

A•S•U

# ASU Queensland Services Branch Annual Operating Report 2009/2010

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D C Smith

**BRANCH SECRETARY**

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Robert Ball

**BRANCH PRESIDENT**

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## Introduction

We are pleased to present our Annual Operating Report in compliance with Schedule 1 of the Workplace Relations Act 1996. Each year the annual report is presented to our Annual State Council and an Annual Operating Report is then lodged on our website made available to interested members.

## Part 1 – General Report

### Audited Financial Statement for Year Ending 30<sup>th</sup> June, 2009

In compliance with the requirements of the Workplace Relations Act, our Audited Financial Statement has been published on the branch website: [www.asuqld.asn.au](http://www.asuqld.asn.au). The Financial Statements were made available to members on the Union's website in **November, 2009**.

### Branch Membership

The membership numbers based on industry are as follows:

Industry	30 June 2009	30 June 2010
Local Authorities	5876	
Rail	1577	
Energy	1999	
SACS	2116	
BCC	1506	
Ports & Private Sector	391	
<b>Total</b>	<b>13465</b>	

This is a net growth of 98 members during the 2009/2010 year.

### Number of Employees

The number of employees in the reporting unit during the year 2009/2010 was **38**.

### Trustees of Superannuation Entities

David Smith

ESI Superannuation: Director

## Right of Members to Resign - Rule 32

- (a) A member may resign from membership by written notice addressed and delivered to the Branch Secretary.
- (b) A notice of resignation takes effect:
  - (i) Where the member ceases to be eligible for membership of the Union:
    - 1. on the day on which the notice is received; or
    - 2. the day specified in the notice, which is a day not earlier than the day when the member ceases to be eligible to become a member;whichever is the later; or
  - (ii) in any other case:
    - 1. at the end of two weeks after the notice is received, or
    - 2. on the day specified in the notice;whichever is the later.
- (c) Notice of resignation shall be addressed to the Branch Secretary and delivered to that officer.
- (d) Any member resigning shall be liable for the payment of all subscriptions, fines and levies owing to the Union under these rules at the date of leaving, and such monies may be sued for and recovered in the name of the Union.
- (e) Any subscription paid by a member in respect of a period beyond the end of the quarter in which the member's notice of resignation expires shall be remitted to the member if so requested and a member who pays annual subscription by instalments shall not be liable to pay any instalment for any period after the end of the quarter in which the member's notice of resignation expires and a member who resigns where the member ceased to be eligible to become a member of the Union as hereinbefore mentioned shall be entitled to the same remission.
- (f) A notice delivered to the Branch Secretary shall be taken to have been received by the Union when it was delivered.
- (g) A notice of resignation that has been received by the Union is not invalid because it was not addressed and delivered to the Branch Secretary.
- (h) A resignation from membership of the Union is valid, even if not affected in accordance with sub-clauses (a) to (g) of this Rule, if the member is informed in writing by or on behalf of the Union, that the resignation has been accepted.
- (i) A member on leaving the Union after compliance with this Rule shall be entitled, on written application to the Secretary of the member's Branch, to a clearance certificate in the prescribed form.

## Membership Training and Seminars Program for 2008/2009

Training courses were conducted for the membership of the union during 2008/2009 as follows:

Date	Location	Course	No. of days	No. of participants
1 & 2 July 2008	South Brisbane	QR EBA Delegate Conference	2	28
9 & 10 July 2008	South Brisbane	SACS Delegate Training	2	7
6 & 7 August 2008	South Brisbane	Local Government Negotiations & Delegate Training	2	17
20 & 21 August 2008	South Brisbane	QR Negotiations Training	2	20
17 & 18 September 2008	South Brisbane	SACS Delegate Training	2	8
2 & 3 December 2008	South Brisbane	Delegate Training	2	17
24 & 25 February 2009	South Brisbane	SACS Delegate Training	2	15
7 & 8 April 2009	South Brisbane	GOC Delegate Training	2	13

Branch Council met on the 11<sup>th</sup> of September, 2008 to review the priorities for the Branch over the next year to September, 2009.

The Branch goals and objectives were reviewed and endorsed.

**Progress of the Outcomes set at the Branch Council Workshop – September 2007**

Ports Vision / Goals / Objectives	Strategies
<ol style="list-style-type: none"> <li>1. Federal Government proposal to take over ports nationally. – Change in federal government appears to have put this proposal on the back burner. The recent review and restructure of Queensland ports and the state governments intention to sell the Port of Brisbane immediately (with the others to follow one would think) means the feds would have little chance of resurrecting the proposal.</li> <li>2. Potential to rationalise all current post awards (downwards. - This has essentially been the outcome of the Port Modern Award where all industries have been subjected to a lowest common denominator model.</li> <li>3. Potential to switch current employment relationships i.e. (a) Centralise administration (b) farm out other functions to contractors and service providers. - With the future sale of the ports an almost certainty the dismantling of in house services will occur at a pace. Our protection of employees rights and award entitlements under framework agreements will provide some security for limited periods but the ability for employees to replace these initial agreements with new in the longer term will be contested by the new owners. A strong membership density in all areas is required to be maintained if we are to bargain successfully in the future.</li> <li>4. Flow on effect to other industries ie: Rail and Transport. - The flow on effect to Rail and Transport has been clearly demonstrated with the decision to sell off QR so we got that one right. The reality is that both sides of the political spectrum appear to think they can dispose of public assets at their whim. The public campaigns and threats to vote parties out don't appear to be a deterrent unless we can demonstrate that it will really happen and unions will be prepared to bring a labor government down.</li> </ol>	<p><b>Should we attempt to influence any industry side issues – YES!</b></p> <ol style="list-style-type: none"> <li>1. Lobby State Governments, Port Boards of Management and directors that most state owned Port facilities work efficiently and it is the infrastructure of Rail and transport to the ports which generally fail to handle or cope with the increase in demand and volume. - Again we were spot on but events have overtaken us.</li> <li>2. Commence a dialogue with QSU members in Rail and Transport to look at problems between Ports and Rail and identify where opportunities lay to construct solutions and find ways of operating practices that could be advanced to government/management to achieve mutual advantageous outcomes in EBA negotiations</li> </ol> <p>Resources required</p> <ul style="list-style-type: none"> <li>• Knowledge of the big picture issues in the related industries that will enable the parties to achieve symbiotic relationship.</li> <li>• Establishment of trust and mutual respect that 5th unions can offer contributions to the industry that will result in the business / employees benefiting equally.</li> <li>• Research facilities from national office to support submissions that can be used in proposals / negotiations with the companies / other industry divisions.</li> <li>• A dedicated Industrial Officer supplied by National Office / Branch, to assist in the higher level negotiations between various companies / ASI, WSU, Industry Divisions / Branches. - The QCU rail unions campaign in rail against the sell off of public assets is already underway and we are supporting that financially. At the same time there is a need to examine what if any changes can be proposed to government that will provide better operating outcomes within the rail system that will demonstrate that savings can be achieved using methods other than selling off chunks of the corporate structures piece meal.</li> </ul>

**Progress of the Outcomes set at the Branch Council Workshop – September 2007  
– cont.**

Queensland Rail Vision / Goals / Objectives	Strategies
<p><b>What's working</b></p> <ol style="list-style-type: none"> <li>1. Camaraderie – Yes, still working</li> <li>2. Award entitlements – Preserved in UCA</li> <li>3. Subsidiary agreements – Now gone</li> <li>4. Union density (95% all unions regionally) - correct</li> <li>5. Service delivery – Yes is working</li> </ol> <p><b>What's not working</b></p> <ol style="list-style-type: none"> <li>1. Restructure – Sale of assets is still on.</li> <li>2. EAS – 20 UCAs now in place</li> <li>3. Job security – Big issue since sale announced</li> <li>4. Staffing levels – Unfilled positions/contracting out</li> <li>5. Unfilled positions – See above</li> <li>6. Job dissatisfaction – Change fatigue/Concern over sale.</li> <li>7. Health policy (failure) – Is currently in dispute</li> <li>8. Fatigue management – Is becoming a major issue</li> </ol>	<ul style="list-style-type: none"> <li>• Presence in the workplace - Continuing</li> <li>• Members delegates – Recalibrating since UCA</li> <li>• Notice boards – Useful</li> <li>• Official presence – Continuing in workplace</li> <li>• Communications – Ongoing and increasing</li> <li>• More staff</li> <li>• Delegate training ongoing – Need more</li> <li>• Commitment from delegates that they will engage – Current experience varied commitment</li> <li>• Signing “new starts” (delegate involvement)</li> <li>• Building membership density – Ongoing</li> <li>• Delegate secondment – Should strategically utilise</li> <li>• Focus on CBD – Continue to visit low density sites.</li> <li>• Regular visits to regional centres – All visited since 2006</li> <li>• State office support for external organisers and continued organiser visits – Continuing as UCA implementation is on-going</li> </ul>

**Progress of the Outcomes set at the Branch Council Workshop – September 2007–cont.**

SACS Vision / Goals / Objectives	Strategies
<p><b>What's working</b></p> <ol style="list-style-type: none"> <li>1. Raised awareness (Youth group campaign – Rock the Vote)</li> <li>2. Threat of the SACS Award being removed</li> <li>3. QCOSS road-show – “Pathway to Parity”</li> <li>4. Awareness is being build re the importance of the union</li> <li>5. State industry has been successful in coordinating at the federal union level.</li> <li>6. Unsure about what mission statement is for the union. Where can it be found?</li> <li>7. What can you say to non-members?</li> <li>8. Profile is slowly improving but needs further improvement</li> <li>9. Membership isn't strong and organising isn't strong</li> <li>10. Standards and conditions need improving.</li> </ol>	<ul style="list-style-type: none"> <li>• Educate members and raise the profile of the work they do in the community. <b>Progressing – Pay Equity Rally, Pay Equity Case, Industry Survey</b></li> <li>• Improve connection with social justice principles. Make link to collective bargaining. <b>Progressing – Pay Equity Case, Increased interest an uptake of Certified Agreements</b></li> <li>• Mapping – update membership list and give to delegates. <b>Progressing – Delegates audit, SACS specific delegates' training.</b></li> <li>• Bargaining tool – comparison between community services and public service sectors conditions of employment. <b>Achieved – State Award/Pay Equity Case campaign information highlighting Pay scale comparisons between SACS Award, Public Sector and new State Award.</b></li> <li>• Bad employers –naming and shaming. <b>Progressing – campaigning within workplaces over issues of erosion of conditions or utilisation of WorkChoices legislation but have not highlighted issues (name and shame) within industry.</b></li> <li>• Connections with Ombudsman to assist <b>Not Achieved – but strategically plan to utilise Ombusman in current campaign of achieving Pay Equity rates for all Qld members. Plan to utilise around issues of fairness where funding has been received and not passed on or passed on in full.</b></li> <li>• Visions etc. <b>Ongoing</b></li> <li>• To develop specific delegate training about the SACS Industry drawn from current objectives in place by ASU. <b>Achieved</b></li> <li>• Industry profile/involvement <b>Achieved – State Award/Pay Equity campaigns</b> <ul style="list-style-type: none"> <li>- Strengthening relationships with peak bodies <b>Achieved – partnership with QCOSS, Youth Affairs Network, stronger relationship with Workforce Council, NDS, Qld Alliance</b></li> <li>- Targeting non members <b>Achieved – All campaigns have focused on Organising non-members and strengthening delegate skills and structures.</b></li> </ul> </li> <li>• Active relevant issues to campaign around <b>Achieved – Pay Equity Case, Portable Long Service Leave, Collective Agreements</b></li> </ul>

SACS Vision / Goals / Objectives	Strategies
	<ul style="list-style-type: none"> <li>• More structured well thought out campaigns and recruitment strategies <b>Progressing – Always room to develop message and interaction with industry. Structures limited from time to time by resources.</b></li> <li>• Union Organisation to develop a recruitment kit. <b>Achieved – Following delegates audit a delegates’ resource kit was developed and sent to all delegates and contacts. Current campaign for pay equity rates to utilise information kits designed to recruit non-members.</b></li> <li>• How to achieve membership strength? <b>Progressing Delegate skills/development, collective bargaining campaigns in large organisations.</b></li> <li>• During negotiations for agreements recruitment very important. <b>Progressing – Delegate skills/development an creating structures</b></li> <li>• Union organising <b>Progressing</b></li> <li>• Improving standards and conditions. <b>Progressing</b></li> <li>• Training for delegates to respond to objections <b>Achieved – Specific training for Organisers, delegates an industry committee members.</b></li> <li>• Specific SACS Industry training committee members. <b>Achieved – recruitment skills</b></li> <li>• Standards and Conditions: <b>Progressing</b></li> <li>• Work the hours according to what we are paid <b>Progressing</b></li> </ul>

**Progress of the Outcomes set at the Branch Council Workshop – September 2007 – cont.**

Energy Vision / Goals / Objectives	Strategies
<p><b>What's working?</b></p> <ol style="list-style-type: none"> <li>1. Good delegate structure <b>Achieved</b></li> <li>2. Democratic process <b>Achieved</b></li> <li>3. Communication of industry information <b>Achieved</b></li> <li>4. Professional representation by union officials <b>Achieved</b></li> <li>5. YRAW encouraging membership eg: people signed up in the last 12 months that have been employed for 20 years and not joined. Young people joining also. <b>Achieved</b></li> </ol> <p><b>What's not working</b></p> <ol style="list-style-type: none"> <li>1. Communication regarding victories and wins. <b>Progressing</b></li> <li>2. Delegates in Generation GOCs <b>Progressing</b></li> <li>3. Better consultation / communication between GOCs and Private Contractors <b>Progressing</b></li> <li>4. Recruitment methods <b>Progressing</b></li> <li>5. Communication between delegates within Corporations – all locations. <b>Progressing</b></li> <li>6. Reintroduce payroll deductions <b>Maintained current Branch policy</b></li> </ol>	<p>To be the industry union promoting fairness and equity for all <b>Progressing</b></p> <p>100% Membership <b>Progressing</b></p> <p>More resources both human and technological <b>Progressing</b></p> <p>Maintain current standards and conditions <b>Achieved</b></p> <p>Improve member benefits (eg: death benefit) <b>Achieved</b></p> <p><b>Strategies</b></p> <p>High profile industrial campaign. <b>Achieved</b></p> <p>Merchandising, marketing and self promotion <b>Achieved</b></p> <p>Community promotion eg: sponsorship, school fetes, fundraising, shopping centres <b>Not achieved</b></p> <p>Increase membership and benefits <b>Progressing</b></p>

**Progress of the Outcomes set at the Branch Council Workshop – September 2007 – cont.**

BCC / Goals / Objectives	Strategies
<p><b>What's Working?</b></p> <p>Industry profile / involvement</p> <p>Union Reps</p> <p>Respect – management / Council / Unions / Partnering</p> <p>Distribution – communication processes – newsletters – updates etc from ASU.</p> <p>Organisers and IOs present in workplace – improve membership</p> <p>Maintained BCC standards and conditions</p> <p>Newsletters – good relevant content</p> <p>Union density 65%??</p> <p>ASU Reps have a good rapport with members in BCC</p> <p>Where ASU has been involved with BCC restructure good results achieved for members.</p> <p>ASU Services leading the “Unions” in Council</p> <p>Representation for members undergoing performance management ensuring natural justice and procedural fairness.</p>	<p><b>What can be improved?</b></p> <p>Buddy system for the delegate (membership strength) - <b>Progressing</b></p> <p>Union info and EBA info in corporate induction processes (industry profile) <b>Ongoing</b></p> <p>Communication – ASU membership – Union on line – let delegates know – newsletter (membership &amp; industry) <b>Ongoing</b></p> <p>Different approaches (Divisions / Business Units) interpret and act differently – EBA. <b>Progressing</b></p> <p>Review relevance and why there are consultative meetings – educate BCC Staff. <b>Achieved</b></p> <p>More involvement from delegates – WHS, Zero Harm across council – area specific. <b>Ongoing</b></p> <p>Further recruitment for more delegates. <b>Ongoing</b></p> <p>Communicate - IDC and delegates updates (newsletters) <b>Ongoing</b></p> <p>Delegates keep current details up to date with ASU and Henrietta regularly. <b>Achieved</b></p> <p>Update delegates / contacts list. <b>Achieved</b></p> <p>Photo of union delegates and contacts with article in City Link for promotion within BCC <b>Ongoing</b></p> <p>Union promotion – the benefits – industrial support – members equity, union shopper, TUH etc. to be communicated to potential and current members. <b>Progressing</b></p> <p>Acknowledge and celebrate successes with members. <b>Ongoing</b></p>

**Progress of the Outcomes set at the Branch Council Workshop – September 2007 – cont.**

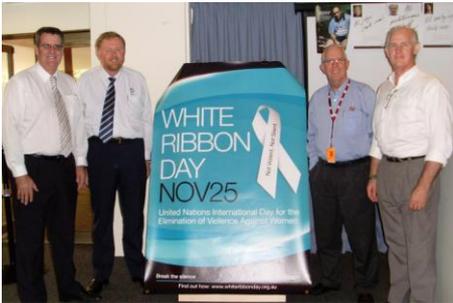
Local Government Vision / Goals / Objectives	Strategies
<p>1. Develop membership density and awareness to achieve a successful new council. – Ongoing. The Branch throughout 2008/2009 amalgamation year to raise our industry profile and we did utilize many of the communication strategies noted to try and simplify a very complicated message. This has resulted in significant growth of members in particular for SEQ Councils. The development of membership density is always an ongoing objective and this has now moved into delegate development which was supported in 2008/2009 by a delegates' conference which focused on the role of a delegate in a workplace and the need to get back to basics.</p> <p>2. EBA Campaign (very important) – Completed in majority of industries throughout 2008/2009. The Branch completed within the allocated timeframe an amalgamation campaign to deliver new EBAs for those Councils which were amalgamated delivering the 'best of' as our campaign which achieved great outcomes both industrially and for the growth and strength of our union. LTCs were a clear strategy that was used during this time for negotiations, communication and to include members and delegates in the process to achieve our outcomes.</p> <p>3. Need to know that the campaign will deliver – the best of from all EBs</p> <ul style="list-style-type: none"> <li>- 3 year salary maintenance</li> <li>- 3 years no forced relocations</li> </ul> <p>- Completed for this round of bargaining. For those amalgamated Councils there was a very high support for the majority of the new Council EBAs across the industry. Not all new EBAs delivered 3 year salary maintenance, and 3 year no forced relocations – it</p>	<ul style="list-style-type: none"> <li>▪ Raise industry profile and involvement</li> <li>▪ Communication with members</li> <li>▪ Improve and personalise contact – email trees etc.</li> <li>▪ Communication with non members –more delegates</li> <li>▪ Map workplace effectively</li> <li>▪ Identify audience and speak to them</li> <li>▪ More discussions with non members</li> <li>▪ Use appropriate language not union speak</li> <li>▪ Each delegate to find one more delegate. These delegates to talk to five people.</li> <li>▪ Membership strength / density = power</li> <li>▪ Activate current members (through communication)</li> <li>▪ Email members about the LTC</li> <li>▪ If LTC does not agree with three major goals we have opportunity to lobby for members to come on board.</li> <li>▪ Create interest and streamline communication.</li> <li>▪ All newsletters need to be in dot points.</li> <li>▪ Simple tools</li> <li>▪ Slogan</li> <li>▪ Shame councils that don't take on 3 principles.</li> <li>▪ Where you have an amalgamated council, community must be created to achieve equality.</li> <li>▪ Everyone to have ownership of new EB.</li> <li>▪ Identify common ground</li> <li>▪ Identify what's important</li> <li>▪ Put together model agreement</li> <li>▪ Logo and pictures</li> <li>▪ Simple communication</li> <li>▪ Less is more!</li> </ul>

### Reclaim the Night 2009

ASU women joined the annual rally and march which took place on the last Friday night in October in 2009. Reclaim the Night is an internationally observed event which protests sexual violence against women and children.

### White Ribbon Day 2009

November 25<sup>th</sup> 2009 saw ASU participate in the largest effort by men across the world, working in partnership with women, to end men's violence against women. They wore white ribbons to encourage all men to speak out against violence towards women and as a personal pledge never to commit, condone or remain silent about violence against women.



Senator Mark Furner, Branch Secretary David Smith, QR CEO Lance Hockridge and Phil Parker DV Connect

### Emma Miller Awards 2009

Barbara Crossing received the QCU Emma Miller Award 2009 for her contribution to the ASU Pay Equity campaign in 2009. Barb was actively involved in all campaign activities including the rally, made a witness statement for the QIRC case, and ensured all workers at her workplace were in the union and up to date with the progress of the case.



Barbara Crossing (R) receives her award

### Year of Women in ASU 2010

It was decided to celebrate 2010 as the Year of Women in ASU, and this project was launched in February 2010. The calendar of events was agreed to allow for maximum participation by women in their union throughout the year.



The Celebratory Cake

## IWD

International Women's Day was celebrated in Brisbane with a rally and a march. ASU Assistant Secretary addressed the crowd and gave an update on the ASU Pay Equity case. ASU members from Women's House/Shelta, Immigrant Women's Support Service, Boystown and BRIC Housing attended.



## Anna Stewart Project 2010

The Anna Stewart Memorial Project ran from 31st May to 11th June and Ronnee Meachen from Ergon Energy in Townsville spent her first week with ASU and the second week with the ETU. ASU hosted Jess Stephens from the AMWU in the second week. This program is designed as an affirmative action program, to assist women to participate in their union.



ASU's Ronnee Meachen (R) receives her certificate from QCU Assistant Secretary Amanda Richards

## Photography Exhibition: Creative Strong Inclusive Diverse

The photographic exhibition was launched in July, with the aim of encouraging participation in the union. There are four categories: Creative, Strong, Inclusive, Diverse, and the photo most favoured by members will be voted from each category to go to a silent auction at the Delegates Conference in September. All proceeds will go towards APHEDA.

## National Pay Equity Campaign



10th June 2010

The National Day of Action for Pay Equity was celebrated around the country with massive turnout in all major cities. ASU attracted very favourable media coverage for this event. The case was filed on 11th March in Fair Work Australia and continues during 2010. By the end of March 2010 the campaign had attracted more than 2000 virtual kisses through the Pay Up website and 1680 facebook fans. The YouTube site where members can upload videos of their kiss to Julia Gillard has been extremely popular, and innovative videos can be viewed there.

100 years ago, Theodore Roosevelt said:

"Much can be done by law towards putting women on a footing of complete and entire equal rights with man - including the right to vote, the right to hold and use property, and the right to enter any profession she desires on the same terms as the man."..."Women should have free access to every field of labor which they care to enter, and when their work is as valuable as that of a man it should be paid as highly."

His comments are no less relevant today.

#### Paid Parental Leave

29,000 petitions, wrapped in colourful blue and pink ribbons, riding regally in prams, and gathered in just 4 weeks by the Australian union movement, were presented to Kevin Rudd on DATE by Sharran Burrows and other union women's representatives. Soon after, it was announced that the bill had passed the Senate and the scheme would be introduced on 1st January 2011, providing 18 weeks of paid leave for primary care givers.

The union movement now has a clear campaign goal of achieving a top up of wages to 100% of usual for women who earn more than \$570 per week, which is the Federal Minimum Wage payable. Another important goal will be to achieve superannuation payments on the paid parental leave.

The objectives of the paid parental leave scheme include improving maternal and child health and development, encouraging workforce participation, and promoting gender quality and work-family balance. With the introduction of the first national Paid Parental Leave scheme, Australia has finally caught up with the rest of the developed world.



In May the QCU Women's Committee collected signatures in Queen Street Mall in Brisbane, and activists were visited by Sharran Burrows, who spoke to local women about the scheme.

The 2009 Youth Forum was held in February in conjunction with the ASU Delegates' Conference, for Union Delegates under 28 and other interested younger members. Fourteen ASU members from across Queensland participated.

Many young workers do not have a good understanding of their industrial rights or of the role and importance of Unions. The best people to address this are other young workers.

The Forum focussed initially on looking back at what unions have achieved in Australia and what ASU staff and activists have achieved in the last 25 years.

ASU Delegate and Amnesty International Australia Community Campaigner Michael Hayworth ran a workshop on new forms of activism and Forum participants devised tasks to increase the profile of the Union in their workplaces and to engage other young workers in our Union.

Delegates identified a number of tasks they could complete to increase Union visibility and the participation of younger workers in their workplaces, such as personalising the Union involvement in their workplaces, raising the profile of delegates, targeting other young workers to become Union members and using social networking sites to create networks across different workplaces and industries.

## Part 2 – Servicing/Industrial Activities

### Overview

One of the primary objectives for the union was, and remains to be, an increase in union membership. The issue of density in each of our workplaces had become even more important under the former WorkChoices legislation where it was possible for the employers to construct substandard collective agreements by coercing the employees to accept just about anything they put up. The Right of Entry provisions made it harder to obtain access to potential members in new worksites where there was resistance from employers to allow employees access to unions. In non unionized worksites they bent over backwards to keep their operations union free. However, in most existing workplaces we were able to organise around any obstructionist measures put in place by the employer and use their resistance to our advantage. The message being, "What are they afraid of? Why do they want to keep us out?"

We continued with our object to remain relevant and provide an exceptional service to members. In order to achieve this support to members we improved systems and developed procedures in the Contact Centre to more efficiently respond to and record member enquiries and to improve the manner in which advice is provided to members.

This information has been utilised, as appropriate, to identify areas and issues around which a promotional and/or recruitment campaign was developed.

### Contact Centre

The Contact Centre has continued to upgrade its systems and personnel since its initial conception. This has resulted in specific training needs being identified to Industrial Officers to improve their skills when performing their roles of first point of contact with members calling in, often in a very distressed state.

Since the last report we have lost Tammy Aitken, who resigned to take up a more senior industrial officer's role with a sister rail union and her replacement who had to relinquish the position for personal reasons soon after her commencement. Fortunately we have secured the services of an experienced replacement in James Mattner, who has previous experience in a similar role. We are confident James' contribution will add to the skills pool the contact centre now boasts.

The focus of the union continues to be membership growth by establishing improved member networks and delegate structures. The primary role of the union's organisers is to come face to face with employees at the worksites, speak with existing members and recruit those not in the union. The Contact Centre being the conduit to identify issues on which the organisers can build. The Contact Centre continued to provide, in addition to direct contact with the organiser, access to union services. This encompasses a wide range of issues which go to award and agreement advice and interpretation, WorkCover, anti discrimination matters, Workplace Health and Safety, Union Law and Union Shopper referrals etc.

The plans to formally implement the review of the contact centre operations and commence the outbound calling capacity of the unit, such as to increase service provisions to members, conduct surveys and follow up resignations and bad debts, had to be delayed because of a demand on the centre's resources for other matters, although some of those functions were undertaken as a consequence of those issues.

### Rail

The announcement from QR that it intended to corporatise and transform its establishment in to five separate corporate entities was successfully resisted on the agreement that it would be restricted to three, with common core provisions applying, ensured we had a very busy year in supporting the negotiating teams. Significant work was performed in juggling 20 agreements of which the ASU is signatory to 14. There was also the necessity to provide teams to explain the agreements over a series of road shows throughout the state and a continuation of the implementation of all the certified agreements within the new corporate structures after the ballots were conducted.

In addition the corporate changes have resulted in significant additional work being required to review policies, classification reviews and management of restructuring programs.

A major campaign against the privatization and sale of QR assets is underway to resist the proposals announced by the state government to divest itself of QR because of budget requirements brought about by the global economic crisis.

### Energy

Significant work completed in this industry included the negotiation of workplace agreements across just about all the distribution retailers and generators through out the state. As usual there was also a requirement for a continuing review of policies, classification reviews and the management of restructuring programs resulting from the above.

Energy utilities were also identified as being considered for privatization by the state government. This appears to have been deferred for the moment but only because there is a view that they will not realise their true value in the current economic climate. A campaign to preserve these organisations as public assets will be pursued to prevent the state government disposing of them.

### Local Government

The federal court case in AWU and others v. Etheridge Shire Council was determined in the Federal Court with a judgment that ESC was not a constitutional corporation under the terms of the Workplace Relations Act 1996. This decision was not appealed and continues to influence the industrial landscape with respect to what might transpire in the determination of the federal government to exclude local governments from the new Fair Work Act and Modern Awards.

In addition the Local Government Reform process resulted in boundary changes and amalgamations that reduced the total number of councils from 157 to 72.

The major exercise to determine the continuation of industrial instruments to be applied in amalgamated councils was completed with the Local Government Workforce Transition Code of Practice being adopted in to legislation and amendments to the Local Government Act and provided the protections of local government member's interests and award entitlements. A similar situation is continuing in the proposed restructure of Bulk, Distribution and Retail water boards by Local Authorities.

The attempt by Ipswich City Council to introduce a shared services model which would have resulted in the loss of our ICC member's jobs to a non local government entity was resisted and an agreement which helped to limit the proposals originally being implemented by the ICC and its partners in the scheme was negotiated and entered in to.

Other significant work completed, or still in progress, included the following:

- Submissions on amendments to the Local Government Act and Regulations
- Submissions on the restructuring of Water entities
- Reclassification disputes
- Termination negotiations and settlements
- Unfair Dismissal applications
- Dispute representation
- Wages recovery
- Workplace agreement negotiations and advice
- Local Government Appeals
- Management of restructuring programs

## BCC

The BCC certified agreement was renegotiated as a roll - over but a major disagreement resulted in the choice of jurisdiction for its certification. This was eventually resolved. The new agreement is in the process of renegotiation.

Significant work completed, or in progress, included the following:

- Brisbane Water (continuing)
- Brisbane Best Value submissions
- Organisational reviews
- Reclassification disputes
- Termination negotiations and settlements
- Unfair Dismissal applications
- Dispute representation
- Wages recovery
- Workplace Agreement advice
- Management of restructuring programs

## SACS

The QSU achieved a major victory in its application to the QIRC to make a new award for the SACS and CASH non constitutional corporations in Queensland. The case was conducted in two stages. Stage one was the making of the award which contained the core conditions of the federal SACS Transitional Award. Stage two, and by far the most complex in terms of contentions, witnesses and submissions, was based on a pay equity application that resulted in the QIRC find the case in our favour and handing down a decision which raised salaries up to 31% in the higher grades with lesser amounts to lower classifications. This achievement now looks as if it will provide the benchmark for similar pay equity adjustments in other states and be incorporated in to the SACS Modern award rates when that is determined later in the year. The award was achieved by a generally consensus approach being adopted between the union, employer groups and the state government who had indicated that they would fund the sector to whatever the QIRC decision handed down.

## Port Authorities

Both Cairns and Mackay airports were sold to the same private operator in December of 2008. The sale process was underpinned by the framework agreement negotiated between the union, employers and the state government that ensured that employees interest and award conditions would continue and be protected over the three years following the sale going through.

A similar process to the above has followed the announcement that the review of Queensland ports would be adopted and implemented by the state government.

This sector has also been identified as one subject to privatization. The state government has announced that it will put the Port of Brisbane up for sale. While we have no membership interests in this facility that require our immediate intervention it does not auger well for our other port areas where we have significant membership. It is our intention to run similar campaigns in all ports to those planned for QR, Energy and Forrest Plantations.

## Modern Awards

The making of Modern Awards in the AIRC, now FWA, is reaching its final stages with modern awards now ready for implementation as from 1 January 2010. Most of our members will not be affected by these awards due to existing industrial instruments being in force. However, the modern awards created so far are not the models we believed they should be and contain only the base rates and conditions. Much of the particular conditions applicable to a states individual application have disappeared. An example is district allowances that will only apply in the N.T. and W.A. There is no logical explanation for many of the determinations arrived at by the AIRC/FWA in this exercise and we suspect that they may have been driven by expediency to achieve the time of completion set by the government rather than exercising a considered deliberation of the impact much of these changes will have in the workplace

## Part 3 – Organising Activities

### Assistant Branch Secretary – Organising

The organising team has continued to work under the re-organised structure in 2008/2009 and I can report that the changes have been successful.

The team under the direction of the Assistant Branch Secretary then can be broken down into 3 divisions – Local Government, SACS and Government Own Corporations. Each team has a lead organiser and the support of a lead negotiator. The regional organisers continue to work across industries within local government and SACS.

The membership growth for the union has largely come from Local government and SACS. The GOC area overall has with some ups and down overall maintained its membership. The growth in Local Government and SACS is reflective of the great work the union carried out with amalgamations and a successful new award with pay equity in the SACS area. Outcomes we are very proud of. Within the GOC team which includes Rail, Energy and Ports we have taken hit after hit in 2008/09 with the largest industrial action in Energy the union has participated in recently, the breakup of QR and the airport sell off in ports and now the State Government proposal to sell off public assets including areas of Rail and Ports. Whilst all of these issues in the GOC areas should have resulted in a surge of membership it has not as largely beyond the current not for sale campaign largely we have done a good job and protecting employment and delivering outcomes that has not provided losses to the membership both existing and potential.

The Assistant Branch Secretary over 2008/09 has managed the organising teams and the outcomes of the branch and did so in the following ways in:

- Development and co-ordination of in house training;
- Development of training sessions and conferences delivered throughout Queensland;
- 2009 Delegates conference – which over 100 delegates attended;
- Enterprise Bargaining Agreements development of draft models, logs and clauses for all industries;
- Co-ordination and management of all organising staff – lead organisers, lead negotiator, organising administration officer and organisers;
- Negotiation of agreements;
- Ongoing negotiation and implementation of the code of practice – for Amalgamated Local Governments;
- Negotiation of the water code of practice for retail and distribution for South East Queensland
- Negotiations with Queensland and Commonwealth Government Departments – ongoing with Ministers, Director Generals and government staff.

### Organising Campaigns

#### Enterprise Bargaining

Enterprise Bargaining has continued in all industries of the union. The union membership has continued to grow through EBA campaigns.

#### Local Government

Over 2008/09 the majority of EBAs were finalized with great outcomes. The campaign – was 'Make Reform Fair' it was based on members not being disadvantaged as a result of amalgamations and 'best of' should be the basis for the new industrial instruments we established at the newly formed Councils. This campaign was very successful. Now in 09 each organiser and

delegates are now at implementing their agreements and working on their consultative committees and building density in their workplaces.

## **Water**

Organising has occurred in Seqwater - Bulk. Over 08/09 in SEQ bulk water moved from Local Government to the State Government owned Statutory Authority. This affected approximately 200 white collar workers. During 08 we formalized a code of practice for transition, the employees transitioned and in 09 we have now finalized a new agreement for these workers and we are now starting to review their jobs and classification structure.

Retail and distribution – this reform has been an ongoing battle over 08/09 with negotiations occurring between the union, council or mayors and the government. For SEQ water activities of retail and distribution, the state government made a decision to again move these functions from local government to state government. Our union has been lobbying throughout 08/09 that water activities should be retained within local government. In 09 the state government announced that the water distribution and retail could remain with local government and that they would be set up as local government owned state statutory authorities. The union during 09 has been also negotiating a code of practice for employment and transition matters to deal with this very large transition which is to occur in 2010.

The union has during 08/09 continued to argue that all water and sewerage activities across Queensland needs to remain within local government and not be corporatized. Our union has drafted several submissions to this affect for consideration as part of the new local government act 2009.

## **Brisbane City Council**

EBA negotiations for a roll over were completed in 08 achieving a 4.5% increase for 12 months with some minor changes to sick leave provisions. This roll over was again rolled over in 2009 for a period of 9 months at 4% and is going to ballot in August 09 – the BCC IDC has endorsed the agreement to the membership.

## **Shared Services within Local Government**

The branch established a campaign in local government in 2008 - Council jobs for Council workers in response to the initiative of shared services being implemented in Local Government. In particular the Ipswich City Councils establishment of a company to provide services for customer service, rates and accounts to other Queensland Councils and possibly Australia wide.

The branch had addressed this matter in all log of claims throughout Queensland in that if shared services are to be set up in Local Government – the employees of shared services, are local government workers and wages and conditions are not to be the competing factor for efficiencies. We were successful during EBA to get this principle in across a number of councils.

The branch has also addressed this matter with the state government in consideration of the Local Government Act review which will be completed in 2008/09. These negotiations have not moved very far.

Over 2008/09 the Assistant State Secretary negotiated the Ipswich city Council EBA. The campaign focused on employment security and shared services. Members participated in industrial action in December 2008 as they believe the set up of QPG was an attack on their jobs and the removal of functions from Council to private enterprise. This action resulted in a 3 month case being conciliated by the QIRC. The union was successful in getting a better result for the local workers at ICC and potential new employees of QPG and our union in 2009 are now doing an EBA with QPG.

**SACS Organising campaigns** - Organising around the Branch's State Award Application in 08 which has resulted in a successful pay equity case in 09.

All Organising has been focused on our award application. Organising for 08/09 has been focused on the industrial work the union is doing and our work with QCOSS. It is essential that the branch delivers good membership growth and support from the award application and a successful new award with pay equity. The branch has held several training programs during 08/09 to assist with delegate development to support our campaigns in this industry. The union held a SACS State Award launch on the 31st July 08 – to which we had over 60 key members and stakeholders attend. The union again held a celebration evening with the success of our pay equity case in July 09 with the Minister for communities and women Hon. Karen Struthers as the guest speaker.

## **EBA and Organising**

The branch negotiated a number of large EBAs within SACs in 2008/09. These EBAs cover the state SACS membership. They are: Mission, Life Line, Endeavour, Churches of Christ, Boystown, Bluecare and Centacare. The branch carried out organising across these large state-wide EBAs.

## **GOCS CAMPAIGNS**

### **Energy**

Negotiations for Energex, Ergon and Powerlink occurred in 2008/09 and were settled after lengthy industrial action at all three corporations. The branches organising focus did not change during this time or into 09 – it has been focused on getting members and new members participating in the union.

Organisers are continuing to map all energy corporations to allow for better target organising. The union is also preparing full delegate lists to identify what delegates we have and where we need new delegates.

### **Queensland Rail**

EBA, restructuring and the carve up of QR occurred during 08/09. The EBA campaign was central to all of this change. From August 08 to April 09 organising and campaigning was focused on the new agreements for QR. Just as we finished EBA negotiations for QR, the state government announced in June 09 the sale of assets plan for Queensland including QR. The union has moved into campaign mode again in QR. We are a major player in the Qld - not for sale campaign with the QCU. We have during June 09 already been a part of the following events:

- State conference rally
- Press/media ads
- 1 month of Queensland wide community campaigning

The union has also contributed financially to a further 12 month media campaign to commence in the new financial year of 09 as co-ordinated by the QCU. The union is now with the QCU developing the further on the ground membership and community campaigning for 09/10.

### **Ports**

During 08/09 the State Government announced the sale of airports from the Mackay and Cairns port authorities. Our union carried out organising and the industrial work to ensure no member was disadvantaged as a result of this decision. In 09 negotiations have recommenced for the Gladstone Port Authority EBA. The union again has identified ports in the Queensland - not for sale campaign as a major issue, as the state government is proposing to sell Brisbane Port. Our members who work in ports across Queensland, are concerned that if the sale occurs in Brisbane

then the Government will extend these sales to other ports across Queensland which will impact upon our membership.

## **Seqwater**

During 08/09 the state government established the bulk entity Seqwater. Negotiations are now complete at Seqwater with the agreement going out to ballot. These negotiations did not run smoothly and were very concerning to members who feel the state government and the corporation were not really entering into negotiations to ensure that employees were disadvantaged. Organisers put a lot of effort into trying to improve membership and rally the workers to act collectively, however members had endorsed the EBA to go to ballot.

## **Organising Works Trainees**

The branch committed to 2 organising works trainees during 2008/09 – Catherine Laherty and Tim Frost. Both Catherine and Tim have already been successful in becoming full time employees in the SEQ Local Government team and are continuing to complete their traineeship and should complete this at the end of 2009.

## Part 4 – Membership of Branch Executive Committee

The members of the Branch Executive Committee for the financial year 2008/2009 were:

<b>President</b>	Mr Robert Ball
<b>Vice President</b>	
<b>(Local Government &amp; Deputy President)</b>	Mr Malcolm Case
<b>Vice President (Local Government)</b>	Ms Lynette Henson
<b>Vice President</b>	
<b>(Social and Community Services)</b>	Ms Wendy Turner <b>Ms Penelope (Penny) Carr</b>
<b>Vice President (Brisbane City Council)</b>	Ms Henrietta Moran <b>Ms Margaret Evans</b>
<b>Vice President (Energy)</b>	Mr Philip Whittaker
<b>Vice President</b>	Ms Debbie McDonald
<b>(Ports and Private Sector)</b>	
<b>Vice President (Rail)</b>	Mr William (Bill) Batten
<b>Vice President (Women)</b>	Ms Marianne Ryan
<b>Vice President (Youth)</b>	Mr Ben Thompson
<b>Treasurer</b>	Mr Damian Power
<b>Secretary</b>	Mr David Smith

Robert Ball  
**BRANCH PRESIDENT**

David Smith  
**BRANCH SECRETARY**

17<sup>th</sup> September, 2010