be completed in the coming financial year.

The tenants for the 2014-15 financial year were:

## 6th Floor

CPSU/CSA Council Chambers  
Training and Conference Centre

## 5th Floor

CPSU/CSA

## 4th Floor

Exearne Pty Ltd  
UnionsWA Incorporated

## 3rd Floor

WASO  
Auscript

## 2nd Floor

I&E Systems Pty Ltd

## 1st Floor

CPSU-PSU Group WA Branch  
Spark and Cannon

## Ground Floor

WASO Ticketing Office  
The Greens  
Women's Law Centre