



2016/17

CPSU/CSA Annual Report

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



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Executive Summary

We are pleased to present to members our report of the CPSU/CSA activities and the financial health of the union for the 2016/2017 financial year.

The CPSU/CSA vision is for a fair and just society built through the provision of quality public services and our mission is to be a union of workers organising to win better jobs, stronger communities, an inclusive fairer society and a sustainable future. The report outlines the many and varied activities undertaken in pursuit of these goals.

The CPSU/CSA is one of Western Australia largest trade unions and the largest public service union. Our members work in the public services, for private contractors providing public services and in utilities. We represent full time, part time, permanent, fixed term and casual staff who provide public services, although they may be employed directly in the public sector, by private sector companies or work in a community sector organisation.

We are a democratic organisation, run by our members, for our members. We campaign for fair pay and conditions, decent superannuation, quality public services and equality in the workplace and beyond.

This report also highlights just some of the industrial wins and campaigning efforts we achieved this year.

Each day we make a substantive difference for individual members in many ways. Our win for members working in schools illustrates one way in which we can make a valued difference. Collectively some of our school members have received over \$1 000 000 for a previously unpaid entitlement. The significance is not just the extraordinary dollars recovered, but that people wouldn't have secured their entitlements if it wasn't for the expertise and hard work of our union delegates and staff. Many assume wage-theft is an issue in other sectors, not the public sector, but this proves everyone may be short changed if you don't know your entitlements and you don't have a union to turn to.

Our members can be proud of the work of the union they contribute to through their membership and participation in our campaign activities.

Public services are an integral part of our all of our lives. From cradle to grave we receive the benefits of services that are

directed, managed and delivered by government employees. Our members work both directly in the public service or are part of the sectors delivering services to the public for the government.

In an environment of escalating fiscal pressures, rapidly changing information and communications technology, evolving workforce demographics, entreaties to innovate while reducing risks, our members look for strong leadership.

In the State Government election we voted for enlightened leadership that will invest in the public service and cease the wasteful practice of privatisation. Our members overwhelmingly voted change in the West Australian government and to elect people to parliament who committed to value public services.

In closing 2016/2017 it is early days for the new Labor Government and we are still at the bargaining table for Your Union Agreement. The current offer already sees improvements to limiting the use of labour hire and fix-term contracts, improving redeployment opportunities, providing paid Family and Domestic Violence Leave and strengthening obligations to consult on changes to workplaces.

But we still have a long way to go and we continue to vigorously pursue improvements to public services, redeployment opportunities and limiting the use privatisation in all of its forms.

This is a time of change for the public sector and there will be tough times ahead but with some great wins for the Union this year, we look forward to holding the new government to account and the challenges ahead.

In unity,



Toni Walkington
Branch Secretary

Campaigning and Projects

Your Union Agreement

By the commencement of the 2016/17 financial year, preparations for the campaign to renegotiate the Public Service and Government Officers General Agreement 2014 and associated specialist agreements were well under way. Work to identify priority matters to address in bargaining concluded in July 2016, with the key member consultation mechanisms being finalised during the month. Consultation was thorough, with over 3000 members and more than 900 potential members participating in the Your Say Survey, at least 3839 workplace conversations being held with members and potentials and workplace meetings being attended by at least 510 people.

Potential claim areas were identified based on the data gathered and were the subject of considerable workshopping and debate by approximately 130 workplace delegates during DELCON16 on the 28th and 27th of July 2017. The result was the development of a draft claim, which was circulated across the broader membership for consideration and endorsement in August and was finalised on the 23rd of September. Of the 1,284 members who participated in the process, an overwhelming majority of 94% supported the draft claim. In recognition of the high levels of support, the CPSU/CSA Council passed a resolution formally endorsing the claim on 26 October 2016.

The political element of the campaign for Your Union Agreement was launched on the 17th of November 2016. Members were asked to wear red in the workplace on this day to mark the lodgement of the Your Union Agreement claim with WA political party leaders, and to demonstrate their participation in this campaign activity by posting photos to social media with the hashtag #GetREDy. 305 delegates agreed to coordinate the action in their workplace in the lead up to the event and high levels of engagement on the day was evident, with photos being shared from a wide variety of agencies and locations.

We hand delivered the claim to the WA leaders of the Labor Party, The Greens, The Liberal Party and The Nationals in

November. (Then) Leader of the Opposition Mark McGowan and WA Labor Upper House member Kate Doust received it in person, as did Greens Upper House members Robin Chapple and Lynn MacLaren. Copies were also provided to Liberal Premier Colin Barnett and Nationals leader Brendon Grylls, but they did not accept our invitation to be presented with the claim in person. Formally providing them with our claim enabled us to commence more focused discussions with the political parties about what they would commit to deliver if they won government in 2017.

Formal bargaining was initiated at the earliest possible time in December 2016, and negotiations began with the Department of Commerce for the CSA (Public Service and Government Officers) General Agreement and the 8 related specialist agreements in January 2017. A Union bargaining team was established consisting of President Brian Dodds, Branch Secretary Toni Walkington, Vice President Matthew Abrahamson, Treasurer Bruce Hawkins, Executive Committee member Deborah Stackpole, Coordinator of Member Services Mark Finnegan, Industrial Officer Danielle Arntzen, and then Coordinator of Organising Rikki Hendon.

Early bargaining under the Barnett Government was frustratingly unproductive as it became clear that they would not engage in genuine two-way negotiation prior to the state election. Emphasis was therefore placed on the Your Union Agreement political strategy prior to the election, rather than the formal negotiations, to obtain commitment to our claim items.

Members were engaged via a combination of metropolitan and regional workplace visits, meetings, outbound calls, emails and text messages to participate in a variety of politically-focused campaign events and activities to progress the Your Union Agreement campaign, including:

- Delegates campaign briefing (Thursday 19 January 2017)
- Emailing the local Nationals candidate about meeting to discuss the claim (January – February 2017)
- Petition to the Premier (February – March 2017)
- “Your Agreement, Your Vote” forums in targeted electorates (February 2017)
- Collecting milk cartons for stunt action on Thursday 9th of March (February – March 2017)

The actions attracted positive feedback and good levels of member and potential member engagement, with the petition for example attracting more than 2000 signatures.

As the date of the state election drew near, workplace walkthroughs and campaign communications focused on the commitments made by political parties during the course of the campaign which spoke directly to our Your Union Agreement claim items. Members were encouraged to think about their job and the future of public services and put the Liberals last when casting their vote.

Following the election of the McGowan Labor Government on the 11th of March 2017, campaigning shifted focus to engaging the new government in genuine bargaining and codifying the promises made by WA Labor in the lead up to the state election in the new Agreements. Campaign activities to positively engage the new government were undertaken over the March – April period, specifically:

- A meeting at the Perth Convention and Exhibition Centre on the 29th of March attended by approximately 500 members; and
- The “Hey Mark!” placard photo action (March – April)

The campaign was significantly impacted by Premier Mark McGowan’s announcement of a new public sector wages policy of \$1000 increases pro rata per annum on the 12th of May 2017, which effectively broke WA Labor’s pre-election promise to maintain the Barnett Government’s wages policy of 1.5% pay increases per annum for two thirds of our membership. This, together with Machinery of Government changes, the establishment of the Services Priority Review, the expiry of GA6 looming and slow progress in bargaining, prompted a change in approach with the new Government. Campaign messaging and tactics became more focused on the new Government’s election promises including job security commitments. On the 24th of May, we held a series of Your Union Agreement lunchtime members meetings in the Perth CBD, Cannington, Armadale, Midland, Fremantle, Joondalup and Bunbury and launched our “Postcard to the Premier” action seeking genuine bargaining over job security, which attracted 1555 signatures before the end of the 2016-17 financial year.

The hard work of the Union bargaining team, supported by political relationship building and member participation in campaign activities, resulted in the Government finally making an offer for Your Union Agreement on the 12th of June 2017 – less than four hours prior to the expiry of GA6. The offer, presented as valid if accepted in its entirety by 24 July 2017, featured:

- Two year term;
- No trade offs;
- \$1000 pay rises each year, effective 13 June 2017 and 13 June 2018;
- Statement of employer preference for permanent employment;
- Requirement to provide details of labour hire contracts to your Union;
- Requirement to specify reasons for engaging employees on a fixed term contract in writing;
- Requirement to provide your Union with the names and locations of all fixed term employees;
- Principles for the development of conversion to permanency process for fixed term contracts employees;
- 10 days paid Family and Domestic Violence Leave;
- Clearer, more detailed requirements to consult on proposed change affecting employees via the Joint Consultative Committee (JCC); and
- More comprehensive requirements to monitor and record workload, have workload data dealt with as a function of the Joint Consultative Committee and conduct workload surveys jointly with your Union.

A mass delegates meeting was held to consider the offer on 13 June 2017. Many aspects of the offer were welcomed but delegates noted Government’s rejection of the CSA’s claims for the “Cessation of contracting/ outsourcing” and “No forced redundancies” with concern and passed the following motion:

This meeting of delegates recommends that a counter offer with the following amendments be proposed to the Department of Commerce:

- Inclusion of “Cessation of contracting/ outsourcing” provisions
- Inclusion of “No Forced Redundancies” provisions

This resolution was communicated to the Minister for Commerce and Industrial Relations, Bill Johnston, and the Department of Commerce, and resulted in more focused talks with government about the outstanding matters. At the end of the 2016-17 financial year, these talks were ongoing. It is anticipated that the outstanding matters will be resolved in the early months in the new financial year.

Save Our Services

In 2011 UnionsWA, with the support of public sector unions, launched the Save Our Services campaign. The campaign brought together public sector unions with the aim of ensuring all Western Australians, particularly those most in need, can access decent health care, schools, public transport and other government services. This can only be done by keeping public assets in public hands and fighting the then Liberal Government's agenda of privatisation, outsourcing and cuts.

Across 2016 and 2017, Western Australians were feeling the strain of higher housing prices, longer waiting times in hospitals, bigger class sizes, increased TAFE fees and less investment in public transport. The mining boom is over but the cost of living in WA has not eased. The Barnett State government was committed to privatising WA's electricity, ports, hospitals and prisons to address budget shortfalls resulting from their own mismanagement.

The Save Our Services had a vision for WA to be a state in which the public sector restores balance to the economy in order to build employment, income and wealth for everybody. For this goal to be achieved, it is vital that the working people of the public sector have the skills, training and employment conditions so as to be flexible, adaptive and innovative in meeting the needs of all Western Australians.

The Save Our Services campaign engaged Union members from both the public and private sector in making the case for a better and fairer Western Australia. The campaign worked to ensure better services for all West Australians. oppose privatisation and the sale of Western Australia's assets.

Beginning in mid-2016 the Save Our Services campaign made calls to thousands of Union members and had a presence at market stalls and events across Western Australia.

In the lead up to the State election, the Save Our Services campaign held two door-knocks in target seats talking to hundreds of local electors whose vote could make a difference on polling day. These conversations were supported by ads on television, radio, Spotify, You Tube and a billboard campaign.

The CPSU/CSA also ran a Save Our Services campaign in Geraldton which was driven by activist members making the case that regional areas are often the hardest hit by privatisation. We letterboxed, held BBQ's and had a presence at the platform markets.

An evaluation of the Save Our Services campaign post the March State election found that 92% of CPSU/CSA members could recall communications from the Save Our Services campaign or the CPSU/CSA directly in relation to the election. Of these members, 54.8% recalled phone conversations, 58.1% recalled an email and 30.6% recalled a letter. The main message members report hearing unprompted was in relation to public sector cuts and job security (30.6%).

The Save Our Services campaign had a significant impact on the momentum that led to the change of government in March. 21% of CPSU/CSA members identified the main issue determining their vote in March as being that a change of Government was needed and 31.6% indicated that they had made their minds up well ahead of the election. This was the highest number recorded across all Save Our Services Unions.

The work done as part of the Save Our Services campaign served to facilitate a genuine conversation with members and West Australians about the importance of the public sector and gave the labour movement an opportunity to make the case for a better Western Australia public services that CPSU/CSA members provide.

Build a Better Future

The Federal election in July 2016 was the culmination of the Build A Better Future campaign. Beginning in May 2015, the Build a Better Future campaign was based around six non-negotiables that we demand of all governments to support:

- Workers' Rights...
- Universal healthcare...
- The highest quality education...
- Public services must be owned by everyone for the benefit of everyone...
- A Secure Retirement...
- A Fair Go For All...

With the Turnbull Government set on a course to cut weekend penalty rates, cut Medicare, make further cuts to school funding and give big business tax breaks, the campaign built a grass roots base campaigning for a fairer Australia in the lead up to the July federal election.

Our Build A Better Future team made calls to West Australians engaging them in the issues leading up to the Federal election. When the Prime Minister put Medicare and universal health care at risk, the campaign sent a clear message at train stations, on the phones, in local communities and on the doors that Medicare should not be touched.

Operational Reports

Learning and Development

We consider offering professional and personal development opportunities to our members and delegates an important benefit of being part of the union.

This financial year, we have offered nearly 130 courses based at the Union training facilities or in the workplace with some 1,260 participants attending.

We divide these into 3 distinct areas:

- Delegate Training (287 participants),
- Professional Development Courses (589 participants), and the
- Lunch and Learns which are delivered in the workplace (384 participants).

Our work with delegates remains one of our primary functions, whether it is in the classroom with formal training, one on one coaching or providing training support for our campaigns. This year has seen the Learning and Development team assist delegates during campaigns or to deal with specific agency issues such as Your Union Agreement, Fire Agreement, Child Protection and Family Services, Corrective Services, Culture and the Arts and Water Corp. This year, the team has also been pivotal in assisting our Library Support staff in linking with their own occupational grouping LIFT to provide support and training assistance in conjunction with the Union Organiser.

Learning and Development have introduced a number of new professional development courses around the topics of advancing negotiation skills and developing better relationships in the workplace with Emotional Intelligence training. The new course being based upon participants' comments and requests to the team. These supplement the traditional courses that we continue to offer, such as, how to resolve conflict and deal with bullying in the workplace and assisting members dealing with stressful workplaces. We continue to invest in delivering regional training for members and delegates, as well as assisting our regional delegates to attend planning events when they are located either in a regional or metropolitan centre.

Industrial Services Group

Advocating for members entitlements and rights, proper standards of probity and procedural fairness in performance and disciplinary matters continued to be the focus of the Industrial Services Group (ISG).

ISG consists of 6 industrial officers, a number of whom are legal practitioners, a manager, an administration support officer and a research officer.

In the 2016/17 financial year ISG worked on average of 230 new or recurrent cases each month, with a total of 2,760 for the year. These ranged from covering workers' compensation claims, disciplinary matters, substandard performance issues, collective/camping issues and agency specific negotiations.

ISG are successful in having disciplinary charges dismissed where the evidence is insufficient to support the allegations and in reducing the severity of proposed penalties where a penalty is justified in the circumstances.

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

- Your Union Agreement – Public Service and Government Officers' Agreement
- Specialist agreements for Your Union Agreement e.g. social trainers and school support staff
- Insecure work and the use of fixed term and long term acting contracts in housing;
- The recovery of underpayments of allowances in schools now totaling \$1 000 000.

The team was involved in negotiating and registering a number of federal and state IR agreements, including:

- Serco-Acacia Enterprise Agreement
- DSC Disability Justice Officers Agency Specific Agreement
- Department of Child Protection and Family Support Agency Specific Agreement

ISG continue to advocate for members in flexible working hours issues and consultation disputes.

Highlights of the year included:

- Ensuring members are able to access union support in the workplace through protecting the union's professional staff "right of entry" to WA Police premises, which led to the Police being ordered by the Industrial Magistrate to pay a civil penalty to the Union of \$6000;
- Pursuing the conversion of fixed term employees to permanent employment in the Housing Authority, despite jurisdictional issues being raised in the WA Industrial Relations Commission;
- an application to the Industrial Magistrate's Court which resulted in the North Metropolitan TAFE conceding that union delegates had the right to send broadcast emails to all employees at that workplace under union coverage.

Marketing and Communications

The Marketing and Communications team played a pivotal role in many union campaigns and activities in 2016/17. The team worked with our branch officers, staff, members and delegates to develop and rollout integrated communication strategies that resulted in engaging and creative campaigns for agency specific, cross-sector, State and national issues.

Key campaigns and initiatives included:

- Your Union Agreement campaign for negotiation of an improved agreement for public sector workers
- 2017 State Election Your Agreement, Your Vote campaign focus
- Save Our Services and associated 2017 State Election activities
- EBA negotiations at Acacia and Wandoo prisons
- Every Child Counts campaign (Child Protection and Family Support)
- Respect. Choice. Rights (Disability Services Commission)
- Transport campaign to save the Commuted Overtime Allowance
- #imfireready campaign for bushfire fighting professional at DPAW

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.

The plethora of cross-union and national campaigns in the 2016/17 financial years saw unions across the public sector increase their online campaigning in significant volume. This resulted in a broad range of messages and themes making their ways into the public realm. Given the need to finesse these messages to suit our members and our strategic priorities, the marketing and communications team limited much of our automatic sharing and posting throughout the year.

This presented the team with the opportunity to hone our content across each digital platform and investigate ways to increase our reach with niche content specific to our agencies and members. Overall, the organisation still saw outstanding gains across our digital properties in the 2016/17 financial year.

In the 2016 -17 financial year the organisation's Twitter account grew by 18.2% with engagement increasing by 138.7% - more than double our previous year's engagement. Our potential reach from these efforts is approximately 10.5 million with 36k click-throughs to the CPSU/CSA website or other campaign content. Our top tweet of the year, a retweet from CFMEU to stop asbestos importation reached more than 97.3k people. What this tells us is that although our own campaign messages and content perform well, members use Twitter to get quick updates about the broader union movement and show solidarity with workers in other industries on issues that are universally relevant to all workers.

The organisation's Facebook account also saw extremely positive growth in 2016/17 with a 19% increase in page likes or 'Fans' and a 8.4% increase in user engagement. This engagement was generated through 9,499 reactions (formerly 'Likes'), 878 comments, 2,494 shares, and 6,675 clicks through to CPSU/CSA website content. The top posts included pre-election comments made by Toni Walkington in relation to the former Liberal government announcement that 2,000 jobs would be cut if the Liberal party won government; and a 'meme-style' post featuring a The Simpsons character commenting on the July 2016 change of Prime Minister.

When compared to the behaviour and interactions of our members on Twitter, we see that Facebook is the preferred platform for members seeking public sector relevant material, particularly in terms of political happenings. However, it is also a more social platform and calls for finding a balance between on-strategy messaging and light-hearted, frivolous content that is fun for members and helps them connect with the union in the nature for which the platform is intended.

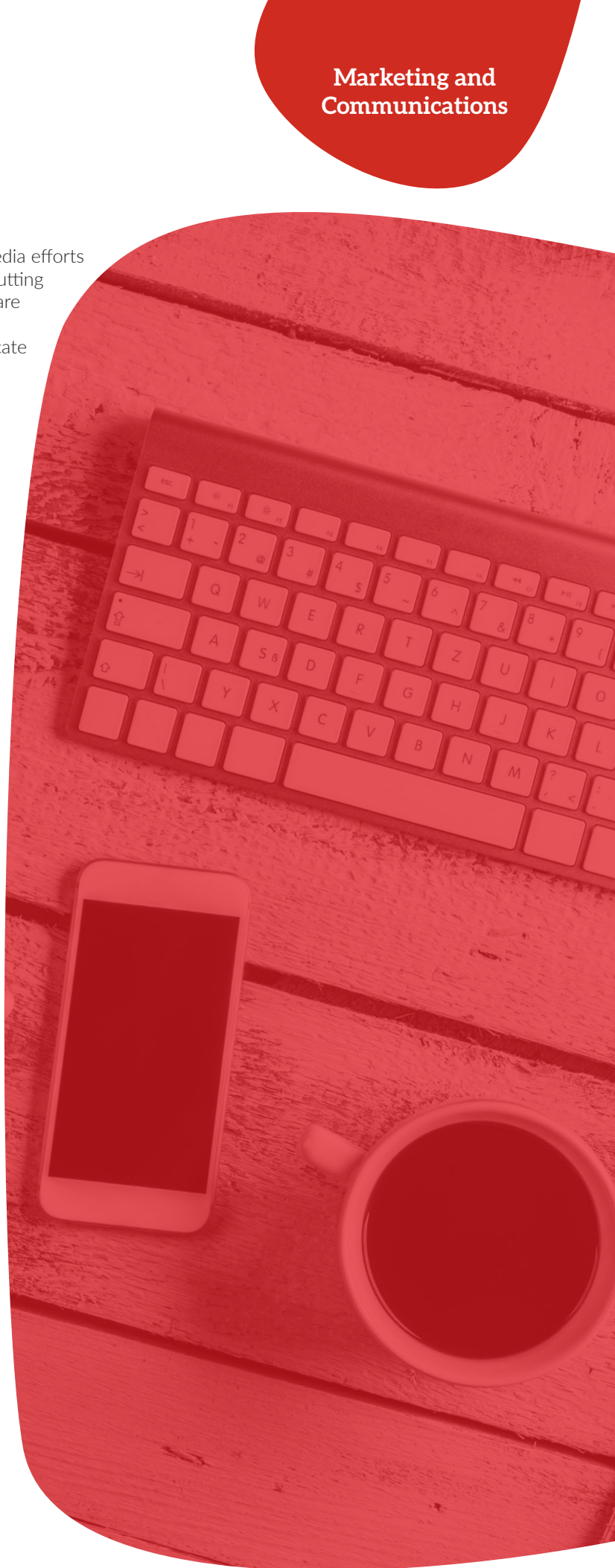
Many of these campaigns and initiatives also relied on the media efforts of the team in 2016/17 to garner public support and aid in putting pressure on key-decision makers. Media and public relations are a core component of the team's communications efforts and requires a high level of relationship management and an intricate knowledge of the state, national and international media landscapes.

Over the 2016/17 financial year our total media placements were 137. This represents a year-on-year increase of 7%. Our overall reach for the year was a staggering 16.3million. September 2016 and May 2017 saw the highest recorded replacements with 19 and 22 (respectively) stories for the month. However, it was October 2016 and May 2017 that saw the highest reach, owing to both statewide and national coverage of issues in the child protection and juvenile detention spaces.

Email marketing remained a key component in our marketing and communications strategies in 2016/17. The organisation's email marketing continues to perform well for both open-rates and click-throughs. The average open-rate for the primary list of all members is sitting at 19.1%, slightly below industry-average. However, when this is included with emails targeted at PSGOGA members throughout the Your Union Agreement campaign the average open-rate increases to 24.77%, well above the industry average of 20.97%. Our click-rate is also well above expected at 6.99% (with industry rate of approximately 2.76%) which equate to approximately 43% of those who open their emails clicking through on a campaign action and news story.

It is also worth noting that where email marketing is concerned, we must consider that approximately 60% of people read their emails in the reading pane of their preferred mail program, and that statistics from these emails cannot be gathered. This means that our actual open and conversion rates are likely, much higher.

SMS Broadcasting as a mainstay of campaigning was also used to great advantage in the past year. SMS is being heralded as the next-big thing in marketing, even though it has been around for decades. The abundance of people with smart devices, combined with the short format and immediacy of an SMS makes it the most effective form of mass-communication on the market with an open-rate of approximately 90%. Over the 2016/17 financial year SMS was used for all major campaigns and actions, with approximately 24 000 messages being sent. The service being provided does not offer reporting on open-rates at this time, but with the market for SMS broadcast providers growing as this medium becomes a front-runner in campaigning, it is hoped that more analytics and reporting will be available in the future.



UnionLink

UnionLink Advisors provide an important service of advising and advocating for members and delegates in relation to individual industrial matters and disputes. The industrial matters that UnionLink provided advice on include (but are not limited to):

- Performance management;
- Filling a public sector vacancy;
- Reclassification;
- Bullying;
- Conversion to permanency;
- Allegations of breach of discipline/misconduct;
- Breach of standards;
- Disputes regarding entitlements/allowances;
- Workload; and
- Fitness for work.

Additionally, the UnionLink team deals with membership queries and also works collaboratively with the Union's other teams to identify organising opportunities and potential delegates, identify trends and issues as they emerge for the Union to provide timely advice and policy direction, train members/delegates, refer matters to our Industrial Services Group and provide initial advice to other sections of the Union on collective issues. Advisors also provide referrals to Slater & Gordon for non-industrial matters for the free consultation provided by the firm.

The UnionLink Advice line operates from 8.30am to 4.30pm Monday to Friday; advice is provided to members and delegates over the telephone and also by email. UnionLink Advisors also manage individual caseloads for matters which require more attention than simple email advice and/or require contact with the Employer. Case work is necessary for industrial issues that are complex or require significant time and attention of the UnionLink Advisor.

Financial year 16/17 was a much busier year for UnionLink than Financial year 15/16:

	UnionLink cases	Incoming call volume	Email advice or assistance
Financial Year 15/16	492	6,970	12,902
Financial Year 16/17	678	7,563	13,614
Increase	206 more cases	593 calls	712 more emails to members or delegates
Increase/Decrease %	41.87% increase	8.5% increase	5.5% increase
Implication per advisor	135 cases managed per year	1512 calls per year	2,723 emails sent to members/delegates a year

Notable wins for the Financial year:

The UnionLink team have assisted many members and delegates to achieve successful outcomes this financial year. These have included:

- assisting members with grievances regarding bullying in the workplace that have been successfully upheld;
- assisting members with underpayments of entitlements/allowances i.e. overtime, transfer allowances;
- assisting members to lodge breach of standards claims which have been successfully upheld;
- assisting new members who were suspected of committing a breach of discipline
- negotiating with the Employer regarding denial of part-time arrangements to members; and
- assisting Union Organisers to stop employers from altering rostered hours of work that are in breach of Industrial Awards or Agreements.

Maintenance of Frequently Asked Questions (FAQs):

UnionLink also continues to provide and maintain for members and delegates, FAQs on industrial issues for the Union's website page. The most popular FAQs over the year were in relation to Christmas Closedowns, Bullying, Redeployment and Redundancy, Leave Entitlements and Meetings with Management – Your rights.

Organising Team Reports

Policy and Community Campaigning

The work of the Organising division of the CPSU/CSA was dominated by the Your Union Agreement campaign in the 2016/17 financial year. Organisers carried out rounds of outbound calls and intensive workplace visits to have conversations with members and potential members in a wide variety of public sector workplaces. The thousands of conversations undertaken by Organisers have enabled us to engage public sector workers in all stages of the campaign and secure their participation in vital events and actions.

Ongoing organising contact in workplaces and over the phone via the Growth Team has enabled us to achieve gradual improvement in our membership recruitment outcomes, with overall monthly recruitment averaging 81 new members in the second half 2016 and 113 in the first half of 2017.

Campaign and organising activity also occurred in regional worksites during the year in locations including Albany, Katanning, Narrogin, Karratha, Port Hedland, Roebourne, Newman, Geraldton, Bunbury and Northam. Conversations largely focused on the Your Union Agreement campaign, the Save Our Services campaign and regional housing and increases to GROH rents, but certain visits were also driven by agency or worksite specific issues. The use of Zoom online video and conferencing technology was also trialled; enabling delegates across the state to connect a number of occasions to discuss matters of importance to regional members and facilitating participation in Your Union Agreement campaign actions such as the 24 May Mass Members Meeting and Mass Delegates Meetings on the 19th of January, 13th of June and 14th of July.

SCHOOLS ON-CALL CLAIM

Work undertaken in early 2016 to build a mass claim for On-call Allowance for Schools members who have been instructed to under take relief coordination out of hours, yielded significant results in the 2016/17 financial year. Three groups of members had claims submitted and either fully or partially accepted by the Department of Education, resulting a combined total amount of backpay to CPSU/CSA members exceeding one million dollars. Further claims will be progressed in the 2017/18 financial year.

BANKSIA HILL DETENTION CENTRE

The ongoing dangerous incidents and staff assaults at Banksia Hill Detention Centre continued to attract significant media attention in the 2016/17 financial year. Significant work was undertaken with organisers, media and communications staff and delegates to ensure members' stories were told in the public arena, and to highlight the impact of funding cutbacks on the effective implementation of rehabilitation programs at the facility. Organising work around the issues at Banksia Hill also resulted in a six further Occupational Health and Safety Representatives being elected in the Centre who are fully trained in the OHS Legislation, hazard reporting and resolution processes.

Members continued to organise throughout 2017 to obtain the following outcomes from the Department of Corrective Services:

- Improvement to incident response and intervention approach, procedures and training;
- The capacity to apply penalties and consequences, within the limits of relevant legislation and standing orders, as meaningful deterrents to inappropriate behaviour;
- An investigation into the requirement for safe areas within the Centre.

This issues continue to be progressed through the Banksia Hill JCC.

DENTAL CLINIC ASSISTANTS RECLASSIFICATION

Dental Clinic Assistants work in both school and adult clinics across our state, assisting dentists and therapists in providing care and treatment to Western Australian children and some of the most in-need members of the community. Despite the skills, knowledge and responsibility required of Dental Clinic Assistants, their base salary is only General Division Level 1 and they have long sought a reclassification to reflect the true value of their work.

Several attempts have been made over the last 10 years to address the under classification of these workers and each has achieved partial success (e.g. securing and maintaining the \$3000 ARB), but an ongoing increase to a higher classification level has not been secured. There have however been notable changes to the Dental Clinic Assistant role over recent years,

such as the additional duties now required due to the introduction of accreditation, which has opened up a new opportunity to achieve a successful reclassification.

After many months of preparatory work key delegates, together with Branch Secretary Toni Walkington and members of Union staff, submitted their claim for reclassification on the 29th of March 2017.

We now eagerly await feedback from Dental Health Services and the Department of Health. DHS will review the claim and then submit it to the Department for further inspection

Government Engagement

EMERGENCY SERVICES LEVY REVIEW

In March, the CPSU/CSA made a submission to a Review being undertaken by the Economic Regulation Authority of the Emergency Services Levy. The submission asserts that the Office of Emergency Management (OEM) should be the body charged with the management of the Emergency Services Levy, and that the mechanism for allocation of the Emergency Services Levy needs to be reviewed to include essential bushfire fuel management and response from agencies such as the Department of Parks and Wildlife.

CHILDREN AND COMMUNITY SERVICES ACT LEGISLATIVE REVIEW

In March 2017, the CPSU/CSA made a formal submission to the legislative review of the Children and Community Services Act 2004. Child Protection and Family Support delegates met to outline their vision of required reform, which involved more uniform safety standards between the Department and Community Services, multidisciplinary involvement within the Foster Carer Review Panel, strengthening of public sector Aboriginal Department staff and further refining of protection order applications.

Following the submission, the union was again invited to provide further comment on the application of Regulation 4 of the Children and Community Services Regulations, as well as provide an addendum on potential routes for law reform around sexual exploitation of children. The union will continue to monitor legislative changes for this important Act to ensure members within the Department of Community Services can excel in their important, life-changing work.

YOUNG OFFENDERS ACT LEGISLATIVE REVIEW

In 2017 the Young Offenders Act 1994 is also being scrutinised under the legislative review process. The CPSU/CSA made a formal submission to the review, informed by delegates from the former Department of Corrective Services, now the Department of Justice. Given the range of challenges Western Australia's juvenile justice system has faced in recent years, the CPSU/CSA submission outlined a range of potential options to improve safety, order and achieve rehabilitative outcomes with a focus on the young person.

The submission highlighted clear examples where an interagency approach between WA Police and the Department would result in better outcomes for the community. A clear theme of the submission was the need to establish a safe and ordered operational reality – the union will continue to monitor the review to ensure this outcome is established.

COMMISSION OF INQUIRY

On May 15, the newly appointed McGowan state government announced a Commission of Inquiry to investigate and report on the decision-making processes, transparency and financial consequences of decisions undertaken under the former government. The CPSU/CSA made a formal submission to the Commission which detailed the union's longstanding concerns and advocated for change in director away from outsourcing and contracting out for the public sector as a whole.

The range of potential reform and repair stemming from the Commission's Terms of Reference are huge. We have called for action on Common Use Arrangements which devalue permanent staff through exponential expenditure on temporary personnel, erosion of staffing structures leading to poor compliance and exempted contracts hidden from public scrutiny. The CPSU/CSA's submission outlines a clear statement on how WA can run the public sector better. The Commission of Inquiry will deliver a final report at the end of October 2017.

SERVICE PRIORITY REVIEW

Following the announcement by the McGowan government circulated to stakeholders in May 2017 articulating the Terms of Reference for the government's Service Priority Review, the CPSU/CSA lodged a submission to the three-person Panel chaired by Mr Iain Rennie in June 2017, following the input of members, delegates and officials received over the preceding month. Representatives of the

CPSU/CSA including Branch Secretary Toni Walkington, also met with the Service Priority Review Panel, once prior to the submission and once after to deliver its contents.

The CPSU/CSA's 36-page submission contained case studies, analysis of best practice in the public sector and member-led feedback on the functions, operations and culture of the WA public sector, referring back to the following three terms of reference:

- Customer-focused and Outcomes-based service design and delivery;
- Contemporary, adaptable and high-performing workforce; and
- Efficient and effective systems and processes.

Amongst the topic areas the submission focused on, was investing in prevention and diversion services, job security, the failure of privatisation, outsourcing and labour hire and the benefits of redeployment to enhance public sector capability. Many of these matters are also being pursued through other CPSU/CSA campaigns activities. In summary, the CPSU/CSA made the following recommendations to the Panel as part of the submission:

CPSU/CSA Recommendation 1: That prevention and diversion services are prioritised across the public sector when designing services to respond to community needs.

CPSU/CSA Recommendation 2: That Key Performance Indicators should not attach to an individual's performance and that the Key Performance Indicators measuring the outcomes of agencies are created and reviewed in their agency-specific context and continue to be subject to auditing.

CPSU/CSA Recommendation 3: That due to the pervasiveness of excessive workload across the public sector, a specialised public sector body is created to assess, review and respond to issues of public sector workload.

CPSU/CSA Recommendation 4: That an updated and evidence-based public sector workforce diversity policy and implementation framework is created and rolled-out across the public sector.

CPSU/CSA Recommendation 5: That the Panel gives consideration to CPSU/CSA's claim item in relation to labour hire and contracting out, in making a recommendation that all non-essential labour hire and contracting out should cease and that direct employment via permanent and fixed term contracts are utilised to address the resultant workload.

CPSU/CSA Recommendation 6: That the structural layers of decision-making within the public sector including agencies'

delegations schedules are revised to empower employee capability, risk-taking and the avoidance of delays.

CPSU/CSA Recommendation 7: That a sector-wide Code of Conduct and HR policies are created, established, interpreted and administered by a sector-wide body such as the Public Sector Commissioner.

CPSU/CSA Recommendation 8: That an implementation framework is designed in consultation with the CPSU/CSA as a matter of urgency for any further Machinery of Government amalgamations and changes and that employees are preferences regarding resultant relocations are given due consideration.

NEXT STEPS

The interim report of the Panel has been released and a final report is due in October 2017. The CPSU/CSA will be making a further submission to the Service Priority Review in September 2017 which will include reflections on the interim report as well as a proposal on each area of public sector governance. Consultation with members, delegates and officials will once again inform this proposal submission.

We intend to continue to engage with the Service Priority Review process to affect the best outcome for public sector staff.

Political Engagement

INCOMING GOVERNMENT BRIEFINGS

As a continuation of the CPSU/CSA's political engagement strategy which commenced prior to the State election, from March 2017 onwards the CPSU/CSA has met with incoming Ministers to vocally pursue our members' interests across a range of public sector agencies. As Ministers came into their new roles, we have delivered Incoming Government Briefings to ensure that the information they receive about their agencies reflects what is happening on the ground.

The schedule of meetings commenced early on in the term of new government, with meetings with the Premier and Minister for Public Sector Management, the Minister for Commerce, the Minister for Corrective Services and the Minister for Disability Services taking place in March 2017 in the first weeks following the election outcome.

The following Ministers have met with the CPSU/CSA one or more times in recent months to be presented with a thorough brief of issues affecting the membership and the agencies in each Minister's portfolio:

- Mark McGowan: Premier; Minister for Public Sector Management
- Roger Cook: Deputy Premier; Minister for Health; Mental Health
- Bill Johnston: Minister for Mines and Petroleum; Commerce and Industrial Relations; Electoral Affairs; Asian Engagement
- Peter Tinley: Minister for Housing; Veterans Issues; Youth
- Fran Logan: Minister for Emergency Services; Corrective Services
- Dave Kelly: Minister for Water; Fisheries; Forestry; Innovation and ICT; Science
- Sue Ellery: Minister for Education and Training; Leader of the Government in the Legislative Council
- Simone McGurk: Minister for Child Protection; Women's Interests; Prevention of Family and Domestic Violence; Community Services
- Stephen Dawson: Minister for Environment; Disability Services; Deputy Leader of the Government in the Legislative Council

Delegates led discussions on issues they had articulated to the Community Campaigns team which formed the basis of the written briefs presented to each Minister. An example of one of the measurable outcomes which were achieved through this schedule of Incoming Government Briefings is the ceasing of privatisation of group homes for people with disabilities, which was raised with the Minister for Disability Services Stephen Dawson over a course of meetings

with delegates, where delegates held the Minister to the McGowan government's election commitment to stop the privatisation of existing public services.

The schedule of meeting with Ministers will continue into late 2017.

"On Thursday 4 May 2017 the Minister for Environment and Disability Services, Hon Stephen Dawson MLC visited the Department of Environment Regulation (DER) to introduce himself and have discussions with employees.

The Minister's visit was met with great anticipation from DER employees and an unprecedented amount of formal wear! The Minister introduced himself in a most congenial and informal way (as Stephen) and shook hands with many employees, even remembering Officers he had previously worked with as Chief of Staff to the then Environment Minister in the Carpenter government. The Minister visited the Noise Laboratory for a demonstration of noise emissions examples and joked with other staff in Gaelic.

The Minister and his staff also had a 15 minute meeting with CPSU/CSA Delegates Theo Bazen and Leanne Reid. A number of items were openly discussed and the delegates were pleased with the Ministers' openness, willingness to engage and responses. The Minister indicated he is keen to continue meeting with delegates in the future.

There was a noticeable upswing of morale and atmosphere and a definite buzz throughout the Department following the Minister's visit. People were noticeably cheerful, there was much laughter and even whistling and singing were heard in the corridors. The buzz was interpreted as a sigh of relief and a positive outlook for the future. It was an iconic and memorable visit."

LIVING SMART UNION AND GO GREEN @ WORK

The CPSU/CSA continued with the Living Smart Union and Go Green @ Work projects in 2016/17 with members and potential members attending six lunch and learns, three bike week workshops and a guest lecture at Edith Cowan.

Overall, 166 members, potential members and others were engaged as part of the Living Smart Union and Go Green @ Work project.

Of particular note, the Union, supported by delegates and activists in the Housing Authority, Department of Finance and the Department of Training and Workforce Development, was successful in seeking Bike Week funding to run three bike maintenance workshops. The Union acknowledges and thanks the Department of Transport and Westcycle for their funding support.

Campaign Reports

Child Protection

Every Child Counts is the CPSU/CSA campaign highlighting the incredible pressures faced by staff in what was the Department of Child Protection and Family Support (now the Department of Communities). In 2016/2017 the campaign was kicked into overdrive following the Barnett budget cuts of \$40 million from frontline services, as well as the closure of critical early intervention programs.

Some of the campaign action under the Every Child Counts banner included decorating key Liberal Minister Electorate offices with heart themed campaign messages, taking photos with community leaders with our giant 'Have A Heart' love heart and handing valentines to Perth commuters with details about the service cuts. The biggest impact came on 16 November, when the union fronted a parliamentary hearing to give evidence on the clear workload concerns within the Department. Following the State election, the CPSU/CSA has now established a relationship with the new Child Protection and Community Services Minister and has commenced work with the Minister and new senior management to repair the sector and re-establish quality care.

Disability Services Commission

Almost four years after the Barnett Government announced their intention to privatise 60% of Supported Accommodation services, the CPSU/CSA member's campaign to slow down and stop the privatisations has been successful.

It's been a heart-breaking and hard fought campaign. We have sponsored petitions, lobbied MP's, written an extensive report into decision-making for people with disabilities, interviewed members and families, lodged Freedom of Information applications, protested, emailed the Director General, the Premier, the Minister and the Shadow Minister and we have built strong and lasting relationships with the Caring About Residents with Disabilities (CARD) families.

The CPSU/CSA has held almost 40 meetings with families and we have supported them in their efforts, helped them

with Freedom of Information applications, media queries, protesting, writing submissions to Parliament and Inquiries into privatisation, making complaints in the Equal Opportunity Commission which we followed through to the State Administrative Tribunal.

The privatisation project was supposed to be complete in October 2014. Then it was supposed to be complete in October 2015. Now we know, it will never be complete and that's down to the efforts of members and families. Five additional locations have been given the choice to stay with the Disability Services Commission. They are: Stalker Road, Casserley, Market Street, Cooper and Albany Highway.

WA NDIS

On the 1 February 2017, just as Western Australia was about to enter the caretaker period ahead of the state election, then Premier Colin Barnett Government entered into a bilateral agreement with the Federal Government to deliver a WA based NDIS.

At the same time, the WA Labor party was campaigning for Government on a platform of WA jobs. Upon election, the new Premier, Mark McGowan, unexpectedly announced a review into the decision of the former Government to sign the bilateral agreement.

A WA NDIS means that Local Coordinators employed by the Disability Services Commission assist West Australian people with disabilities to advocate, plan, organise and access the support and services they need to live a good life.

Local Coordinators delivering the WA NDIS provide independent advice seeking out the best services for their clients and the community. They are based in WA and build knowledge of different providers and local services. Importantly a Local Coordinator does not have a conflict of interest with private Disability Service Providers.

The CPSU/CSA has met with both the Premier and the Minister for Disability Services to express the view of our Local Coordinator members, that any decision in relation to the delivery of the NDIS in WA should be based on what is best for West Australians with disabilities.

We have also let the Premier know that of our concerns that backing out of the bilateral agreement with the Federal government would mean that Local Coordinator jobs head out of Western Australia to Geelong. We think that represents a significant departure from the Premier's 'Plan for Jobs' which focuses on keeping jobs for Western Australians in Western Australia.

A WA NDIS will ensure that West Australians will deliver a WA based service to West Australian –people with disabilities.

Andrea works as a Local Coordinator delivering the WA NDIS for the Disability Services Commission here in Western Australia and she has also worked in the NDIS in the New South Wales.

Andrea is committed to her work here in Western Australia and genuinely believes that the WA NDIS is a better model for service delivery for people with a disability. Having worked in both systems, Andrea feels that she is better able to deliver a higher standard of service as part of the WA NDIS as the model is more personable.

Andrea believes that the WA NDIS saves money in the long run because the localised model gets to the crux of what's going on.

"When you go to someone's home you can pick up a lot more than what is said on the phone or in the office. Being able to see what is needed and offer a more direct relationship has the effect of reducing support needed in the future. Face to face makes all the difference."

Andrea has concerns about conflict of interest issues when private providers develop plans for people with disabilities with providers delivering a business model, not a care model and with no disincentive for providers not to push people with disabilities to services they provide with little regard for what is best for the individual, their family and the community.

We will continue to advocate with DSC Local Coordinator members to ensure that the best model for service delivery is adopted in Western Australia.



The CSA Centre



Currently we have 6040 sqm occupied floor space out of a total area of 6600 sqm representing a 8% vacancy rate.

During the financial year the average Perth's CBD vacancy rate was 25.2%, a 25 year peak. Despite this difficult rental market, the CSA Centre has retained near full tenancy over the reporting period. We welcome new tenants WA Training Institute to the ground floor.

The CSA continues to progress our enhancement of our building facilities. The main ground floor lobby is now complete and is a major asset in attracting new interest in our premises and retaining our existing tenants.

This heritage precinct of Hay Street continues to grow as a café/social precinct, with the addition of the soon to be opened new 5 star hotel in this area which we anticipate will enhance the CSA Centre's attractiveness as a CBD office facility.

OUR TENANTS FOR THIS YEAR ARE:

Level 6

CPSU/CSA Council Chambers / Training and Conference Centre

Level 5

CPSU/CSA

Level 4

Exearne Pty Ltd;
UnionsWA

Level 3

WASO; The West Australian Symphony Orchestra
Auscript

Level 2

I & E Systems Pty Ltd

Level 1

CPSU-PSU Group WA Branch;
Spark and Cannon /Dataworx

Ground Floor

Edible Blooms
Women's Law Centre.
Managing Migration
South Park Education
WATI (WA Training institute)



2016/17

Financial Reports

Financial Report for:
CPSU/SPSF Group WA Branch



2016/17

Report of Election of Officers or Councillors