

the works



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Authorised by Nadine Flood,
CPSU National Secretary



AT THE RECENT Governing Council meeting we reflected on the momentous year we've had in 2011 and developed our plans for 2012 and beyond.

We can be proud of what we have achieved together. Our success has been about working as a team, across workplaces, agencies and industries.

We knew that bargaining for 160,000 workers in 4,000 APS workplaces at the same time – in a period of political and economic uncertainty – would be difficult and complex.

Taking on the *Better Way to Bargain* campaign across the APS – while continuing to represent members in the NTPS, ACT Government, CSIRO, broadcasting and the private sector – meant we had to innovate like never before.

What we have achieved together is quite extraordinary. We have:

- taken on the negative industrial strategies of the Federal Government and the Australian Public Service Commission (APSC) – and turned them on their head
- enabled 121,000 employees to reject sub-standard agreements
- delivered progress on pay equity in a number of agencies
- secured improved conditions such as paid maternity leave in some agencies
- locked in 15.4% superannuation for most APS employees
- gained delegates' rights in our agreements
- delivered a new, service-wide redeployment mechanism

- delivered the highest union recruitment in a decade, with more than 8,000 members joining the union since January.

I would like to acknowledge the enormous contribution of the many workplace delegates who have helped to pull off such a complex jigsaw of union activity.

We should be proud that we have conducted up to 3,000 workplace meetings a month, made 3,500 phone calls a week, conducted 78 simultaneous negotiations and run 'No' campaigns across 75% of the APS.

In 2012 we'll turn our new capacity to running strong campaigns on issues that matter most to our members. Bargaining is only one part of securing good jobs, essential services and support for our members' industries. We will drive strong campaigns to secure real improvements, from accessing personal and annual leave to funding for cultural institutions.

Our delegates are leading our union in the workplace, building union communities as a normal part of life at work.

In 2012 we'll take the next steps in our delegate and growth strategy, such as asking thousands of new workers in our industries to join the union.

There are significant challenges ahead and we'll build on these strong foundations to be a union that appeals to all employees, and is a powerful voice for our members and their industries.

Nadine Flood
CPSU National Secretary



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Something to declare

By banding together and rejecting sub-standard initial offers, many CPSU members in agencies such as Customs and Immigration have won a better deal. For others, the campaign is continuing.

MONTHS OF hard campaigning have paid off for Customs workers who have been offered average pay increases of almost 11% over three years as well as improvements to some conditions.

The offer came after members took part in national stoppages including some 24 hours strikes at international airports around Australia on October 27. Members were protesting over stalled pay negotiations and the Government's failure to genuinely negotiate a new agreement.

"Customs staff do a tough job protecting our borders, at airports, ports, mail facilities and in the marine unit on the frontline against people smugglers," CPSU President Michael Tull said.

"They've simply sought a pay offer that keeps up with increases in the cost of living and that deals with their frontline issues.

"This package delivers average pay increases of 10.94% and bigger increases for the lowest paid Customs staff.

"It also recognises the difficulties faced by shift workers and introduces a new package of conditions including for marine unit staff.

"This has been a long, tough dispute. It didn't need to be this difficult. I'd encourage the Government to move quickly to resolve other outstanding agreements."

More than 120,000 employees have voted to reject the Federal Government's 3% pay offer.

"While Customs is settling we have industrial action under way in Quarantine, Defence, ACMA and Australian Electoral Commission staff are currently voting on action," CPSU National Secretary Nadine Flood said.

"We're calling on Special Minister of State Gary Gray to sit down with the Australian Public Service Commission and work out how the Government can get out of the way of these agencies and resolve these disputes."

Members at the Bureau of Meteorology (BoM) stopped work for the first time in 10 years on October 27 to protest over stalled pay negotiations. A settlement looks close in that agency.

At time of printing, CPSU members in 46 agencies have now finalised negotiations and voted to accept new agreements.

In coming weeks the CPSU hopes to be in a position to support improved management offers in a range of agencies including the Department of Sustainability, Environment, Water, Population and Communities, the Department of Resources, Energy and Tourism, Climate Change and Energy Efficiency, the National Library, the Australian War Memorial and Department of Health and Ageing.

A win for low-paid agencies

As part of the bargaining campaign, the CPSU has been pushing for improvements in enterprise agreements to support Aboriginal and Torres Strait Islander employment in the APS.

"We have been campaigning to improve the relative inequity of pay in those agencies with high levels of Aboriginal and Torres Strait Islander staff which dominate the lowest levels of the APS pay structures," said CPSU Deputy Secretary Kristin van Barneveld.

"The good news is many agencies have listened and introduced provisions that make a real difference to Aboriginal and Torres Strait Islander staff. These include expanding the definition of family to include traditional kinship and a commitment to workplace diversity."



Torres Strait Regional Authority (TSRA) members won a range of improvements including a 12% pay rise over three years (6% plus 3% plus 3%), a \$2,000 sign on bonus, better remote localities arrangements as well as new cultural leave definitions and entitlements.

"It was terrific to be heard and to know that the bargaining process was transparent," said delegate Leitha Assan. "Finally the agency acknowledged that staff were being paid at the lowest levels in the APS."

Making work more secure



In the coming year, the CPSU and other unions will take part in a national ACTU campaign around insecure work.

IN AUSTRALIA TODAY, only about 60% of workers are in full or part-time ongoing employment. That leaves about 40% in insecure jobs.

Insecure work is casual or non-ongoing work that does not provide job security or many of the other rights and entitlements that permanent employees enjoy, such as paid leave.

One in five workers – or 2.1 million people – are employed on a casual basis. About 55% of casuals have been in their current job for more than a year and 15% for more than five years.

And, according to the Australian Bureau of Statistics data, more than half of all casual employees would prefer a permanent job.

Secure work is part of having a good and fair society in which all workers, regardless of their method of employment, enjoy rights at work.

CPSU Assistant National Secretary Louise Persse said it was concerning that the economy and labour market was changing in a way that could undermine the good jobs and conditions unions have fought to build in many industries.

“SECURE WORK IS PART OF HAVING A GOOD AND FAIR SOCIETY IN WHICH ALL WORKERS, REGARDLESS OF THEIR METHOD OF EMPLOYMENT, ENJOY RIGHTS AT WORK.”
– LOUISE PERSSE, CPSU ASSISTANT NATIONAL SECRETARY

“The shift toward insecure work is not just happening in the private sector,” Ms Persse said. “At 30 June 2010, 8.3% of employees in the APS were ‘non ongoing’. We are increasingly seeing the use of labour hire employees in workplaces such as Centrelink call centres and ATO Operations, where only 65% of staff are ongoing.”

The ACTU says its *Secure Jobs, Better Future* campaign is designed to push for greater rights at work and to maintain the gains of the Fair Work Act, in the face of a push from business for an aggressive industrial relations policy going into the next federal election.

Too many casuals

Ms Persse said the rise in insecure work was a concern that CPSU delegates have been fighting in many workplaces in and out of the APS.

“In Centrelink we used community concern about regional employment to push for the creation of more ongoing positions in regional call centres,” Ms Persse said.

“In the telecommunications sector we organise groups of labour hire workers and successfully pushed for award coverage in contract call centres to provide minimum rights for employees.”

CASUAL WORKERS

- One in four Australian employees – more than two million workers – are casual employees, with no job security and no right to paid leave, even when they get sick. Australia has one of the highest rates of casual employment in the developed world.
- Casual employment is particularly high in some sectors but it is increasingly common across all sectors of the economy. In accommodation and food services, 65% of all employees are casual and in agriculture, 47% of all employees are casual.
- More than half of all casual workers have been casually employed in their current job for more than a year and more than 325,000 workers have been employed casually in their current job for more than five years. According to ABS data, more than half of all casual employees would prefer a permanent job.

SecureJobs.
betterfuture

For more information visit <http://securejobs.org.au>

Stand up for super

A new campaign pushing for 12% superannuation for all workers will benefit many CPSU members.

THE CPSU is backing a campaign by the Australian Council of Trade Unions for a lift in employer superannuation contributions from the current minimum of 9%, where it has been stuck since 2002, to 12% by 2012 and 15% by 2015.

The campaign recognises that many workers' retirement incomes are still inadequate.

A significant number of CPSU members currently receive just 9% superannuation. These include:

- all new NT Public Service staff since 1999
- all new ACT Public Service staff since 2007
- Telstra and other telecommunications companies
- private sector broadcasting
- Medibank Private, and
- temporary and labour hire staff working in the public sector.

The new campaign, *Stand Up for Super*, calls on workers to sign a petition addressed to members of Parliament. Visit the campaign website to sign the petition and access an online calculator to work out how much more retirement income you would have with a 12% superannuation guarantee.

"Workers deserve a comfortable retirement but the current 9% contribution rate simply means that will not be an option for many Australians," ACTU Secretary Jeff Lawrence said.

He said the reforms would mean a worker aged 30 today on average weekly earnings would retire

with an additional \$108,000 in superannuation. And even someone the same age who can expect interrupted working patterns due to parenting responsibilities would have an extra \$78,000 in retirement savings.

The CPSU has been a leader in the superannuation debate and last year was recognised when the CPSU won the ACTU's Jennie George Award for the Advancement of Women in Unions.

The award recognised that the CPSU became the first union to secure superannuation payments on periods of unpaid maternity leave when it finalised new agreements at the Australian Bureau of Statistics (ABS), Comcare, the Northern Territory Public Service (NTPS) and the Fair Work Ombudsman (FWO) last year.

Within the Australian Public Service (APS) the good news is that at the conclusion of this round of bargaining most employees will have an employer superannuation contribution rate of 15.4% guaranteed in their enterprise agreement.

This protects APS employees from any future change of government policy in this area. In addition to this, a significant number of agencies have also committed to pay employer superannuation contributions on periods of unpaid parental leave.

For more information visit
www.cpsu.org or
www.standupforsuper.com.au

"I CAN'T AFFORD TO LOSE \$143,000"

LET'S MAKE A STAND FOR 12% SUPERANNUATION

Join the union campaign to help secure your retirement.
standupforsuper.com.au

STAND UP FOR SUPER!

ACTU

CONTACT YOUR UNION OR PHONE 1300 4 UNION
STANDUPFORSUPER.COM.AU

Australian Unions Working for a better life. Total of 100,000 employees in 2010 and 2011 were covered by a 12% employer superannuation guarantee. This figure includes those who are not currently working. Additional info: 1300 4 UNION. © 2011 Australian Unions.

THE HISTORY OF SUPER

Unions began campaigning for superannuation in the 1960s. The first not-for-profit industry funds began in the 1980s. In 1986 award super was established and many employees were provided with 3% super. The Keating Government launched the superannuation guarantee for all workers in 1992.

1983

Only 39% of the workforce had superannuation, and total Australian superannuation assets were \$50 billion. Superannuation was deeply inequitable: fewer than 25% of women and blue-collar workers had an account.

1992

One of the big changes came in 1992 when the Keating Labor Government introduced the Superannuation Guarantee. The guarantee was set at 3%, phasing up to 9% by 2002.

2002

The minimum compulsory superannuation contribution was increased to 9%.

2011

The minimum contribution is 9% and not-for-profit industry super funds look after the needs of 4.7 million Australian workers and managed investments worth \$1.3 trillion.



Young & unionised

Being a graduate is a great opportunity and the CPSU can help with the challenges of starting a new job, moving house and developing professional networks.

EACH YEAR about 10,000 to 15,000 new starters join the Australian Public Service and about half of these work in the ACT. Of these about 1,000 are graduates who begin a fixed term contract which allows them to gain experience in a few Government agencies.

The departments of Defence, Taxation and Human Services employ the largest number of new starters.

In 2008 the CPSU launched the New Starter Recruitment Group to develop expertise in reaching potential new members at their formal induction programs at the start of the year.

“The CPSU is a large professional community of people who work in the public sector and in public service areas including communications,” said Alistair Waters, CPSU Deputy National President.

“Graduates face particular challenges because of the work they do. They do rotations in different agencies which can be unsettling, most of them move to Canberra and face financial pressures and they can be vulnerable socially and at work.

“The CPSU does a lot to help. We offer networking and professional opportunities through the CPSU Graduates Network.

“The network is a group they can tap into for sound support and guidance

about the work they are doing as well as support for them socially.”

Last year the CPSU invited graduate members to Parliament House on budget night and earlier in the year members who started their public service as a graduate addressed meetings to share their experiences.

Graduate benefits

Workplace knowledge: Being a member of the CPSU gives you access to all the information you need to know about your workplace – the terms and conditions of your employment, your rights at work and what is happening in the APS. Visit www.cpsu.org.au for more information about most agencies as well as the discounts and benefits that come when you join the CPSU.

Advice and support: The CPSU provides support, advice and assistance for our members working across the country. More than anything, CPSU members have access to important information that can give graduates a career head start.

Networking: The CPSU Graduates Network holds functions to facilitate professional and social networking. Call the Member Service Centre on **1300 137 636** for details.

Join today and get ahead online at www.cpsu.org.au or phone **1300 137 636**



WHY I JOINED THE CPSU

A graduate tells why she joined the CPSU as soon as she started work.

For most of her life Lucy Davidson had a special visitor every few weeks. Her ‘sister’ Carla would move in with Lucy’s family in Melbourne to give Carla’s family respite from caring for someone with Down syndrome.

Now as a policy officer at the Department of Education, Employment and Workplace Relations Ms Davidson, 24, is working on a report that will help people like Carla. As part of the social policy group she is helping write a report for the Government review into disability standards for education.

“I love my work and always wanted to work on important government policy,” Ms Davidson said. “Having Carla in my life has increased my awareness of the challenges facing people with disabilities and taught me about acceptance of people who are different to me.”

Ms Davidson moved to Canberra in January 2010 as a graduate in the DEEWR. At her induction she heard a CPSU organiser talking about the benefits of being in the union and signed up immediately.

“It has had a positive impact on my career,” she said. “People have been really supportive and aware of my commitment to the CPSU. Becoming a workplace delegate has been a great way to meet colleagues and get extra skills and knowledge.”

Public service cuts don't add up

Well ahead of the 2013 Federal election, the alternative Australian government has spelt out the key platform of its public sector policy: massive cuts to public service programs and staff, warns JAMES WHELAN, public service program director with the Centre for Policy Development.

TO FUND a \$70 billion 'black hole' created, in large part, by Tony Abbott's plan to abandon Labor's carbon and mining taxes, an Opposition razor gang is now looking for all potential funding cuts and expect many of them will be made in the Australian Public Service (APS).

Opposition Treasury spokesperson Joe Hockey first indicated that public service cuts were on the cards in May, claiming – incorrectly – that the APS had grown by 20,000 employees during the first 18 months of the Rudd-Gillard government and announcing he would retrench 12,000 public servants "for starters". More than half of the 20,000 "additional" Commonwealth staff referred to by Mr Hockey are actually Army and Army Reserve personnel, ASIO employees and Australian Federal Police and not part of the APS.

Since then, Mr Hockey has specified that 1,000 job cuts would be cut from the Department of Climate Change and Energy Efficiency – the agency's entire workforce. Then in late September we learnt that other agencies and departments may also be disbanded.

Cuts affect services

And while the CPSU has consistently pointed out that cutting staff means cutting community services, there has been no real political or media scrutiny of the rationale for these public sector cuts or their likely consequences.

Populist attacks on public servants are based on three flawed arguments. First, there is the line that the number of public servants is growing out of control. In fact, the APS is about the same size now as in 1990. Nationally the public service has lagged behind the growing population.



Dr James Whelan at the September Governing Council meeting with Nadine Flood (left) and CPD executive director Miriam Lyons.

"THERE HAS BEEN NO REAL SCRUTINY OF THE RATIONALE FOR THESE PUBLIC SECTOR CUTS OR THEIR LIKELY CONSEQUENCES."
– JAMES WHELAN

Then there's the argument that sacking public servants saves money.

The Howard Government's retrenchment frenzy that laid off 30,000 public servants between 1997–1999 was a very costly exercise, with \$300 million spent on redundancies, a heavy reliance on consultant advisers to fill the gap and a corresponding recruitment phase post-2000 to restore public service capabilities.

Flawed logic

'It'll save money and get us back to surplus' is a flawed logic. Australia has a very low level of debt by international standards. While net debt in the major advanced economies is expected to reach an average 90% of Gross Domestic Product (GDP) by 2015, Australia is expected to peak at just 3% of GDP.

The third assumption is that Australians think poorly of public servants. Pop your head into either house of the

Australian Parliament and you're likely to hear some colourful invective.

In recent times, Ian MacDonald has derided the APS as "an enormous bureaucracy" and invoked *Yes Minister's* Sir Humphrey and described "overly bureaucratic tendencies".

These attitudes are shared by few Australians. For the most part, we support government exercising an active role in society and the economy, strongly prefer public (rather than private) sector agencies to deliver services such as transport, policing, health and education and have much more confidence in public service agencies than major companies.

All three arguments fail: counting public servants, exaggerating economic calamity and appealing to negative stereotypes. This does not bode well for the thousands of APS employees who face the axe, nor the many Australians who currently enjoy the services they provide.

Dr James Whelan is Public Service program director with the Centre for Policy Development. CPD launched *The State of the Australian Public Service: An Independent Report* in August.

For more information visit www.cpd.org.au



Who you gonna call? Some of the MSC staff at work



A helping hand

2011 marks 10 years since the CPSU set up the Member Service Centre and looking back over the decade, it's clear a lot has changed.

The CPSU's Member Service Centre (MSC) is a team of phone organisers based in our head office who are responsible for providing expert advice and support to delegates and members. The centre is open from 8am to 8pm Monday to Friday.

The MSC was initially set up in the Howard Government years, as a response to a hostile,

anti-union environment in which workplace delegates were finding it difficult to represent their members. Delegates were facing increasingly aggressive employers, backed by industrial relations legislation that favoured the rights of employers over employees and restricted the rights of union representatives in the workplace.

The original idea was to create a one-stop-shop that would give members access to union expertise, advice and support over the phone from organisers whenever they needed it.

When the government changed in 2007 and the industrial and legislative environment improved, the role of the MSC began to evolve.

As MSC Director Charlie Thomas explains, "When the MSC first started most of our interactions were directly with members. These days however our organisers spend as much time providing structured support and mentoring for workplace delegates as they do helping individual members directly."

This significant change reflects the improved rights of workplace representatives as well as the significant investment the CPSU has made to expand and strengthen our network of delegates.

Workplace expertise

The MSC staff are fully trained industrial organisers who specialise in a wide range of technical matters

including industrial relations legislation, occupational health and safety, compensation, the Public Service Act and countless enterprise agreements.

MSC staff also work with a range of external stakeholders such as Slater and Gordon lawyers, Comcare, the Merit Protection Commission and the Australian Human Rights Commission to ensure the CPSU's knowledge base is up-to-date and members get the best and most current advice.

Support for delegates

MSC team leader Melissa Payne has started delivering specialist training for workplace delegates. The training covers all aspects of assisting a member with an individual issue, including:

- techniques and tools
- processes
- resources
- working with the MSC
- managing members' expectations, and
- how to choose the best process to achieve a good outcome.



HOW THE MSC HELPED ME

"I am a CPSU delegate and I called the MSC to ask how I could help my colleague arrange part-time work arrangements. The MSC did a wonderful job helping us as it was a long drawn out process not without its dramas. Even so the MSC person knew our rights, kept focussed, was a wonderful support and had excellent communication and negotiation skills even though we were just communicating via the phone." – FIONA, DHS

"Words cannot even begin to express what the MSC team has done for me. If it wasn't for their knowledge and patience, I don't know what I would have done to deal with the situation at my office." – PETER, TELSTRA

"I would like to commend the MSC union staff's forthright but calm and reasonable approach in dealing with my agency's management. Their professionalism is the major reason that my manager is now prepared to include the MSC by telephone in all discussions. The MSC staff has made many of the steps forward less adversarial and combative." – JEREMY, ATO

"Thank you to the CPSU for the mediatory and calm approach of the MSC. If the MSC hadn't been part of the initial meeting with my agency, the outcome would not have been as fair." – CLAIRE, NTPS



THE MSC BY NUMBERS

In the 2010/11 financial year, the MSC successfully:

- assisted with 13,630 workplace industrial queries
- provided advice and support to more than 4,000 members
- provided advice and support to more than 780 workplace delegates
- attended more than 300 telephone hookups to support members in meetings with their employers
- joined up 854 new members.

MSC organisers also have a program to mentor new delegates as they become more confident assisting members with individual issues.

For new delegates, this often begins with the MSC organiser providing technical advice and assistance to the member with the delegate present. The delegate is then able to provide support to the member while they observe the MSC organiser's handling of the case and learn skills and techniques.

"It's been great to see those relationships develop," Melissa Payne said. "For new delegates, you may go through the entire case with them, providing advice and support all the way through. As their confidence and experience progresses, we may just get a quick call from them to run their plans past us and double check that they haven't missed anything."

Outbound support

In 2007 the CPSU expanded the union's phone capacity by establishing the Outbound Call Unit (OCU). The OCU fulfils a

critical role in campaigning work and allows the union to contact large numbers of members to provide information, seek members' feedback on campaign issues and discuss upcoming campaign activities.

OCU staff have been involved in many recent campaigns, with staff and volunteer members and delegates making thousands of calls to members to discuss issues and build support. In one month of the Department of Human Services campaign, MSC staff and volunteers phoned more than 8,000 members.

As well as campaign work, part of the OCU's ongoing work involves making contact with members whose financial details are out of date. This critical work ensures members have continuity of coverage and ensures the financial security of the union.

Contact the MSC on **1300 137 636** or by emailing **members@cpsu.org.au** or visit **www.cpsu.org.au**

Respecting the science

The CPSU's Governing Council agreed to back the *Respect the Science* campaign which publicly supports the work of the nation's scientists.

A new campaign, *Respect the Science*, is helping build support and understanding of how science works.

The campaign is headed by Science & Technology Australia, which represents 68,000 scientists and technologists, and promotes their views on a wide range of policy issues to government, industry and the community.

The *Respect the Science* website showcases expert opinions from leading scientists and highlights the rigorous peer review process that scientific research provides.

"Across the board, scientific and technological research provides the foundation on which much of the current and future wealth and health of Australia is built," the campaign says.

"It's important that the nation understands the importance of the work Australian scientists do and respect it."

Many CPSU members work in science, climate and economic policy agencies such as the Departments of Treasury, Resources and Energy, and Climate Change and Energy Efficiency as well as in research and scientific areas such as the CSIRO and Bureau of Meteorology.

"Our members are at the forefront of developing our society's response to the

challenges posed by global warming," CPSU National Secretary Nadine Flood said.

"While the climate change debate rages around them, they are sticking to the task at hand, examining the facts and providing accurate and balanced advice to the Government.

"Public sector scientists are tired of being used as a political football in the increasingly toxic debate about tackling carbon pollution."

The CPSU's Governing Council acknowledged in September the need to transition to a low pollution economy and declared that climate change is "union business".

GC resolved to:

- support members in science through the *Respect the Science* campaign which supports the rigorous evidence-based approach of scientists and scientific evidence of man-made climate change
- advocate for the important work many CPSU members in government agencies and science bodies such as the CSIRO
- educate members about climate change and the ACTU's Climate Change Action Kit.

For more information visit **www.respectthescience.org.au** and **www.actu.org.au**

To join the CPSU science network, register at **science.cpsu@cpsu.org.au**.



Family matters

Births, deaths, sickness, bushfires and floods... just another day at the office for Human Services staff. It's a challenging job but the benefit is the knowledge that you are really helping people, says MARIE KOEN, family payments officer.



MARIE KOEN is a whiz at paperwork. It's a useful skill for her job at the Department of Human Services in Blacktown where she processes family benefits payments such as the baby bonus, family tax benefit and paid parental leave.

"The forms have become more and more complicated," Ms Koen said. "Even some of us who have been here for years have trouble working out the best option for the new parents we deal with every day.

"We also help a lot of people in crisis including many who were affected by the Queensland floods. We looked for the postcode and when we saw they were in Queensland we processed their claims quickly.

"There were people who lost their homes and places of work. One woman worked at Woolworths and they were good because they moved her to another store when hers was flooded so she didn't lose her job. However, it was tough for so many people having damage to their homes and still having to get organised to get to work.

"One thing we all realise here is how important the work is that we do for people in the community.

"When someone has a new baby it is an exciting but stressful time. We do our best to help people claim the right benefits so they can focus on what really matters."

Ms Koen joined the CPSU in 1993 when she started work at the then Department of Social Security which became Centrelink. She is now an active workplace delegate and says one of the best parts of her job are the friendships she has made at work.

"You insure your car so why not insure your job?," she said. "Being in a union is the way you protect your rights at work."

In July the Government merged four agencies – Centrelink, Child Support, Medicare and the CRS Australia – and formed the Department of Human Services (DHS).

Almost 40,000 staff were affected by the change and the CPSU has been negotiating with the department for a new agreement that is fair for all.

In September Department of Human Services (DHS) staff voted

comprehensively to reject the department's proposed enterprise agreement.

The final outcome was very strong, with 77% of employees casting a vote and 73% voting no. This sent a clear message to management that CPSU members are serious about getting a decent agreement.

"WHEN SOMEONE HAS A NEW BABY IT IS AN EXCITING BUT STRESSFUL TIME. WE DO OUR BEST TO HELP PEOPLE CLAIM THE RIGHT BENEFITS SO THEY CAN FOCUS ON WHAT REALLY MATTERS."

"This result would not have happened without the hard work, commitment and leadership of many delegates like Marie Koen and members over the past few months," CPSU Deputy National President Lisa Newman said.

Negotiations were continuing as this publication was going to print.



Is overwork driving us mad?

Mental stress claims are rising and the experts blame increased work pressures for the alarming trend.

MENTAL HEALTH issues have overtaken physical injury as the cause of the longest absences from work.

About one in two people who suffer stress or other mental conditions on the job are taking five or more sick days in a row, figures from the Bureau of Statistics publication, *Australian Social Trends, June 2011*, show.

Comcare, the Federal work health and safety regulator, said while injury compensation claims by Government workers fell in the same period, it is concerned at the growing proportion of claims for workplace stress.

Neil Quarmby, general manager for Work Health and Safety at Comcare, said mental stress claims in the past year accounted for close to 22% of all serious claims involving a week or more off work. Mr Quarmby said psychosocial risk factors must be urgently addressed by employers and that bosses should know how to identify signs of mental health problems among workers.

Professor Maureen Dollard, an expert in work stress and director of the Centre for Applied Psychological Research at the University of South Australia, said work pressure and

bullying were the main factors leading to stress.

Employees are pressured by the “relentless drive” towards productivity increases, Prof Dollard said.

“It’s all about the quantity of work, rather than the quality of it,” she said. “It’s taking its toll. It’s dehumanising. Managers are after short-term productivity gains and don’t really value the worker any more.”

She said managers need to be aware of the priority they give to psychological health versus productivity.

“We are on this mad cycle of work intensification, globalisation and competition. Unless people start to pull back and think more about the welfare of the workers, it will become a serious public health issue.”

UNION ACTION ON STRESS

CPSU delegates have been taking up workload and staffing issues in many agencies. Union action in 2011 has included:

- pushing for better working hours provisions for Executive Level staff in public service agencies
- taking on workplace changes that cause stress, such as winning a Job Capacity Assessment review in the Department of Human Services and playing a key role into the parliamentary inquiry that investigated the impact of technology system changes on staff in the Australian Electoral Commission
- educating employees on their rights to breaks and reasonable working hours under their enterprise agreements, such as action at Australian Hearing
- launching campaigns to support proper funding of essential services, such as the current campaign in the Defence Community Organisation
- promoting community initiatives such as the Stress Down and RU OK? Days
- occupational Health and Safety representatives taking up workload and work stress issues.

BUSTING STRESS

Try these tips to deal with stress at work:

- Make time for things that feel good such as fun with friends and family and exercise
- Keep a personal diary of workloads, hours and stressful incidents
- Talk to your manager if you are stressed and take your diary along so you can explain what’s been happening
- Contact your Employee Assistance Program for confidential, independent counselling for workers and their families. See your union delegate or human resources team for details

Contact the CPSU Member Service Centre on **1300 137 636** for advice.



Renaissance comes

A long-time CPSU member is the coordinating curator of one of Australia's most prestigious art exhibitions.

FOR CHRISTINE DIXON Christmas will come early this year. Sometime before December 9 she will unpack some of the most precious gifts on earth – 500-year-old artworks painted at the time of Da Vinci and Michelangelo which are on loan to the National Gallery in Canberra.

Ms Dixon, Senior Curator of International Painting and Sculpture, is leading the exhibition *Renaissance – 15th & 16th Century Italian Paintings* from the Accademia Carrara, Bergamo. More than 70 Renaissance artworks, including a Titian, a Rafael, two Botticellis and two Bellinis, will be on display.

The artworks, which showcase some of the biggest names of the Italian Renaissance, will arrive by plane then be trucked under high security to Canberra, where they will be checked

in the gallery's quarantine centre. Staff will unpack them and hang them. It will be the culmination of three years of work during which the gallery has been negotiating the deal for the Italian masters, whose paintings have never been seen in Australia before.

The exhibition is a highlight in a public service career that began in the Department of Supply in 1977 while Ms Dixon was studying an Art History degree at the University of Sydney. She joined the National Gallery in 1986 and is proudly celebrating 25 years of work curating art.

"The Renaissance exhibition will provide visitors with an intriguing view of the beliefs and lifestyles of both the elite and the ordinary Italian citizen of the time," Ms Dixon said.



CPSU member Christine Dixon

"The gallery is proud to present such a unique show which will allow visitors to appreciate the beauty of these 500-year-old works which still speak to us today."

CPSU Deputy National President Alistair Waters said Ms Dixon can feel proud for her work securing the collection for the NGA.



TITIAN
Madonna with Child in landscape
c. 1507
Oil on wood panel



GIOVAN BATTISTA MORONI
Portrait of a child of the House of Redetti
c. 1570

SANDRO BOTTICELLI
The story of Virginia the Roman
c. 1500
Tempera on wood panel

“THE EXHIBITION OFFERS AN INTRIGUING VIEW OF THE BELIEFS AND LIFESTYLES OF BOTH THE ELITE AND THE ORDINARY ITALIAN CITIZEN OF THE TIME.”

CPSU MEMBER
CHRISTINE DIXON

to Canberra

“The exhibition is a coup for the gallery in light of funding pressures and job cuts due to an increased efficiency dividend,” he said.

The gallery was recently hit with an 8% cut in staff and many other Australian cultural institutions such as the National Museum, Library and Heritage have also cut jobs.

Job losses aren’t the only issue cultural institutions are struggling with because of the so-called efficiency dividend. The repeated cuts have meant a greater percentage of cultural institutions’ funds must go to the business of preserving their collections.

For instance in 2004/05 the Australian War Memorial spent 31.41% of its government funding on maintaining its historical collections. In 2009/10 that figure increased to 54.79%. It is a similar story for the NGA which spent 38.17% to maintain its collection in 2004/05 and in 2009/10 was forced to allocate 54.87% of its Government funding on the same maintenance.

“THE EXHIBITION IS A COUP FOR THE GALLERY IN LIGHT OF FUNDING PRESSURES AND JOB CUTS DUE TO AN INCREASED EFFICIENCY DIVIDEND.”

Why the CPSU?

Ms Dixon has been a union member since 1972 and says union membership plays an important role in the work she does.

“Workers need to support each other and we need a sense of political solidarity,” she said.

Tickets

The Renaissance exhibition will run from December 6 until April 9 at the National Gallery of Australia. Visitors can choose a time and day to visit and will be sold timed entry tickets designed to minimise queues.

For tickets visit www.ticketek.com.au

SUPPORTING OUR CULTURAL INSTITUTIONS

In May this year, CPSU members gathered in Canberra to fight budget cuts and to discuss their campaign to change the funding basis of our cultural institutions. Since then, members from cultural institutions including the Australian War Memorial, National Archives, National Library, National Museum, Australian Institute of Aboriginal and Torres Strait Islander Studies, National Gallery and the National Maritime Museum have continued to place pressure on the Government to support these agencies and to prevent job losses and the reduction to services and programs that has been occurring in recent times.

For more details, see the CPSU media release about the 2011 Federal Budget and CPSU National Secretary Nadine Flood’s blog addressing the so-called efficiency dividend and its likely impact on our cultural institutions.

Proudly supporting the CPSU union members

Buying a new car?

Save on tax when buying your next car

Fleet Network will deliver outstanding deals on any new car anywhere in Australia. You will receive massive savings through our national fleet buying power and access to superb novated leasing options. Our experienced consultants will manage the entire process from order to delivery and your package will be established with your employers salary packaging provider.

If you are considering a new car then call now and discover for yourself why thousands of Australians have trusted Fleet Network to buy their new car.

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Limited Offer*



Mention you saw this ad prior to completing your initial contract and we'll give you a **Free Nav Man C40 Portable GPS** and a **\$200 Fuel Voucher** when your new vehicle is delivered.

Call us on **1300 738 601** 

www.fleetnetwork.com.au

Fleet Network Pty Ltd DL13965 *To qualify for this offer you must mention this advertisement to Fleet Network prior to the completion of your initial contract. Vehicle must be new and supplied by Fleet Network. Not valid in conjunction any other current Fleet Network offers. Employees should consult their employer's salary packaging policy before entering into a contract.

Holiday benefits

Save time and money these holidays by using the benefits that come with your CPSU membership.

As the holiday season approaches, don't forget that your CPSU membership gives you access to exclusive discounts on a range of fun summer activities.

To access any of the discounts below, please have your CPSU membership number ready and state that you are a member of the CPSU (PSU Group). If you don't know your membership number, call **1300 137 636**.

Member Advantage

The CPSU partnership with Member Advantage gives members access to savings on car hire, accommodation, travel insurance and more.

Call Member Advantage on **1300 853 352** or visit their website at www.memberadvantage.com.au/login/cpsu

Shopper Travel

Shopper Travel offers CPSU discounts on international and domestic air fares and packages, hotel and car hire, domestic and international coach and rail tours and travel insurance.

Call Shopper Travel on **1300 369 336** with your itinerary, price and budget and you'll get comparison deals and advice. Shopper Travel is available Monday to Friday 8.30am to 5.30pm and Saturdays 10am to 2pm.

Movie tickets

CPSU members can buy a range of discounted movie tickets valid at various venues including outdoor and drive-in cinemas – perfect for summer!

Check out the savings on our website at www.cpsu.org.au and call the CPSU Member Service Centre on **1300 137 636** to order your tickets.

Theme parks

Contact Union Shopper on **1300 368 117** to access discounted tickets to theme parks around Australia.

Toga Hospitality

For discount hotel deals in Australia, Toga Hospitality comprises Medina Apartment Hotels, Vibe Hotels and Travelodge Hotels in Australia. And if you're planning to travel overseas, Adina Apartment Hotels are in Budapest and Copenhagen.

To find out the rates for CPSU members, call Toga Hospitality on **1300 886 886**.

For more info call CPSU's Member Service Centre on **1300 137 636** or visit www.cpsu.org.au

For a brighter financial future

Plan for change

Your financial situation is constantly changing.

It could be a new job, a change in your family circumstances, redundancy or an impending retirement... So are your financial plans keeping pace with your circumstances?

Any number of events can prompt a need to reconsider your financial situation. Whatever the change, there's a good chance that the right financial advice will improve your situation.

FSS Financial Planning

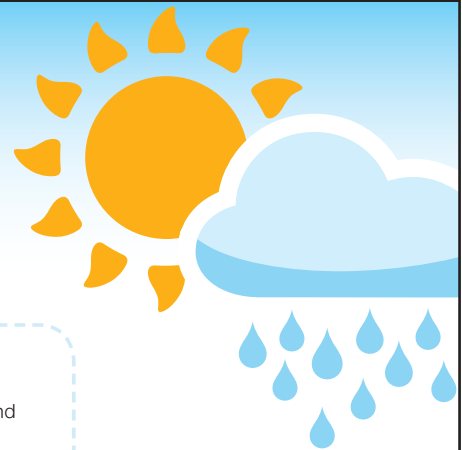
- ☀ Strategies for superannuation, insurance, retirement planning and wealth creation
- ☀ No commissions paid to your adviser
- ☀ Flexible payment options



Contact FSS Financial Planning

Visit www.fssfp.com.au | Phone 1800 665 756 (toll free) | Email enquiries@fssfp.com.au

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Eureka Award winners:
The CSIRO's Dr Voytek Gutowski (above) with Craig Stegman from Northparkes Mines; and (right) ABC member Dr Jonica Newby with *Catalyst* editor Lile Judickas.



SCIENCE WINNERS

CPSU members have been honoured for their excellence in science and journalism in the annual Australian Museum Eureka awards. Among the winners are:

- Dr Wojciech (Voytek) Gutowski, of the CSIRO, who won the award for Commercialisation of Innovation for developing the first true zero-waste coating technology to eliminate wastage in industries that powder-coat products
- Dr John Arkwright, of the CSIRO, who won the Innovative Use of Technology award along with Dr Philip Dinning for their creation of a new medical tool to help treat bowel disorders such as constipation, diarrhoea, faecal incontinence and irritable bowel syndrome
- Dr Jonica Newby of the ABC who, with editor Lile Judickas, won the Science Journalism award for a *Catalyst* report on male pregnancy called *Fatherhood: The Male Pregnancy!*

The awards announced on September 6 recognise excellence in the fields of scientific research

and innovation, science leadership, school science and science journalism and communication.

Frank Howarth, Director of the Australian Museum, praised Dr Gutowski's invention which goes well beyond car production and "has the potential to transform manufacturing industries that make painted plastic components for cars, aircraft, furniture and buildings".

The new technology addressed the problem that wet spray paint does not transfer well on to plastic; in fact, only about 35% of it sticks to the surface. The invention can be applied for coating of exterior and interior components of a vehicle and it's estimated it will save Australian industry about \$100 million per year.

Mr Howarth described Dr Arkwright and Dr Dinning's work as "a great example of what can be achieved when we apply known technologies 'out of the box'". The pair has used an innovative catheter to record pressures deep within the colon while the patient is fully mobile and conscious. It will improve the diagnosis and treatment of gastric

disorders that affect 20% of the population.

At the ABC, Dr Newby for *Catalyst*, interviewed medical researchers who argue that fathers, just like mothers, are subtly primed by their hormones for parenting. They suggest that pheromones cause the changes in the male, and that there is a 'gene for fatherhood' which can turn a deadbeat dad into a devoted one. The program also tracks nature's outstanding father figures such as marmosets (a species of monkey) and prairie voles and reports that they, too, experience weight gain and hormonal swings.

The CPSU congratulates these members for their Eureka awards.

WELL DONE!

CPSU member Alison Garrod has been honoured with a Young Public Sector Leader award by the Institute of Public Administration Australia (IPAA) for her work in the Department of Immigration and Citizenship. Ms Garrod, 39, is Director of Borders (New South Wales, South Australia and Victoria). The award was announced in August at the IPAA National Conference in Hobart.

RUNNING FOR CANCER

Medibank Private Section Councillor Julie Dobbie has been raising money for cancer research by learning to swim and run with the team from Can Too.

Ms Dobbie, a system test analyst in Melbourne, has raised \$5,000 from colleagues and friends since 2009.

"The team from Can Too taught me to swim and this year I did a 1km ocean swim, which was amazing," Julie said. "I have entered into a 2km swim for next year."

"I wasn't overweight but I lost a few kilos because of the training. The biggest change was mentally.

"In 2009 I completed two 10km runs and 2010 year I did two half marathons. I just feel good doing something for myself that is helping people with cancer."

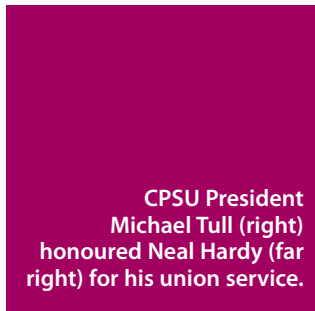
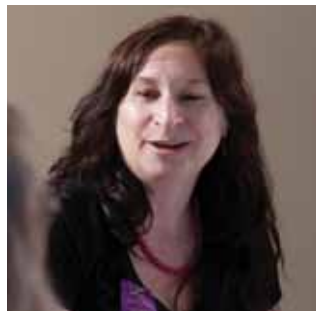
If you are inspired by Julie's fitness, visit www.cantoo.org.au. Can Too provides professional training in either running or swimming in return for people fundraising for cancer research.

What Women Want

2010/11 Survey Report



Members' news



FAREWELL HELEN

After 31 years of public service Australian Communications and Media Authority delegate Helen Ward retired in November.

Ms Ward started work in the public service in December 1980, on the day John Lennon died. During her career she worked for the Department of Veterans Affairs, the Concorde Repatriation Hospital, the Industrial Relations Commission as well as ACMA.

Organiser James Cronin thanked Ms Ward for her many years as a union activist and delegate, saying: "Helen has played a key role during a number of rounds of enterprise bargaining and occupational health and safety. Helen's hallmark is strong attention to detail and follow through."

The CPSU congratulates Ms Ward on her retirement.

THANKS BRIAN

After 48 years as a CPSU member and activist Brian Thomas has left his job at Network Ten in Adelaide. Brian worked as an audio director and was offered redundancy. He joined the CPSU in 1963 and was an active workplace delegate during his career. The CPSU congratulates him on his retirement.

WOMEN'S SURVEY

Thousands of CPSU members have completed the union's annual *What Women Want* survey and the results are being compiled and analysed by the CPSU's Political, Industrial, Research and Legal team as well as experts at the University of Queensland.

Now in its sixth year, the *What Women Want* survey is the nation's largest annual survey of Australian working women.

The findings will be launched at national events on International Women's Day on March 8.

A HELPING HAND

CPSU members will join the celebrations for International Volunteer Day on Monday 5 December. There are a number of ways you can get involved in IVD, whether you are an organisation or an individual. Ideas include clean-up campaigns, conferences, exhibitions, morning teas and many other activities all aimed to highlight the role of volunteers in their communities. Volunteering Australia supports IVD and encourages all volunteer-based organisations to celebrate. For more information visit www.volunteeringaustralia.org

GC AWARDS

Our thanks to Neal Hardy who has been an active member of the CPSU since 1989 and has worked on a number of agreements for members in the Department of Environment. Neal was honoured with the CPSU Meritorious Service Award at Governing Council in September.

"Neal has been an effective advocate for those members in remote locations such as the National Parks, the island territories and even Antarctica," said CPSU President Michael Tull.

"Having such respected and influential representation in Canberra has been a key factor in the CPSU's ability to build good conditions in our SEWPAC/Environment members in these extreme, remote and sometimes harsh environments."

Almost three years ago Neal moved to the Murray Darling Basin Authority and continued as a workplace delegate until he retired in September.

Other CPSU members who received awards at Governing Council include:

- Michael Gardiner, Kate McLean and Jay Whitehead from the infrastructure bargaining team
- DHS bargaining coordinators Stephen Cocker (Centrelink Tas), Steven Bonello (CSA NSW), Mary-Rose Abbott (CSA Qld), Katerina Check (Medicare Vic), Del Bennett (Medicare NSW), Scott Smith (Centrelink ACT), Vanessa Ferguson (Centrelink WA), Christine Smith (Centrelink NSW), Joanna Kesteven (CRS Qld), Victoria Cameron (Medibank NSW) and Patricia Tilley (Centrelink Vic)
- Comcare bargaining team Necia Fisher, Richard Greiner, Ian Ireland and Robert McCaughey
- IP Australia bargaining team George Hearder, Roslyn Tasker, Alicia Daly and Lisa Devlin.

The benefits of CPSU membership

Member Service Centre

Phone **1300 137 636**
 Fax **1300 137 646**
 Email **members@cpsu.org.au**
 Web **www.cpsu.org.au**



journey insurance

Limited income protection for union members without sick leave credits who are seriously injured on their journey to or from work.

MORE INFORMATION

Contact the Member Service Centre on **1300 137 636** or **members@cpsu.org.au**



financial advice

CPSU's financial planners, State Super Financial Services, provide a free first interview for members and may include a free financial plan. They can help with super, tax, social security, redundancy, retirement planning, wealth creation and annual reviews.

MORE INFORMATION

Contact the Member Service Centre on **1300 137 636**



theme parks & movies

Discounted theme park and movie tickets for adults and children for Village, Hoyts, Greater Union, Birch Carroll and Coyle, Palace, Dendy, Imax and Moonlight cinemas.

MORE INFORMATION

Call **1300 137 636** for movie tickets or for theme parks visit **www.unionshopper.com.au** or phone **1300 368 117**



travel

Shopper Travel is a telephone travel booking service offering great deals for CPSU members.

MORE INFORMATION

Call **1300 368 117** or visit **www.shopper.travel**



individual & workplace support

Independent industrial advice and support on workplace issues including pay and conditions, OH&S, workers compensation, appeals, unfair dismissal, discrimination and contract negotiations.

MORE INFORMATION

Contact the Member Service Centre on **1300 137 636** or **members@cpsu.org.au**



members equity banking

A range of simple, transparent banking products from ME Bank. ME Bank is a licensed, Australian bank, owned by some of Australia's leading Industry Super Funds and was formed to provide great value financial services to their members.

MORE INFORMATION

For more information, or to arrange an appointment call **13 15 63** or visit **mebank.com.au**



legal services

Through our legal partners, Slater & Gordon, CPSU members have access to special rates and a free first interview on a range of legal matters.

MORE INFORMATION

Contact the Member Service Centre on **1300 137 636**



union shopper

Save money on thousands of products including cars, whitegoods, electrical, furniture, software, perfume, jewellery and much more. Call **1300 368 117** and you'll get a call back with the lowest price Union Shopper can negotiate.

MORE INFORMATION

Call **1300 368 117** or visit **www.unionshopper.com.au**

WA members call **Shop Rite** on **1300 650 214**



gym membership

CPSU members can access a network of health and fitness centres at discounted rates thanks to an exclusive deal with Passport2Fitness. Benefits include waived joining fee and 10% discounts on Passport2Fitness options.

MORE INFORMATION

Contact the Member Service Centre on **1300 137 636** or email **members@cpsu.org.au**



member advantage

CPSU's partnership with Member Advantage gives you access to a wide variety of services including discount magazine subscriptions, accommodation with Best Western, home loans with AMP, car rental as well as business, personal and health insurance.

MORE INFORMATION

Phone CPSU Member Advantage on **1300 853 352**, or visit **www.member-advantage.com/cpsu**



union family bereavement benefit

Timely financial support for the immediate family of any financial CPSU member who passes away while still on active duty.

MORE INFORMATION

Contact the Member Service Centre on **1300 137 636** or **members@cpsu.org.au**



free online will service

A free service for CPSU members to help you plan and prepare your will at a time convenient to you.

MORE INFORMATION

Contact the Member Service Centre on **1300 137 636** or **wills@cpsu.org.au**



Authorised by Nadine Flood CPSU National Secretary

CPSU membership form 2011/12

I want to join the CPSU

I hereby apply for membership of the Community and Public Sector Union (CPSU) and declare if admitted, I will abide by the Rules of the Union. To be financial, a member must have paid all subscriptions and all other amounts owed within 30 days of them becoming due. In order to resign from the union, a member must give two weeks notice, in writing, to the Union.

I am currently a member and would like to update my details

Please complete your personal details...

FAMILY NAME <input type="text"/>		DEPARTMENT, AGENCY OR COMPANY <input type="text"/>	
GIVEN NAME/S <input type="text"/>		EMPLOYEE NUMBER <input type="text"/>	
DATE OF BIRTH <input type="text"/> / <input type="text"/> / <input type="text"/>		OCCUPATION <input type="text"/>	
<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE		LEVEL/CLASSIFICATION/BAND <input type="text"/>	
ARE YOU ABORIGINAL OR TORRES STRAIT ISLANDER? <input type="checkbox"/> YES		PHYSICAL WORK ADDRESS <input type="text"/>	
PHYSICAL HOME ADDRESS <input type="text"/>		PHYSICAL WORK ADDRESS <input type="text"/>	
POSTCODE <input type="text"/>		POSTCODE <input type="text"/>	
HOME PHONE <input type="text"/>		WORK PHONE <input type="text"/>	
MOBILE <input type="text"/>		WORK FAX <input type="text"/>	
WORK EMAIL <input type="text"/>			
OTHER EMAIL <input type="text"/>			
TO ENSURE YOUR UNION FEES ARE DEDUCTED AT THE CORRECT RATE, PLEASE SPECIFY YOUR ANNUAL SALARY \$ <input type="text"/>		ARE YOU EMPLOYED AS...? <input type="checkbox"/> ONGOING/PERMANENT <input type="checkbox"/> NON-ONGOING/TEMPORARY <input type="checkbox"/> CASUAL <input type="checkbox"/> INDEPENDENT CONTRACTOR <input type="checkbox"/> LABOUR HIRE	
DO YOU WORK...? <input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME (IF PART TIME, HOW MANY HOURS PER WEEK?) <input type="text"/> <input type="checkbox"/> IRREGULAR		ARE YOU ON A...? <input type="checkbox"/> CERTIFIED AGREEMENT <input type="checkbox"/> AWARD <input type="checkbox"/> CONTRACT <input type="checkbox"/> AUST. WORKPLACE AGREEMENT (AWA)	
SIGNATURE <input type="text"/>		DATE <input type="text"/>	

...and select only one of the following payment options

Option 1: Direct Credit Card

Simply send us your details or call **1300 137 636** to arrange easy regular credit card deductions.

CARD HOLDER NAME

CARD NUMBER

EXPIRY DATE

AMOUNT
\$

SIGNATURE

DATE

CARD TYPE
 MASTERCARD
 VISA
 AMEX

MONTHLY HALF-YEARLY
 QUARTERLY ANNUALLY

Option 2: Direct Debit

Fill in and return the following details to arrange regular deductions from your bank or credit union.

I/we request the Community and Public Sector Union (user ID 2619) to arrange for funds to be debited from my/our account at the financial institution shown below according to the schedule shown below.

ACCOUNT NAME/S

NAME AND BRANCH OF YOUR FINANCIAL INSTITUTION

BSB NUMBER

ACCOUNT NUMBER

AMOUNT
\$

SIGNATURE/S

DATE

Credit card rates

TIER	SALARY RANGE	DISCOUNT ANNUAL (10%)	DISCOUNT HALF YEAR (5%)	DISCOUNT QUARTER (2.5%)	MONTHLY CREDIT CARD
1	\$10,000 – \$24,999	\$201.25	\$106.20	\$54.50	\$18.65
2	\$25,000 – \$39,999	\$372.05	\$196.35	\$100.75	\$34.45
3	\$40,000 – \$59,999	\$517.15	\$272.95	\$140.05	\$47.90
4	\$60,000 – \$79,999	\$589.70	\$311.20	\$159.70	\$54.60
5	\$80,000 – \$99,999	\$638.80	\$337.15	\$173.00	\$59.15
6	\$100,000 +	\$687.95	\$363.10	\$186.30	\$63.70

Rates include GST

Direct debit rates

TIER	SALARY RANGE	DIRECT DEBIT PER FORTNIGHT
1	\$10,000 – \$24,999	\$8.60
2	\$25,000 – \$39,999	\$15.90
3	\$40,000 – \$59,999	\$22.10
4	\$60,000 – \$79,999	\$25.20
5	\$80,000 – \$99,999	\$27.30
6	\$100,000 +	\$29.40

Rates include GST

Join online:
<https://web.cpsu.org.au/join>

Return this form...

Post **CPSU**
Level 6
191 Thomas Street
Haymarket NSW 2000

Fax **1300 137 646**

Privacy information

The CPSU uses members' personal information for:
• membership management and services
• provision of other services, including industrial, health insurance, financial advice, education and similar.
Signing the membership form indicates your consent to the above.

DISCLOSURE

Your personal information is only disclosed:
• to membership services staff and organisers/officials with whom you might deal
• if we are required to do so by law
• for the purpose of sending you out information about our services.

ACCESS

You may ask for a copy of the information the CPSU holds about you. Requests must not interfere with anyone else's privacy and must be lawful. Our Privacy Policy can be sent to you on request, or can be obtained from the CPSU's website at www.cpsu.org.au/site/pages/54.html.
If you have any concern about privacy please ring **1300 137 636**.

About direct debit

CUSTOMER DIRECT DEBIT REQUEST SERVICE AGREEMENT

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between CPSU - PSU Group (User ID 002619) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

INITIAL TERMS OF THE ARRANGEMENT

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for membership subscriptions/contributions.

DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur within 14 days.
- If any drawing falls due on a non-business day, it will be debited to your account on the previous business day preceding the scheduled drawing date.
- We will give you at least 14 days notice by way of email correspondence and as published in the CPSU The Works magazine when changes to the initial terms of the arrangement are made. This notice will state the new amount and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact the Members Service Centre team by phone on **1300 137 636** or by email via members@cpsu.org.au

YOUR COMMITMENT TO US

- It is your responsibility to ensure:
- that your nominated account can accept direct debits (your financial institution can confirm this); and
 - that on the drawing date there is sufficient cleared funds in the nominated account; and
 - that you advise us if the nominated account is transferred or closed.
- If your drawing is returned or dishonoured by your financial institution, we will attempt to re-draw the funds in the following fortnightly Direct Debit run (in addition to the normal subscriptions due in that fortnight). Should there be a second rejection we will contact you. Any transaction fees payable by us in respect of the above will be added to your total outstanding dues.

YOUR RIGHTS

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact the Members Service Centre team by phone on **1300 137 636** or by email via members@cpsu.org.au

These changes may include:

- deferring the drawing; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your full name, membership number and contact phone number.

All personal information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the Members Service Centre team by phone on **1300 137 636** (8am to 6pm Monday to Friday) or by email via members@cpsu.org.au

- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 5 business days (for claims lodged within 12 months of the disputed drawing); or
 - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
 - You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.
- Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

OFFICE USE ONLY

WID:

If you have any more questions about union membership, please contact the CPSU

Phone **1300 137 636**
Web **www.cpsu.org.au**
Email **members@cpsu.org.au**
Facebook **facebook.com/CPSUnion**
Twitter **twitter.com/CPSUnion**



members save 5%*

on Private Health Insurance

CPSU members are entitled to a **5% discount*** on health insurance products with the Hospitals Contribution Fund of Australia (HCF); an Australian owned and operated, not-for-profit health fund.

Exclusive HCF benefits include

- **No excess on hospital visits for dependent children, same day surgery or accidents**
- Dependent children covered up to the age of 22
- 400 participating hospitals around Australia
- Reduced rates for single-parent families
- Cover for heart conditions on ALL current hospital products

More for your money

HCF offers the best no-gap medical coverage of any health fund¹, with high annual benefits for optical and dental extras.

CPSU members enjoy a wide range of benefits through HCF, including a 5% discount* on all current products.

Call Member Advantage on 1300 853 352 or visit www.memberadvantage.com.au/cpsu/health

Get more with
HCF

Member Advantage Health is underwritten by the Hospitals Contribution Fund of Australia Limited [HCF]. *Discounts applicable to new and current HCF health policies only. 1. Source: www.hcf.com.au

