

CPSU/CSA Annual Report

2021/22

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Executive Summary

The 2021-22 Annual Report outlines the activities of the Community and Public Sector Union/Civil Service Association of Western Australia (CPSU/CSA) for the past financial year.

The CPSU/CSA's operations were once again impacted by the COVID-19 pandemic in the 2021-22 financial year. The Western Australian Chief Health Officer issued a series of "Restrictions on Access" Public Health Directions in the second half of 2021, which required workers to be vaccinated against COVID-19 by set dates in order to enter specific worksites/locations. The overwhelming majority of CPSU/CSA members were subject to these Directions. Consultation with political government, public health officials, peak public sector agencies and individual public sector employers about the Directions and their implementation was time and resource intensive, but critical to ensuring the interests of public sector workers were represented. Implementation of the Directions became a focus for workplace delegates, and generated high volumes of member contact through our Unionlink telephone and email advice service.

COVID outbreaks in the first half of 2022 also impacted public sector workplaces and drove consultation on the implementation of business continuity plans and health and safety measures including, but not limited to, working from home. The CPSU/CSA's internal operations were also affected, but the Union took this opportunity to innovate, successfully holding its annual Delegates Convention entirely online in February 2022.

Rikki Hendon Branch Secretary Matthew Abrahamson President In spite of the challenges posed by the COVID-19 pandemic, activism amongst CPSU/CSA members has grown over the course of the past financial year. Child protection members took their first stop-work industrial action in over 15 years in response to inadequate action on dangerous workloads and under-resourcing. In addition, members from all across the sector have participated in campaign activity in pursuit of pay that keeps up with the cost of living. The development of delegates as workplace union leaders has been critical to the successful execution of these actions.

Our strategy to establish a Public Sector Alliance to campaign for better public sector wages, seeded in the previous financial year, began to bear fruit during the course of 2021-22. The collective might of public sector union members secured a shift in the Government's wages policy at the 2021 Mid-Year Review. However, with Perth CPI skyrocketing, a more significant shift will be required to ensure WA public sector workers and their families don't fall behind. It is clear that member activism will need to escalate in the new financial year to win on wages.

It is an honour and a privilege to lead the Union that represents you, the public sector workers who keep WA going through thick and thin. We look forward to continuing to work with you to win protections, good wages and investment in the services and support you deliver to Western Australians in 2022-23.

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



2. Justice



3. Respect

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.

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

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.

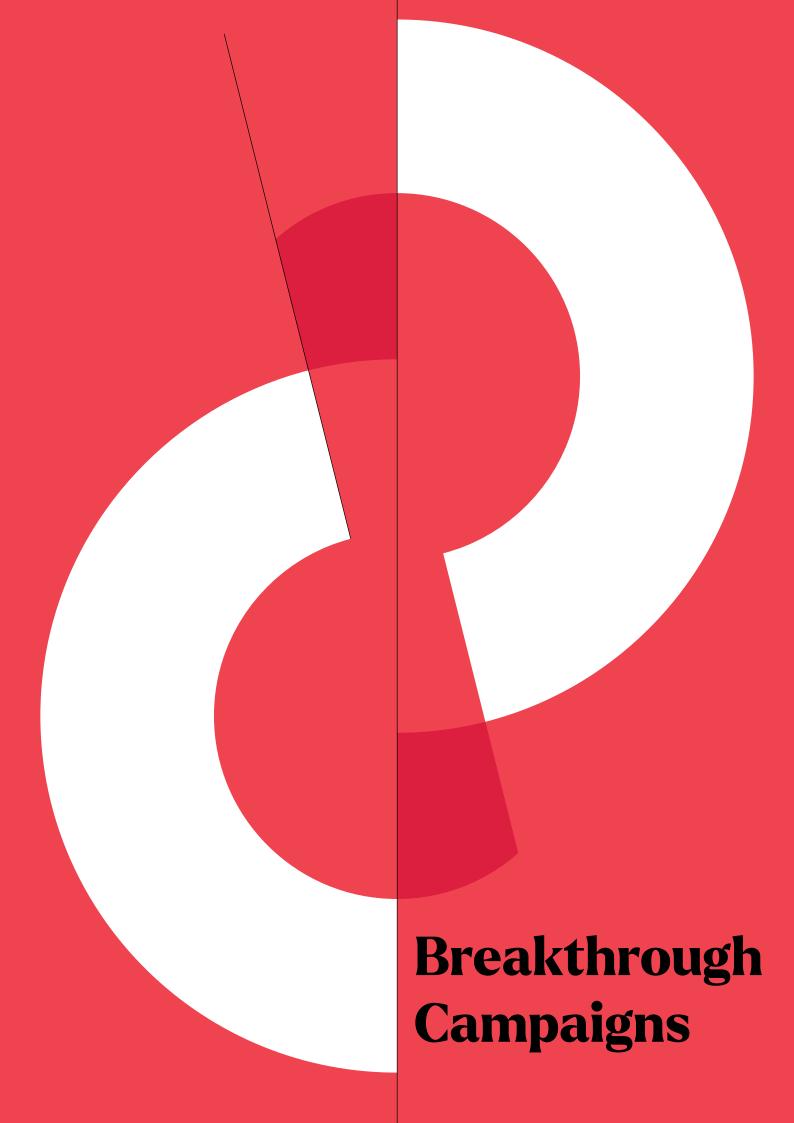


5. Integrity

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.



Breakthrough Campaigns

The 2021-2022 financial year saw CPSU/CSA members participate in escalating industrial action and secure important Union wins in the Department of Communities.

Ambition: 3 significant collective actions are undertaken per year in breakthrough campaign areas.

The "Every Child Counts" (ECC) campaign for better resourcing and safe workloads in child protection continued in the 2021-2022 financial year. In July 2021, child protection members participated in both a Workload Survey and a "Share Your Stories" action, via which 121 member stories were gathered. Through these activities, the campaign gathered evidence of high caseloads and manipulation of the "Monitored" (unallocated cases) list to share with decision-makers in administrative and political government. The powerful stories we collected also facilitated strong media engagement, through which the campaign built both public awareness of the chronic under-resourcing of child protection and political pressure to address the issues.

During National Child Protection Week in September 2021, nearly 400 child protection members walked out of their offices to participate in a "Family Photo" action for the ECC campaign. The strong participation in this action reflected the breadth and depth of member engagement with the campaign and support for its aims. Following this action, members visited their local Members of Parliament, whom they asked to advocate on their behalf to the Minister for Child Protection and Premier/Treasurer for greater resourcing of their sector. Members rounded out the calendar year with a Christmas themed action and a letter being delivered to every single state government MP in the state, calling for change.

The ECC campaign faced challenges in the early months of the 2022 with the first significant wave of COVID-19 arriving in Western Australia and disrupting the capacity for workers to gather en masse. The ECC Delegate Leadership Team met to determine next steps that would intensify the

campaign whilst being mindful of COVID safety. The result was a decision to hold a state-wide stop work action on International Social Work Day, 15 March 2022. Hundreds of members participated in a one-hour mass meeting on Teams, followed by local District Office walkouts in a range of metropolitan and regional locations. The Fremantle District Office marched to the Department of Communities headquarters where they held a targeted action, highlighting the number of children with open cases unable to be allocated to a caseworker and sending a delegation to meet with Director General, Mike Rowe, to discuss the issues. This significant industrial action was the first stop-work action taken by CPSU/CSA child protection members in over 15 years and attracted considerable media coverage and public attention.

A further intensification of industrial action, in the form of a half-day strike, was then planned for 27 April 2022 in the lead up to the tabling of the 2022-23 WA State Budget. Coincidentally, Minister for Child Protection, Simone McGurk, made a \$114 million Child Protection funding announcement on 22 April 2022, mere days before the planned action. Delegates made the decision to postpone in order to probe the Minister and the Department on the specifics of the funding before committing to more action. Through May, the Union conducted another Workload Survey (386 responses), which painted a damning picture of staff workloads and retention, capacity to source and support placements, and the Department's capacity to meet community need for child protection services. Delegates met with Director General Mike Rowe and the Minister for Child Protection to discuss the results of the workload survey and the funding announcement from the Minister.

Industrial action re-commenced in June 2022, with members in the South West undertaking a half day strike in response to dangerous workloads, high numbers of unallocated open cases and the lack of additional resources for their district. Members and supportive foster carers marched to the Bunbury office of local MP Don Punch to hand deliver a letter calling on him to implore Premier/Treasurer Mark McGowan and Minister for Child Protection, Simone McGurk, to urgently address their campaign asks. Members resolved to meet again to consider further industrial action if a satisfactory response was not received within a month.

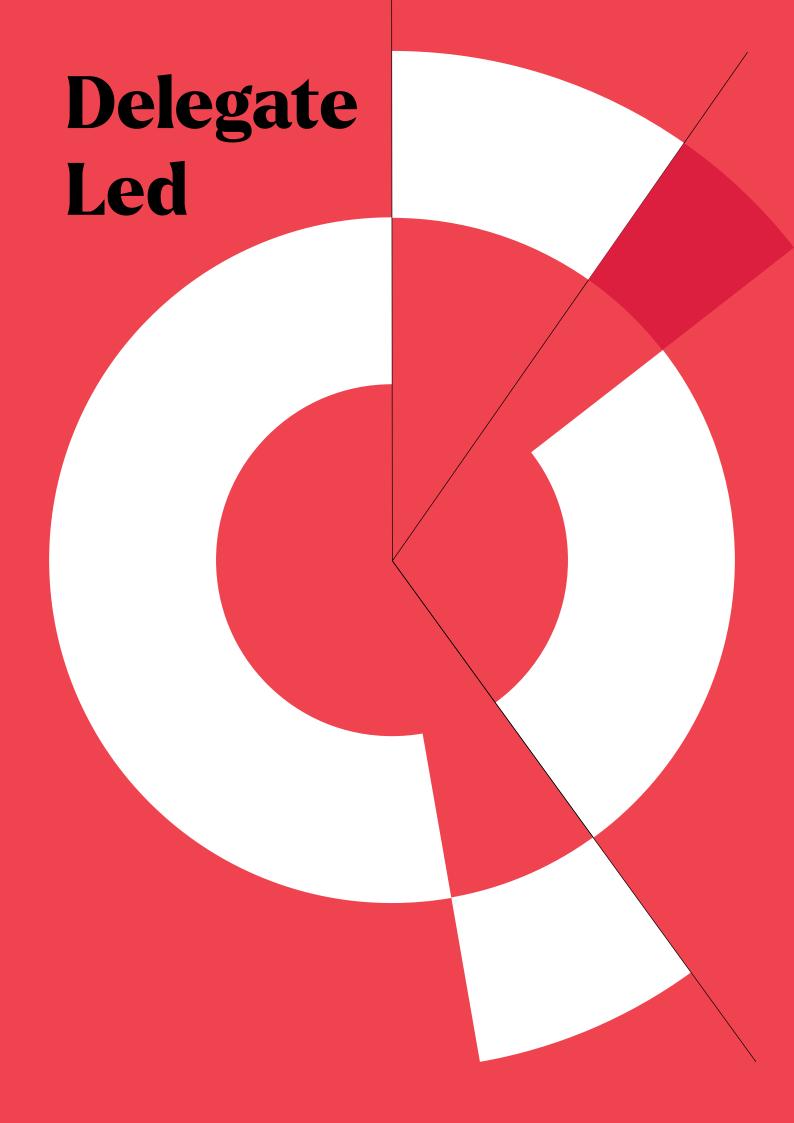
Ambition: Secure at least one significant win on a widely and deeply felt issue every 12 months.

Whilst objectives of the "Every Child Counts" campaign have not yet been fully achieved, it is worth noting that 120 additional FTE has been secured for child protection since the commencement of the campaign in 2020.

Toward the end of the financial year, child protection Delegates met and decided the next step in the campaign will be to identify and seek the changes to the workload management system, which will likely include proposed amendments to the Workload Management Order issued by the Western Australian Industrial Relations Commission in 2007.

Communities more broadly saw two huge wins for Union members. Members and delegates in the Working With Children Screening Unit successfully defended an attack on their Specified Callings salary classification by their employer. These roles have long been identified as requiring a Specified Callings classification due to the experience and qualifications needed to undertake Complex Psychosocial forensic risk-assessments, looking into the complex conduct leading up to offending behaviour and assessing criminogenic needs. As a result of their stellar work and solidarity, Specified Callings were extended to the newly formed NDIS Screening Unit and have been protected for the future Aged Care Screening Unit.

The Union also won an underpayment claim from Residential Care facilities, which has seen nearly \$60k of backpay rightfully paid back to the workers.



Delegate Led

The goal of the Delegate Led organising model is to empower delegates and members to build a strong union culture in their workplaces. This year has been a busy year for the Delegate Led team working towards this goal, with 63 new delegates being recruited across the agencies in our team, namely Department of Justice, Department of Education (Schools), WA Police and the Department of Transport.

The team have been working hard to help delegates create independent delegate-led workplaces that take member action to win.

One of the numerous ways the team demonstrated this was by assisting and supporting delegates to hold workplace or online 'paid union meetings' (PUMs). PUMs are an hour in duration, can be held on any topic and can be attended by both the membership and potential membership of the Union. Many of the PUMs run in the past six months have been on the topic of Your Union Agreement 2022. The Delegate Led team has held a total of 181 PUMs either online or in person, during the past financial year.

Department of Education (Schools)

Ambition: 100% of EDCs and JCCs run by delegates.

31 new delegates were recruited in this financial year. These delegates now run their own Electorate Delegate Committee (EDC) and largely run their own Joint Consultative Committee (JCC). Ambition: 50% of delegates turn members out to a union event or get them to participate in a union activity.

Staff from 560 schools were recorded as having attended either an online or in-person PUM. Over 20 delegates attended the Perth Town Hall Union action in November 2021.

Ambition: 100% of delegates clearly understand their role as being a representative of the union members in their workplace.

Delegates are taking the lead in discussions around a reclassification of the Manager Corporate Services role and taking the lead in the *School Support Officer Agreement* negotiations.

Department of Justice

Ambition: 100% of EDCs and JCCs run by delegates.

Ambition: 70% of delegates recruit members, and all delegates are able to demonstrate they have taken the first steps prior to contacting the union in order to resolve issues at the workplace.

The Department of Justice has been very successful this year in running their own JCC & EDC.

At the State Solicitors Office, Delegates have recruited an additional 16 members and have taken the lead in solving industrial issues in their office. Ambition: 100% of delegates clearly understand their role as being a representative of the union members in their workplace.

80% of delegates regularly communicate in person with members in their workplace to seek feedback and build community.

During a very challenging time at Banksia Hill Detention Centre, Delegates have taken ownership of solving the complex industrial issues on site by writing to the Minister for Corrective Services, meeting with the DG of Justice and Commissioner for Corrective Services and led on-site safety actions.

Department of Transport

80% of delegates regularly communicate in person with members in their workplace to seek feedback and build community.

Various sections of the Department of Transport, including Licensing Centres, were under strain during the peak of the WA COVID-19 pandemic. Delegates came together to plan a response and solutions to keep staff safe and tabled these solutions to the Department of Transport Executive team.

All delegates are able to demonstrate they have taken the first steps prior to contacting the union in order to resolve issues at the workplace.

Delegates run their own meetings with the Department of Transport Executive and have led the response to the planned merger of some Directorates with the Government Department. Main Roads

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WA Police

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WA Police were at the forefront of the pandemic response this past year. To that end, Delegates met with the Commissioner & Deputy Commissioners to assist in the decision-making process for keeping essential worksites running, such as the Police Assistance Centre. Delegates also provided feedback and education to members around the Mandatory Vaccination Policy and assisted with COVID safe measures at Police Headquarters and other sites.

Member Support

Member Support

The Member Support model aims to equip and empower members and delegates to be able advocates; participate in union campaigns, actions and events; and access effective advice and assistance. In doing so, it seeks to deliver a strong individual member union experience and foster an educated and empowered union culture. Multiple staff teams, including Communications and Engagement, Growth, Member Support (now part of Capacity Building), Unionlink and the Industrial Services Group contribute to the operation of this model.

Ambition: All members receive annual pay increases through collective bargaining.

The Public Sector CSA General Agreement 2021 was registered in the WA Industrial Relations Commission on 24 September 2021, with the registration of the related "satellite" agreements following over subsequent months. The new agreements delivered a \$1000 pay increase, backdated to 13 June 2021, and improved provisions including a new conversion to permanency clause for employees on fixed term and casual contracts.

Ambition: Where EDCs and JCCs are already established in member support areas, 100% are run by delegates by 2022.

Staff and delegates collaborated to establish new tools, templates and mechanisms to support delegates to respond to rapidly evolving sector-wide and agency-specific responses to the COVID-19 pandemic, particularly relating to vaccine mandates and business continuity planning.

These included:

- Standard JCC questions for delegates to pose to employers regarding their COVID-19 measures;
- Anonymised examples of employer best practice, for example, in business continuity planning; and
- Special joint EDCs for delegates to share experiences.

Two special joint EDCs aimed at empowering delegates to take action on COVID-related work health and safety (WHS) issues were held in March 2022. The content was co-designed with, and primarily delivered by, a leader delegate. The two special joint EDCs were open to all delegates in Member Support agencies. Thirty delegates and two non-delegate OSH/WHS representatives participated.

Ambition: 20% of delegates demonstrate they have taken the first steps prior to contacting the union in order to resolve issues at the workplace.

Delegates from agencies operating under the Member Support model contribute to and draw from an ever-growing peer support network that shares experiences, knowledge and delegate-created resources. The network utilises a Delegates Chat WhatsApp group, which now has over 50 delegates providing direct support and advice to each other.

Ambition: 15% of members participate in broader union campaigns by the end of 2022.

Your Union Agreement campaign paid union meetings (PUMs) attracted strong member participation from agencies operating under the Member Support model, with 218 participants in the second half of 2021 and 652 participants in the first half of 2022

Ambition: 80% of members are satisfied with the assistance received in resolving individual matters.

Assistance in resolving individual matters is overwhelmingly provided by the CPSU/CSA's Unionlink team, which provides individual industrial advice to members via telephone and email communication.

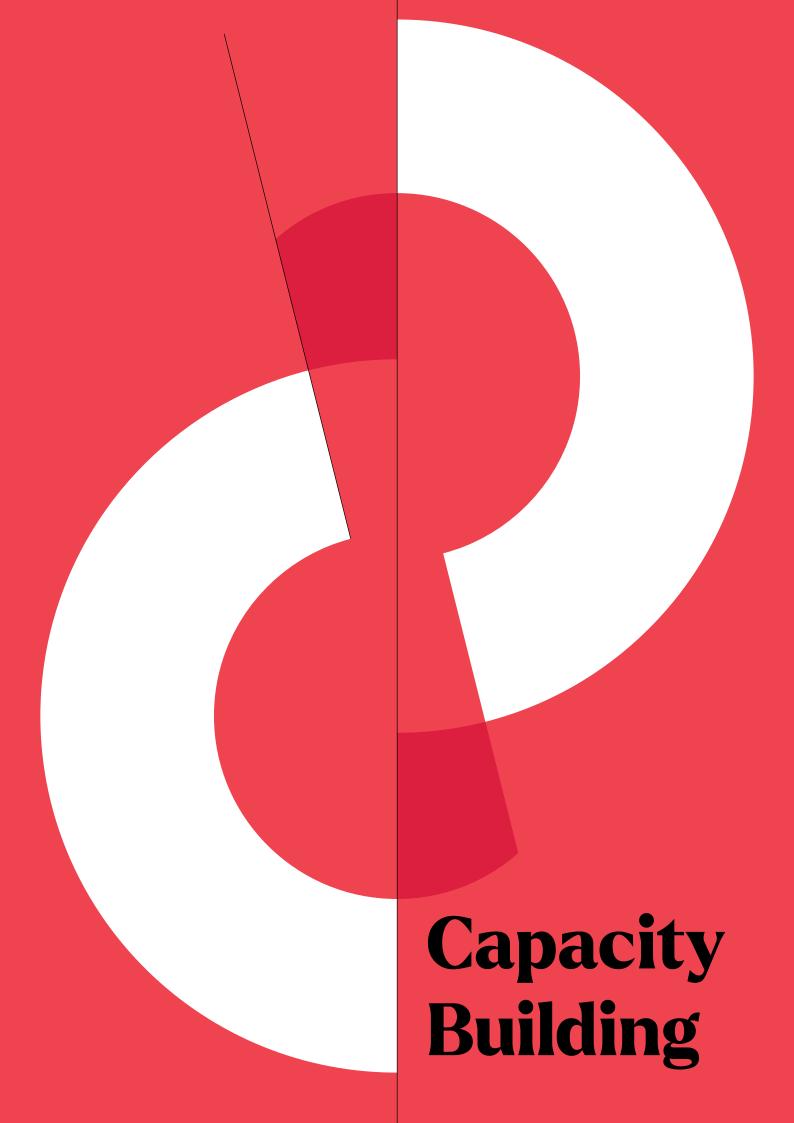
In the 2021-22 financial year, Unionlink:

- Provided advice to members under the Western Australian state industrial relations system and the national workplace relations system, interpreted over 30 different workplace agreements to ensure member entitlements, and gave practical advice on resolving workplace complaints and disputes.
- Was instrumental in interpreting GSLR circulars and Government advice on COVID-19, and facilitated the development of COVID FAQs for the CPSU/CSA website.

- Received a high volume of COVID-19 related calls and emails. The service was particularly busy in the month of November 2021, with over 797 calls taken.
- Assisted and advocated on matters including:
 - Disputes regarding Award or Agreement entitlements
 - Workplace Health and Safety
 - Maternity and Other Parent Leave provisions
 - Bullying and grievances
 - Workload
 - Fitness for work and health matters
 - Employment and recruitment
 - Conversion to permanency

Unionlink also assesses and refers matters requiring more intensive assistance to the CPSU/CSA's Industrial Services Group for direct member representation and advocacy.

Internally, the team continues to provide delegate development and support, including coaching and skill-building, sharing best practices and peer-to-peer support. The team also concluded the Broadcast Email and Delegates Brand pilots. The final policy and supporting materials were endorsed by Council in March 2022 and will be rolled out throughout 2022-2023.



Capacity Building

The CPSU/CSA's Strategic Plan seeks to develop delegates to be active member leaders who foster a winning, growing, embedded union culture in their workplaces. Although multiple staff teams contribute to the achievement of our Capacity Building ambitions, the work has largely been the responsibility of the Learning and Development (L&D) team. In March 2022, the Member Support Organiser, Peer Support Officer and L&D Team were joined to form a new Capacity Building team. The Team's new structure better coordinates the Union's diverse delegate development delivery modes, which include coaching and skill-building, peer-to-peer support and structured training courses.

Ambition: Develop a CPSU/CSA delegate training and development program that reflects the Union's strategic plan by April 2020.

This financial year, the CPSU/CSA introduced two new Advanced Delegates courses on Consultation and Strategy and Campaigning, as well as introductory training on the new Work Health Safety Act in collaboration with UnionsWA. These new offerings build on the revitalised Delegates Introductory Training that was rolled out in 2020-21.

Ambition: Delegates in regional areas access training at the same rates as their metro counterparts by 2022.

The Delegates' Introductory
Training was delivered online for
the first time in September 2021.
This now means that any delegate
can participate, regardless of their
geographic location.

Delcon22 was also delivered entirely online in 2022 in response to the outbreak of COVID-19 in Western Australia. Again, this facilitated greater equity of access to this development opportunity for regional delegates.

Ambition: 95% of delegates to have participated in a delegate training course or other development program by 2022.

109 delegates attended the new Delegates' Introductory
Training and 12 participated in the Advanced Delegates Courses in the 2021-22 financial year.



Political

The Western Australian State Government plays a key role in the working lives of CPSU/CSA members. It is therefore unsurprising that the achievement of a considerable number of the CPSU/CSA's strategic plan ambitions are, in part or in full, tied to political decision making. Political and community stakeholder engagement is therefore a critical area of work for the Union. Multiple staff teams contribute to the achievement of our Political strategic plan ambitions, including Communications and Engagement, Breakthrough, Delegate Led and the Industrial Services Group.

Ambition: Win antibullying regime in WA jurisdiction; and Secure adverse action regime in the WAIRC jurisdiction.

In 2022 changes to state employment laws were introduced by the *Industrial Relations*Legislation Amendment Act 2021. The majority of changes commenced on 20 June 2022, including:

- New stop bullying and sexual harassment provisions
- These provisions enable an application to be made to the WAIRC by either a worker, or a union in relation to a member, for a stop bullying or sexual harassment order; and
- New protections against "damaging action".

These protections enable an employee to seek a civil penalty and relief in the Industrial Magistrates Court if their employer has taken "damaging action" against them because they have made (or propose to make) an employment-related inquiry or complaint.

These strategic plan ambitions are therefore achieved.

Ambition: Ensure a review of the Public Sector Management Act enables an empowered worker voice, and removes distinction between public servants and government officers.

In the lead up to the 2021 WA State Election, WA Labor committed to a review of the *Public Sector Management Act 1994*.

The CPSU/CSA met with representatives of political government in November 2021 to highlight the Union's priorities for reform ahead of any review of the Act, and continued discussions into early 2022.

The CPSU/CSA's priorities for reform of the Act include:

- Establishing one Code of Conduct for the sector;
- Removing potential impediments to permanency;
- Ensuring consistency in the application of Public Sector Standards and responses to breach claims, and enabling decisions made about a breach appealable to the WAIRC;

- Broadening access to the WAIRC;
- Creating consistent disciplinary process and actions;
- Preventing the misuse of retirement on grounds of ill health; and
- Ensuring continuity of industrial rights and protections for employees affected by machinery of government changes.

More substantial discussions commenced with the Public Sector Commission in June 2022.

Ambition: No further forced redundancies are implemented by the McGowan government.

In July 2021, the Public Sector Commission commenced a Review of Part 6 of the *Public Sector Management Act 1994* which deals with redeployment and redundancy of public sector employees.

The CPSU/CSA made a submission to the Review in August 2021, and took up the invitation to be a member of the Review Advisory Group, which was first convened on 30 September 2021. Since late 2021, the CPSU/CSA and the PSC have met on several occasions to exchange thoughts on what a model redeployment and redundancy process should look like. As at 30 June 2022 this was ongoing.

Ambition: 85% of CPSU/ CSA covered public sector workforce is in permanent employment.

Ambition: 2000 CPSU/ CSA covered fixed term and casual employees are converted to permanent by December 2022.

On 3 June 2022, the Public Sector Commission released its report: Review into Commissioner's Instruction 23: Conversion and Appointment of Fixed Term Contract and Casual Employees to Permanency.

On the basis of figures reported by 67 public sector agencies from the commencement of CI:23 on 10 August 2018 up until 31 March 2022, the PSC found that:

- 47,254 fixed term contract and casual arrangements were reviewed.
- 15,496 employees made permanent
 - o 5364 under CI:23
 - o 274 under CI:22
 - o 9858 under CI:2

Whilst many public sector employees benefited from this initiative, it has not had the desired effect of significantly increasing the percentage of the public sector workforce engaged on a permanent basis (76.9% of public sector FTE according to the most recently released State of the WA Public Sector Workforce Report).

However, in the 2021-22 financial year, the CPSU/CSA secured new conversion to permanency clauses in the *Public Sector CSA Agreement 2021* and associated "satellite" agreements. This provides an ongoing mechanism by which the Union and workers may address the inappropriate use of insecure employment.

Public Sector Pay

Public Sector Pay

- Secure an improved wages policy that facilitates outcomes exceeding Perth CPI.
- At least one significant whole of union collective action on a sector-wide issue requiring political action to win.

Public Sector Alliance

The 12-month term of the *Public Sector CSA Agreement 2021* and "associated satellite agreements" aligned the CPSU/CSA's bargaining cycles with those of other powerful public sector unions and positioned us to formalise a Public Sector Alliance committed to campaigning together for better pay outcomes in 2022.

The Public Sector Alliance launched late in the 2020-21 financial year. In addition to the CPSU/CSA, Alliance partners include: the United Workers Union; Health Services Union of WA; State School Teachers' Union of WA; Rail Tram and Bus Union; United Firefighters Union; Professionals Australia; WA Prison Officers Union; WA Police Union.

Work coordinated through the Alliance early in the 2021-22 financial year included:

- A petition to change the Government's then wages policy of \$1000 per annum pro rata pay increases, which garnered thousands of signatures;
- An organised approach to established forums between the WA union movement and the McGowan Government; and
- Securing meetings with WA Labor MPs to discuss the need to change the Wages Policy.

Government Wages Policy Review

On 9 September 2021, Premier Mark McGowan handed down his first WA State Budget as Treasurer. The CPSU/CSA welcomed the accompanying announcement, just three months after the launch of the Alliance, that the Government would end its \$1000 wage rise cap and bring forward a review of Government wages policy.

The Government Wages Policy Review commenced on 15 September 2021 and concluded on 25 October. The CPSU/CSA made both in-person and written submissions to the Review. Chief amongst the CPSU/CSA's submission recommendations was that "The WA Public Sector bargaining framework should provide for minimum salary increases to each employee of 4% or \$2500, whichever results in the higher floor." This position was shared and jointly advocated for by all Public Sector Alliance union partners.

Member engagement and activism ran alongside the formal proceedings of the Review. Member feedback informed submission contributions, delegate-led paid union meetings attracted hundreds of attendees, and CPSU/CSA delegate and activist participation in a 12 November Public Sector Alliance Town Hall Meeting exceeded our targets for turnout. The latter event was significant in that it received considerable media attention and assisted the Alliance to build pressure as Premier/Treasurer Mark McGowan and then-Minister for Industrial Relations Stephen Dawson deliberated on the submissions to the Government Wages Policy Review.

A Shift on Wages Policy

On Thursday 16 December 2021, Premier Mark McGowan delivered his first Mid-Year Budget Review in his capacity as Treasurer of Western Australia, during which he announced a new Government wages policy:

The new wages policy provides public sector unions with a choice, by industrial agreement, of a two-year setting that offers above-CPI wage increases of either:



The announcement fell short of the position advocated for in our submission to the Government Wages Policy Review, but did at the time represent a significant shift in the Government's position, secured only through the collective power of WA public sector unions and their members.

reform measures." 1

The Public Sector Wages Policy Statement 2022 and accompanying Public Sector Bargaining Framework, which gave structure and substance to the announcement, were finally issued by Government Sector Labour Relations (GSLR) almost two months later on 11 February 2022.

Your Union Agreement 2022

Bargaining for the replacements for *Public Sector CSA Agreement 2021* and associated satellite agreements commenced on 15 February 2022. Our log of claims, which actively prioritises securing better pay outcomes in this round of bargaining and limits conditions claims to maintain this focus, was developed based on:

- Cumulative member feedback gathered by means including, but not limited to, the Your Union Agreement inbox.
- A survey of 2,755 members conducted in June 2021 identifying pay as a priority issue on which a substantial proportion of members would be willing to take industrial action to achieve better outcomes.
- A survey of 3,276 members conducted in January and February 2022 which identified four distinct widely and deeply felt conditions claims.
- A workshop of union staff to identify and prioritise claims to build our Union's power to win for members.

The claim, summarised below, was recommended by a vote of delegates at the 2022 Delegates Convention, endorsed by the CSA Council on 23 February 2022 and submitted to GSLR on 28 February 2022.

Source: 2021/22 Government Mid-year Financial Projections Statement, Page 13.

Your Union Agreement 2022 – Claim Summary

1. United on Pay

 4% p.a. OR Perth CPI +0.75% in the first year and +0.5% in each subsequent year of the agreement, whichever is greater.

2. Conditions



Infectious Diseases Leave



Working From Home



Personal Leave (Additional Days for Mental Health)



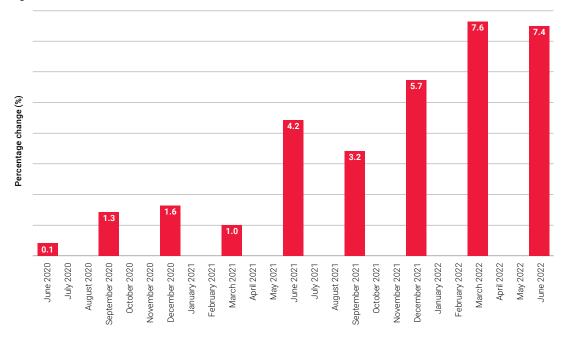
Right to Disconnect

3. Power to Win

- Increase Paid Union Meetings from 2 to 4 per calendar year.
- Improve information provided upon notification of new employees.

The pay claim reflects both the position we advocated for in the Government Wages Policy Review and the need to account for an emerging upwards trend in the cost of living, which continued in the months that followed. *See Figure 1*.

Figure 1.



Perth Quarterly CPI

First Offer Rejected

We received the first offer from the Government for Your Union Agreement on Tuesday 7 June 2022, just four working days before the expiry of the 2021 Agreements. The offer did not provide pay increases that keep up with the cost of living, sought tradeoffs, and rejected or proposed inadequate clauses in response to our conditions claims.

More than 600 members turned out at short notice to a snap mass members meeting on Tuesday 14 June 2022 and unequivocally recommended that this insulting offer be rejected. CPSU/CSA Council supported this recommendation, voting unanimously to reject the offer on 24 June 2022.

Wages Campaigning Continues

Throughout the first half of 2022, skyrocketing cost of living pressures and deepening attraction and retention concerns drove the CPSU/CSA and other Public Sector Alliance partners to seek further improvements to the Government Wages Policy. Alliance unions have reinforced representations to administrative and political government with the commencement of member campaign action and persistent strong media commentary. Between the beginning of April and the end of June 2022, CPSU/CSA members participated in the following campaign activities:

- Paid Union Meetings in workplaces, attracting 1,352 workers;
- Member-led workplace actions ranging from taking photos with placards for social media, to adding campaign imagery to their email signatures, to wearing red in the workplace;
- Public Sector Alliance Poster Action engaging the support of local businesses;
- Participation in the Public Sector Alliance "Joint Bargaining Meeting" action at Solidarity Park.

As at the end of the 2021-22 financial year, the Public Sector Alliance planned to escalate their campaign action in pursuit of genuine bargaining and better pay outcomes.



Industrial

The CPSU/CSA's Industrial strategic plan ambitions seek to reduce the workload burden arising from an unnecessarily large volume of industrial instruments in order to enable the allocation of greater resources to building power, strengthening worker voice and winning good jobs.

Ambition: Secure delegate advocacy rights on behalf of members in all CSA Awards.

Following the big win that was achieved in the last financial year, where clause 36A was inserted into our Awards to expressly recognise that Union officials, Councillors, Union employees and Delegates are legitimate representatives of individual members, we sought to enforce this clause. Currently, we have two cases before the Industrial Magistrates Court which allege that the Department of Justice and the Department of Communities have on particular occasions breached this clause. These cases will be heard later this year and will give us an indication of the strength of this clause.

Ambition: Insert clause in all CSA awards for union access to broadcast emails.

Following the achievement of this ambition by the Industrial Services Group in the 2020-21 financial year, the Capacity Building team undertook work to support delegates their newly enhanced rights. Broadcast Email and Delegates Brand pilots have now concluded, and the final policy and supporting materials were endorsed by Council in March 2022 and will be rolled out throughout 2022-2023.

Ambition: Reduce the total number of industrial instruments to which we are party by 50%.

A draft strategy has been devised to amalgamate several Awards and General Agreements, and is likely to progress at the conclusion of the current bargaining round for the replacement Public Sector CSA Agreement and related satellites.

Ambition: Insert position descriptors into 5 CSA awards.

Currently, the focus for improving job evaluation and reclassification processes is to conclude the unfinished business for specified callings, which includes providing an updated Classification Manual.

Ambition: Secure one code of conduct across the public sector; and Win changes to PSMA and IR Act to permit WAIRC to hear appeals regarding of public sector standards.

Establishing one Code of Conduct for the sector, ensuring consistency in the application of Public Sector Standards and responses to breach claims, and enabling decisions made about a breach to be appealed to the WAIRC are amongst the CPSU/CSA's priorities for reform of the *Public Sector Management Act* 1994. Substantial discussion of these priorities commenced with the Public Sector Commission in June 2022.



Systems

Establishing sound systems to support our Union's work is critical to ensuring we are able to use our financial and human resources effectively and efficiently. Under our strategic plan, identifying and adopting technology and processes that enable us to work faster, smarter and better is a key area of focus.

Governance and Policy

The following policies have been ratified by Council during the 2021-2022 financial year, following drafting by CPSU/CSA staff project teams and feedback from staff delegates, the Strategic Planning and Organisational Development group (SPOD), Executive and Council:

	Scope	Internal or external-facing	Date ratified by Council
CPSU/CSA Procurement Policy	Expected employee behaviour and procedures to support best practice in procurement, tendering and contract management. Arising out of the Contracts & Procurement Sprint in the Systems work area.	Internal (staff)	27/04/2022
CPSU/CSA Delegates Brand and Broadcast Emails Policy	Procedure for accessing and utilising Delegates' brand for communications with members, and rights and responsibilities regarding issuing broadcast emails.	External-facing (CPSU/CSA Delegates)	23/03/2022

An important component of the internal Governance (Systems) work area for 2021-2022 involved the organisation's response to the COVID-19 pandemic, through the formation of the internal Covid Response Team (CRT) chaired by the Branch Assistant Secretary and including staff representatives across multiple work areas:

	Scope	Key functions	Status
Covid Response Team (CRT)	Managing the organisation's response to COVID, for the purpose of ensuring business continuity and mitigating risks to employees.	Risk assessment and maintenance of risk register; business continuity planning; drafting and issuing Staffing Instructions; remote work capability.	Active 10 December 2021 – ongoing

iMIS Upgrade and Member Portal Development

Following the upgrade of our iMIS member records system and payment module in 2021, work continues on refining processes and automations available within the system to enable faster and more accurate processing of member records. This has involved extensive process reviews of many elements of the record-keeping processes of the union and is ongoing.

Predominantly automated payment processing has led to a reduction in staff hours for processing fortnightly and monthly payments. Automated system emails letting members know when a payment has been unsuccessful has so far led to a slight reduction in the overall number of declined payments each run, as well as enhancing the member experience and reducing the number of members falling into arrears. Additionally, dashboards and customisable queries enable access to see payment status more thoroughly, so that the Database team can catch and handle exceptions in a timely manner. Payments have been the first priority of the project, as they are critical both to the running of the CPSU/CSA but also to the member experience.

Member portal work and a new fully integrated, instant join form are in train; however, the launch of these new features is also dependent on server load capacity and internal IT systems, currently under review. It is anticipated that the September quarter 2022 will see the new join form launched, with a member portal shortly thereafter.

2021-22 **Event** Highlights

2021-22 Event Highlights

September 2021

October 2021

November 2021

National Child Protection Week

YUA Halloween

Public Sector Mass Alliance members' meeting



Armadale District Office, Cannington District Office, Peel District Office and Perth District Office.



Parliament House, West Perth.



Perth Town Hall, Perth.

December 2021

February 2022

March 2022

Delegate End of the Year Party



Esme's Terrace, Level 6 CSA Centre.

Delcon 22



Online via Zoom.

DCP Walkout



Joondalup House, Joondalup.

June 2022

July 2022

August 2022

CPFS Bunbury Action



Electorate Office, Bunbury.

Public Sector Alliance meeting



Solidarity Park, West Perth.

YUA Mass Members Briefing



Online via Microsoft Teams.

Regional stop work actions



Bunbury Hospital and Geraldton Regional Hospital.

PSA - HSU and UWU action 1

QEII Medical Centre, Nedlands.

PSA - HSU and UWU action 2



Royal Perth Hospital, Perth.

Education, Health and North Metro TAFE action



Department of Education, East Perth.

CPFS Bunbury stop work walkout



Department Of Communities

- Child Protection, Bunbury.

Public Sector Wages Rally



Parliament House, West Perth.

