



CPSU Industrial Action Instruction April 2017

This industrial action instruction is for the following actions:

- Auxiliary code work ban
- 30 minutes strikes



30 Minute Consecutive Strikes – April 2017 - All members (except those members who work in the Brisbane Medicare PBS 24/7 shift team) are eligible to participate in the **30 minute strikes** on the dates and times below. All strikes listed are for the local times in your state or territory.

- Thursday 13 April - 30 minutes strikes run from 12:30 and finish at 20:30
- Tuesday 18 April - 30 minutes strikes run from 07:00 and finish at 20:30
- Wednesday 19 April - 30 minutes strikes run from 07:00 and finish at 20:30
- Thursday 20 April - 30 minutes strikes run from 07:00 and finish at 20:30
- Friday 21 April - 30 minutes strikes run from 07:00 and finish at 20:30
- Monday 24 April - 30 minutes strikes run from 07:00 and finish at 20:30
- Wednesday 26 April - 30 minutes strikes run from 07:00 and finish at 20:30

If you are serving a customer at the time a strike starts simply finish serving the customer and proceed to the strike. The 30 minutes strikes start and end on the hour and the half hour.



Auxiliary Code Ban: CPSU is applying a ban on the use of some auxiliary codes on each of the following separate work days only – **Monday 10 April through to Friday 28 April 2017**. As each week day has been notified as a separate action you will need to code the industrial action you take for each separate day. DHS has previously applied a 0.19% per day deduction for the application of this ban.

DHS's new telephony technology changes our Industrial Action instructions. If you are unsure how the ban applies to you, talk to your delegate or organiser. If you are still unsure, please don't apply the ban and seek further advice.

See instructions below.

All members (except those in Child Support) are authorised to ban all auxiliary codes on weekdays from Monday 10 April to Friday 28 April 2017, except for the auxiliary codes described below:

- To receive inbound calls, utilise the auxiliary code "Ready".
- To stop inbound calls (eg when scheduled for a break, completing after call work, L&D)

utilise the auxiliary code "Not Ready"

- To report an incident of customer aggression use the auxiliary code "OHS_Incident"

**** During the period of time the ban is in place, members (except CSP) will only use three Auxiliary Codes: "Ready"; "Not Ready"; and "OHS_Incident".**

If you work in Child Support all members are authorised to ban all auxiliary codes on weekdays from Monday 10 April to Friday 28 April 2017, except for the auxiliary codes described below:

- To receive inbound calls, utilise the auxiliary code "Ready".
- To Stop inbound calls (eg when scheduled for a break, completing After Call Work or L&D) utilise the auxiliary code "Not Ready".
- To receive calls from your own customers when not rostered on an inbound call shift, utilise the auxiliary code "not ready-case mode".
- To report an incident of customer aggression use the auxiliary code "OHS_Incident"

**** During the period of time the ban is in place, members in CSP will only use four Auxiliary Codes – "Ready"; "Not Ready"; "Not Ready / Case Mode"; and "OHS_Incident".**

Why we are taking more strike action

We are asking members to take action because there are still significant bargaining matters outstanding such as: control over hours of work; part timers' and casuals' rights; as well as your right to access a trained union delegate; consultation rights; a fair pay rise taking into account the length of bargaining; and, fair performance management.

Please read and follow the instructions to the letter. If you have questions please talk to your Delegate, Organiser, Member Service Centre on 1300 137 636 or members@cpsu.org.au

Frequently Asked Questions

What do I do if I am serving a customer? If you are serving a customer at the time you intend to begin a stoppage you should finish serving that customer and then participate in the stoppage. You will be deducted pay for the period of time you participate in the action. Eg: If you stopped work for 30 minutes and were 10 minutes late because of a customer you would be deducted for the remaining 20 minutes of 30 minute the stoppage.

Why are we striking in this way? We have received positive feedback from members on this form of action because it puts the most pressure on DHS and Government to resolve bargaining.

What happens if DHS moves me from one workplace to another during strikes? If DHS moves you to cover gaps created by strikers that are striking you will be able to take the action notified for that site because the action covers all workers in all sites except those working on the organ donor line. This limits DHS's ability to move staff to cover gaps created by industrial action.

Do I have to take all of the actions? The CPSU has notified the 30 minute stoppages and encourages all members to participate. However, the decision to take industrial action, and how much to take, belongs to every union member. This round of action will see members taking the action that they want to take, resulting in a greater impact on the

Department while providing flexibility for members around how much action is affordable. Talk to your local CPSU delegate about strike action.

Do I have to return to work when I end my strike? If your stoppage finishes at or after your scheduled finish time you don't have to return to work. If the time at the end of your stoppage is before your normal finishing time you will need to return to work.

Participating in this industrial action

- Members are encouraged to participate in these stoppages. How much action members take is up to you.
- Each strike must be taken in 30 minute blocks commencing every half hour, on the hour or half hour on the day of the strike and finishing on the hour or half an hour. Where a member is serving a customer at the notified commencement time for a stoppage of work they will commence the stoppage immediately after serving that customer.

How do I record my action? You must correctly and accurately record your absence from the workplace due to industrial action in ESS when you next return to work.

- You will only be deducted pay for the period/s of action you take on a day, even if there are multiple periods, in half hour blocks.
- Talk to your delegate about action in your workplace.

Do I need to notify before I take action? If the Department does not issue a specific 'direction' for staff to notify prior to the strikes, then no notification needs to be made until you return to work.

If the Department does issue a direction (verbally or in writing) for staff to notify, then you must notify your line manager just prior to each action in accordance with the direction.

When is the last time I can start the strike? As the last strike ends at **20:30** local time then the last time you can start the strike action is at **20:00** local time unless you are serving a customer at the time the strike starts, in which case you can start the strike when you finish with the customer.

Read more about your rights here:

http://www.cpsu.org.au/system/files/kyr_dhs_members_guide_to_industrial_action_2017.pdf



CPSU membership form 2016/17

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.*

OR
 I want to update my membership details

Please complete your personal details...

LAST NAME DEPARTMENT, AGENCY OR COMPANY

FIRST NAME EMPLOYEE NUMBER

MIDDLE NAME OCCUPATION

PREFERRED NAME LEVEL/CLASSIFICATION/BAND

DATE OF BIRTH MALE FEMALE INDETERMINATE / INTERSEX / UNSPECIFIED

ARE YOU ABORIGINAL OR TORRES STRAIT ISLANDER? YES

HOME ADDRESS PHYSICAL WORK ADDRESS

UNIT NO BUILDING AND FLOOR

POSTCODE POSTCODE

HOME PHONE WORK PHONE

PERSONAL MOBILE WORK MOBILE

WORK EMAIL

PERSONAL EMAIL

TO ENSURE YOUR UNION FEES ARE DEDUCTED AT THE CORRECT RATE, PLEASE SPECIFY YOUR ANNUAL SALARY
\$

ARE YOU EMPLOYED AS...? ONGOING/PERMANENT ENTERPRISE AGREEMENT
 NON-ONGOING/TEMPORARY AWARD
 CASUAL INDIVIDUAL CONTRACT
 INDEPENDENT CONTRACTOR
 LABOUR HIRE

ARE YOU ON...
 ENTERPRISE AGREEMENT
 AWARD
 INDIVIDUAL CONTRACT

DO YOU WORK...?
 FULL TIME
 PART TIME (IF PART TIME, HOW MANY HOURS PER WEEK?)
 IRREGULAR

SIGNATURE DATE

How would you prefer to pay?

Option 1: Direct Credit Card

Simply complete the details below or call **1300 137 636** to arrange ongoing regular credit card deductions.

CARD HOLDER NAME

CARD NUMBER

EXPIRY DATE CARD TYPE MASTERCARD VISA AMEX

AMOUNT \$ MONTHLY HALF-YEARLY
 QUARTERLY YEARLY

DATE

SIGNATURE/S

Credit card rates

TIER	SALARY RANGE	MONTHLY	QUARTERLY	HALF-YEARLY	YEARLY
1	\$10,000 – \$24,999	\$20.80	\$60.85	\$118.55	\$224.65
2	\$25,000 – \$39,999	\$38.55	\$112.80	\$219.85	\$416.50
3	\$40,000 – \$59,999	\$53.65	\$156.90	\$305.65	\$579.15
4	\$60,000 – \$79,999	\$61.00	\$178.40	\$347.65	\$658.70
5	\$80,000 – \$99,999	\$66.20	\$193.65	\$377.30	\$714.85
6	\$100,000 +	\$71.30	\$208.50	\$406.30	\$769.85

Rates include GST, current from 1 July

Option 2: Direct Debit

Fill in and return the following details to arrange regular ongoing 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 OF YOUR FINANCIAL INSTITUTION

BSB NUMBER ACCOUNT NUMBER

AMOUNT \$ DATE

SIGNATURE/S

Direct debit rates

TIER	SALARY RANGE	DIRECT DEBIT PER FORTNIGHT
1	\$10,000 – \$24,999	\$9.60
2	\$25,000 – \$39,999	\$17.80
3	\$40,000 – \$59,999	\$24.75
4	\$60,000 – \$79,999	\$28.15
5	\$80,000 – \$99,999	\$30.55
6	\$100,000 +	\$32.90

Rates include GST, current from 1 July

Join online
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 collects members' personal information for:

- campaigning and representation
- provision of membership benefits and services
- membership administration.

Signing the membership form indicates your consent to the above.

The CPSU's full privacy policy, including information on use, disclosure, security, access and correction and complaints, is available on our website at www.cpsu.org.au or by calling us on **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.
- We will give you at least 14 days notice by way of email correspondence 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 contact you to arrange payment of any outstanding membership subscriptions. A returned or dishonoured payment does not constitute termination of this agreement.

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:
- advising us of new bank account details
 - 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.

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 8pm 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 questions about union membership, please contact the CPSU

1300 137 636

www.cpsu.org.au

members@cpsu.org.au

twitter.com/CPSUnion

facebook.com/CPSUnion

AUTHORISED BY MADINE FLOOD, CPSU NATIONAL SECRETARY