

2013/14
CPSU/CSA
ANNUAL REPORT



The Community & Public Sector Union
Civil Service Association of WA

PUBLISHED ON:

CONTENTS

9	Executive Summary	24	Team Reports
10	Council & Executive		CAST Team
11	Testimonial Medal		Growth Team
	Delegates	25	Industrial Servies Group
	Membership		Learning & Development
12	Building Management - CSA Centre	26	Living Smart Union
13	Campaigns	27	Publicity
	General Agreement 6		Political & Community Campaigning
14	Workforce Reform Bill	28	Union Link
	Social Impact Bonds		
15	Agency Campaigns	29	Compehensive Financial Reports
	Agriculture		See individual Items/Index on Page 1
16	Banksia Hill Detention Centre		
	Child Protection		
17	Corrective Services		
	Disability Services		
18	Education		
	Housing		
19	TAFE		
	Transport		
20	Events		
	Community Rallies		
	May Day		
21	Public Sector Summit		
	Some Are More Equal Than		
	Others Community Forum		
	Registrars' Conference		
22	Publications		
	Swept Under The Carpet		
	A Colinoscopy		
	The Journal		
23	Death By A Thousand Cuts		

EXECUTIVE SUMMARY

In accordance with the rules of the CPSU SPSF Group WA Branch and the Civil Service Association we have great pleasure in presenting our Annual Report, which highlights the achievements of our staff and members for the 2013-14 financial year.

The preceding Annual Report warned that the challenge for this reporting period would be the Barnett Government's cuts to public services, funding and jobs, and the growing push to privatise government services.

As predicted these matters were very much our focus, along with the unexpected Workforce Reform Bill, which enshrined government wages policy and introduced forced redundancies, and securing a pay increase without tradeoffs in the General Agreement 6 bargaining round.

Alarm bells sounded when the government's public sector redundancy legislation was introduced, laying the foundations for terminations of the scale already seen in New South Wales and Queensland.

In August members rallied at Parliament House to express their support for a vibrant public service and opposing attempts to run public services down as witnessed in other states. When this legislation was introduced, in view of Liberal Party control of both houses of Parliament, our members acted to publicly raise our concerns, delaying the adoption of the legislation and ensuring important undertakings concerning the treatment of public service employees are on the public record. Our efforts have meant that forced

redundancies have not yet been used, despite Premier Barnett's announcement of an effective 1 July, 2014 implementation date.

The Barnett Government's new CPI wages policy was introduced as we commenced negotiations with the state government for a wages agreement applying to almost 40 000 people. As with forced redundancies, the new wages policy was completely contradictory to the Liberal Party's Public Sector Management policy released in the month before the state government election in March, 2013.

Members participated in stop work meetings across the metropolitan area and threatened to strike for the first time since 2003.

Their actions resulted in an improved second offer from the government, which was accepted 2:1 via a membership ballot.

Privatisation of public services continued to be rolled out in many areas including prisons, prisoner transport, disability services, public housing, water supply and waste services, tourism services and transport services such as motor vehicle and truck licensing. In many of these areas we have slowed down the processes, ensured standards are benchmarked and demanded these be met by private providers, while highlighting the impacts on services for people in various communities.

Reports presented during the year included *Death by a Thousand Cuts*, which revealed the extent and impact of funding and job cuts in the WA public service and provided key recommendations on improving the public sector. Our examination of the

2014-15 state government budget in *A Colinoscopy: The 2014-15 State Budget Examined* highlighted the real impacts of cutbacks to essential services, building on the themes of our earlier report *Swept Under the Carpet*, which focused on the inequities created by cutbacks.

Members also participated in protests about cuts and privatisation in Education, Transport, Disability Services and general cutbacks across the public sector.

We hosted the Public Services Summit where our delegates, union officials from around the country and public service research experts shared their experiences about the challenges facing public services.

The fight for our public services continues and our attention now turns to the revamped Save Our Services campaign and our work with other public sector unions.

Thank you to everyone who contributed in the 2013-14 financial year and we look forward to achieving some great results in the next 12 months.



Lea McKay
Branch President



Toni Walkington
Branch Secretary

COUNCIL & EXECUTIVE

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 the organisation.

They play a critical role, taking responsibility for setting policy and the governance of the CPSU/CSA, ensuring it is effectively and properly managed.

The Executive Committee makes decisions around the financial and operational needs of the organisation and is made up of six Branch Officers directly elected by members and six members elected from Council.

Executive Committee is responsible for the management and proper conduct of the union and the carrying out of policy.

As at June 30, 2014 the Branch Officers and Councillors were:

Toni Walkington

Branch Secretary

Rikki Hendon

Branch Assistant Secretary

Lea McKay

President

Bruce Hawkins

Treasurer

Brian Dodds

Vice President

Gavin Richards

Vice President

Ursula Konig

Councillor – Attorney General

Michele Cohen

Councillor – Child Protection

Ian Gorman

Councillor – Child Protection

Graham Thompson

Councillor – Child Protection

Anette Bohm

Proxy Councillor – Child Protection

Nadia Jahan

Proxy Councillor – Child Protection

Judith Chernysh

Proxy Councillor – Child Protection

Siri Alluru

Proxy Councillor – Commerce

Greg Lee

Councillor – Corrective Services

Kurt Mayerhofer

Councillor – Corrective Services

Belinda Moore

Councillor – Corrective Services

John Sherry

Councillor – Dental Health Services

Michael Mincham

Councillor – Disability Services
Commission

Charlie Brown

Councillor – Education & Training

Susan Pearson

Councillor – Education & Training

Warwick Boardman

Proxy Councillor – Environment

Andy Parnell

Councillor – Health

Eloise Rosenstein

Proxy Councillor – Health

Grant Sutherland

Councillor – Housing

Barry Healy

Councillor – Industry & Resources

Lewis Stevens

Councillor – Institutes of Technology

John Wrightson

Councillor – Police Services

Guy Wroth

Councillor – Policy & Administration

Phil Goulding

Councillor – Primary Industry

Graeme McCullagh

Councillor – Regulation & Insurance

Denise Henden

Councillor – Schools & Regions

Glen Townsing

Councillor – Transport & Planning

Bob Hay

Councillor – Transport & Planning

Tom Watson

Councillor – Water Industry

Kevin Brooke

Proxy Councillor – Water Industry

TESTIMONIAL MEDAL

Ken Ross, one of our long term staff members retired and was officially recognised for working 33 years in the trade movement by receiving a testimonial medal at the 2013 annual general meeting in September.

Branch Secretary Toni Walkington presented his testimonial medal commenting that Ken had a quiet but effective way of doing things.

"We as a union wanted to acknowledge your contribution. It

takes a certain type of effort and a sterling resolve to keep working in a union because we know the work is not easy," Toni said.

She also acknowledged Ken's family for supporting him in working for a socially progressive movement and enabling him to do so in an unflappable way.

Ken was proud of his long-serving union record.

"When I left the CSA I closed 33

continuous years of being an organiser in the union movement and I don't think there are too many others who have been organising for that long," Ken said.

"I have enjoyed working for the improvement of working conditions for employees and members and that is something that I am going to miss."

DELEGATES

Delegates continue to play a key role in union activities and campaigns, acting on behalf of the members and our union in the workplace.

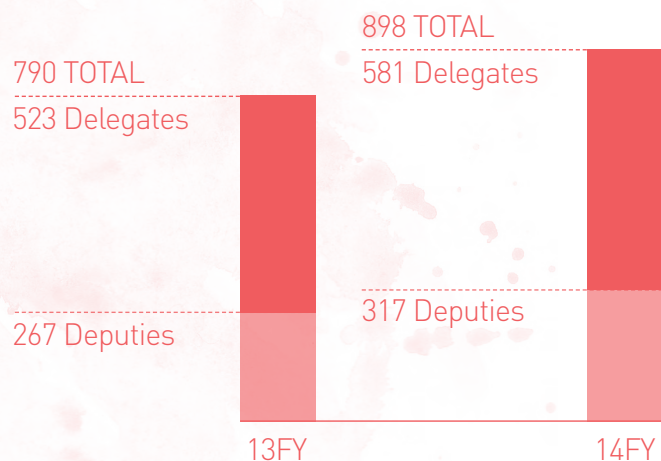
Delegates help promote the union, sign up members and provide support to members who require assistance.

We ended the financial year with 581 delegates and 317 deputy delegates for a total of 898, up from 523 delegates and 267 deputy delegates in the previous financial year.

Elected Delegates Committees (EDCs)

The committee meetings for elected delegates are a vital forum for delegates to get together and progress important issues affecting members.

In 2013-14 there were 196 EDCs, compared with 169 in 2012-13 and 180 in 2011-12.



MEMBERSHIP

A vibrant union is the key to protecting and improving conditions and jobs across Western Australia's public sector.

We started the financial year with 16,154 members and at June 30, 2014 had 15,489.

During this period we witnessed an increase in resignations resulting from the take up of voluntary severances and the attainment of retiring age by an increasing number of members. Given the loss of over 1,500 jobs from the public service during the same period we have maintained our density level.



THE CSA CENTRE & BUILDING MANAGEMENT

The CSA Centre again retained near full tenancy over the reporting period. Our main project was a much needed replacement of the building's plumbing infrastructure.

The tenants for the 2013-14 financial year were:

6th Floor

CPSU/CSA Council Chambers
Training and Conference Centre.

5th Floor

CPSU/CSA

4th Floor

Exearne Pty Ltd
Unions WA
Koolyara

3rd Floor

WASO
Auscript

2nd Floor

I & E Systems Pty Ltd

1st Floor

CPSU-PSU Group WA Branch
Spark and Cannon

Ground Floor

Retravisio
WASO Ticketing Office
The Greens
Women's Law Centre
Essential Media Communications (EMC)

CAMPAIGNS

GENERAL AGREEMENT 6

Work on General Agreement 6 consumed much of the union's activities in the 2013-14 financial year.

Ultimately, it resulted in members voting 2:1 in favour of accepting the Barnett Government's pay offer of 2.75%, 2.5% and 2.5% over the next three years in July, with no trade-offs in conditions.

Most of the battle was, however, fought in this reporting period in the wake of the Barnett Government announcing a new CPI-based public sector wages policy on October 23, 2013.

The introduction of the new policy marked another broken election promise by the Barnett Government, which went into the 2013 state election with a policy of maintaining the fair and reasonable approach to wage negotiations that it had applied in their first term of Government.

The Union said publicly that limiting wages to Treasury's projections of CPI and failing to properly reward productivity and innovation diminished the incentive for people to remain in public service, particularly if they had skills in demand in growing industries.

Following months of tough negotiation, the Union received the Government's first offer of 2.5% each year for three years with trade-offs in conditions on March 4, 2014. This offer was rejected by a mass meeting of delegates on March 13.

Government refused to provide a further offer. In response, the Union

held a mass members meeting at the Perth Convention Centre on March 27 at which members again rejected the offer and resolved to commence a campaign of industrial action to obtain a better, fairer offer.

In April, a press conference was held to announce there would be a series of rolling stop work meetings at workplaces across the metropolitan area and the city centre.

Stop work meetings were held in Cannington, Midland, Rockingham, Fremantle, Joondalup, the Perth CBD, Mandurah, and Geraldton. These meetings were well attended by members and attracted significant and predominantly favourable media attention.

On May 1 the union announced a ballot of members to determine whether they would undertake their first major strike action since 2003. Members voted in favour of striking for 24 hours at the end of the month.

The threat of strike action resulted in more fruitful discussions at the negotiation table. Following indications that another offer was forthcoming, the strike was postponed until June 18 to give the Barnett Government more time to present a better deal.

An improved offer of 2.75% in the first year, 2.5% in the following years and no trade-offs was received on June 5. A mass meeting of delegates was held on June 12, which recommended this offer be put to the full membership for the final decision. Two thirds of members who participated in the ballot voted in favour of accepting the offer.



WORKFORCE REFORM BILL

On October 23, 2013 Premier Colin Barnett introduced a Workforce Reform Bill to State Parliament as part of public sector reforms he said had the potential to save more than \$2billion over four years.

The union came out on the front foot saying the public sector redundancy bill would give the government unprecedented power to terminate people with little regard for public servants or the services they provide.

The argument was that public servants would have no capacity to take the matter to a state or federal

independent umpire if they believed the redundancy was not genuine or if they were being unfairly dismissed.

The union maintained employees would not be able to question the decision and would be denied a right of appeal.

We feared the legislation would give the government the foundations to conduct terminations on a large scale similar to those already implemented in New South Wales and Queensland.

Members packed into the gallery at State Parliament on several occasions

to witness the debate and support the ALP's attempt to block the bill.

The Upper House heeded the concerns of the people and referred the Bill to a Committee for detailed consideration. As a result of the process several amendments were supported by all Members of Parliament.

The use of involuntary severances has been significantly delayed beyond the Barnett Government's target date of 1 July 2014 as a result of the widespread concern for how these powers may be applied.

SOCIAL IMPACT BONDS

Described as a wolf in sheep's clothing Social Impact Bonds have made their way into the Barnett Government's narrative and are set to create many challenges for the public sector in the future.

The bonds are the latest way governments around the world are selling off services to private companies.

Private investors put up capital for government programs and control how these services are delivered. The government makes bonus payments, similar to dividends, if agreed social outcomes are met.

Major players in the finance world are already involved in these projects

overseas and several pilot programs are underway in NSW with support from major banks in the areas of foster care and prisons.

The *Understanding Social Impact Partnerships* report, produced in February 2013 by the University of Western Australia, considered the potential application of the social impact bonds in WA, including the areas of adult and juvenile offenders, early childhood and out-of-home care.

Our fears were realised towards the end of the financial year when the Corrective Services Commissioner announced that Social Ventures Australia had been engaged to assess

the potential use of bonds in his department.

The union is concerned that the requirement to make a profit for investors will result in the cherry picking of projects, avoiding those projects and programs that need intensive work over a long period of time.

AGENCY CAMPAIGNS

AGRICULTURE

In July 2013 the CPSU/CSA was concerned about Western Australia's biosecurity when the Department of Agriculture and Food WA reduced the number of inspections on interstate passenger trains.

At the start of the financial year the government dropped regular weekend interstate train inspections meaning passengers now have to declare all quarantine risk material before disembarking.

The reduction in inspections could ostensibly increase the risk of diseases and pests being introduced into WA.

This occurred on the back of the government reducing the number of

dog handlers performing quarantine searches at Perth domestic airport the previous financial year where many flights now go unchecked.

The union also opposed the government scrapping its after-hours inspections for businesses conducting small animal imports.

Businesses are now required to have facilities to hold stock to animal welfare standards until they can be inspected the next working day.

The campaign escalated publicly when the CPSU/CSA called on the government to reinstate a quarantine presence at Karratha Airport, one of WA's busiest airports that has direct

interstate flights to Brisbane, Melbourne, Sydney and Darwin.

The union's concerns were validated in late December when the Auditor General reported gaps in WA's biosecurity defence.

The report said that the reduction in staff and resources was a key reason why there was a gap in biosecurity cover.

The union again called on the government to immediately stop the cutbacks and reinvest in biosecurity to protect the agricultural industry.



BANKSIA HILL DETENTION CENTRE

The year kicked off with a stop work meeting when Banksia Hill Detention Centre staff protested against premature plans to return juveniles from the Hakea adult prison back to WA's only dedicated juvenile detention centre.

The centre continued to be in the spotlight after it was heavily damaged by a riot with members standing firm until security was improved, the area was comprehensively cleaned with metal detectors and there was a commitment to improve air-conditioning for the inmates. People working with young detainees were keen to return to Banksia Hill but were not prepared to compromise on safety.

Representatives of union members met with Corrective Services management on a weekly basis to work through concerns including ensuring that security of cells was fully tested.

Union members aired their concerns at a stop-work meeting at Hakea Prison in July.

They were angry that the department had set a date for the detainees to return when some of the major issues had not been addressed.

Tensions mounted when a week later Corrective Services Minister Joe Francis attacked staff claiming they were taking sick leave when they were not ill.

We publicly challenged the Minister and revealed the real reason for the vacancies as positions were not been being filled.

Our members held another stop work meeting on August 28 and demanded an apology for deliberate misrepresentation.

People were particularly unhappy as the Minister had previously attended a meeting with our members who had briefed him on the real situation.

In August the Inspector of Custodial Services released a 171-page report that reviewed issues surrounding the Banksia Hill riot and handed down 35 recommendations.

Union staff and members welcomed the recommendations but were

concerned that the Barnett Government would ignore them.

In September the union welcomed the transfer of the first detainees from Hakea Prison back to Banksia Hill.

Delegates continued to meet with management to ensure the staged return was conducted with safety and security of staff and detainees as the main priority.

In February we called on Corrective Services Minister Joe Francis to come clean on plans to privatise Banksia Hill.

A Cabinet in Confidence document released on commercial radio revealed the Barnett Government had widespread plans to privatise services in the Corrective Services portfolio.

The document highlighted a summary of potential budget savings and was the result of the minister's direction to senior staff to find savings.

CHILD PROTECTION

Excessive members workloads were a major issue for the union in the Child Protection and Family Services portfolio this financial year.

The year kicked off with the CPSU/CSA questioning the results of the Department of Child Protection and Family Services' Viewpoint survey.

The union said the survey, which saw 921 children questioned about their level of care, produced some alarming figures and reflected a drain on funding and a lack of staff.

The survey ended in July 2013, around the same time as the department cut

back on the number of visits many children had with their families. This not only upset the children but also foster carers who have to deal with the emotional fall out from cost cutting.

The campaign for more staff continued in late August when it was revealed that 126 staff were working with more than the 15-case load maximum. As a result more vulnerable children would be forced to wait longer for much-needed protection and support. The number of cases continued to rise despite no provision in the budget for more staff.

In September the union challenged the agency's decision to scale back its presence in Wyndham, meaning vulnerable children would receive less support.

There were six staff in the town and the union was frustrated that reducing the staff complement to two would have a major impact on service delivery, particularly with much of the service being coordinated from Kununurra.

CORRECTIVE SERVICES

At the start of the financial year the CPSU/CSA called on the government to introduce more youth crime prevention resources.

The savings measures introduced by the Barnett Government resulted in the role of Prevention and Diversion Officers (PDOs) employed by Corrective Services being removed as they became makeshift parole officers. People working as PDOs attempt to keep young people out of the youth justice system by working with them and their families to reduce anti-social behaviour.

The union predicted there would be more young people in court and more pressure on the system with a shortage of PDOs, particularly in Geraldton, Carnarvon and Meekatharra.

In August we highlighted the implications of the closure of the Riverbank Community Work Management Branch at the former Riverbank detention centre in Caversham.

This was only three years after Corrective Services spend \$2million upgrading the centre that was used as a training complex to steer offenders of all ages away from a life of crime. The successful programs helped offenders develop a strong work ethic as they were diverted to a non-offending lifestyle.

It was another example of rehabilitation programs being rapidly decommissioned because of budget cutbacks.

"This is another example of the Barnett government getting its priorities wrong and cutting back on essential community services. Quite simply, it's a bad decision."

- Toni Walkington in
The Australian
August 22, 2013

DISABILITY SERVICES COMMISSION

We continued to work with our members in Disability Services Commission to ensure that people receive the high quality care provided in government supported community living facilities.

The Barnett Government's announcement in 2013 that it was walking away from providing accommodation care for people with disabilities has resulted in considerable concern for people currently in care and their families or guardians.

People working in these facilities and caring for those living there have been told by the DSC that they will be found jobs when the home is privatised.

Despite their jobs being secure our members embarked on a campaign to retain public government run homes as an option for people with disabilities. Our members are concerned that the long established relationships with those they work

with will be disrupted and that comparable standards of care cannot be maintained by a privatised service.

A rally was held on the steps of State Parliament on December 4 with the aim of highlighting the prospect that services would be compromised as a result of privatisation.

Affected staff and family members said there would be no advantage for the community or taxpayer and the move was creating a high level of anxiety for people in care.

At the rally members said they were proud of their training and feared the contribution they made to peoples' quality of life would be lost when the services were sold off.

Parents and advocates of people living in the homes spoke out about the complex needs of their loved ones in care and the importance of the work of the qualified and experienced staff.

From January family members and advocates for DSC residents attended regular meetings at the CSA Centre where they have been working with union members to retain the right to choose a publicly run home.

Their action culminated in many families and union members coming together and handing over a 2,000-signature petition to Shadow Disability Services spokesperson Stephen Dawson MLC at Solidarity Park in June. Families and members then attended the gallery when Mr Dawson tabled the petition in State Parliament.

Disability Services Minister Helen Morton followed the concerned group back to Solidarity Park after the petition was tabled in Parliament to discuss the groups concerns.

Our efforts so far have ensured that quality of care is a central consideration resulting in the significant delay of the privatisation of any homes.

EDUCATION

In August the Department of Education announced it needed to cut significant numbers of staff including 150 staff from central and regional offices as a result of the Barnett Government stripping \$180million from the education budget.

The people targeted in the cutbacks provided support that kept teachers in the classroom and ensured they had the resources needed to effectively educate the children.

Programs that were cut as a result of the \$180m cut provided vital literacy, numeracy and behaviour programs.

We and those in jobs being cut received notification from the Department at the same time the story broke in the media. We quickly responded, holding meetings with members and other key stakeholders to discuss the impact of the cuts and the effect on our education system.

This escalated into the 'Putting Our Kids First' rally on the steps of State Parliament in September.

A couple of weeks later the CPSU/CSA joined forces with the State School Teachers' Union and Unvited Voice to

hold a massive stop-work meeting at Gloucester Park that was attended by more than 15,000 people, despite the heavy rain.

More than 60 schools closed to support the joint action.

Momentum built when 103 schools closed in April for a massive rally that started at Langley Park and marched to the steps of State Parliament.

An estimated 20,000 attended the community day of action, which closed down major streets in the Perth CBD and saw up to 5,000 people rallied at regional locations.

Parents also took to the stage to express their outrage at funds being stripped from their childrens' education.

During the reporting period the union highlighted the impact of cutbacks including where some schools had to reduce the number of interactive whiteboards they use and return whiteboard on lease.

School registrars and support staff were also impacted by the cutbacks; taking on more work and reducing duties such as attending front counters.



HOUSING

The call for improved safety measures for Department of Housing officers who are regularly confronted by aggressive behaviour from tenants was a key issue in the Housing agency.

Late in June 2014 the CPSU/CSA stepped up its demand for the department to expedite the Service Delivery Officer Safety Project that explores the use of personal security duress alarms, officer training, the use of security guards in country/regional areas (where there is rarely enough staff to facilitate travel in pairs) and a better post-incident response.

The project is considering the introduction of discrete alarms that

look like an identification badge holder and can be monitored by an operations centre until emergency services or support can attend.

Housing officers are regularly confronted by challenging situations both in the office and when visiting tenants.

Given they are subjected to both verbal and physical abuse the union believes having a personal duress device would provide some duty of care.

Union members in Housing were not happy that a review of the safety policy has not progressed despite first raising the issue in August 2013.

As more tenants are evicted from taxpayer-funded houses under the strict "three-strikes" policy, the latest report shows there have been 18 assaults against housing officers since 2008 - and eight of them were in 2012-13. During the same period, 28 reports of violent threats or verbal abuse have been recorded, with 12 in the past year.

*The Sunday Times
December 15, 2013*

TAFE

The future of our valued TAFE system was a major focus of activities this financial year.

Public vocational education has been reeling from constant funding cutbacks with job losses for people in administration, libraries, student and customer support, marketing, IT administration, procurement and finance.

The ongoing funding cuts has meant that hundreds of courses have disappeared.

People working in public vocational education have seen their facilities lose hundreds of millions out of the TAFE budget at the same time as private training organisations are being given these dollars to deliver training and vocational education.

In particular we hold concerns for the more expensive courses that met the longer-term workplace planning

needs of the WA economy but are not run by the private sector.

Regional and remote communities particularly rely on TAFEs to deliver education because distance and isolation make it unviable for the private providers to deliver comparable services.

Course fees increased by as much as 390 per cent resulting in many students not being able to complete their courses.

Our members supported a petition from ALP Opposition Leader Mark McGowan in the early 2014 that called on the State Government to reverse the unfair and inequitable increases to TAFE fees and charges.

In April we lodged a submission to the Federal Inquiry into the role of TAFE and its Operation, calling for increased funding for student support services across WA and more consultation

with unions on proposed reforms. Despite threats of disciplinary action from their employer our TAFE delegates also presented personal views on why they thought cutbacks and the changes to the traditional TAFE system were detrimental to service delivery.

TRANSPORT

Keeping our roads safe is the ultimate aim of our members working in the Department of Transport's driver and vehicle licensing facilities.

When the Department launched a six month privatisation trial of truck driving assessments our members expressed concerns that the same trucking companies would be teaching people and also testing them for driving of heavy rigid, heavy combination and multi-combination licenses.

Earlier in the year then Transport Minister Troy Buswell confirmed the truck assessments would be rolled out in other centres if the May to November trial was successful.

In October union members took their fight to the community by handing out mock driving licences on the back of cereal packets to customers at Transport offices in Perth, Mandurah and Bunbury.

In November we welcomed news that the trial had been extended so it could be independently evaluated, maintaining the only way to ensure safe standards were met was for assessors to be employed by the department.

We called for the independent assessment to be transparent with as many stakeholders as possible to be included and the results available to all.

Following this the Barnett Government announced it was pushing ahead with privatising assessments across the state, claiming the trial was successful and had been independently assessed.

We called for the public release of the full independent assessment and the results of any risk assessment if one had been done.

Our fears were realised when we became aware that vehicle

assessments conducted by a mechanical business were suspended due to a "contract matter". With concerns for accountability and potential corruption our members continued to push for improvements to the standards of vehicle assessments. The suspended contract was terminated in January.



EVENTS

RALLIES

The first of a series of rallies was held at the steps of Parliament on August 6 where public servants called on the Barnett Government to invest in quality public services that save, protect and enrich lives in Western Australia.

The focus was on the reduction of services that were being felt everyday by members and the general public.

Public servants said they were angry that their productivity is being undermined by constant cutbacks and underfunding and wanted to voice their disapproval to the Barnett Government.

Members and union leaders spoke about the reduction in services in police, dental health, child protection, prison services, juvenile detention, public housing, disability services, education and many other agencies.

More than 5000 people signed a petition calling on the government to remove the efficiency dividend and commit to funding public sector agencies so they had the resources to deliver services more effectively.

They also called on the agency salary cap to be lifted so more staff could be employed and meet the increasing demand for services.

Members were also opposed to any changes to the WA Industrial Relations Act that would limit the WA Industrial Relations Commission to fairly and independently arbitrate public sector wage outcomes.

In December, Disability Services Commission staff were joined by affected families on the steps of parliament to oppose the privatisation of DSC group homes.

Not only were up to 500 DSC jobs being targeted but the decision was impacting on up to 300 residents who will be transferred from government care to the private sector.

There was a lot of concern about what would happen to the residents that the not-for-profit sector would struggle to look after and how much it would do for their personal development and self-esteem.

The CPSU/CSA played a key role in the Putting Our Kids First community rally on the steps of Parliament on September 3 after the Barnett Government cut \$180 million from the education budget in the financial year.

The union was concerned about the abolition of 150 positions at the Department of Education's central and regional offices, saying it would have a major impact on the delivery of education in the classroom.

This escalated into a massive joint union rally with the State School Teachers Union and United Voice in the rain at Gloucester Park a couple of weeks later.

The half-day rally saw schools close with parents and school communities supporting the action.

An alliance of unions, along with community members, parents and principals then coordinated the Community Day of Action on April 1, taking the education cutbacks issue to the streets. They gathered at Langley Park before marching up St Georges Terrace to Parliament House.

MAY DAY

Public sector workers highlighted their campaign for a better pay deal from the Barnett Government when they took to the streets of Fremantle in May for the annual May Day celebrations.

The festival highlights the positive work unions do for employees and the community and attracts thousands of people for a fun day of free festivities and activities.

This year the colourful parade through the port city's streets was led by the CPSU/CSA and was followed by speakers on the main stage and performances by local bands.

The community was told that cutbacks to the public sector in recent times have taken a toll with remaining staff expected to shoulder the workload for a growing population.



PUBLIC SERVICES SUMMIT

The challenges facing public services around the country were highlighted in a Public Services Summit at the CSA Centre on November 22.

Union officials from around the country, including CPSU Federal Secretary Karen Batt, shared their experiences and explored ways to tackle common trends with local members.

The forum discussed ways to meet the needs of the community and supporting the roles people who provide essential services play in establishing a fair and equitable service for the community.

Delegates considered how our vision for Western Australia's public service would be delivered and identified that a key factor was clearly the forming of a State Government and the make up of the WA Parliament.

The State Government's Workforce Reform Legislation was part of the

discussion and seen as a way of cutting the public sector, privatising services and using forced redundancies to get rid of people.

People participating at the Summit expressed their readiness to build a meaningful action plan to take to the next election.

Per Capita Executive Director David Hetherington presented his thoughts on the need to consider alternative service delivery models.

Mr Hetherington said failure by the public sector to experiment would speed up the outsourcing process that was already underway.

He said the outsourcing would only grow with Government unwilling to revisit the tax base and look for new ways to generate productivity.

"If we don't experiment with public sector innovation then this valuable contribution will be gone."

Opposition Leader Mark McGowan

lent his support to the campaign and said the ALP's priorities heading into the next election were to support core services that the government was expected to provide.

The summit also heard from Dr Christopher Stone from the Centre for Policy Development and Professor Al Rainnie from the Curtin Graduate.

Information gathered from the summit will be used to develop a new vision for a positive public sector.

We will be working with other unions and stakeholders to further develop ideas from the summit.

SOME ARE MORE EQUAL THAN OTHERS - COMMUNITY FORUM

More than 50 people from diverse backgrounds attended the 'Some are more equal than others' forum at the CSA Centre on October 22, highlighting the impacts of inequality and funding cutbacks to the Equal Opportunity Commission's Substantive Equality Unit.

The unit reviews government practices so marginalised and minority groups are not further disadvantaged. They also work with government service providers to change how things are done.

The forum heard that many of these groups were now seeing and feeling

the impact of government cutbacks and felt like barriers were now being put up in front of them.

Guests told their personal stories and an expert panel reflected on the government's cutbacks.

The conference heard that when a cut to a service was announced the government was quick to say they were improving and reforming a service but the reality is the opposite.

Some attendees said they were concerned about the clients they provide services for and were worried about the consequences of the cuts.

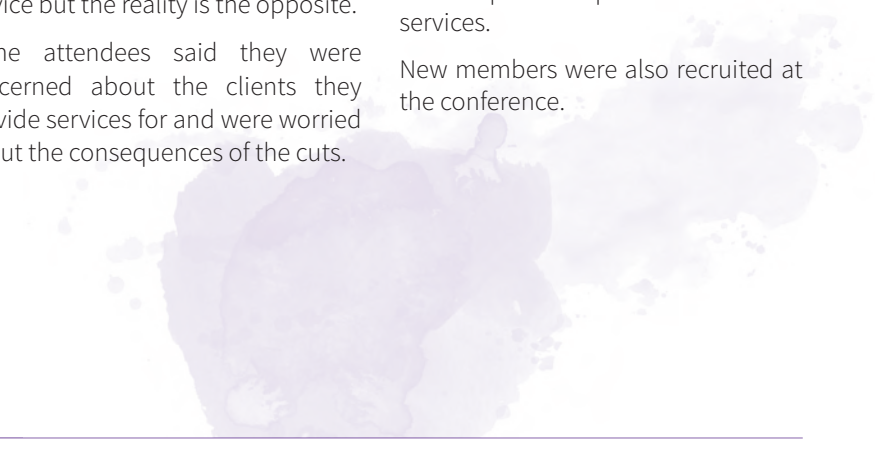
REGISTRARS' CONFERENCE

The union was front and centre at the WA State School Registrars' Association conference at Crown Metropolis in August.

We ran a colorful stall over the three days where members and potential members were able to engage with union staff on various issues.

Members were encouraged to establish notice boards in staff rooms and keep them updated with union services.

New members were also recruited at the conference.



PUBLICATIONS

SWEPT UNDER THE CARPET: THE TRUTH BEHIND THE 2013- 14 STATE BUDGET REPORT.

Following our analysis of the 2013-2014 State Budget we called for a Needs Impact Assessment to assess the effect of the arbitrary savings target imposed on state government departments and authorities for people in our community, particularly those who are vulnerable and disadvantaged.

The level of cooperation and collaboration between different parts of government for programs to be effective was undermined by the arbitrary cuts in funding and blunt savings measures.

Swept Under The Carpet called for ways to evaluate the effectiveness of services and programs.

From *Swept Under The Carpet*

31% Men in the Public Sector

 **77% with permanency**



'UNDERUTILISATION' INDICATOR
Degree to which a male/female's skills are underutilised in the workforce.

MEDIAN SALARY

\$79,621

69% Women in the Public Sector

 **70% with permanency**



'Underutilisation' indicator
Degree to which a male/female's skills are underutilised in the workforce.

Median Salary

\$67,016

THE JOURNAL



In 2013-14 four informative and entertaining editions of *The Journal* delivered extensive campaign news and unique stories about delegates, members and our union.

As the official publication of the CPSU/CSA, *The Journal* published 65 articles in 2013-14, with copies sent to more than 15,000 members and delegates, members of parliament and affiliates each edition.

A COLINOSCOPY: THE 2014/15 STATE BUDGET EXAMINED.

A breakfast for stakeholders was held at the CSA Centre in June to launch *A COLINOSCOPY: The 2014-15 State Budget Examined*.

The report was prepared by the Community Campaigns team and highlighted the real impacts of the Barnett Government's cutbacks to essential services in Western Australia.

One of the aims of the report was to provide an alternative narrative and challenged the government rhetoric about bloated public sector salaries.

It noted that the mysterious category of costs, 'other expenses', are on the rise and are up from 9.3% of total

expenditure in 2008 to at least 18% in 2016 forward estimates.

It has been long argued that a robust public service is essential to Western Australia's economic prosperity and the general fabric of society but the report said that agencies were struggling with constant cutbacks.

We reviewed fifteen government agencies and identified 11 that have cuts to staffing in future years.

Three members agreed to reveal their financial positions and explain how they and their families would cope with the new wave of cuts as part of the report.

Two of those families are already struggling with debt and predict the changes will increase their annual debt figure by more than \$2,000.

The report found that the budget did nothing to restore WA's AAA credit rating or ensure everyone in the community got a fair share of the State's wealth.

It called on the Barnett Government to stop privatisation, invest more in the public sector, plan for the benefit of future generations and make sure that marginalised groups in the public sector were properly considered.

DEATH BY A THOUSAND CUTS

The Barnett Government's undermining of public sector productivity was the theme of the *Death by a Thousand Cuts* report released in August 2013.

The CPSU/CSA commissioned the report that was proposed by the Centre for Policy Development.

The 32-page report said the government needed to reconsider its approach to the public sector and the services it delivers to the community.

The report found that the whole process of cutting funding is ill-

advised and that governments were adopting an irresponsible approach to budget savings.

Government cutbacks drive a reduction in workforce capability and erode public sector productivity and responsibility and the report said it also undermined public trust and confidence in government institutions by reducing services instead of driving efficiency.

Key report recommendations include:

- Encouraging efficiency and productivity innovation through

recruiting and retaining skilled staff and encouraging their input;

- Reducing the loss of corporate knowledge and essential skills by improving recruitment and retention;
- Protecting regional services by eliminating disparity in wages or other conditions; and
- Raising public sector productivity by targeting factors that are detrimental to employee engagement.



TEAM REPORTS

CAST TEAM

The Cross Agency Support team (CAST) worked with 82 agencies and 150 delegates in the 2013-14 financial year.

The focus was to maintain membership and delegate density in identified agencies by providing support.

The team provides union visibility/relevance and develops structures such as effective Electorate Delegate Committee meetings, Joint Consultative Committee meetings and working groups.

The team completed 249 walkthroughs, 215 visits/meetings, 78 JCCs and 67 EDCs.

They recruited 51 delegates and 193 new members.

Delegate development continued to be a focus with 41 sessions held in 14 Lunch and Learns.

Regional visits were held in Bunbury, Busselton and Geraldton.

GROWTH TEAM

Growth team continues to play an important role in promoting membership and all the benefits that come from being a union member.

A strong membership ensures the union continues to have influence in the community when fighting for members' rights and entitlements.

Recruiting continued to be a challenge with an ageing workforce and the Barnett Government's stance of downsizing numbers in the public sector.

In the reporting period the Growth team recruited 925 new members, conducted 114 inductions and had 7088 conversations.

Recruitment and education are still the main focus and this is done through:

- Workplace inductions where we talk about the benefits of union membership with newly employed staff and how other

members are working to improve their workplace.

- Workplace visits are held to support workplace campaigns and talk to people we have not had a chance to call or see at an induction.
- Each government department provides a list of their new employees, as required by the General Agreements, and each person is contacted and invited to become a union member.
- We also welcome new members with a telephone call, outline the benefits available to them and ensure that we have their up to date contact details.



INDUSTRIAL SERVICES GROUP (ISG)

The Industrial Services Group plays a key role in the union and continues to advocate for proper standards of probity and procedural fairness.

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

In the 2013-14 financial year the group worked on an average of 175 new or recurrent cases each month, covering worker's compensation claims, disciplinary matters, sub-standard performance issues, collective issues or agency-specific negotiations.

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

- Outsourcing of DSC services;
- Securing an interim injunction against the Department of Transport to prevent victimisation of a delegate;
- Insecure work – fixed-term contract and labour hire;
- Public-sector wide dispute over CSA's representation rights in disciplinary matter;

- Securing a compliance review of the use of labour hire in the public sector from the Public Sector Commission.

The team was involved in negotiating and registering a number of agreements with the high-profile one being General Agreement 6 and other significant Agreements negotiated for Water Corporation and Serco.

ISG continued to advocate for members in the development and implementation of the Public Sector Commissioner's Instructions including:

- A submission to the Public Accounts Committee (Legislative Assembly) concerning changes to the Public Sector Management Act in 2010;
- A submission on the Workforce Reform Bill;
- Redeployment and Voluntary Severance;
- Submissions on the Labour Relations Legislation Amendment and Repeal Bill 2012.

LEARNING & DEVELOPMENT

The CPSU/CSA continues to provide free training for members and delegates as part of its commitment to maintaining awards and conditions.

This is despite some government agencies attempting to limit members' access to professional development through the union.

Delegate development is a cornerstone of union objectives with the Learning and Development team trialing new ways to deliver training and improve attendance rates at delegate sessions.

Professional development courses (Difficult Conversations, Mentoring and Building Effective Teams) went well and are being refined.

Comments and feedback from

members about new courses are being assessed to include established programs such as Work/Life Balance, How to Deal with Conflict in the Workplace, and a Guide to Change Management and Assertiveness.

There were 25 Lunch and Learns attended by 627 members.

The largest of these attracted nearly 200 members from Education, Health, Corrective Services, Child Protection and the Department of Aboriginal Affairs with our delegates investing in preparation and the conversation centred on redeployment and redundancy.

The event attracted new members and allowed members to express their fears around the topic and get updated information.

More than 420 delegates attended 50 courses and regional visits were held in Geraldton and Karratha.

Learning and Development was also involved in General Agreement 6 with support given to individual agencies and cross-sector campaigns.



Living Smart Union

Union members and their families were engaged in Living Smart Union (LSU) activities that help people live more sustainable lifestyles.

Living Smart means having a lifestyle that maximises members' well-being, health and happiness while making financial sense and reducing the impact on the environment.

Living Smart members make a difference to themselves and the planet.

In 2013-14, 401 people spent 1,977 hours participating in LSU activities – an 8.7% increase from the previous year.

Since its introduction in May 2011, 903 people have invested 7,183 hours in the program.

Twenty five per-cent of new participants get involved in subsequent union events/campaigns (data from previous years indicates that 85% of LSU participants have previously had little active involvement in their union).

LSU uses a relational organising model to build strong relationships with members and potential members, building a shared sense of identity and values, growing people's confidence to act, express their leadership and be active in their union.

In the reporting period LSU developed the Go Green @ Work network and program to connect and support members passionate about workplace sustainability with a view to growing activist networks around workplace sustainability (in line with the union's Climate Change Policy).

There were 20 LSU and Go Green @ Work events held in the year.

The Go Green @ Work Course met the perfect storm when one third of participants lost their jobs in the few weeks prior to the course starting and this has now been developed into a lunchtime networking group.



Through Go Green union members are keeping the flame alive, sharing success stories and working to make sure that the sector is positioned for a transition to a low carbon future when the political winds change.

Unfortunately due to cutbacks the government no longer has anyone looking at its energy use across all agencies.

Key events in 2013-2014

Heatwaves have been linked to measurable increases in accidents, aggression and deaths, yet our agencies do not generally have emergency response plans for heatwaves. The Health Impacts of Heatwaves series – in partnership with Health Dept, DER and City of Mandurah – focused on the safety of public sector workers and vulnerable community members in the face of one of Australia's deadliest natural weather extremes.

The Fossil Fuel Divestment Forum in partnership with 350.org boasted 110 attendees, following which the union engaged with Australian Super in support of Fossil Fuel Divestment. Australian Super is proactively assessing the risk of carbon exposure in their portfolios and taking steps to reduce and manage that risk.

Living Smart Union also hosted the Financial Sustainability Awareness event in partnership with 10,000Girl, and the Department of Health, with its partners in the Healthier Workplaces Program, provided CSA staff with free fruit for seven weeks as part of a research program into workplace fruit boxes.

MEDIA & COMMUNICATION

The Media & Communications unit played a key role in communicating the activities of the union to members and the community in 2013-14.

This was highlighted by producing thousands of resources (such as posters, flyers and placards) for the General Agreement 6 campaign that was a major focus of the organisation in the reporting period.

The unit produced high-quality publications including *Swept Under the Carpet: The truth behind the 2013-14 State Budget* (about the impact of cutbacks on vulnerable and disadvantaged people) and *A Colinoscopy: The 2014-15 State Budget Examined* that were distributed to the wider community and stakeholders.

Four editions of *The Journal* that showcased the activities of union members and provided key information on key campaigns were also produced for members.

Media & Communications provided support for major events May Day, the Public Services Summit, the Some Are More Equal Than Others conference and rallies for cutbacks to the Disability Services Commission and Education.

More than 848,500 emails were delivered to members and these were supported by regular updates on the Twitter and Facebook social media sites.

Video messages to the broader

membership and specific agencies were trialed in the reporting period as a new communication tool and will be utilised more in the future.

In addition 277 media stories were generated to highlight the organisation's role to the wider community and in particular highlighting the impact of the Barnett Government's decision to reduce resources and slash staff numbers in the public sector.

POLITICAL & COMMUNITY CAMPAIGNING

The Community Campaign team continued to reach out to community stakeholders in the 2013-14 financial year to promote issues affecting our members.

The team coordinated the 'Some are more equal than others' forum at the CSA Centre on October 22 that highlighted the inequality and funding cutbacks to the Equal Opportunity Commission's Substantive Equality Unit.

Cutbacks to the unit means that government practices are not being reviewed, and marginalised and minority groups will be further disadvantaged.

One of the major projects was the production of *Swept Under the Carpet: The truth behind the 2013-14 State Budget Report*.

The report suggested that cutbacks will substantially change the demographics of the public sector and that the potential impact of the cuts has not been assessed.

It noted that the funding cutbacks could turn back the clock on decades

of progress already made in workplace and gender equality.

Government expenditure and cutbacks were highlighted in June when the team launched *A Colinoscopy: The 2014-15 State Budget Examined*.

This comprehensive report challenged the Barnett Government's narrative on cutbacks and told real stories of how the budget affected members.

The report reviewed more than 30 government departments and raised more than 60 parliamentary questions.

A State Government decision to privatise group homes currently run by the Disability Services Commission saw the Community Campaigning team hold a series of meetings with affected family members.

This culminated in more than 2,000 signatures being tabled in State Parliament in June, calling on the government to overturn their decision to privatise the homes.

Apart from supporting the Disability Services campaign the team also supported union activity in Child Protection and Family Services, Corrective Services, Dental Health and TAFE.

It researched and lodged submissions to inquiries into TAFE, the Equal Opportunity Commission and Disability Services.

Support roles were also provided at the annual May Day celebrations in Fremantle in May, the high-profile rallies against Education cutbacks and International Women's Day.

UNIONLINK

UnionLink continued to be a major point of contact with members, fielding more than 15,400 requests for assistance in the 2013-14 financial year.

The most popular FAQs for the reporting period were those covering redeployment and redundancy, reclassification, general agreements, personal leave and long service leave. These FAQs averaged up to 70 clicks per month.

We also saw large volumes of web-traffic click through for special event FAQs on the Public Sector Cuts Rally, the 2013 redundancy announcement and the strike ballot.

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

Typical inquiries related to workplace bullying, member entitlements under

their award/agreement, 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.



COMPREHENSIVE FINANCIAL REPORTS
