



ANNUAL REPORT

2015/16 CPSU/CSA Annual Report

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

Executive Summary

Welcome to our Annual Report for 2016.

This year has seen a focus on community engagement, keeping the government accountable and planning for a big 2017.

It has been inspiring seeing so many members speak out and submit testimonials for public inquiries into; the Waroona-Yarloop bushfires, the death of a child in protection and the privatisation of disability services.

The long awaited Ferguson Report was released in June and with it recommendations for systemic change on how this state fights bushfires in regional areas.

In Child Protection, the Red Flags, White Flag Response? report was a scathing review into the government's lack of resourcing and support to caseworkers. The report publicly condemned the high workloads of child protection workers and recommends new processes, which were suggested by members of this Union.

In Disabilities, every group home that was given the choice has unanimously decided to stay in public hands. The No One Asked Don campaign got over 3000 signatures in support of people with disabilities who weren't consulted on major changes to their care services, with many not being given the choice to stay in the public system.

Workplace campaigns for conversation to permanency in Transport and Housing, underpayments for an on-call allowances in schools and a new Agreement for Wandoo Prison have all been successful fights for members this year.

Thank you to all the members who participated in the Your Say Survey, its results will cement the

priorities of members moving forward for the Your Union Agreement negotiations in the coming months.

And finally, after eight years Mr. Barnett's spending spree has left government services at breaking point. Although the staffing freeze has been lifted, it comes with more 'reviews'... which is just another name for cuts. Departments are again being asked to do more with less.

But change is just around the corner. In 2017, members hold the power for change in both their workplace and government, for the better.

With a state election and new Union Agreement planned for the coming months, now is the time to stand together for a better future and fair deal for public service workers.



Lea McKay
Branch President



Toni Walkington
Branch Secretary

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Campaigns & Projects

Legal Benefits Scheme

The Legal Benefits Scheme was introduced in 2015 in an aim to provide members who may face investigation or charges, as a result of their employment, will legal assistance and advice.

The Scheme allows for eligible members to access a subsidy, paid directly to Slater and Gordon, for legal services to the value of \$5,000 per person, per financial year. In the initial months of introducing the Scheme the Growth Team have been 'testing' the perceived benefit such a product would add to union membership within the existing membership cohort, and whether or not it is an attractive benefit to potential members.

Test agencies include the Department for Child Protection and Family Support, Department of Corrective Services and WA Police.

The Growth Team conducted a series of visits in 2016 to see how the scheme would resonate in these agencies and to what extent this added benefit could be used as a recruitment tool. The growth team allocated 1 to 2 Organisers to the visits and conducted around 2 to 3 visits per week over the first half of 2016.

Initial feedback and data shows that the scheme is being well received by members and potentials. Though recruitment from the visits has been limited, there is significant support for the scheme in both the membership and potential membership, and is working well as an add-on benefit to getting potentials across the line when joining.

Of the members who have taken up the scheme, the union has received glowing feedback about the benefit the scheme gave to them and this is being shared with the wider membership with positive results.

One member wrote:

I would like to take this opportunity to thank my Union for providing access to prompt and efferent legal advice when I needed it most.

An awful incident happened at my workplace last year. The Police arrived and wanted to interview a number of employees, including me, there and then. Like everyone else, I thought it could never happen to me, but it did.

Although I had done nothing wrong, I was scared and unsure of my rights.

My employer did not offer to provide access to a lawyer so I called my Union and they arranged for a lawyer to explain the process and talk me through it.

As I was still alarmed at the prospect of a formal Police interview, it was agreed the Police would put the questions in writing to the Union lawyer and allow me to answer the same way.

I encourage all non-Union members to join the CPSU/CSA.

Peace of mind is priceless.

The Your Say Survey has also shown that access to legal assistance in the unfortunate event that a member is facing investigation or charges, as a result of their employment, is considered to be 'very valuable' to more than 72 percent of the membership.

Data received since the inception of the Scheme in January 2016 shows that of the 16 possible options new members may give as their reason for joining the Union, 10% have chosen the Legal Benefits Scheme as their specific reason for joining, when compared with the other 15 reasons which are based on data from the full financial year.

Policy Conference

Setting out a distinctive policy agenda was our goal in the second half of 2015. Our Council dedicated itself to developing a set of policies that convey our position on a range of issues concerning employment, the value and importance of public services and the threats to these services.

Our diverse membership and the unique industrial environment of the public service is the foundation of our innovative policy development.

The policy development process included two rounds of briefings and feedback with Delegate Committees and several intense sessions of our Council, including a day-long session. People's lively contributions to the debates have resulted in a robust and well considered policy positions for our union.

Topics ranged from job security, methods of delivering public services and specific issues such as child protection, offender management and environmental protection.

Our Councilors and Officers assisted by union staff have created a suite of policies to guide our campaigning and engagement with our key stakeholders.

Save Our Services

Public Services extend opportunities, protect the vulnerable, and improve everyone's quality of life. They are essential to our economic prosperity and bind us together as a society. Our public services are being run into the ground; cutting staff and contracting out our obligations to the community – forcing services to run for profit, rather than the public good.

We want to see investment in public sector jobs and services and believe that short term savings measures will negatively impact our community as a whole. The cumulative effect of efficiency dividends, savings measures and recruitment freezes will adversely impact the economic activity of our state and exacerbate economic and social problems.

WA is experiencing a down-turn in economic activity resulting from reduced business investment, primarily from mining but also in many other areas. This means reduced revenue and with fewer people in work, people are spending less. At the same time, overall government expenditure has increased as more people are without work and are entitled to benefits and subsidies.

With Colin Barnett cutting more jobs the deficit will only be increased as more people will be unemployed. The answer to this crisis is to create jobs, diversify our economy and create economic activity. This is why we must resist savage cuts. We need a new economic strategy based on public investment, job creation, and tax justice.

Investing in public services is the solution to the deficit crisis. Instead of cutting jobs, we should be creating them, there are several areas where public sector jobs urgently need to be created.

This is the aim of the SAVE OUR SERVICES Campaign. We are working with our allies from other public sector unions to take our message to all people in the Western Australian community.

The focus this year has been on increasing the number of people who volunteer to work on the campaign. The campaign was well on track to reach our volunteer goals at the end of the year.

Save Our Services highlighted the negative consequences of privatising water, the shifting of training and vocational education costs to young people off-shoring of Telstra jobs, health care and privatisation of Medicare, public transport amongst many others.

Many of our members work alongside members from other unions making phone calls to talk with potential volunteers, letter boxing our leaflets in local neighbourhoods, having fun on stalls at community markets and knocking on doors to speak with people about what they can do.

Our work this year has been important to lay the foundation for the big job we have this year in the lead up to the March 2017 State Government election.

Union Agreement & Your Say Survey

The CPSU/CSA laid the foundations for the next public sector-wide Union Agreement campaign in the 2015-16 financial year, with key strategies and timelines established in early 2016 and claim development drawing toward completion by June 30.

The third and final General Agreement 6 (GA6) pay increase of 2.5% was delivered to public sector employees in June 2016. The increase well outstripped the Perth CPI of 0.5% registered by the ABS in the June quarter. GA6, which was registered in 2014, is due to expire in June 2017. The March 2017 state election will therefore fall within the campaign timelines for the next Union Agreement, and the opportunities this presents is reflected in the overarching campaign strategy.

The launch of the “Your Say Survey” in April 2016 marked the commencement of member engagement in the claim development process, with priorities and expectations for the Union Agreement being amongst the information sought from member and potential member respondents. This mechanism for gathering feedback from members was complemented by a series of intensive “Your Union Agreement” workplace walkthroughs and meetings, through which Organisers carried out 3839 campaign conversations over the May-June 2016 period.

The thorough claim development work undertaken in this financial year will ensure the “Your Union Agreement” campaign taps into what is important to CPSU/CSA members, and will maximize our capacity to secure their buy in and motivate their participation in action as the campaign progresses.

Operational Reports

Learning & Development

Our Union continues to have a strong belief in offering development opportunities to our delegates and activists but also providing Professional Development courses to the wider membership throughout Western Australia.

In this financial year, we have offered over 130 courses based at the Union training facilities or in the workplace with some 1911 participants attending. We define this into 3 distinct areas - Delegate Development (379 participants), Professional Development Courses (654 participants) and the Lunch and Learns (898 participants) delivered in the workplace.

We have recently been testing new professional development courses around the topics of advancing negotiation skills, team building and developing better relationships in the workplace. These supplement the tradition courses that we continue to offer.

Our team has been investigating alternatives to increase training options for our regional delegates and have been testing a web application called zoom as a delivery platform to assist delegates out in regional or rural workplaces. We have invested into regional delivery and undertook our GA 7 briefing in the metro and major regional centres with excellent attendance around the state.

Our team is based upon ensuring that members and delegates have access to training options to make their work life balance better.

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 2015/16 financial year the group worked on an average of 230 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:

- Outsourcing of Disability Services Commission services;
- Insecure work - the use of fixed-term contracts in Housing and other agencies;
- The effects of the transformation program in Landgate on specified calling roles;
- The TAFE amalgamations; and
- The recovery of underpayment of allowances in Schools.

The team was involved in negotiating and registering a number of agreements like the WA Police Agency Specific Agreement.

ISG continued to advocate for members in:

- The entitlement to flexible working hours; and
- Their right to be consulted on change proposals.

Media & Communications

The Media and Communications team played a pivotal role in many union campaigns and activities in 2015/16.

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

Key campaigns and initiatives included:

- Save Our Services
- Build A Better Future
- Respect. Choice. Rights. (Disability Services Commission)
- Every Child Counts (Child Protection and Family Support)
- TAFE Works
- Volunteer Program
- CSA Rainbow Group, Womens' Group, ATSI Group
- White Ribbon accreditation

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.

A number of issues based initiatives to combat workload, the hiring freeze, jobs cuts, bullying and health & safety issues across the public sector were also support by the team.

Many of these campaigns and initiatives relied on the media efforts of the team in 2015/16 to garner public support and aid in putting pressure on key-decision makers. Media and public relations are a core component of the team's communications efforts and requires a high level of relationship management and an intricate knowledge of the state, national and international media landscape.

Over the 2015/16 financial year our total media placements were 128 recorded for 110 release sent. This puts the organisation at a 120% hit-rate for media sent out versus media picked up by print, online and broadcast media.

Our mentions and placement also doubled in the 6 months from January – June of 2016, compared to the first half of the financial year (July – December 2015), with a 93% increase in print and online placements (includes state, national and international coverage), a 116% increase in TV reports which included both state and national coverage, and an 87% increase in radio spots.

This gives the organisation an average reach of at least 518k (6-month average based on January – June 2016) via print and broadcast media alone.

The later months of 2015 saw the Marketing and Communications team complete a year-long project of upgrading, redesigning and reinvigorating the CPSU/CSA Website. This project was one of the largest undertakings the team has pursued in recent years and the site is now equipped to bring a range of new digital benefits to members.

Since the launch of the new website, the amount of time users are spending on the site has tripled, and the repeat cycle between the e-newsletter, the website, and the organisation's social assets has also grown exponentially.

In the 2015 -16 financial year the organisation's Twitter account grew by 23% with more than 12k engagements and 890k views. This resulted in 3.8k click-throughs to the CPSU/CSA website or other campaign content. Our engagement and interactions increased 3-fold, eclipsing 2014-15 figures and seeing us on equal footing with the national body, Australian Unions, in terms of our reach and engagement.

The organisation's Facebook account also saw extremely positive growth in 2015/16 with a 31% increase in page likes or 'Fans' and a 91% increase in user engagement. The top posts included promotion of the Your Say Survey (Reach of more than 8k) and a

post promoting the Have A Heart/Every Child Counts Child Protection campaign (343 likes).

The introduction of closed agency and campaign based groups has proven incredibly successful and members have reported feeling more comfortable with open discussion in these forums, away from public eyes. This also has the added benefit of providing members with some extra protection in the relatively uncharted territory of personal social media use versus expectations placed on public sector employees.

Email marketing remained a key component in our marketing and communications strategies in 2015/16. The organisation's email marketing continues to perform above the industry average by for both open rate (up 5.9%) and click-throughs (up 6.7%). The layout, performance and design of the e-newsletter also received an overall-haul in 2015/16 and a change in provider represented savings of up to \$30k.

Not satisfied with renovating one website in the financial year, in the final months of the 2015/16 financial year the Marketing and Communications team began working on a new online initiative that would be the first of its kind, offered by any union in WA.

The retirement of the print Journal in 2014/15 financial year saw a gap in uptake under the PDF download scheme that whilst representing a significant saving to the organisation, wasn't enjoying the same popularity as the hard copy version.

With this in mind the team started development on a new blog-style site to replace the old Journal iterations. The project was completed in record-time in the first months of this financial year. The team are pleased to report that even in its infancy this site is already seeing exceptional engagement and up-take in both the membership and the broader union movement.

Organising

Team Reports

Cross Agency Support Team

The focus of the CAST team is to maintain membership and delegate density in identified agencies by providing organising support and Delegate development to these agencies. The team promotes Union visibility/relevance and develops maintenance structures such as effective EDCs, JCCs and Working Groups.

There have been a number of staffing changes over the year due to internal restructuring and an increase in the number of agencies allocated to CAST.

The team works with over 100 agencies and 250 Delegates.

Visibility in workplaces and maintaining contact are the key focus of the team. By providing members with avenues to explore whole-of-sector campaigns and improve their workplaces the union is able to maintain a stronghold in agencies where comprehensive campaigns may be dormant.

Please note: LSU figures are presented separately in the LSU Annual Report.

Below is a statistical summary of achievements in the 2015/2016 financial year:

- Total number of Walkthroughs/Visits completed – 419 (plus a further 47 YUA walkthroughs)
- Total number of Workplace Meetings attended 108 (plus a further 16 YUA meetings)
- Total number of JCCs facilitated – 147
- Total number of EDCs facilitated – 98
- Total number of Caucuses facilitated – 111
- Total number of Delegates recruited – 53
- Total number of new Members recruited – 191

- Total number of Lunch and Learns/Information sessions organised – 18
- Total number of Planning Days organised – 2
- Total number of Delegate Development sessions facilitated – 26
- Total number of Individual Representations attended – 6
- Campaigns and Actions assisted – TAFE action in April 2016, WorkSafe action July and August 2015, Build a Better Future meetings x 3, Waroona Fire meetings, planning day and submission response.
- 2 Regional visits to Albany

Growth Team

Promoting membership and the benefits of being a union member are key issues for the Growth Team. This is done predominately through access to the newstarters lists that most government departments provide to 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. The Growth Team contacts as many newstarters as possible to discuss the benefits of union membership and ask them to join. 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 restructuring Public Services. In December 2015, the government announced a recruitment freeze in the public sector for a period of 6 months. This effectively put a halt to all recruitment

processes and led to a major reduction in the number of new starters coming into the public service.

Despite this the Growth Team pushed ahead with almost 15,000 calls and engaged in 5058 conversations. During this period we were able to attract 641 new members. The team also had 582 conversations with members who asked to resign and as a result of such conversations; we were able to turn around 145 of these resignations.

Apart from recruiting, the team dedicates time to educating new and potential members about the benefits of union membership and how they can improve their workplace. The growth team conducted a testing phase for recruitment around the legal benefits scheme and the results can be found under that topic in the annual report. We also engaged in walkthroughs encouraging members and potentials to take part in the Your Say survey for the Union Agreement which led to over 4000 face to face conversations with public sector employees.

The year ahead provides many opportunities to improve on the recruitment for the past 12 months. The General Agreement Negotiations and the State election will be two major milestones for us to focus on and build our membership.

Living Smart Union

This year has been deepening the focus on partnerships for members involved in the Go Green @ Work program. A highlight has been the mutually beneficial relationship with the Housing Authority's Green Corner (a staff green team) program.

During 2015-2016, four partnership events run jointly by GG@W and the Green Corner program resulted in a 100% increase in the number of Housing members engaged with the GG@W program and a 72% increase in the number of members volunteering in the Green Corner program. Around 80% participated in multiple Union events.

The Union's main champion at the Housing Authority and the Green Corner volunteers were recognized

by industry peers during the year with the Housing Authority being awarded both State and National CitySwitch Awards.

The Union's Living Smart Union course in 2015 included several members from DSC. The course generated a buzz in the workplace and led to a group forming to advocate for more sustainable practices in their workplace.

An important feature of the GG@W program is sharing knowledge between peers. Through the GG@W network, sustainability champions and practitioners in the WA Police Service met with the newly forming DSC green team to share ideas for low to no cost ways to make significant savings in energy, water and waste in the workplace.

As well as the Living Smart Union course, the program also hosted 26 individual events. Over 430 members spent 1111 hours participating in one or more of the events during 2015-2016.

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, CANA, Travel Smart, CitySwitch and Bike Week. A partnership with agencies based in the Mason Bird Building in Cannington resulted in a grant from Department of Transport for Bike Week for two bike maintenance workshops in March.

Policy & Community Campaigning

The Political and Community campaign team continues to engage external stakeholders in campaigns and issue resolution for our membership. Community stakeholders play a critical role in explaining why the public sector and the services our members deliver are important.

The Barnett Government handed down its 2016-17 budget in May and we saw a continuing downgrade in the States financial position with the Treasurer announcing the State's largest ever forecast budget deficit of \$3.9 billion. State debt is also forecast to continue to climb to \$40.19 billion in 2019/20.

The Treasurer did lift the recruitment freeze which had been restricting the sector's capacity to deliver services to Western Australia but it was the highlight in a dismal budget for the sector as a whole. Agency Expenditure Reviews were expanded to include another 54 agencies and budgets for family services were cut in Child Protection and Local Government and Communities resulting in job losses and the cessation of important programs.

We provided background information to the State Opposition to assist with questions with and without notice as part of the budget reply process and for estimates in both the Legislative Assembly and Council. Most importantly, we engaged Union staff and delegates in the budget process which gave rise to some key areas to follow up

We have also assisted members and stakeholders with Freedom of Information applications in relation to issues of concern to them including information about the privatisation process for Disability Services, evaluation reports on Department for Child Protection programs the government is seeking to cut, documents relating to the Asbestos exposure of Water Corporation staff and contractors at the Minnivale Reservoir and the proposed closure of some Disability Services Commission supported accommodation services.

Families who are concerned about the forced privatisation of Disability Services Commission supported accommodation services continue to meet,

supported by the CPSU/CSA.

The families have met with Shadow Minister, Stephen Dawson, on a number of occasions and raised their concerns about the privatisation process with him. Stephen has also met with Disability Services Commission delegates on multiple occasions and talked honestly and frankly with them about the future of disability services in Western Australia.

In November 2015, at the urging of delegates, the CPSU/CSA began investigating whether the Disability Services Commission was undertaking supported decision-making as part of the transition process. The final report concluded that supported decision-making occurred in ad hoc fashion at best and at worst, not at all. We released that report at a delegates planning day in April and 20 delegates stood with Don Lessels and his sister, Lyn Young, asking the Minister to ask Don how he wants to live. Our petition for Don is one of our most popular yet. www.change.org/nooneaskeddon.

Campaign Reports

Child Protection

It's been a challenging year for Child Protection and Family Support. Caseloads have continued to rise, but the government has decided key preventative programs should no longer be funded.

The community campaign around this issue is at the forefront for members, with media and social media playing a major role. Together with the scathing Red Flags, White Flags Response? report revealing chronic workloads and under-resourcing, this campaign will continue to play a big role for members in the coming year.

In September 2015, we celebrated National Child Protection week with 15 delegates by holding a special EDC at Parliament house hosted by the Shadow Child Protection Minister Steve Dawson.

In October, we wrote to the Chair of the Community and Justice Standing Committee of the WA Parliament Margaret Quirk MLA calling for a Parliamentary inquiry into the under resourcing of Child Protection.

This was part of our political strategy to maintain pressure on the current Government and to bring our member's issues into the public domain. The Committee re-opened an already existing inquiry and invited us to give evidence in November.

During October we spent countless hours talking to members and delegates from across WA collecting evidence of the impacts of under resourcing on vulnerable children and families. The case studies and stories collected were presented at a Parliamentary hearing on November 23rd with Rikki Hendon and Linda Goncalves giving evidence on behalf of members.

The following week the Department gave evidence, with the Committee members using member's stories provided in the closed session to dispute the Department's assertions that there are no resourcing issues within the Department.

In December we provided supplementary evidence to the inquiry upon written request from the chair. In this document we provided further comprehensive information about case numbers, the monitored list, and the lack of psychologists within CPFS.

As a result of our evidence the Committee tabled the The Red Flags, White Flag Response? report in Parliament in March 2016 which resulted in fantastic media exposure for the campaign.

Building on the momentum from the Parliamentary inquiry we launched our Every Child Counts campaign at Parliament house with 20 delegates and the Shadow Minister.

At the launch we went through the strategy to win more resources for child protection and asked delegates to gain signatures for a Parliamentary petition. This was followed by campaign presentations during April and May in 6 metro and 5 regional district offices attended by over 120 members who were asked to secure signatures on the Parliamentary petition, wear a heart badge and to talk to their colleagues about the campaign.

The presentation also resulted in the identification of 17 new activists.

Each district also had a photo with the giant heart calling on Treasurer Nahan to "Have A Heart" when funding child protection.

Over 900 signatures were collected by members for the petition which will be tabled by the Shadow Minister in September.

Department of Housing

In September 2015 the CPSU/CSA brought a case to the WAIRC highlighting the excessive use of rolling fixed term contracts and long term acting arrangements to fill vacant positions at the Housing Authority. With these insecure work arrangements on the rise across the public sector it is important to ensure their use is consistent with the provisions in your Award, Agreement and the Commissioner's instructions for filling vacancies in the public sector.

Initially we had hoped that Housing would follow the lead of Department of Transport and agree to a protocol to facilitate the conversion of long-term-acting and fixed term contractors (who meet certain criteria) to permanent positions. At DOT, such a protocol assisted with converting over 50 people on contracts to permanent employees.

That initial hope for an honest discussion about improving the HR practices at Housing has all but faded away. We have spent an entire year attending hearings and advocating for the rights of public sector employees while Housing has given excuse after excuse to delay the proceedings.

After a year of conferences between Housing and the CPSU/CSA at the WAIRC, the Housing Authority has decided to challenge the appropriateness of the jurisdiction itself to hear the matter. As Housing had not previously raised any concern about the jurisdiction it is difficult to see this latest challenge as nothing more than a delay tactic.

Subject to the outcome of a hearing in October on the jurisdictional challenge, we can then proceed with presenting the case to the WAIRC for a ruling and seek orders to fix the identified problems. Our case seeks to resolve several issues at Housing that lead to:

- Members acting against vacant items for extended periods of five years or longer
- Employees on rolling fixed term contracts for periods of up to 7 years in the same position(s)
- Members not able to be considered for permanent appointment into roles they occupy because Housing

failed to properly advertise positions as required in Commissioner's Instructions for filling public sector vacancies

While Housing has failed to negotiate an outcome similar to the one we achieved in Transport our actions at the WAIRC have had a positive effect for several of our members. The Housing Authority has created permanent positions for some of the members who have been on rolling contracts and begun advertising some of the positions that have been previously filled by employees acting in higher duties.

The CPSU/CSA envisages that if we are successful in our current application then there should be positive flow on effects for all fixed term contractors in the Housing Authority and throughout the Western Australian public service.

Department of Transport

At the Department of Transport, a key focus has been on conversion to permanency for members. After planning and work that begun in early 2015, the team was able to leap into action when hiring freeze was lifted in May, with immediate benefits flowing through to members.

In late January 2015 members of the CPSU/CSA took the Department of Transport to the WAIRC over job losses and ongoing conversion to permanency issues. This came after the Department moved to terminate 17 fixed term contractors. This case and associated campaigning efforts dragged into the 2015/16 financial year, stymied by the hiring freeze which came into force in December 2015 and followed through to May 2016.

Delegates and members stood firm in challenging the Department of Transport and resisting the proposed job losses. Through the intervention of the WAIRC and the action of delegates and members, the following protocols were developed on the filling of vacant positions:

- CSA to identify member's consideration for permanent appointment and then submit that request to the Department. (only those members who have been employed for 12 months or more in line with Commissioners Instruction)
- The request to include copy of the job advertisement for which member applied. (Copy is kept on WA jobs board which can be obtained through HR).
- DOT will provide to CPSU/CSA the relevant data on the identified FTA employee/s which may include employees level, location and classification).
- DOT will take into account in particular whether each employees current position was advertised with the possibility of permanency
- DOT to advise CSA of their decision.

If anyone is not converted to permanency and the reason given for rejection by the Department is not substantiated, this may be appealed through the dispute resolution clause.

Each month Delegates submit identified requests to be considered for Permanency to the Organiser.

In August 2015 the Department informed Delegates that there had been a significant drop in the numbers of staff employed on fixed term contracts. This had fallen from 12% to 9%.

Delegates have since reported to the union that over 50 staff have been converted to Permanency since 31 March 2016.

Disability Services Commission

It's been a huge year for the DSC – Our Choice campaign. The Disability Services Commission finally listed all of the homes they intend to privatise and those they intend to remain. It wasn't surprising that all of the houses with the choice to continue with the Disability Services Commission chose to stay in record time.

It became clear in late 2015 that the Disability Services Commission had no plan in relation to funding supported accommodation and the NDIS and

in December, the Commission announced it was axing it's 'reform pilot'. The admission was a win for Social Trainers who had been asked to express interest in their own jobs as part of the project which looked like seeking to undermine current conditions.

The Disability Services Commission made a very real attempt to diminish services to people with disabilities by removing domestic staff from some homes and reducing domestic staff at others. Families and a second-hand toilet came to the rescue and after an action outside the Commission's West Perth office the Director General said he would review domestic staff allocations. We continue to resolve issues on a case by case basis.

As part of the transition project, the Disability Services Commission attempted to close two supported accommodation services in early 2016. Delegates and families stood up to say that this wasn't good enough and both services remain with the Commission, though they are listed for transition to private providers.

As part of our campaign, we are working closely with families who have loved ones in supported accommodation and this year they have been extraordinarily proactive. They have supported our call to undertake supported decision making as part of the transition process, lodged Freedom of Information requests, lodged complaints with the Equal Opportunity Commission, they have written letters to the Editor of local newspapers, asked friends and family to sign petitions, attended NDIS information sessions, made videos with us about why they want their loved ones to stay in Disability Services accommodation and talked to DelCon16 about why campaigns like ours matter.

We have also gone from strength to strength in organising our Local Area Coordinator membership significantly increasing both our delegate and member numbers. With a name change to Local Coordinators as part of name change from MyWay to WA NDIS it is clear that this is a critical time for our Local Coordinator members with uncertainty about the funding model for disability services in WA.

Schools

Workload continued to be a core issue in schools during the 2015/16 financial year, with members from 200 schools participating in a comprehensive workload survey that sought to quantify the magnitude of the issue.

The results of the survey were presented to the Department in report form with a letter to the Director General, Sharon O'Neil requesting a review of workload. The Department refused the request insisting that any workload concerns were only present in a small group of individual schools.

The Schools Organising team undertook a series of out-of-school meetings to educate members about the survey results. The meetings were well received with more than 70 members attending.

The WASSRA conference presented the opportunity to talk to hundreds of people, both members and their colleagues (represented by other unions), about out of hours' relief coordination. It was from this feedback that we were able to identify that this was a major issue for our members. As a result, we entered into a dispute with the Department to seek back pay for unpaid on-call allowance.

The growth team assisted in talking to members and potentials from over 100 schools about the claim and educating them about their rights. Twenty-five members registered to be a part of the claim and the first group were put forward to the Department in December.

Between February and May 2016 new members joined a further 75 people who registered to be involved. Five members of the first group finally received payments ranging from \$5,000 to \$44,000.

Collecting the evidence for the claim was an enormous task requiring hundreds of phone calls and emails to members to ensure that the evidence presented to the Department was sufficient. As workload concerns mount we launched a petition, again calling on the Department to conduct a review for all schools, with a target of 500 schools. This work continues into the new financial year with the goal

being that once we reach our target we will again write to the Department requesting a review of workload, beginning the next phase of our campaign.

Waroona Fire Inquiry

During 2016, CPSU/CSA members in fire response agencies worked collaboratively in contributing to the Inquiry established by the State Government into the January 2016 Waroona Yarloop bushfire. Two lives and over 180 homes and businesses were lost in the fire.

Members in Parks & Wildlife, Fire & Emergency Services and the Forest Products Commission worked with other fire responders to bring the fire under control as quickly as possible. For many of our members, this commitment is over and above their substantive role. They work long hours at major fires "under extreme and challenging conditions... hot, hungry, dehydrated and sometimes sick with worry and exhaustion."

In February, Delegates formed a joint agency working group to develop a submission to the Inquiry. Over 50 members contributed during the three week timeframe. Members in other agencies involved in bushfire recovery (such as Child Protection and Family Services) and members who are volunteer firefighters also contributed to the submission.

In Euan Ferguson's report issued on 23 June 2016, he noted the fire was one of the most severe and complex in his experience. He acknowledged the work of the highly professional, dedicated public sector personnel and comprehensive and constructive input of the CPSU/CSA and its members.

Mr Ferguson's Report reflected issues raised by members and the union on the impacts of reduced staffing levels, the resulting fatigue and over work and the need for a fit-for-purpose resource management system.

The report also raised the idea of a dedicated Rural Fire Service, leaving open the question of how this would be structured or staffed. Many other submissions to the Inquiry recognized the impact of reduced staffing and resources on the agencies', particularly DPaW's, capacity to manage and mitigate bushfires. Delegates and members from the joint fire agencies will continue to work collaboratively on bushfire issues in the lead up to the State election to influence the major parties.

We would like to take the opportunity, on behalf of both the Union and our members, to offer our sincere condolences to the friends and families of Mr Malcolm Taylor and Mr Les Taylor, and to express our heartfelt support for all the families and communities affected by the fires, particularly the residents of Yarloop.

UnionLink

UnionLink has had another very productive year providing advice and assistance to over 13,000 members. In addition to our primary role of providing individual assistance to members and delegates, UnionLink works across the Union's disciplines and activities, providing its unique insight into individual member issues, identifying organising opportunities and potential delegates, and by identifying trends and issues as they emerge in order that the Union can provide timely advice and policy direction.

UnionLink Advisors operate using telephone and email to provide industrial advice, interpretation and information to members on entitlements, legislation, employer and government processes and policy.

The most frequent areas of inquiry were:

- Leave Entitlements
- Redundancy, Redeployment & Restructures
- CSA Services (legal referrals, Shoprite)
- Workers' Compensation/OSH
- Discipline
- Award/Agreement inquiries
- Hours
- Bullying
- Contract Status
- Performance Issues
- Grievance
- Health Issues

The level of assistance provided to members varies widely - from simple information dissemination to formal negotiation and advocacy. We operate a case work system for more complex and ongoing engagements. A snapshot of some of the wins achieved by Union Link include protecting flexi time arrangements, assisting members with returning to work part time after parental leave, recovering underpayments and negotiating improvements to work rosters.

UnionLink Advisors provided advice to Delegates on over 450 occasions throughout the year. UnionLink Advisors prioritise delegate inquiries whenever

possible. This interfacing with Delegates is important and we encourage Delegates to utilise the immediate and expert assistance available to support them in the vital role they play in their workplaces.

UnionLink Advisors work collaboratively with other teams within the Union. Advisors have contributed to the work of L&D courses by occasionally presenting and/or facilitating L&D course modules. Advisors participated in Delcon 2016 by facilitating workshops including the very well received workshop on Representation Rights.

UnionLink Advisors participate in the Union's organising campaigns, for example in the on-going Permanency Campaign. UnionLink also had input into the formulation of the next round of bargaining for "Your Union Agreement".

Advisors are responsible for identifying issues that require assistance from Industrial Services. Advisors also provide referrals to Slater & Gordon for non-work related matters for the free consultation provided by the firm.

FAQ's

UnionLink continues to provide a series of FAQs on the Union's website page. The most popular FAQ's over the year were in relation to Redeployment and Redundancy, Bullying, Leave Entitlements, Meetings with Management – Your rights and information on the Breach of Discipline Process.

Upgrades

UnionLink Advisors were provided with an additional computer monitor and are now operating with a dual screen system. This has led to significant improvements in efficiency enabling Advisors to better manage the number of databases, email, and other web based information programs they use simultaneously throughout the day.

Upgrades were also made to the Union's phone control software. The new software has enhanced reporting features that has also significantly reduced the time spent on monthly operational reporting.

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.

This year we said farewell to the Greens Party office and The WASO ticket sales office on the ground floor.

We retained all other tenancies including WASO's head office on level 3. We gained two new tenants on the ground floor, they are Edible Blooms and Migration Management.

The Main Building Lobby refurbishment have been completed and the refurbishment of the Wet areas of the building have commenced.

The tenants for the 2015-16 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

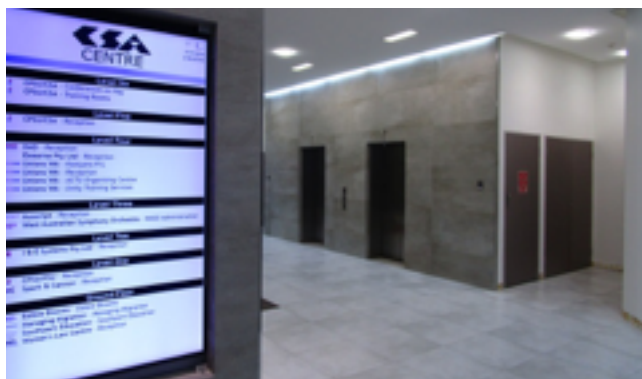
I&E Systems Pty Ltd

1st Floor

CPSU-PSU Group WA Branch
Spark and Cannon

Ground Floor

Edible Blooms
Migration Management
Women's Law Centre





2015/16 Financial Reports

**Financial Report for:
CPSU/SPSF Group WA Branch**



2015/16 Report of Election of Officers or Councillors