

2018-19

# CPSU/CSA Annual Report

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





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# Executive Summary

The 2018/19 Annual Report outlines the activities of the Community and Public Sector Union/Civil Service Association of Western Australia for the past financial year.

This year has been dominated by the Your Union Agreement 2019 campaign. Our claim items were endorsed by close to 3,000 members in November 2018, negotiations commenced in January 2019. Delegates and Council endorsed an offer from Government be put to a ballot of members in June 2019.

The offer included fairer pay and conditions for casuals and Level 1's; more leave and public holiday entitlements; superannuation improvements to close the gender pay gap for women; paid cultural and ceremonial leave for Aboriginal and Torres Strait Islander employees; and a targeted review into how to deliver discounted public transport for WA public servants.

The conditions in this offer are ground-breaking, and will deliver a fairer, more equitable WA public sector.

It is also worth noting that although the offer maintains the \$1,000 pay increase cap, the inclusion of conditions that represent a financial benefit for employees means that it officially breaks the Government's Public Sector Wages Policy Statement 2018.

These are significant achievements of which we should be proud - and they didn't happen in a vacuum. Members participated in activity to support strong bargaining outcomes and, in doing so, delivered the biggest turn-out for our annual May Day event in more than a decade, and one of our most successful online campaigns with hundreds of 'Because of Us' stories being shared on social media.

Another major body of work that yielded meaningful results for public sector workers was the Path to Permanency campaign.

The CPSU/CSA participated in lengthy consultations with Government to establish a conversion to permanency eligibility criteria and process in the WA public sector, which was formally issued as Commissioners Instruction

23 in August 2018. Following this, a dedicated team was established within our Union to help members navigate the process and maximise their chances of a positive outcome. The campaign drove hundreds of people to join our great Union and delivered many members permanency after years on rolling contracts.

The CPSU/CSA also commenced a two-year Delegate Development Project in this financial year, which will establish an all-of-organisation best practice approach to the identification, recruitment, support and development of workplace union Delegates within our Union. We are confident that this project will build strong union leaders in public sector workplaces, and enable us to grow the Union power necessary to win great outcomes for members into the future.

Finally, we bid a fond farewell to our long-standing leader Toni Walkington, who resigned as Branch Secretary to join the WA Industrial Relations Commission in November 2018. A new leadership team was appointed by our Union Council, with Melanie Bray taking on the role of Branch Assistant Secretary and Rikki Hendon that of Branch Secretary. We are honoured to have been entrusted with the responsibility of leading our Union onward and look forward to working alongside members to take on the many opportunities and the challenges that lie ahead.

In unity,



Rikki Hendon  
Branch Secretary



Brian Dodds  
Branch President

# Campaigning & Projects

## Your Union Agreement

A priority for the Union this financial year was Your Union Agreement 2019.

We were the first Union to go up against a second round of the McGowan Government's Public Sector Wages Policy with the media, other public sector Unions and members eagerly watching the negotiations.

After a big response to the Your Union Agreement claim survey, it was clear that members were determined to break the restrictive Wages Policy.

On the back of a significant organising effort, both Branch Secretary and Branch Assistant Secretary presented seminars across WA on the claim items, the next-steps in bargaining and the need to campaign to win.

When negotiations commenced with Public Sector Labor Relations (PSLR), it was clear the restrictive Wages Policy was dictating all aspects of their position, including the \$1000 wage cap and any cost-item conditions.

The first offer from PSLR rejected nearly every one of our claim items and was unanimously rejected by delegates.

Members stepped up the action and attended May Day in record numbers, complete with new merchandise and signage.

The turn-out, and support on-going by organising efforts, was noticed and within weeks a second, significantly improved offer, was received.

The second offer contained many cost-items, meaning the pressure from Union members broke the Government's restrictive Wages Policy (which was later formally updated and recirculated to reflect the change).

### ***IMPROVEMENTS TO CONDITIONS INCLUDED;***

- 12 weeks superannuation on unpaid parental leave
- Five paid days Cultural and Ceremonial Leave for Aboriginal and Torres-Strait Islanders
- Casual loading increased to 25%, with three-hour minimum engagement
- Compaction of Level 1 band
- New public sector holiday day-in-lieu
- Increase to Adult Traineeship rates of pay
- Increased ability to review Workload Management
- Two paid Union meetings per year
- No increase to Government Regional Officers' Housing (GROH)
- Review into discounted public transport
- An extra day for Bereavement Leave
- No privatisation
- Stronger contracting out provisions

The offer still contained the \$1,000 wage cap. This was a contentious issue for members, and was discussed with much debate at the delegates meeting on 25 June 2019.

Although the wage cap was seen as a significant sticking point, delegates recognised the importance of the conditions on offer and the overwhelming majority voted to recommend it be put to a ballot of members. This recommendation was presented to the CPSU/CSA Union Council which unanimously passed a resolution endorsing an 'in-principal agreement subject to drafting and ballot'.



# YUA Timeline 2019

## November

- Claim Endorsement Survey – 2,758 members surveyed to develop claims for YUA 2019

## December

- CPSU/CSA lodged to begin bargaining with PSLR for a new agreement.

## January

- Launch of campaign 'Because of Us' to highlight public sector workers.
- Negotiations between PSLR and CPSU/CSA bargaining team commence.

## APRIL

- First offer received – all claims rejected by PSLR on grounds of Wages Policy.

## May

- May Day – massive CPSU/CSA turnout.
- Delegates meeting – delegates reject first offer & begin phase two of the campaign.

## June

- Second offer received – offer addresses nearly every item in the original claim.
- Delegates meeting – delegates vote for offer to go to member ballot.
- CPSU/CSA give in-principal agreement subject to drafting and ballot.

## Satellites

Members who are not covered by the Your Union Agreement are covered under satellite agreements that have additional clauses specific to their role.

All satellite agreements have commenced bargaining during the General Agreement.

At the end of the financial year all satellites were still in negotiations.







## Path to Permanency

The 2018/19 period was momentous in terms of our efforts to secure permanent employment for members.

The CPSU/CSA was at the forefront of the cross-union effort to develop an improved eligibility criteria and process for fixed-term contract and casual employees. This was secured from government and implemented in the form of Commissioners Instruction 23, in August 2018.

Union resources were then dedicated to assist members to successfully navigate the process.

A suite of tools and templates were developed for members and we led the way in educating agencies on how the process should work by developing how-to guides for employers.

Organisers and delegates delivered 160 information sessions across the sector and our Learning and Development team ran group and individual training sessions to support members with their submissions.

Our Industrial Services Group and UnionLink team supported these efforts by providing advice and advocacy to over 100 members who had received incorrect advice from their employer or were concerned that their agency wasn't following the process.

As we enter the new financial year the Path to Permanency campaign continues. As a result of all the hard work and planning 400 new members have joined the union and we helped deliver permanency to many members.

This body of work will continue into the next financial year and we anticipate further positive results for CPSU/CSA members.

## Delegate Development Project

Throughout 2018/19 the Delegate Development Project Coordinator undertook a review of delegate activity across the Union.

This review included interviews and surveys with delegates and staff. It identified the need to better target delegates for engagement and development.

The 2018 Delegate Development Project has focused on establishing the processes and administrative supports to facilitate a more targeted delegate approach.

An extensive delegate mapping process has been undertaken to identify the capacity of delegates across the Union. This has included the creation of individual profiles which identify delegate interests, skills and the level of support they receive for their activities.

To make this information easily accessible in the database, delegates have been identified by their skill set in detailed reports and on their profiles. This facilitates effective referral for representation and improved hand-over of issues between staff members. This has been supported by changes in communication between staff about newly trained, resigning and continuing delegates.

To support more targeted engagement new staff across the Union have been trained in Fundamentals of Organising. This training focuses on building organiser and staff skills to engage delegates in making real change at workplace level.

This body of work resulted in a changed approach to the 2019 Delegate Elections. Previous approaches have focused on engaging a large cohort of delegates through this process.

In 2019 a greater emphasis was placed on supporting highly engaged and active delegates to renominate. We anticipated that this will result in a reduction in total delegate numbers, but a significantly higher density of active delegates as the total cohort.

During the 2019-2023 delegate term focus will shift to gradually increasing delegate numbers. This staggered approach affords staff and existing union activists the opportunity to support new starters to become active and confident workplace delegates.

As part of this work, changes will be made to Organising and Learning and Development approaches in consultation with both staff and Union activists.





# Strategic Plan 2020

At the end of 2018, the CPSU/CSA Strategic Plan reached the end of its planned term. To position the Union well for the modern political and union landscape and challenges, a new strategic planning process commenced at the beginning of 2019.

After reflecting on the development of the previous strategic plan, existing demands on staff and a busy campaign schedule which included Your Union Agreement campaign for 2019, Reveille Strategy was engaged to support the development of a new strategic plan.

Reveille Strategy specialises in working with unions and other membership organisations and is powered by a team of experienced union campaigners and strategic advisors. This includes Tim Lyons, Troy Burton, Kristyn Crossfield and Madeleine Holme. Their combined experience includes roles at union peak bodies and national offices, and many have held union leadership positions.

At the time of this report, the planning process continues, but broadly it includes two phases with a “timeless” and “timebound” focus.

Timeless elements	Purpose	
	Values	
	Theory of Union	
Timebound elements	Planning set up	
	Strategic plan	Ambition Where to Play Theory of Winning Capacities & Resources Management Systems
	Transition	
	Implementation	
	Monitoring and review	

As at the end of this financial year, the following work has been undertaken:

1. The development of the timeless elements, which include Purpose, Values and Theory of Union (See right).
2. An organisational review. This involved interviews with all Coordinators and Leads and an all staff survey. This will assist in conducting a situational analysis to inform the planning process.

The following steps are planned for the beginning of the next financial year:

3. Planning with Senior Leadership for the timebound phase.
4. An All Staff Planning Day scheduled Thursday 5 September

Organisational work area, team and individual staff plans will then be developed ready for implementation at the beginning of 2020.

Consultation about the strategic plan will also occur with our Executive Committee and Council in the new financial year.

## TIMELESS ELEMENTS COMPLETED

### Our Purpose Statement

*The CPSU/CSA is a union of members working to deliver public services in WA.*

*The purpose of our union is to develop the capacity and confidence of members to collectively build and maintain power in their workplaces.*

*We exercise this power to win improved industrial and workplace rights, fairness and dignity.*

*Strong union workplaces deliver better public services for WA.*

### Our Values

- *Equity: We acknowledge imbalances of power within our society and seek for all people to be able to access the opportunities and support they need to reach their full potential and lead their lives with dignity.*
- *Justice: We pursue fair and just treatment for people in and beyond the workplace.*
- *Respect: We celebrate diversity, genuinely listen to each individual voice, and treat all people with respect and dignity.*
- *Solidarity: We support and stand with others in their struggle for justice.*
- *Integrity: We act with transparency and accountability, and always in the interests of members.*

### Theory of Union

*If we organise and mobilise members to build action at scale, and align worker and community interests, we will pressure the government to improve public sector jobs and service delivery.*

# Operational Reports

## Organising

Developing our delegate structures, building the collective strength of our membership and identifying opportunities to grow our Union continue to be the primary focus of the Organising Division.

The 2018/19 financial year has been a lively period for Organising with intense periods of activity driven by both the Path to Permanency and Your Union Agreement campaigns.

The new Organising structure, developed to ensure Organising could support members through the Machinery of Government impacts, has provided a stable foundation for the work we do with members.

The Organising Division has been working hard to establish a consistent structure across our teams to enable us to match our resources to the prevailing challenges across the sector.

We have now solidified our Lead Organiser structure and have benefited from bringing in some of our most active delegates to work in Organising.

All of our new Organisers have participated in our first ever CPSU/CSA specific training program which has a heavy focus on planning, recruitment, building collective action and strategy development.

We are confident that a renewed focus on reflective practice and skill development across the Division will provide a perfect launch pad for growing our union over the coming year.

The most significant milestone of the 2018/19 financial year has been the increase in membership after many years of decline. This outcome has been largely driven by our dedicated member leaders working closely with Organisers to secure real improvements in the working conditions of Public Sector employees.

The Growth Team also continued to improve recruitment outcomes, increasing new member joins for the second year in a row and increasing resignation turnarounds by 25%.

In the first six months of the 2018/19 financial year we grew by 150 members, a feat not achieved for many years.

The school workload review of last year confirmed what we have been saying for a long time; that schools are under resourced and that ultimately it is CPSU/CSA members who bear the brunt.

We have built on the work from last year's review by providing the results to the Department and by bringing two school support staff members to work as organisers. They are undertaking extensive outreach work in preparation for more intensive organising efforts around workload over the coming year. As a result the membership in schools has seen a significant improvement in the last financial year.

The end of 2018 and beginning of 2019 saw the organising efforts around the Your Union Agreement campaign intensify with hundreds of members attending meetings to discuss the claim and organisers visiting worksites undertaking over 1,000 conversations with members and potential members.

Collaboration between the different divisions of the organisations resulted in the collection of some fantastic member stories as they explained what happens in WA 'Because of Us'. We built on the momentum of the story action with organisers getting on the phones to invite people to May Day.

This resulted in one of our biggest ever member turnouts for May Day where members and Union staff took to the streets of Fremantle to show that we are "public sector proud".

## Regional Organising

Over the course of the 2018/2019 financial year the CPSU/CSA has conducted a number of visits to regional areas.

These included:

- Karratha, Roebourne and South/Port Hedland
- Geraldton
- Bunbury/Busselton
- Albany
- Broome
- Derby
- Narrogin

Visits were arranged to each government agency and school. Members were keen to discuss the Your Union Agreement claim, GROH, District Allowance, Annual Leave Travel Concession, TOIL and issues within agencies.

From these visits we had an increase in membership and new delegates/deputy delegates nominating to represent members in their workplace.

Town hall meetings were held in Karratha, South Hedland, Albany and Broome for the Your Union Agreement campaign and members were keen to attend to discuss issues around the claim.

Follow up visits were undertaken in Broome following the identification of specific issues at Department of Communities and North Regional TAFE. This extra contact allowed us to build a delegate structure to address the variety of issues that exist in these workplaces.

These visits overlapped with Learning and Development facilitating training in Broome. This enabled an additional training session to be held at the TAFE worksite during the lunch period with 28

members attending training, 5 new members and 4 new delegates coming on board.

These visits gave regional and isolated CPSU/CSA members the opportunity to engage with the Union, discuss workplace issues, to be involved and feel more connected.

It also reinforces the Union's support for members and strengthens engagement to retain membership and increase the union's visibility.





# Membership Services

## 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). Assistance was also provided in the negotiation and drafting of the following General Agreements for Your Union Agreement:

- PSAGOC SAGA
- Parliamentary Employees
- Insurance Commission

ISG consists of 4 Industrial Officers, (a number of whom have legal qualifications or possess in-depth experience working for public sector unions), a manager, an administrative support officer and a research officer.

In the 2018/19 financial year we worked on an average of 230 new or recurrent cases each month, with a total of 2,760 for the year. These ranged from workers' compensation claims, disciplinary matters, substandard performance issues, collective/campaign issues and agency specific negotiations.

ISG has oversight of the management of complex workers compensation cases by Slater & Gordon Lawyers, on behalf of the Union, under a legal retainer. At any one time, Slater & Gordon have carriage of up to 50 such cases.

We drafted and advocated several variations to the CPSU/CSA awards in order to update allowances and employer coverage, which required extensive research into CPI and other adjustment mechanisms. The awards varied to update allowances included: Public Service Award, GOSAC Award, Government Officers Social Trainer & ICWA Awards, Juvenile Custodial and EDMOSAC Awards.

New employers brought under CPSU/CSA award coverage included: Perth Theatre Trust, Legal Practice Board of WA, a number of Professional Registration Boards, the Agriculture Produce Commission and the Corruption and Crime Commission.

The application to vary the CPSU/CSA awards to confirm the representational rights of delegates and CPSU/CSA officials and employees was made in the 2018/19 financial year. However, the work is not complete. ISG proposes to renovate the following award provisions in the next financial year:

- Accommodation and related allowances
- Annual leave travel concession

ISG embarked on another variation to the CPSU/CSA awards in order to codify the representation rights of delegates, officials and CPSU/CSA employees, which have come under attack once more. The proposed variations are currently subject to conciliation.

We have been very successful in having disciplinary charges dismissed where the evidence is insufficient to support the allegations, and in having the severity of proposed penalties reduced where a penalty is not justified in the circumstances. Occasionally the Employment Disputes Resolution Act has been used to mediate a solution. Highlights of the year include:

- Ensuring members are able to access union support in the workplace through protecting delegates. A prosecution has been initiated against an agency to reiterate delegates' representation rights.
- Appealing to the Full Bench to challenge a decision made by Industrial Magistrate, which sought to limit the extent of the clause providing leave to undertake union business.
- Providing advice on conversion to permanency in light of agency decisions inconsistent with Commissioners Instruction 23. One dispute has been lodged with the WAIRC and is awaiting hearing.
- Contesting calls from the employer for members to retire on the grounds of ill health.
- Successfully challenging an employers refusal to accept GP medical certificates as proof for entitlement to paid personal leave.
- Negotiation of increased voluntary severance pay-outs where employers' had incorrectly calculated entitlements. Currently two cases are before the courts. One has settled recently with a good outcome for the member.

## COMMERCIAL PARTNERS

Our union has partnered with a number of commercial service providers add value to union membership. The full suite of providers is listed on our website, under 'benefits'.

- Shoprite – offers excellent discounts on a range of retail goods and services. [www.shoprite.com.au](http://www.shoprite.com.au)
- Vero – an insurer offering cover for household building, and contents [cpsucsa.org/save/item/vero-insurance](http://cpsucsa.org/save/item/vero-insurance)
- CUA- a credit union providing financial services at discounted rates for union members. [www.cpsucsa.org/save/item/cua-2](http://www.cpsucsa.org/save/item/cua-2)
- Slaters & Gordon Lawyers - a leading Australian law firm offering legal services to union members, either at no cost or for a reduced fee. [www.slatergordon.com.au](http://www.slatergordon.com.au)
- ME Bank – provides financial services at discounted rates for union members. [www.cpsucsa.org/save/item/me-bank](http://www.cpsucsa.org/save/item/me-bank)

## UnionLink

UnionLink Advisors provide the essential 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):

- Conversion of fixed term or casual members to permanent employees;
- Performance management;
- Filling a public sector vacancy;
- Reclassification;
- Redeployment and redundancy;
- Bullying;
- Conversion to permanency;
- Allegations of breach of discipline or misconduct;
- Breach of standards;
- Disputes regarding Award or Agreement entitlements;
- Workload; and
- Fitness for work.

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.

The UnionLink team works collaboratively with the Union's other teams on campaigns, identifies organising opportunities and potential delegates, identifies trends and issues as they emerge for the Union to provide timely advice and policy direction, trains members/delegates, refers matters to our Industrial Services Group and provides 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.

Financial year 2018/19 was a much busier year for UnionLink than the previous financial year.:

Type of contact	Incoming call volume	Email advice or assistance
Financial Year 17/18	7,071	14,573
Financial Year 18/19	7,443	18,129
Increase	372 calls	3,556 more emails
Increase/Decrease %	5.2% increase	24.4% increase
Implication per advisor	1,448 calls a year	3,625 emails sent a year

In addition to the work noted above, UnionLink provided advice and assistance to the Path to Permanency campaign on collective issues and also serviced individual members with their queries. This year UnionLink received 767 emails from members/delegates requesting advice on matters to do with conversion to permanency. UnionLink was successful in assisting several members to appeal the employer's decision where they were denied conversion to permanency.

### **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 who have been denied access to leave entitlements, including a member who was denied bereavement leave for the death of a parent and another where the employer had denied them taking annual leave at certain times of the year for over 2 years.
- Assisting members who do not meet our member qualification period for Industrial Services Group assistance with allegations of breach of discipline or misconduct.
- Assisting members to negotiate transfers to different positions or locations;
- Assisting members where the employer had made decision to reduce FTE without consulting with our members.
- Assisting members returning from maternity leave who have been denied the right to return to work on a modified basis;
- Assisting members who are subject to sub-standard performance allegations.
- Assisting members with grievances regarding bullying in the workplace which have been successfully upheld.
- Assisting members to ensure the Redeployment and Redundancy regulations are properly and fairly applied.

# Learning & Development

Our Union's Learning and Development team (L&D), continues to identify and promote the benefits of the Union by providing quality professional training and development opportunities for our members and delegates.

This financial year, we have provided 110 courses based at the Union office, regional centres or in workplaces with nearly 1,200 participants attending. We divided our courses into three areas:

- 33 delegate courses with 195 participants
- 62 professional development courses with 515 participants
- 25 Lunch & Learns with 462 participants

Our primary focus remains supporting the learning and development of our delegates, whether its formal training in the classroom, one-to-one coaching or providing support and assistance for campaigns.

Throughout the year we assisted delegates in agency planning days by developing and building strategies for making workplaces safer and fairer through collective actions. Our TAFE delegates continue to implement outcomes from their planning day and have implemented "L&D Training Bites," for their delegate meetings. We then developed an overview and training solutions based on the issues that our TAFE delegates face in their workplaces.

The Learning and Development team have also introduced a number of new professional development courses this year. "Presenting Professionally to Small Groups," proved to be extremely popular as did the "Building Business Relationships".

We continue to invest in delivering regional training for members and delegates, plus assisting our regional delegates to attend planning events if they are located in regional areas. We frequently examine additional delivery methods to augment our standard training methods.

This year saw us develop and deliver "Understanding Regional Awards and Agreements," which proved popular for regional members and delegates. These new additions supplement our traditional courses on conflict resolution, dealing with workplace stress and emotional intelligence to name but a few.

The public sector continues to be impacted by insufficient staff, department restructures or re-organisations. In response we assisted delegates in delivering Lunch and Learn sessions in workplaces to educate members on topics such as dealing with stress and increasing workloads.

These Lunch & Learn sessions are fun, informative, and offer practical campaign solutions. They link together our delegates and organising teams, which often leads to potential members joining us after a positive union experience.

The Learning and Development team is constantly striving to add, update or change our training delivery and content, so we have been very lucky to have had the insights and input from the Delegate Development Coordinator who is reviewing and implementing change around our Delegate Development. Support, advice and assistance are what we pride ourselves on and if there are things we can do better or changes that will make easier.



# Community Engagement & Communications

## ***YOUR UNION AGREEMENT 2019***

This year the work produced by the Community Engagement and Communications (CEC) team has been dominated by the Your Union Agreement (YUA) campaign.

All print and electronic material and communications have come from the team, as well as significant organising efforts to create some great events for members.

The YUA campaign launched with a new CPSU/CSA slogan and one of our most successful projects, 'Because of Us'. The concept was to create an easily shareable database of stories from our members, telling the public the important and diverse work they do every day. The campaign instantly struck a chord and after a few weeks, hundreds of stories had been shared online and dozens of delegates had shared their 'Because of Us' stories via video.

The high production value of the video stories was a talking point, and seen thousands of times on Facebook.

As part of our direct action for YUA, four delegates' meetings were facilitated from December to June. CEC provided communication materials, event management, presentations and promotion of these events, as well as extra content for online including our Easter stunt, which had the CPSU/CSA "Easter Bunny" delivering targeted MPs and the Premier Easter eggs in return for a first offer.

May Day was a significant undertaking by the team, with a major focus on promoting the event to members and liaising with Unions WA for a smooth May Day. With an abysmal first offer from government, May Day was a key turning point of the YUA campaign with over 100 members, it was one of our biggest ever turn-out. The 'Because of Us' theme continued with new 'Public Sector Proud' t-shirts, a new banner and plenty of new chants.

Throughout the Your Union Agreement campaign, media interest was strong with multiple stories on Seven News and Nine News as well as The West Australian Newspaper.

## ***PATH TO PERMANENCY***

The Path to Permanency (P2P) campaign was significantly supported by the CEC team. A new temporary position, provided us the capacity to manage the high volumes of incoming data regarding fixed term contract and casual employees, and enabled us to make contact with potential members and ask them to join. In addition to database management, the team provided the following support:

- Communications: Emails to potential members joining the path and updates for members on the path
- Publication of tools to support members including:
  - Eligibility pathway tools for FTCs and Casuals
  - Web-based point of contact for members and relevant pages, links to tools
  - Templates, sample submissions and checklists to assist members in preparing submissions.
  - Member information packs
- Scheduling of over 160 information sessions (over 97% of all info sessions included staff or delegate presenter)
- Agency compliance functions for P2P, which included preparation and distribution of four "how to" guides for agencies for different stages of the process. These received positive feedback from agencies and appear to have contributed to the relatively low number of agencies requiring formal compliance follow up.





## MEMBERSHIP COMMUNICATION & ENGAGEMENT

This financial year two major entities required significant upgrades, so the organisation could move forward in the digital world. These include; the IMIS Database Management System and a new CPSU/CSA website.

Both systems had endured significant issues over many years, but both were given financial approval for upgrades this financial year.

Major research into the implementation of a new database needed to be done, with a project team outlining the pros and cons of staying with IMIS or transferring to a new database management system. At the end of the 2018/19 financial year, the decision to stay with IMIS and upgrade was approved, and the contracts being sent to Slater and Gordon for review.

The new website development was approved and awarded to Principal Co. Through the financial year the CEC team lead the project, with Y-Frames, design and layout development, feedback and approval. By July 2019 the new website had been built, with finished previews awaiting feedback and connection to our new Nation Builder account.

The CPSU/CSA Equity Groups continue to be facilitated by the CEC team, with the Equity Organiser organising meetings and supporting and advocating the initiatives of the group.

In the 2018/19 financial year CEC teams output was unrelenting with, 48 member surveys, 212 member emails and 22 P2P Action Network emails.

On social media we gained over 623 new followers across our channels (increase of 11.3%), with a total of 849.7k views, 23.9k comments and likes and 4,287 click-throughs. The most popular content was around International Womens' Day, Child Protection Week, Dental & Landgate wins, DelCon, May Day and Change the Rules events.

## REDEPLOYMENT & REDUNDANCY REVIEW

The CPSU/CSA created an employee survey to assist the Redeployment and Redundancy Review currently being undertaken by Public Sector Labour Relations (PSLR) in line with the CPSU/CSA Agreement. The survey gathered qualitative and quantitative data from current and former public sector employees who have experienced being surplus to requirements.

The survey was made live in February 2019 following a period of feedback provided by PSLR. Following this, a series of phone calls were made to former members who had left the public sector coded with "Severance" as their reason for resigning their membership. A separate cohort of current and former members was identified, through a record of them having contacted the Union to request assistance with a redeployment and/or redundancy matter. Each person phoned was invited to participate in the survey and a link was sent to each of them in follow-up emails.

The next stage of the distribution process was to email delegates on 14 March and the broader membership on 20 March. A second email was sent to both groups on 4 April to remind them to participate in the survey before its closing date. The survey was then closed on 12 April 2019. There were 131 participants in the survey.

Overall, the responses indicate that the existing redeployment and redundancy mechanisms are not well suited to appropriate and effective workforce planning in the public sector, or to the needs of public sector employees. While the survey and review are not focused on compliance, the responses gathered by both the CPSU/CSA and PSLR indicate some employing authorities engage in high levels of non-compliance for a variety of reasons including misuse of the process, lack of education and awareness, and a desire to accommodate employees informally where formal mechanisms are perceived as being too rigid.

In concluding this report, the CPSU/CSA recommends a suite of legislative, regulatory, educative and cultural reform processes to improve redeployment and redundancy processes. These recommendations seek to improve these redeployment and redundancy processes for the benefit of public sector workers as well as the ability of the public sector to retain and redeploy its highly skilled workforce to deliver services to the community.

At the moment this report was written, the CPSU/CSA was awaiting PSLR to provide the final report for the Union to review.



## **APPROVED PROCEDURE 5**

A collection of work was undertaken in reference to Approved Procedure 5. In particular;

### **Proposed Changes to Approved Procedure 5 by the Public Sector Commission**

The Union received correspondence from the Public Sector Commission seeking comment on proposed changes to Approved Procedure 5.

The CPSU/CSA provided comments with the following recommendations;

- a) That AP5 is reissued as a Commissioners Instruction under section 221 of the Public Sector Management Act 1994
- b) That the scope of the operation of the Procedure is extended beyond public service agencies to all employing authorities in the broader public sector.
- c) That recommended drafting changes provided by the union are made to the Procedure to clarify appropriate and inappropriate use of contracts for service.

### **Approved Procedure 5 Compliance Review**

A compliance review of the AP5 has been initiated, undertaken by the Public Sector Commission in consultation with the Union.

The Terms of Reference were finalised and were sent to the CPSU/CSA by the PSC on 14 March 2019.

The Public Sector Commission has advised that the work of the inquiry has commenced and the report will be provided to the Peak Consultative Forum (PCF) by October 2019.

## **SUBMISSIONS**

In the 2018/19 financial year, the CEC Team built on the vast body of work of submissions, reviews, ministerial briefings and Peak Consultative Committee preparation. The team worked to initiate and advocate for the best outcome for CPSU/CSA members around topics of Wage Theft, Redeployment and Redundancy and the Ritter Review.

### **'Running on Good Will' – A Report on Education School Support Staff in Western Australia**

The CPSU/CSA collaborated with the Department of Education in order to develop a comprehensive survey and report detailing the current work pressures faced by education support staff across the state. This significant body of work summarized the views of over 800 civil servants working in education at over 175 schools and developed a strong foundation to work comprehensively through easing current pressures in the education workplace.

### **Inquiry into Wage Theft in WA**

The Union developed a submission for the Inquiry into Wage Theft overseen by former Chief Commissioner, Mr Tony Beech. This submission detailed examples and evidence of wage theft within an under-resourced public sector and provided guidance on how affected civil servants could be better supported through developing a zero-tolerance approach to wage theft.

### **Economic Regulation Authority Licensing Inquiry**

Many CPSU/CSA members work to protect the public via some of the 700 licensing schemes in operation in Western Australia. The CPSU/CSA developed a submission detailing how licensing reform and simplification could occur, while ensuring members would be able to maintain strict protection of the public against potentially dangerous or ill-prepared private operators.

### **Ministerial Review of the State Industrial Relations System**

Colloquially known as the 'Ritter Review', the CPSU/CSA continued to provide feedback and liaise with government after the final list of recommendations were tabled in parliament on 11 April 2019.

### **Office for Advocacy and Accountability in Aboriginal Affairs**

The State Government called for feedback on a proposal for a new statutory office to strengthen government's accountability to Aboriginal Western Australians, and advocate for Aboriginal peoples' interests in government policy and performance.

The CPSU/CSA worked with its ATSI members to provide suggestions, guidance and personal stories on the need for a new office and suggestions on how it could operate.

### **Greenough Critical Incident Review**

Following a series of union visits and support delivery to affected staff following the aftermath of the catastrophic prison riot and breakout at Greenough Prison, the union also made a detailed submission to the Critical Incident Review overseen by the former Commissioner of Corrections Victoria, Jan Shuard PSM.

### **Other Work included:**

- Ethical Procurement submissions, coordinated by UnionsWA
- Work, Health and Safety Regulation review, coordinated by UnionsWA
- Contributed to the CPSU SPSF's Sexual Harassment in the workplace Inquiry report



# The CSA Centre

The CSA Centre is currently fully occupied, with the entire floor space of the 6,600 sqm premises at a 100% occupancy rate. We can claim to be the only building of this size to be fully occupied in the East Perth precinct.

The vacancy rate in The City of Perth during the 2018/19 financial year was reported as 21.5%, up from the previous year of 19.8%. The CSA Centre is therefore setting the standard to aspire to for the East Perth business district.

Although there is still a difficult commercial rental market, we have managed to retain our current tenants that have leases coming up for renewal, as well as attracting new tenants to add to our tenant listing.

This year we welcomed The Humanitarian Group to our tenant list, Women's Law relocated from the ground floor to Level 1 and we assumed a small area on level one for our own new meeting rooms.

All capital works are now complete. This has made each floor a more attractive proposition for those tenants already in situ and encouraged them to renew their leases.

With the completion of the new Westin Hotel on Hay Street, and the close proximity of other hotels, we are now focusing on utilising the 6th floor Training & Conference Centre during times when it is not required for our own use. The capital works of the last couple of years have been instrumental in making this an inviting premise for those hotels that need additional capacity to hold larger conferences and other events.

## **2018/19 TENANTS:**

### **Level 6**

CPSU/CSA Council Chambers  
Training and Conference Centre

### **Level 5**

CPSU/CSA

### **Level 4**

Exearne Pty Ltd  
UnionsWA

### **Level 3**

The West Australian Symphony Orchestra (WASO)  
Auscript

### **Level 2**

I & E Systems Pty Ltd


### **Level 1**

CPSU-PSU Group WA Branch  
Spark and Cannon/Dataworx  
Women's Legal Service

### **Ground Floor**

Edible Blooms  
Humanitarian Group  
Managing Migration/ South Park Education  
WATI (WA Training Institute)  
Cariad Consulting



A large, solid red abstract shape that starts as a thin line at the top left, curves down and to the right, then loops back to the left, forming a large, open, teardrop-like shape that occupies the left and bottom-left portions of the page.

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