



CPSU/CSA **Annual Report**

2024-2025

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EXECUTIVE SUMMARY

Decisive wins and significant change have been the key themes of the 2024/2025 financial year.

After two years of campaigning, with members banding together to take significant action, the Public Sector CSA Agreement 2024 was agreed to, registered and put into full effect. The wins that were achieved cannot be understated. It delivered not only a significant pay rise, continuing to move on from the restrictive wages policy of previous State Governments, but also delivered some of the most progressive entitlements to the 38,000-strong Public Sector workers covered by this agreement.

Child Protection members, supported by the union, continued their escalating action for a better child protection system, culminating in rolling action across district offices and a historic rally at Parliament House. This continued pressure that began in September 2020 forced the Government and Department of Communities to act, and a Child Protection and Family Support Agreement was introduced, accepted and registered. Uniting nearly all Child Protection workers under this agreement has led not only to industry-leading salaries but recognition of the crucial work that these workers undertake every day and an opportunity to build on gains made for this workforce into the future.

Amongst these wins, change was a near-constant factor. Within the space of three months; National, State and Union elections had been campaigned and decided, changing the political landscape in which we operate.

After 17 years as a part of the CPSU/CSA, Branch Secretary Rikki Hendon stepped aside to become the General Secretary of UnionsWA, the peak body for Western Australian Unions. Rikki's contribution to the CPSU/CSA cannot be understated, and we are glad that she is still contributing to the Western Australian union movement. With the re-election of the Cook Government, the Premier announced a Public Sector Reform of nine agencies to align with the new Government's priorities for the next four years. In response, the Union has deployed significant resources to ensure members have the support to navigate this uncertain time and guard against unnecessary stress and disruption.

As we look forward to the next 12 months, we know our work is far from over. We will continue to ensure members' rights are being upheld with the Public Sector Reform changes, as well as enforcing the hard-fought wins we gained through the General Agreement and associated satellite agreements. Our work also continues on longer-term advocacy for improvements to regional entitlements and the harmonisation project for School Support Officers. We look forward to exciting times ahead as we reengage in our strategic planning to set the union up to continue growing from strength to strength for its members.

In Unity,



Melanie Bray
Branch Secretary



Ness Brett
Assistant Branch Secretary

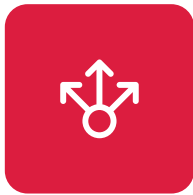


Matthew Abrahamson
President

Our Purpose

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



1. 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.



2. JUSTICE

We pursue fair and just treatment for people in and beyond the workplace.



3. RESPECT

We celebrate diversity, genuinely listen to each individual voice, and treat all people with respect and dignity.



4. SOLIDARITY

We support and stand with others in their struggle for justice.



5. 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.

Organising



Team Una

Team Una is named after *Una Holly*, the first woman elected to the council of the Civil Service Association (CSA) in 1930.

Team Una's focus for 2024/25 was on building delegate capacity in the Departments of Communities, Education and Transport.



Department of Communities - Child Protection

After three years of sustained union building and campaigning to address collective concerns about the state of WA's child protection system, over 2000 Child Protection and Family Support (CPFS) members engaged in rolling industrial action from June - October 2024.

These rolling actions, commencing with stop-work actions in district offices and culminating in a half-day strike and rally at Parliament house, visibly demonstrated the unity, resolve and indispensable value of the CPFS workforce, creating a compelling reason for the Government and the Department of Communities to engage. As a direct result of delegate-led, member action, the CPFS membership secured a series of landmark wins with lasting impact including:

- \$30.9 million committed to boost the number of frontline child protection workers in Western Australia.
- Increased funding for additional placements.
- Increased foster carer subsidies.
- The release of a CPFS union delegate to work with the Union, leading member representation in strategic, outcome-based working group projects.
- A Complexity and Intensity Tool Pilot for caseload management.
- An Attraction and Retention Working Group to resolve persistent recruitment and retention challenges.
- A Workload/Nominated Liaison Officer (NLO) list working group to address workload pressures experienced by all CPFS staff, regardless of occupation.
- A data sharing Memorandum of Understanding (MOU) between the Union and Department for a clear and transparent understanding of critical issues facing the child protection workforce.

For the first time, the vast majority of the CPFS workforce is united under one set of conditions, the *Department of Communities (Child Protection) CSA Agreement 2024*. Wins achieved through the negotiation of this new Agreement include:

- An uplift to the pay of child protection and fieldworkers to aid in attracting and retaining these crucial roles.
- A reduction in increments to increase pay and reduce the time it takes to reach the top of a pay level.
- A qualification allowance to support fieldworkers in achieving a recognised qualification.
- A review of the scope to include more positions in the Child Protection Agreement, including Customer Liaison Officers (CLO) and Administrative Officers.
- A review of fixed-term contracts to increase permanent employment opportunities.

- Appropriate recognition of overtime.

To secure this monumental win, delegates understood they needed to build power and increase membership numbers. Every delegate played a crucial role in convincing workers to join and explaining the benefits of collective action. They organised countless walkthroughs and meetings, facilitating thousands of one-on-one conversations to build momentum - and it worked.

“This new Agreement is not just to support and protect the industrial rights of future child protection workers, but it is a recognition of the all the hard work undertaken by members and delegates across the sector, both past and present. It values the resilience and dedication shown by Child Protection workers who did not give up, who stood together when it was tough and refused to be silent”. - Becky Anderson

While the industrial action was a collective endeavour, its fundamental success hinged on the strength of its local leadership. It was the CPFS delegate teams’ collective courage and conviction that inspired confidence and encouraged members to stand firm.



Child Protection Agreement Registration
- June 2025



Child Protection Action Cannington Office
- August 2024



Child Protection Strike at Parliament House
- October 2024



Child Protection Agreement Accepted - March 2025

Schools

Following the registration of the *Department of Education (School Support Officers) CSA Agreement 2024*, delegates have been working to establish two large projects negotiated through bargaining:

A JDF Review Committee has now been formed between the CSA and the Department of Education (DoE), with nine delegates from schools across the state representing CSA members. The committee will prioritise the review of level 1 JDFs in the first instance. This JDF review recognises the undervaluing of a number of roles in schools, and in particular the number of Level 1 roles in schools who are frequently undertaking tasks well beyond Level 1 scope.

A Harmonisation Project Working Party between the CSA and the Department has also been established, with five delegates representing CSA members in this space. This group will work towards transitioning to one employment agreement in schools by considering ways to incorporate Public Sector Agreement clauses in the School Support Officers Agreement. One agreement in schools will ensure that all workers in schools are able to access the same entitlements, and will ensure that these entitlements leave all schools employees the same or better off, than if they remained on the general agreement.

With over 830 sites statewide, the schools delegate group also saw significant growth in 2024/25, with 28 new delegates coming onboard. There are currently almost 70 delegates in schools across Western Australia. All new school delegates have committed to the school EDC norms and have attended various EDC, JCC and Ministerial meetings throughout the year since being endorsed. School membership also continues to grow, with 174 new members coming onboard in 2024/25. A third of these have come through delegate recruitment.

School delegates continue to participate in DoE Policy meetings which impact our school members, such as Student Support and Wellbeing Policy, Travel Policy and WHS policy forums. Their expertise and knowledge are highly regarded in these forums by DoE, SSTUWA and Principals Association representatives.

Manager Corporate Services (MCS) delegates have worked hard alongside DoE on both the MCS Classification Panel, assisting with the reclassification of many MCS positions across the state and creating the new Level 7 and Level 8 JDFs.

Speech and Language Therapists in Language and Development Centres (LDCs) saw their membership increase by 75% with employees becoming members to win a substantive reclassification from PSA level 5 to PSA level 6, gaining over \$15k in increased wages each. Through this process these members have achieved a new JDF and title as Speech and Language Consultants in recognition of their services to children at risk in schools. Over the last year, other members have received assistance from their school delegates to submit and win individual reclassifications in various classifications such as, Laboratory Assistants, MCS, IT and Student Service Officers.

Another substantial win for members was seen in Agricultural Colleges, where Residential Supervisors won a group reclassification from level 1 to level 2. Frustrated by the significant delays, union members decided to take collective action in August 2024. As a result of their action and taking into account this was first raised with the DoE in July 2023, DoE agreed to reclassify all Residential Supervisors with the backpay to be from 30 January 2024. The Residential Supervisors were also entitled to move to increment 2.2 as of 30th January 2025.

The schools delegate cohort has worked to expand on the establishment of role-specific working parties in schools. These working parties are groups of members who meet to discuss issues specific to their roles, and strategies to achieve outcomes. Previously established was the Manager Corporate Services, ICT and Youth Workers in Schools working parties, with 2024/25 seeing the strengthening of the Lab Tech network and Library Officers network, as well as the establishment of a School Officers network.

Several school delegates continue to regularly represent school members across the state with individual issues at school level. A core group of delegates have been participating in the school online inductions as well as engaging in turnout activities via broadcast emails to all school support staff, statewide.



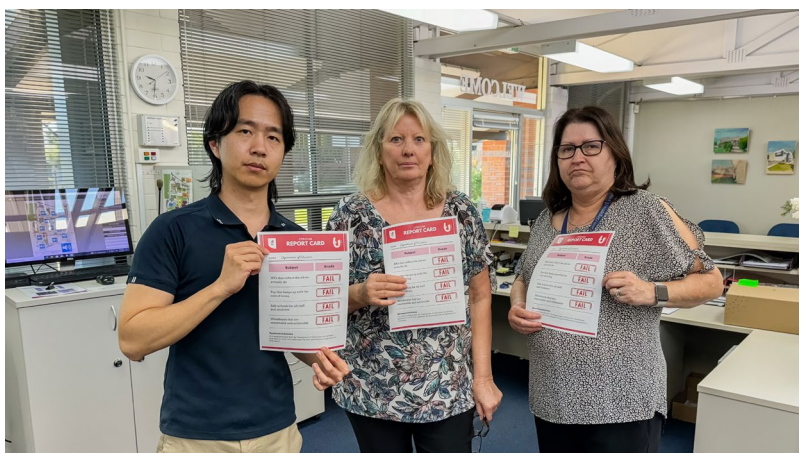
'Where's the Offer?' Campaign
Geraldton SHS
- November 2024



'Where's the Offer?' Campaign
Willeton SHS
- November 2024



'Where's the Offer?' Campaign
Churchlands SHS
- November 2024



Department of Transport

The past financial year has seen significant positive momentum within our membership at the Department of Transport, through an enhanced focus on empowering our delegates to build power and influence in their own workplaces through active recruitment.

Compared to 2023/24 we've seen a 230% increase in new members being recruited by delegates, and an overall increase of 220% to the Department of Transport's membership.

This significant leap in membership is a direct result of delegate efforts to educate members about the deep connection between the density of membership and the union's collective bargaining power. This involved a multi-faceted approach, including:

- Increased Paid Union Meetings on topics of particular interest to specific work groups, ensuring our engagement is targeted and relevant and able to provide opportunities for new employees to join
- Significantly revitalising our delegate team, empowering new local leaders to drive change, with 47% of the entire Transport delegate team having only stepped up into the delegate role this previous year.
- Prioritising collective action initiatives, such as signing open letters. For example, almost 80% of Driver Assessors signed an open letter to the Department regarding their Job Description Form (JDF) review. This impressive show of unity was a direct result of our dedicated delegate team, who not only drafted the letter but also successfully mobilised their colleagues to sign it, presenting a powerful, unified front to management.
- Delegates continue to actively engage workers in union conversations and activities on issues that matter most to them, including the 9-day fortnight initiative.
- Every new delegate is now actively involved in leading or progressing a campaign to address an issue of concern within their work area. This hands-on approach not only develops their leadership skills but also ensures that our advocacy remains directly relevant to members' aspirations and needs.

Through these strategic efforts, we have not only grown our numbers but have also cultivated a more active and informed membership, ready to take advantage of their increasing power and influence.

Team Jennie

Team Jennie is named after *Jennie George*, the first woman elected to the ACTU's national executive, before going on to become the first female Teacher's Federation president. In 1991, Jennie was elected as Assistant Secretary of the ACTU, and was the first woman to serve as a full-time officer of the ACTU.



Team Jennie's focus for the 2024/25 was supporting delegates across their departments, after building a strong delegate base in 2023/24 and prior, the team saw a significant increase in delegate and member lead wins and recruitment this year.

Department of Justice

After significant delegate development at the Department of Justice in 2023/24, there has been a 28% increase in the number of members who have joined after a conversation with another member.

A large ongoing project being undertaken in the Justice space is a much-needed update of a Work Management Strategy (WMS), in both Adult Community Corrections and Youth Justice. The Department is working closely with CPSU/CSA delegates to develop an updated WMS. This project will continue into 2025/26, with a cohort of new delegates have stepped up to specifically be involved in this work.

Department of Planning, Lands and Heritage (DPLH)

At DPLH, delegates were able to negotiate varying the location of the JCC which is usually held at head office to Whiteman Park and Fremantle Prison. This indicates increased ownership of the JCC space by delegates, and a productive working relationship established with the Department. DPLH saw an increase in new member joins by 23% this financial year, with a significant increase in the number of members joining when they were approached by another member or delegate.

Western Australian Police (WAPOL)

In 2024/25, WAPOL saw an increase in recruitment of 50% compared to 2023/24, doubling the number of members recruited by delegates. After delegates pursued eligibility for Traffic Wardens to be awarded the WA Police Force Service Medal, it was agreed to recognise this group of workers for their sustained, diligent and ethical service. A number of well attended Work Health & Safety education sessions have been held in 2025 and included positive feedback from attendees.

TAFE

Total joins in TAFE have increased by 50% in 2024/25. Joins from a conversation with a delegate has doubled, joins from members having conversations with other members has increased by 60% since 2023/24. This can be attributed to the significant growth in delegate numbers at TAFEs over the past twelve months - eight new delegates have nominated to represent members in various colleges across the state, more than doubling delegate numbers from the previous year.

The CSA has supported and progressed Long Service Leave claims for a large cohort of members in TAFE who traditionally were employed on an insecure basis, and who are examples of the gender pay gap in the public sector. The majority of members supported are level two female support staff who are likely to receive at least one seven year entitlement, with some of the claimants tenure going back as far as 2007.

Growth Team

The Growth Team is a robust and diverse team of Organisers and Membership Recruitment Advisors, demonstrating the Union's commitment to its values of fairness and equitable employment opportunities. Recruiting and retaining members to the Union is the primary function of the Growth Team. This involves calling new public sector workers and educating them about the benefits of union membership, as well as promoting longevity in union membership by conducting conversations with members seeking to resign their membership.

The Growth Team is invited to present at public sector agency inductions for new employees, as well as supporting short Organising projects and site walkthroughs within various agencies. This increases the visibility of the Union in public sector workplaces, assisting with the recruitment and retention of members.

In 2024/25, the Growth Team has recruited 609 new members to the Union and retained 189 members who sought to resign, by conducting a values-based call. On average, the Growth Team is successfully able to retain approximately 20% of members who seek to resign. The team has also recovered almost \$12,000 in membership arrears accrued through missed membership payments.

The team recruited 13 new members at the most recent Youth Custodial Officer induction in collaboration with the onsite delegate. Having workplace delegates involved in induction sessions reiterates the value of union membership specific to that workplace, as well as developing the relationship with potential members to their delegate contact.

In 2024/25, the team supported work across various agencies such as the Department of Health, Department of Communities, Mental Health Advocacy Service and WA Electoral Commission. The team engaged at the WA Electoral Commission after an inquiry was announced into the outsourcing at the recent state election. Site visits enabled us to gain insights from members that informed our submission into the enquiry, as well as recruiting four new members. In a project to support the Department of Health delegates to increase their membership, at least four new members were recruited.

The team promoted the delivery of Paid Union Meetings (PUMs) to promote engagement in the general agreement bargaining process, and after the agreement was registered to support members to understand their new entitlements. Recently, the Growth Team supported walkthroughs in agencies affected by the Public Sector Reform, heard any concerns from affected members, and had the opportunity to highlight the support that the union can provide during this transition to any potential members in these workplaces.



Member Services

Unionlink

The UnionLink Team is made up of five full-time Industrial Advisors who are committed to supporting delegates and members with expert advice and assistance.

Available Monday to Friday, from 8:30 am to 4:30 pm, the team provides individualised industrial advice via phone and email, ensuring members receive timely and accurate information when they need it most.

UnionLink supports members covered under both the Western Australian state industrial relations system and the national workplace relations system. The team interprets more than 30 different workplace agreements to protect and enforce your entitlements at work.

2024/2025 Financial Year and Strategic Goals

The 2024/25 financial year was another demanding year for the UnionLink Team. Tasked with responding to all individual member enquiries within three business days, the team remained committed to delivering high-quality, professional support across a wide range of workplace matters.

Throughout the year, UnionLink Advisors successfully balanced a high volume of telephone and email enquiries while also providing practical support to workplace delegates. The team's advice played a critical role in helping members navigate complex industrial issues and resolve disputes effectively.

The UnionLink Team is proud to have consistently met response time targets and maintained strong satisfaction levels in resolving industrial matters that were identified as winnable or partially winnable.

Notable wins

- Advocated for members to ensure that their pro-rata Long Service Leave was paid out when retiring from the Employer.
- Successfully challenged multiple disciplinary matters, including cases where allegations were found to be unsubstantiated. Additionally, facilitated adjustments of disciplinary outcomes from termination of employment to written reprimands.

- Supported members in adjusting leave requests. Including changing Long Service and Annual Leave to Personal Leave and Bereavement Leave.
- Assisted members in successfully arguing for Leave Without Pay.

Key Areas of Advice and Support Provided by UnionLink

During the 2024/25 financial year, UnionLink Advisors assisted members across a broad range of workplace matters, including:

- Disputes relating to Award or Agreement entitlements .
- Interpretation of Government Sector Labour Relations (GSLR) Circulars.
- Workplace health and safety concerns.
- Parental and other leave entitlements.
- Bullying, harassment, and grievance matters.
- Excessive workload issues.
- Fitness for work and other health-related concerns.
- Conversion from fixed term to permanent employment.

Additionally, since the registration of the *Public Sector CSA Agreement 2024* and its satellites, the UnionLink Team has played a vital role in assisting members to interpret and access their new entitlements.

Capacity Building Team

The Capacity Building Team consists of a small team of Organisers that support and develop delegates across a large portfolio of agencies and the CSA's Learning and Development Trainer who provides targeted delegate training and personal development courses to delegates and members of the CSA.

Growth of Delegates

The Capacity Building Team saw a huge growth with 46 new delegates stepping up throughout the year, across 21 different agencies.

The Department of Primary Industries and Regional Development (DPIRD) delegate group grew by seven new delegates in 2024/25, with both Health and the (then) Department of Local Government, Sports and Cultural Industries (DLGSCI) growing by four new delegates each and we also now have a delegate at the (then) Department of Jobs, Tourism, Innovation and Science (JTSI).

Development of Delegates

There has been significant change within the Learning Development focus of the Capacity Building Team over the year.

All of our professional development courses now have a parallel program online, which gives regional delegates and members equity in access. Delegates and members who have a need to work from home are also benefiting from the improved organisational capacity to deliver online.

Over the financial year the Capacity Building Team in the learning and development space achieved the following:

- Seven delegates' introductory courses were provided during the year, with four being delivered in an online environment, providing regional delegates with equivalent or better access to delegate training and development when compared to their metropolitan colleagues. In addition, all of our professional development courses, have a parallel program online, which has not only meant that regional delegates and members have equity in access, but also delegates and members who have a need to work from home are benefiting from the improved organisational capacity to deliver online.
- 70 delegates have taken up the 13 opportunities available to engage in either *Delegates Introductory Training Stage 1 & 2* and other development programs.
- Furthermore, 183 delegates and members participated in our valued professional development opportunities like *Assertive Communication, Difficult Conversations & Emotional Intelligence*.
- Capacity Building continued to deliver the *Advanced Delegate's Course on Representation and Consultation* facilitating meaningful accountability within the workplace.
- Understanding and implementation of the *Work Health & Safety Act* also continues to mature, with CPSU/CSA producing material to assist *Delegates in Organising to Win* with WHS developed over the year and soon to be delivered in an online, on demand learning environment.

Delegate Achievements

With the ongoing support of the Capacity Building Team, a number of our delegates were recognised for the amazing contribution to their workplaces at the CPSU/CSA Delegates Achievement Awards Night in November 2024.

DPIRD: Richmond Loh

The DPIRD delegate team and in particular delegate Richmond Loh (a Veterinary Pathologist based at DPIRD's South Perth site) worked hard with his delegate colleagues and the Health & Safety Representatives (HSR) at DPIRD, to bring about the closure of the South Perth site due to the discovery of friable asbestos dust in some buildings – in particular the laboratories.

Union delegates and the Capacity Building Team Organiser worked hard for members by:

- Running Paid Union Meetings (PUMs) on the 20th of June attended by over 120 staff and the 16th of July 2024 attended by over 80 staff.
- Liaising with experts in the field from the Asbestos Disease Society of Australia (ADSA) who attended meetings with our delegates, answering questions, and providing access to their support services, and testing for asbestos related diseases.
- Attending Town Hall meetings.
- Setting up weekly meetings with DPIRDs executive management to advocate on behalf of our members.
- On the 7th of August 2024, then Branch Secretary Rikki Hendon, CSA delegates and HSRs attended a meeting with Minister Jackie Jarvis, and DPIRD Director General Heather Brayford to voice member concerns.

Subsequently Minister Jarvis announced \$83 million in fast tracked funding for a new State Biosecurity and Response Centre in Canning Vale. Some staff started working at the site in December 2024, which will eventually accommodate 200-300 staff.

Richmond and the DPIRD delegate team are strong advocates for workplace health,

safety and rights. Richmond's attention to the technical detail, health risks of asbestos disease, and forcing of the transparency of DPIRD reporting was instrumental in the Director General (DG) of DPIRD announcing that all staff had to evacuate the site due to the risk to health risks because of friable asbestos had been found in dust samples in buildings where staff were working. Access to the site was subsequently restricted with the majority of nearly 400 staff moving to working from home or other arrangements. To this end, Richmond was recognised as a Workplace Leader at the 2024 Delegate Awards for carrying out his delegate role fearlessly despite significant pressure from management.



DPIRD Delegate Richmond Loh accepting his delegate award from Mel Bray, Rikki Hendon and John Lamb

Office of the Auditor General Delegate: Xuan Shan Ong

During the 2024/2025 financial year the Office of the Auditor General (OAG) underwent a restructure in which Xuan, as the only delegate at the OAG, ensured his members were kept well informed about the changes. Xuan played a key role in raising members' concerns with the Employer throughout the restructuring process resulting in him being recognised as a Workplace Leader at the 2024 Delegate Awards for his efforts.

WA Museum Delegates and Delegate: Anna Hara

During 2024/2025 the WA Museum delegate team, worked hard with the CSA on a reclassification for the Technical Officers at the WA museum. Delegate Ana Hara in particular spent countless hours and expended much energy working developing a 30-page business case in conjunction with her colleagues. Ana and her team of delegates did not give up even when the HR at the museum attempted to change the goal by altering the JDF mid-reclassification. Ana was a huge support to her colleagues throughout the process making sure they were always focusing on the next step. Her unwavering dedication ensured that the Technical Officers were re-classed from Level 3 to 4 and given the title Collection Manager.

In recognition of her work Ana was awarded the Workplace Hero Workplace Leader at the 2024 Delegate Awards.

Workplace Health & Safety Case Study: Perth Zoo

In 2024/2025 financial year, the work of the Perth Zoo delegates was acknowledged in a case study at the UnionsWA State HSR Conference held in September 2024. The case study was on when our Perth Zoo delegates ran an extensive and successful campaign on workplace health and safety issues in 22/23, such as significant psychosocial stress related to understaffing and high workloads.

This successful piece of work was used as an example of how delegates can resolve Workplace Health & Safety issues in their workplace. The conference organiser reported that the session received many positive comments in the feedback. The case study has now been integrated into the CPSU/CSA's course on how to organise around WHS in your Workplace as a successful example of delegates making change in their workplace.



Perth Zoo delegate Cathy Cooper accepting the team delegate award from Mel Bray and Rikki Hendon

Industrial Services Group

The Industrial Services Group (ISG) team provides industrial advice and representation to members and delegates on individual and collective matters.

In the 2024/25 financial year, the Industrial Services Group achieved some incredible wins including:

- Negotiation, bargaining and drafting of various industrial agreements that were registered this year.
- Individual representation for members for matters of discipline, performance, retirement on the grounds of ill health, underpayments, flexible working arrangements.
- Reclassification claims.
- Advice and feedback on documents drafted by Government which included Commissioner's Instructions and guidelines.
- Reforms to the *Industrial Relations Act 1979 (WA)* and *Public Sector Management Act 1994 (WA)* which have now come into effect from 31 January 2025.
- Research on matters which formed the basis and reasoning for items in the log of claims for various agreements.

The Industrial Services Group advised and represented members/delegates on a range on individual matters including:

- Allegations of breach of discipline/misconduct.
- Retirement on the grounds of ill health.
- Substandard performance.
- Breach of standards claims.
- Bullying.
- Sexual harassment.
- Underpayments and overpayments.
- Termination of employment.
- Return to work.

In the 2024/25 financial year, ISG managed 352 cases and closed 195 over that period. The time that each case file remained open varied due to complexity, the type of matter and employer timeframes.

Industrial Officers provided representation and advocacy to members and delegates including:

- Representation during meetings and investigations.
- Drafting letters of response.
- Representation and advocacy in the Western Australian Industrial Relations Commission and Fair Work Commission.
- Assisting delegates with putting matters forward in meetings or JCCs.
- Reviews of existing policies and procedures in the workplace.
- Workplace health and safety.

Modernisation of Awards and Updating of Allowances

As we moved out of a bargaining cycle, ISG shifted its focus to negotiating with Government regarding the modernisation of Awards. In particular, the CSA began pursuing with Government to update methodologies for various allowances and modernising the clauses to make them contemporary and relevant to the needs of members and delegates. This is a large body of work that continues into the next financial year.



Communications
&
Engagement

Communications and Engagement

Building Engagement and Value for Members

Members and potential members engage online now more than ever before. Even when accessing traditional offline support and resources, our capacity as a union to connect with members at scale is underpinned by our online capacity.

The CPSU/CSA's communications engagement strategy employs a mixture of broad scope of stakeholder engagement, digital marketing and communications, platform and technology administration to deliver greater accessibility and better-quality online services to members, increase influence and leverage with key stakeholders, broaden union recruitment channels and tailor union content and interactions to resonate with individuals' unique preferences.

CPSU/CSA Online Properties

In 2024/25, engagement with our campaign pages on key topics such as Child Protection, Public Sector Reform and the Public Sector Agreement more than doubled compared to the previous year. Campaign content now attracts 5–12% of total annual website views (up from 1–2%), with average session time increasing by 30%.

Direct traffic remains strong at 80–87% of visits, showing members and potential members engage with our content through emails and social media. This creates opportunities to further boost paid and organic reach through improved SEO and advertising.

Member Portal use grew significantly, with average time spent increasing 92% to just over two minutes. This reflects stronger familiarity with the platform and broader use of its features.

On social media, Facebook followers more than doubled (150 → 310), while Instagram grew by 7% with improved reach (+58%) and higher-than-average follower growth for our sector. LinkedIn audience also grew by 19%, with balanced engagement from new and existing followers across diverse professional backgrounds.

Creating New Members

Over 2024/25, the union received details of more than 3,000 new public sector employees, who

were added to our new starter email workflow to drive recruitment. Engagement with these emails was strong, with a 24% open rate and 12.5% click-through rate, both of which are well above industry benchmarks.

On average, the New Starter workflow is responsible for roughly 10 direct-joins each month, with follow-up of 'warm leads' generated by the workflow leading to an additional 15 new starter joins each month (on average). The Department of Communities, Department of Health and Department of Education (excluding Schools and Regions) had the best conversion rates for new starter outreach in the 2024/25 financial year.

From 1 July 2024, our public-facing website 'Infopack download' funnel created an average of 16 new joins per month. So far in 2025, this funnel has aligned with an average of 28 joins each month. Department of Education - Schools and Regions, Department of Communities and Department of Justice had the best conversion rates for the infopack download funnel in 2024/25 financial year.

Member Communications

Email remains a cornerstone of our digital engagement, with an average open rate of 42.7% — well above the industry benchmark. This reflects an active and well-informed membership. Click-through rates sit within healthy industry standards at 3.8%.

It is primarily through our mass communications channels that we are able to deliver member-only resources at scale. These included Your Union Agreement packages and guidance to support members during the significant changes of Public Sector Reform.

Engaging Resources and Valuable Support

As the 2024/25 financial year began, the Communications and Engagement team commenced production on a new suite of Public Sector CSA Agreement resources including factsheets, frequently asked questions, guides and updates to share the new rights and entitlements with members across Your Union Agreement coverage. Likewise, upon the announcement of the Public Sector Reform, the team began production on a range of guides and resources to help members navigate the stressful process of mass public sector restructure. To the end of the financial year, the Public Sector Reform resources were downloaded by more than 1,800 members through email initial communications alone, with additional access through the Union website, members meetings and delegate distribution further enhancing reach.

The team also advanced an online learning platform in partnership with the federated state branches of the State Public Sector Federation (SPSF). Accessible through the Member Portal, it will provide on-demand courses, webinars, and live learning sessions, further enhancing member access to important resources.

Member-first Membership Administration

The Communications and Engagement team manages member accounts through iMIS, ensuring seamless, member-focused administration. Improvements in 2024/25 include enhanced self-service options in the Member Portal, reducing arrears and achieving less than a 5% failure rate for Direct Debit and Credit Card payments. Automatic retries and

staff-managed options resolve a further 20% of issues immediately.

Tax statement delivery has also improved, with more than 300 members accessing downloadable PDFs on the morning they were released and an overall email open rate of 74%. Staff functions for updating member details were streamlined with new form tools, simplifying updates to worksites, electorates, and agency relationships.

The Customer Systems team began preparations for the iMIS upgrade in the last financial year, with work progressing steadily towards a 2026 migration date. This begins with a comprehensive data audit and planning to translate custom processes into the new system. This work will improve data security, streamline workflows, and enhance the union's ability to plan, engage with, and serve members.

Working with Stakeholders

The 2024/25 financial year was an incredibly busy period for the union's stakeholder engagement efforts. Over this 12-month period, the CPSU/CSA sought to streamline its approach to stakeholder engagement by better defining how and why we engage with stakeholders.

Throughout the year we focused on strengthening our position as a primary stakeholder in the view of organisations, politicians or advocates who can or do make material decisions that can have direct or indirect impacts on the membership of the CPSU/CSA. By better defining our approach to stakeholder engagement, the union has been better prepared and more articulate in making representations to senior decision-makers in the sector. We are also better positioned to provide oversight across the vast and varied forums we engage in to represent and advocate for the needs of members and the sector.

Elections and Ministerial Engagement

Following the re-election of the Cook Labor Government, the union established relationships and dialogue with several Ministers, including:

- Hon. Roger Cook MLA | Premier
- Hon. Simone McGurk | Minister for Industrial Relations
- Hon. Sabine Winton | Minister for Education
- Hon. Jessica Stojkovski | Minister for Child Protection; Minister Assisting the Minister for Transport
- Hon. Merredith Hammat | Minister for Health; Mental Health
- Hon. Stephen Dawson | Minister for Regional Development; Science and Innovation
- Hon. Hannah Beazley | Minister for Disability Services; Local Government
- Hon. Reece Whitby | Minister for Police
- Hon. Paul Papalia | Minister for Corrective Services; Emergency Services
- Advisors to Hon. Amber-Jade Sanderson | Minister for Skills and TAFE; Energy and Decarbonisation

The union also secured meetings with other Ministers, Directors-General, Commissioners, and CEOs throughout the public sector. As part of the WA State Budget process, staff analysed over 800 pages of budget documentation in three hours, ensuring members' priorities were considered.

Submissions and Reviews

Key submissions in 2024/25 included:

- Review of the *School Education Act 1999*.
- 2025-26 WA State Pre-Budget Submission.
- *Young Offenders and Prisons Legislation Amendment Bill 2024*.
- WA 2025 State Election Special Inquiry.
- Office of the Auditor-General Review into the Management of Injured Public Sector Workers.

- *Code of Practice: Work Health Safety Management Systems for the Western Australian Public Sector*.

Most are still awaiting final reports. These submissions drew on insights from members and delegates across workplaces.

Media and Public Exposure - sharing our stories

Over 2024/25, the CPSU/CSA released over 20 broadcast statements to Western Australia's media and provided quotes and backgrounding on request to advance members' priorities. Between July and September, the union issued more than one statement per week during Your Union Agreement bargaining and Child Protection industrial action. Nearly all statements were picked up by at least one media outlet, keeping CPSU/CSA members' actions and priorities in the weekly news cycle for 14 consecutive weeks in the latter half of 2024.

Opinion
OPINION

Rikki Hendon: Is a four-day workweek the future?

Rikki Hendon The West Australian
Wed, 3 July 2024 2:00AM [Comments](#) [+](#)



Work-life balance illustration. Credit: Don Lindsay/The West Australian

A disability leave win for WA's neurodiverse public sector workers

Neurodiverse workers now have dedicated leave, reducing barriers to essential appointments and workplace accessibility.

MELANIE BRAY • MAR 20, 2025 • 4 MIN READ

Share 0



Melanie Bray. (Image supplied)

Engaging Stakeholders in the Industrial Space

In 2024/25, the CPSU/CSA's stakeholder work intersected significantly with the industrial space. The union met regularly with the Public Sector Commission as part of the Redeployment and Redundancy Consultative Panel, providing multiple rounds of feedback to the statutory review of Part 6 of the *Public Sector Management Act 1994*. In conjunction with the report to Parliament, the CSA has continued to provide feedback on a draft revised redeployment and redundancy framework, to be tabled with the Premier's office once it is finalised.

The CPSU/CSA was also a key stakeholder in reforms to the *Industrial Relations Act 1979* and the *Industrial Relations Legislation Amendment Act 2024* gave rise to amendments that came into effect on 31 January 2025:

- Abolition of WAIRC constituent authorities for a streamlined public sector structure;
- Introducing a prohibition on sexual harassment in connection with work, consistent with federal Fair Work Act provisions.

The CPSU/CSA was also a key stakeholder in the reforms to the *Public Sector Management (Breaches of Public Sector Standards) Regulations 2005*. These reforms combined with the changes to the IR Act that took effect on 1 July 2025 gave members recourse for breach of standards that were previously limited to the PSC and strengthened agencies' obligations to resolve claims at the outset.

Throughout the year, the CPSU/CSA also contributed extensive feedback and drafting to proposed recruitment framework reforms across the sector, including replacing Commissioner's Instruction 2 for permanent, fixed-term, and temporary vacancies. The union's input prioritised internal surplus employees, fixed-term and casual staff, and internal recruitment. This project is expected to be finalised in the next financial year.

Industrial & Legislative Process



Your Union Agreement 2024

Over 85% accepted the offer commitment to a modern and diverse workplace cannot be ignored. You have kickstarted the conversation about a four-day workweek for all Western Australian workplaces; a conversation that is gaining traction across the world.

The three-year agreement term with payraises of 5% in the first year, 4% in the second and 3.5% in the third ensured that the public sector started catching up and keeping up with the cost of living after years of wage suppression through restrictive wage policy.

In addition to the pay quantum, we also negotiated and secured progressive conditions so that the 38,000 workers covered under this agreement have access to fairer and more equitable conditions such as:

- Amendments to current Conversion and Appointment to Permanency provisions which reduce the service requirement to become an “eligible fixed term employee” or “eligible casual employee” from 24 months, down to 12 months, is helping members across the sector secure permanent employment sooner.
- Families are spending more time together with 18 weeks paid parental leave (up from 14 weeks) for the primary caregiver; with provisions that allow for another employee, who becomes the primary care giver, to receive 9 weeks paid parental leave, as well as improvements to paid partner leave.
- Members are using the new Disability Leave and Reproductive Health Leave entitlements to get better access to care and support from health care providers.

Across the regions members are making the most of the most significant overhaul to regional entitlements in decades with:

- Improved consistency of application in relation to the provision of ALTC.
- A new Overnight Travel Allowance at a rate of \$45.00 a night when an employee is required to undertake travel that necessitates an overnight stay away from the usual place of residence.
- 46 new locations added to the isolated and remote locations list.
- Access to paid travel time where the requirement to travel arises due to caring responsibilities.
- Expansion of the existing air conditioning subsidy by 15 days earlier and later than the current operation.

And many more, including improved access to Higher Duties Allowances, more leave types and expanded leave arrangements.

A New Era for Child Protection

After four years of ongoing action, beginning in 2020 with an afterhours vigil at Parliament House, culminated in late 2024 with unprecedented rolling action in District Offices across the State, followed by a historic rally at Parliament House attended by hundreds of child protection workers.

The strength of our ongoing member actions forced the Government and Department of Communities to listen and act, resulting in a proposal in the form of a Child Protection and Family Support (CPFS) specific agreement being put forward. After swift but considerate negotiations with the Government and Department of Communities, the agreement was overwhelmingly accepted by our membership and registered with the Western Australian Industrial Relations Commission on 4th June 2025. The agreement has the capability to address the unique circumstances that arise in the CPFS environment. Some of the wins include:

- An uplift to the pay of child protection and fieldworkers to assist in the attraction and retention of these crucial roles.
- A reduction in increments to increase pay and reduce the time it takes to reach the top of their level.
- A qualification allowance to support field workers to achieve a recognised qualification.
- A review of Customer Liaison Officer (CLO) and Admin Officer JDF's.
- A review of fixed-term contracts to increase permanent employment opportunities.
- Appropriate recognition of overtime when caring for children out of hours.

This agreement addresses the unique circumstance that arise in the CPFS environment and for the first time in history, the vast majority of the child protection workforce are united under one set of conditions. This will enable our membership to stand together during bargaining and have the opportunity to fight for conditions unique to the work they do.

Satellite Agreements: Sharing the wins

| Agreement Name | Registered Date |
|--|---|
| Department of Education (School Support Officers) CSA Agreement 2024 | 11 July 2025 |
| Disability Services (Social Trainers) CSA Agreement 2024 | 19 June 2025 |
| Department of Justice (Youth Custodial Officers) CSA Agreement 2024 | Negotiated and lodged for registration in 2024/25. Registered 1 July 2025 |
| Electorate and Research Employees CSA Agreement 2024 | 12 February 2025 |
| Insurance Commission of Western Australia (Government Officers) CSA Agreement 2024 | 17 March 2025 |
| Department of Education (Residential College Supervisors) CSA Agreement 2024 | 19 June 2025 |
| Department of Justice (Jury Officers) CSA Agreement 2024 | Negotiated and bargained in 2024/25. Registered on 21 July 2025 |

Disability Services Commission (Social Trainers) CSA Agreement 2024

In this round of bargaining Social Trainers won improved consultation around roster changes. If the staff roster is required to be changed due to NDIS direction, the employer has an obligation to consult with members as soon as practicable and if required, pay for members to attend an emergency meeting to discuss the proposed roster changes.

Department of Education (School Support Officers) CSA Agreement 2024

The improvements for employees covered by the School Support Officers Agreement includes the formalisation of the custom and practice that when a person is on paid parental leave during the school holidays, the paid parental leave is extended for the period of the school holidays. Through an exchange of letters with the Department of Education, the Department has agreed to conduct a review of all Level 1 JDFs across schools to ensure proper classification and consistency. The Department has also agreed to create a working

party to investigate the possibility of moving all employees who work in schools that are covered by the Public Sector CSA Agreement to the School Support Officer Agreement.

Electorate and Research Employees CSA Agreement 2024

One of the main achievements our members won was increasing their severance payments from 2 weeks per years of service with a cap of 45 weeks to 2 ½ weeks per year of service to a maximum of 50 weeks.

Insurance Commission of Western Australia (Government Officers) CSA Agreement 2024

Members achieved a win in an increase in time to clear their Long Service Leave from one year to two years after it becomes due. ICWA had also been experiencing an increase in the use of temporary contracts. The employer has provided a letter of commitment to clause 14.1 prioritising permanent employment and 94.4% of ICWA staff are employed on a permanent basis.

Other Agreements and Negotiations

| Agreement Name | Registered Date |
|--|---|
| Main Roads CSA Enterprise Agreement 2024 | 12 February 2025 |
| Governor's Establishment Staff General Agreement 2024 | Negotiated and lodged for registration in 2024/25. Lodged 7 August 2025 |
| Racing and Wagering Western Australia General Staff Agreement 2024 | 17 December 2024 |
| Serco CPSU Acacia Prison General Enterprise Agreement 2024 | 4 April 2024 |

Public Sector Reform

On 31 March 2025, WA Premier the Hon Roger Cook MLA announced a reform of nine public sector agencies to align with his new Government's priorities for a more resilient economy and a better way to build. These agencies include:

- Department of Communities
- Department of Finance
- Department of Health
- Department of Jobs, Tourism, Science and Innovation.
- Department of Local Government Sport and Cultural Industries
- Department of Mines, Industry
- Department of the Premier and Cabinet
- Department of Treasury
- Department of Transport

Preparing for and responding to the widespread impacts of the reform triggered a union-wide response, with every work area deploying significant solutions to help members navigate the process, and guard against unnecessary stress and disruption.

Key to the approach have been our delegates. Delegates across all affected agencies have stepped up to nominate for the Agency Implementation Groups (AIGs) and been a valuable point of feedback and contact between the union and members, as we all work together to navigate the impact of the Reform as each stage of the process has progressed.

Within a week of the announcement the union had established a series of oversight forums, including weekly meetings with the Public Sector Commission, with Agency Implementation Groups to follow shortly after. By mid-April all AIGs were meeting regularly with both union staff and delegates embedded therein the champion the needs of members and issues crucial guardrails were put in place.

These guardrails took the form of the Change Management Principals, which represent a significant win and process improvement on past iterations of mass public sector restructures.

These top-down principles, to which the Public Sector Commission and our union hold all agencies accountable, emphasise the importance of recognising the impact the change will have on employees, and require that:

- Employers must act to minimize employee disadvantage and disruption to services; and
- That employers treat employees with care and respect, and address employee work health and safety, including but not limited to psychosocial safety

That psychosocial risk is acknowledged and cited in this document is critically important and momentous step forward in terms of recognising the impact of workplace stress on health and well-being. It is because of the work of our delegates and the strength of our membership that this has been achieved.

As the financial year came to a close, we were able to progress discussions with the PSC and agencies about the specifics of how the reform will impact corporate services roles across the sector. Gaining recognition of the complexity of these roles, and the significance they play in supporting the foundational operations of our public sector agencies, has led to a rigorous and detailed set of additional guiding principles. Members and delegates were invited to a corporate services specific briefing in early June, again with excellent attendance, and the discussion and feedback has been pivotal in informing the process into the new financial year.

Regional Entitlements

In August 2024, the CSA and GSLR met to discuss the prospect of beginning a joint review of the entitlements currently in place for regional employees.

In October 2024, the first of these meetings took place to scope the terms of reference for the review. It was decided that there would be a look into the Annual Leave Travel Concession (ALTC), District Allowance, Motor Vehicle Allowance, Government Regional Officers' Housing (GROH) policy and Housing Ownership Subsidy Scheme (HOSS) policy, as well as a general audit of all allowances that affect regional employees.

The CSA and GSLR first focused on the ALTC. The parties first worked on issuing a circular to provide guidance on the application of ALTC, as there was disparity across the sector in how it was being administered. The circular was issued in January 2025 (Circular 1/2025).

As an outcome of bargaining for the *Public Sector CSA Agreement 2024*, the parties have been working on drafting an updated ALTC clause to ensure that the employers and employees have clarity on their obligations and entitlements so that the potential for disputes is minimised. The clause is currently going through the process of finalisation.

For the District Allowance, the parties have also been researching and discussing positions for alternative methodology, as two of the major methodology components are now defunct. The CSA will be engaging with members by way of visits, meetings, and survey to progress a campaign on District Allowances and progressing our fight to improve working rights for regional members.

The CSA and GSLR then intend to look at the GROH and HOSS policies to look at how it is currently working and what improvements we can advocate for. We then intend to move on to the audit of the various other allowances that affect regional employees.



Systems, Finance & Building Management

CSA Centre and Building Management

Tenancy and Facilities Management

Tenancy within the CSA Centre remained strong, with all tenants whose leases expired during the reporting period opting to renew. This retention reflects ongoing tenant satisfaction and the Centre's reputation as a reliable and professional working environment. To enhance future lease negotiations and strengthen legal oversight, preparations commenced to engage a Commercial Property Manager through a third-party real estate agent. The CPSU/CSA Building Administrator will continue in their full role, providing operational continuity and supporting the capital works program.

Venue Hire and Level 6 Utilisation

Tenants primarily hired level 6, but external entities have recently begun leasing the space. There was significant money earned on the level after a current tenant hired the space for over 3 months while their tenancy was upgraded, providing double the expected income that was budgeted for in the financial year. Plans are in place to upgrade the Audio Visual equipment and current technology in the training rooms and conference room to make the space more desirable to hire.

Systems and Policy Reviews

Policy Review and Strategic HR

The reinstatement of the Policy Interaction and Review (PIR) Group was a key organisational development this year, following the appointment of a Strategic Human Resources Officer. This group has commenced a comprehensive review of all CPSU/CSA policies to ensure currency, compliance, and alignment with organisational objectives.

A substantial body of work was completed on the Recruitment, Selection, Appointment and Secondment Policy, which was reviewed to reflect best practices and legislative changes.

Infrastructure and Compliance

Significant progress was made on compliance-focused building upgrades. Fire safety systems across several floors were brought in line with updated regulatory requirements, and the ground floor foyer was remodelled to eliminate slip hazards, achieving full compliance with current safety standards. These improvements reflect CPSU/CSA's commitment to providing a safe, accessible and compliant workplace.

Capital works planning also began for the 2025/26 financial year, with identified priorities including:

- Security system upgrades.
- Electrical improvements.
- General repairs and preventative maintenance.

Given the number and complexity of internal policies, the review process will continue into future reporting periods.

HR and Payroll System Planning

Progress was also made in identifying a suitable Human Resources and Payroll system to modernise and streamline internal processes. Preliminary planning and assessment commenced in the second half of the financial year, with a view to system implementation in 2025/26.

