



Community & Public Sector Union 2010-2011 Annual Report

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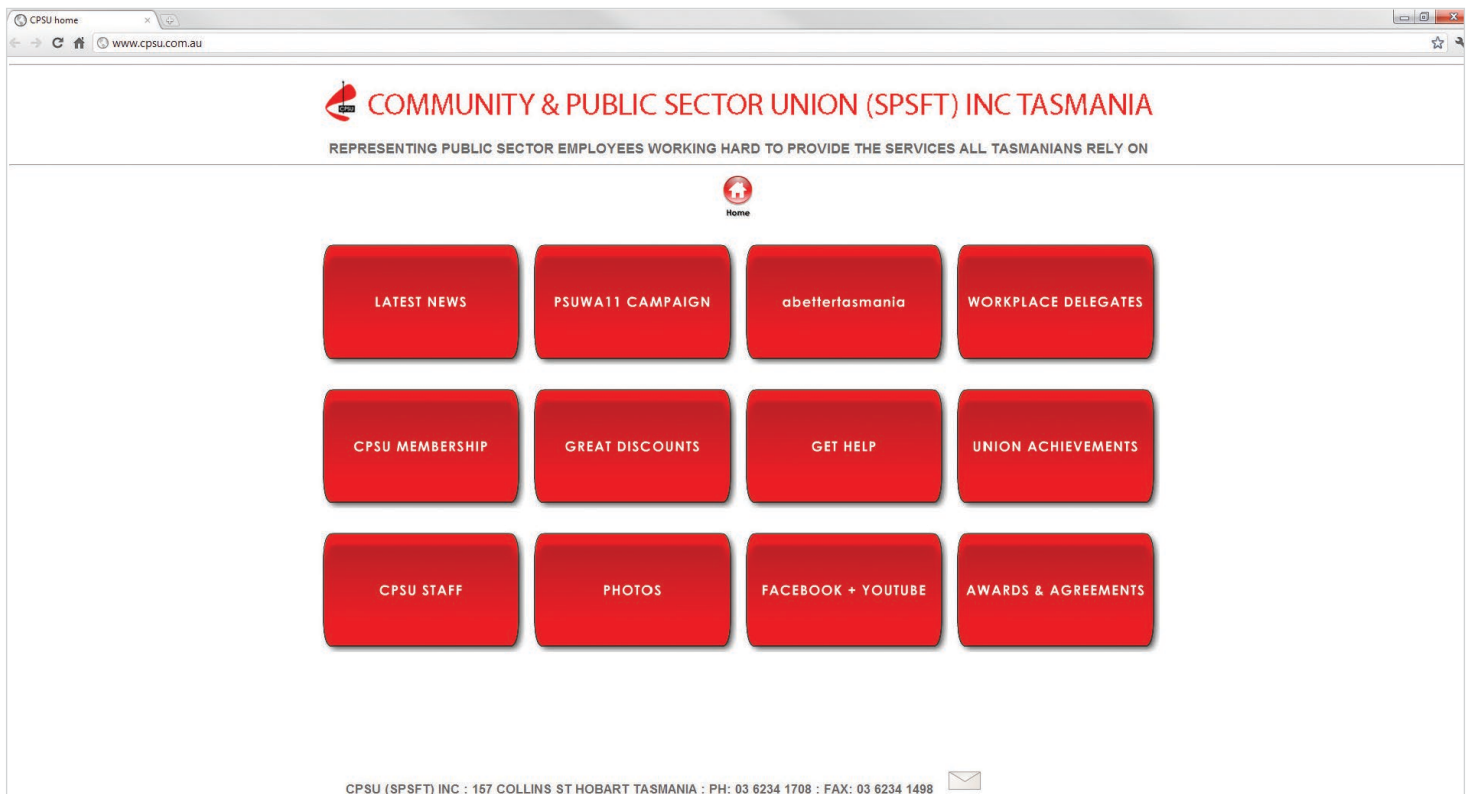
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TRUTH is becoming a rare commodity in our body politic and that absence of honesty is breeding contempt for our public institutions.

Politicians have always stretched the truth and told voters what they wanted to hear to gain their support but what's happening now isn't spinning or stretching the truth - its bare faced lying for personal gain.

I remember how angry I was after John Howard's '96 election win when he introduced the concept of core and non-core promises by telling us that because the budget deficit was worse than expected he wouldn't be able to fulfil all his pre-election commitments.

It suddenly seemed possible that a politician could decide after an election which promises were real and which were little white lies.

Perhaps before the election Howard should've said 'I commit to fulfilling 6 of the following 10 promises, but I won't tell you which ones'.

Sadly, our own state politicians have made John Howard look like a truthful man.

Public sector workers sought specific commitments from each political party before the March 2010 Tasmanian election.

All three parties and each of their candidates promised there'd be no forced redundancies in the Tasmanian public sector for the next term of government and no time limit on the period it takes to redeploy a worker identified as surplus.

These were clear, unequivocal commitments voters could rely on, and you can read them again on page 12 of this annual report.

But within 12 months of the election Premier Lara Giddings, her Labor colleagues and her Green coalition partners stood up in the House of Assembly and voted to support legislation that would see public sector workers made forcibly redundant and the time limit on redeployment axed to just 6 months.

Not a single one of them apologised for breaking their commitment and, apart from the party leaders, none of the other members even bothered to speak on the Bill.

For the record we should all be very clear about the lies this government has told.

The first big lie is that our financial crisis was caused by unforecast falls in revenue.

In reality the crisis was caused by waste and mismanagement and a failure to control spending once the global financial crisis hit our income streams.

The second big lie is that public sector expenditure can't be reduced without resorting to forced redundancies.

If the government was competent it would structurally reform the public sector and any reduction in staff could be achieved through natural attrition and voluntary redundancy.

Instead, savings are being made by cutting services to the community and lives are being thrown into chaos through ineffectual redeployment processes and forced redundancies.

Remember that Labor doesn't have a majority in parliament so it needed accomplices to implement this deceitful agenda, and many Tasmanians have been surprised at how comfortably the Greens have filled that role.

For years the Greens bleated from the cross benches about keeping the bastards honest and how the 'Laborials' couldn't be trusted, but when they were finally in a position to hold them to their promises they too decided to put self-interest ahead of truth.

I told CPSU Members I would seek commitments from the parties ahead of the last election and hold them to account for those promises.

I will honour my vow by taking every opportunity up until the next election to remind Tasmanians of the promises broken by this Labor/Green Government, and I hope through this action I can help to make telling the truth popular once again.



A BIG thankyou to CPSU Members in all your varied roles for the hard work you do every day providing a quality service to the Tasmanian community.

The task ahead for all state servants is a difficult and daunting one.

The Government catch cry for the past 12 months has been *Do more with less without affecting the quality of that service...* would any reasonable person consider this achievable?

Governments have managed to provide services to Tasmanians - but not by providing sufficient resources or investing in infrastructure - they've simply relied on the well-worn and now abused goodwill of all public sector workers and their impeccable work ethic.

The implementation of Ministerial Directions regarding Workforce Renewal Incentive Programs, State Service Vacancy Control and impending Managing for Performance have simply hammered moral to the lowest level I've seen in my 23 years working within government.

And this low moral goes hand in hand with a significant degree of

complacency showing within the workplace.

I don't understand why a number of state servants seem resigned to the changes that threaten the quality of services provided by to the Community - their ho-hum attitude strikes a raw nerve in me.

As the Government and senior bureaucrats run around in circles trying to achieve the impossible it's important that all public sector workers stand together and continue to fight to provide an ever-improving service to the community.

The future for your conditions of employment is dire as the security of permanent employment that has been such a strong pillar of public sector employment has been eroded to the point of collapse.

State servants have been prepared to endure the minimal pay, the ever decreasing resources, the failure to acknowledge and reward excellent performance and insufficient accommodation/service areas because they knew their employment was secure... this is the case *no more*.

Therefore *no more* should you be expected to work unpaid hours, *no*

more should you be expected to work though meal breaks, *no more* should you fail to be consulted on major changes to your work arrangements and practices, *no more* should you be expected to shrug off significant work overload due to the reduction of resources...

Stand up for your well deserved and hard fought rights!

There's no doubt there's need for change within the State Service, but without significant investment in infrastructure, appropriate and well thought planning and a realistic timeframe the changes now on the horizon won't benefit the Government, it's employees, the community or the state of Tasmania.

I send a huge thank you to the tireless Workplace Delegates who've been providing Members with advice, information and support in these very difficult times.

Thank you to the CPSU staff, our General Secretary Tom Lynch, Assistant Secretary Mat Johnston and to the CPSU Council and Executive whose dedication, resolve and commitment to serve all Members leave me humbled.



THE MEMBER Advice and Support Team (MAST) has had a very busy year providing advice, support and representation to Members across most areas of the public sector and those covered by the Fair Work Act on many different issues affecting them in the workplace.

In the last 6 months alone we've received over 250 individual enquiries from our Members requesting support and advice about award entitlements, performance management processes, code of conduct process, fixed term contracts and redeployment, just to name a few.

We've been lucky to have two new staff members join us this year, Heidi Nehrmann and Celeste Miller, who've partly taken over the reins from Sarah Smith who had maternity leave after welcoming baby Noah into the world.

Heidi and Celeste both have solid training in advocacy and negotiation

and, like their MAST colleagues Shannon Harwood and Stephanie Katsin, are passionate about supporting Members and protecting their rights at work.

MAST has also spent time outside public sector buildings and on Parliament Lawns promoting the amazing work of our Members to the community and fighting against the recent poor decisions of the government as part of the public sector unions' Stand Up campaign.

MAST continues to provide individual Members with up to date information in relation to their rights and entitlements in the workplace.

This year, as part of our core work, we've also participated in workers compensation training, a reclassification appeals panel, mentoring for the Anna Stewart program, representation for Tasmania on the youth forum and represented Members at the Tasmanian

Industrial Commission, State Service Commission and at Fair Work Australia.

There are many changes occurring as a result of Premier Giddings' budget and it's vital you ask questions in your workplace and have options with regard to the decisions being made about your employment.

Without your input these decisions could impact on the services you provide to the community and ultimately your employment circumstances.

If you need information about your award entitlements or other information on issues affecting you at your work place please email us at cpsu@tas.cpsu.com.au or phone MAST on 6234 1708.

We provide you with sound advice you need to progress your issue directly, and we don't contact your manager or agency without your prior agreement.



MARK Lobban is an Environmental Health Officer with the Public and Environmental Health Service where he's worked for 12 years in three different roles.

His job involves disease prevention through the protection of food and water supplies.

"Environmental Health Officers are the modern Health Inspectors of old and if someone asks me what an EHO does I always say I'm a Health Inspector and they go.....oh ...like in Fawlty Towers? To which I sometimes reply, yep, the rat catcher."

Mark was a member of another union but says he swapped to the CPSU because he often saw them in the workplace and the visiting Organiser was always friendly and spoke to every CPSU Member.

About 8 years ago he became a Workplace Delegate simply because no one else was doing the role.

"The CPSU sent around information on the importance of Delegates and we realised that we didn't have one in the workplace."

At first I had no idea what the Delegate's role was and it's still a learning process as things change rapidly in the workplace and in the general political and economic environment."

As the Delegate Mark makes sure CPSU Members are kept up to date with issues and ensures they know that if they have problems they can talk to him and can access union services.

He regards himself as the first point of contact for advice and opinions on conflicts or other concerns, but if the issue is complex and of an industrial relations nature he refers Members to the CPSU help desk for assistance.

"Referring Members to the CPSU avoids conflict between myself, the staff member and management, and it really helps to have a third person act as referee, advocate and team supporter."

It really changes the power dynamics when you tell the boss you're happy to talk about the issue but want the union present - Often the management bluff disappears and more restraint is shown as they are accountable for their actions and manner."

Mark believes it's important to have the strength of numbers in the workplace as management will take little notice of 20% of staff, but bargaining power is greatly enhanced if 70% of staff are union members, so he always approaches new staff with information on the union and its services.

"I've found that often people aren't interested in joining the union because they feel that workplace issues won't apply to them, but this attitude soon changes if they're subjected to unfair work practices by a manager or simply treated unfairly."

This is when people see the worth of the union because they are under stress, they think no one cares and they don't like how they've been treated."

It comes as a pleasant surprise that there are people who care, and who can reduce the stress of workplace conflicts in their favour."

People go from feeling powerless to empowered and realise that the union provides a balance to the power of management."

Unions keep management accountable for their actions and make sure that workers'

rights, and even human rights in some cases, are respected.

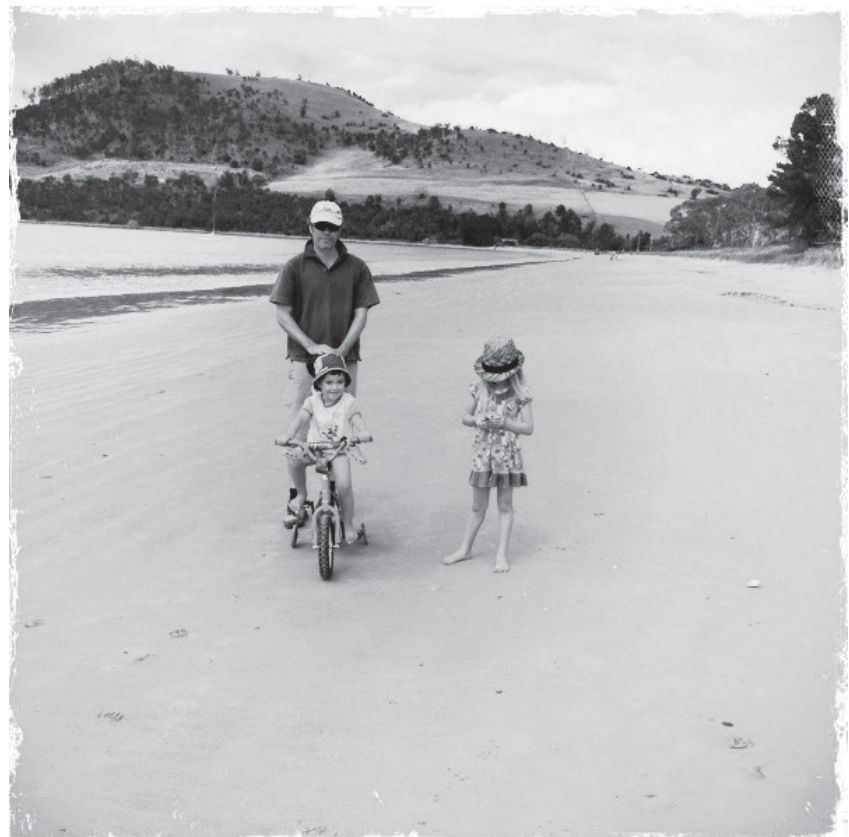
Mark sees the CPSU website as a great resource for Members because they can research their rights and the law on workplace issues.

He finds one of the rewarding aspects of being a Delegate is it allows him to become more involved with the union in a formal and informal way, and when he attends meetings or training sessions he gets to meet like-minded people and share experiences.

"Something that really irritates me is the negative way government employees are portrayed in the media as overpaid underworked fatcats, yet you turn the page and there's a story about how government should take more action, put more resources into issues and give better service."

The media should always try and discover the real motivations behind government or private industry spin, like why do the business groups want to cut services and why does the government want to portray public servants in a bad light?"

Follow the money perhaps and all will be explained in government policy."



THE ORGANISING and Campaign team has had another vey busy twelve months and a few staff changes thrown in for good measure.

I took over the reins when Ange went off to be Mummy to her brand spanking new bubba, Henry.

Late last year we welcomed Cristina Serra into the team and Kathryn Lee joined us in the north of the state.

To round off our staffing, Mel Parker joined the team at the start of the year.

Cristina and Mel both held other roles within CPSU before joining OCT while Kathryn came over from the Education Department.

Many activities have kept the team busy this year.

Over a 3 week period in March and April OCT held over 190 membership meetings around the state to talk to Members about the State Government budget cuts and CPSU's Stand Up Campaign in response.

We developed a number of initiatives for Members to assist us in this campaign.

We asked them to commit to undertaking campaign activities such as writing letters to politicians and complete job profiles.

Following these meetings OCT developed resources to assist Delegates in engaging Members in the campaign and to gather pledges for the budget day rally.

We met with and/or phoned approximately 150 of our Delegates during this time.

The couple of weeks preceding the budget day rally was spent madly spreading the word and gathering member attendance pledges.

You may have seen us outside various public sector buildings, braving the inclement Tasmanian weather handing out rally stickers and membership forms.

Finally the big rally day was upon us.

It was heartening to see so many CPSU Members (plus members from other Unions) waving their banners, flags and blowing their whistles in support of this important campaign.

OCT Organisers have also supported small groups of Members visiting their local politicians.

These visits allowed Members to let their politicians know the effect of budget cuts on the services they provide.

We've also been out and about in regional towns, holding BBQs and raising the awareness of the impact

of public sector budget cuts on small communities.

Also this year we have rolled out our new and improved Delegate Training Program.

A large number of our Delegates, along with their counterparts from HACSU, attended training days across the state.

Feedback from the training was very positive with many leaving with a renewed enthusiasm and excitement.

Building on the great work done at these training sessions, Organisers have been out and about with Delegates comprehensively mapping their workites.

This process has greatly assisted the Organisers to know exactly where each Member is located.

Other than the massive Stand Up Campaign, the team has been working with Members in worksite specific campaigns right across the public service.

From DPIPWE to Teacher Assistants to DPAC to Hospitals, Corporate Education and Child Protection to name only a few! OCT has been busy with all sorts of campaigns this year.

All in all it's been another enormously busy year for OCT – just the way we like it!



RECENTLY retired Royal Hobart Hospital employee Allan Smith has been an very active Workplace Delegate for many years.

"In 2001 I was redeployed within DHHS to the area I've worked in for the past decade.

Back then the workplace culture and environment was extremely volatile with general staff discontent, distrust, anger and little respect for departmental management and there were high levels of sick leave and staff turnover.

Staff meetings were usually conducted with abuse and disrespect was openly apparent between management and staff.

A high workload issue was raised but no attempts to resolve could be agreed upon and as a new staff member I was told all assigned tasks were to be completed regardless of finishing times.

In consultation with a CPSU Organiser a meeting of staff interested in seeking union help to resolve the workload issue was held and in 2002 union representatives, via the Joint Union Management Industrial Committee, raised the workload issue with the CEO.

Management agreed to a workplace review initiated by union members and new staffing structures were created including a team leader position.

At that time tea breaks were only granted at management discretion, and the suggestion was staff could have a break at their desk or workplace to get through the workload, but in 2003 a twenty minute morning tea break was negotiated.

I'd also been advised that RDOs weren't available to staff in that section of the department because of the customer service requirements of front line staff.

After pointing out that it was discriminatory because other sections with frontline responsibilities were allowed RDOs management accepted my offer to conduct a one month trial with another staff member.

This trial was a success and RDOs are now available to all permanent full time staff including management.

In consultation with the CPSU my request that a staff member join the CPSU Organiser to attend the six-weekly Joint Union Management Industrial Meetings meetings with the CEO was granted in 2006, allowing for direct membership input and instant feedback to them.

In 2008 six part time temporary members had been on six monthly renewable contracts for two years and management were of the opinion new electronic process would make their duties redundant.

These members' names and employment conditions were supplied to the union who then successfully negotiated in the Industrial Commission to have them converted to permanent employees.

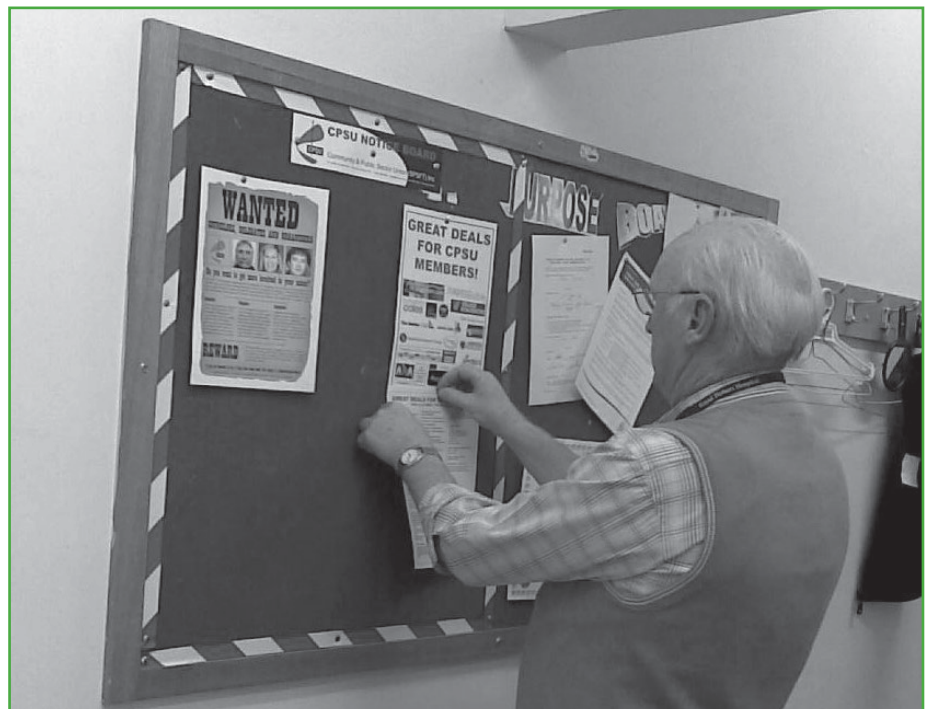
2010 was a busy year that included making repeated representations to management on behalf of a member who, it was claimed, could not perform at interview so was kept on with ongoing six monthly contracts.

I helped negotiate the upgrade of six permanent part time Band 1 members to Band 2 classification; initiated a rewrite of Band 1 and 2 position descriptions; made representation at TIC Classification Appeal hearings and appealed Band 1 and 2 levels as assigned by the department.

Management has now agreed on a training skills course to enable staff to apply for classification upgrade in recognition of the service they provide.

I've certainly been flat out, but last year I was proud to receive the CPSU Community Achievement Award.

In my retirement year it's most satisfying to see that union membership in the area I've worked in for ten years has risen from 4 in 2001 to 25 in 2011."



JULIE Beechey is the Dispensary Manager at North West Regional Hospital Pharmacy.

"I joined the CPSU because I believe in a balance in the workplace, you need a collective voice which is strong."

Julie believes workers would be lost if they had to negotiate by themselves and can be quite disadvantaged if there's an imbalance in the workplace, so being part of something bigger and having a collective view helps make sure people are treated fairly.

"I became a Delegate because it was the next extension of being an active union member."

You need to be involved and not just sit on the sidelines.

I wanted to learn more about dealing with issues to be able to assist my fellow union members and I want to be part of the checks and balances within the workplace and to make sure it is a fair and equitable workplace.

I believe in being there for support.

When I'm not working I love gardening, even though I'm still learning, and I love being outdoors and doing some bushwalking when I get the chance."



THE CPSU and myState Financial offers four annual \$1000 Tertiary Scholarships to first year, first time students. Matthew Gardener:

"I'm studying for a Bachelor of Science, double majoring in chemistry and zoology and I'm interested in a research career."

I've found that winning the scholarship has been a moral boost as well as a great financial help.

Along with biological and chemical sciences I enjoy learning about philosophy and bioethics, and I'm also interested in gymnastics, rock climbing and bushwalking."



THE CPSU and myState Financial offers four annual \$1000 Tertiary Scholarships to first year, first time students. Toby Woolley:

"I'm doing a Bachelor of Environments at Melbourne University so I can have a career in architecture.

I've been interested in design for many years and am enjoying furthering my knowledge of the built environment.

The scholarship has been great because I had to move interstate to study.

I'm a keen soccer player and also love theatre, cooking and drawing."



Toby is studying in Melbourne so his mum Gillian attended the scholarship presentation

JILL Chaffey has been working for Women Tasmania for 13 years and has been a member of the CPSU since 2000, and she won this year's CPSU Award for Outstanding Contribution by a Workplace Delegate

Women Tasmania is part of the Community Development Division of the Department of Premier and Cabinet and it works to ensure women can be engaged in all aspects of society, and that Government policies, programs and projects are responsive to the needs of women and representative of their views.

Jill was asked by her team members at Women Tasmania to become a Workplace Delegate around the time of the beginning of the negotiations of the last Tasmanian State Service Award 2008 to win pay increases and she attended many campaign meetings at the CPSU.

She felt it was very important to get involved as a lot of state service employees are women and are employed and paid at the lower level bands 2 & 3, and many of these women are also single mothers.

Tasmania's gender pay gap is the lowest of all Australian states and territories at 9.2% but we still have a long way to go.

"The reason I first joined the union was that as receptionist at Women Tasmania I became aware that a lot of women and young people were very vulnerable in the workplace and many don't even think of joining a union until they really need help, and by then it's often too late.

I think everyone who has a job should be in a union, and when my daughter starts work, joining a union is the first thing I'll encourage her to do."

Jill says the Community Development Division in DPAC is a great place to work and, despite the current restructure, she's found that change doesn't have to be a negative experience in the workplace - it can be an opportunity to learn new skills and do something different.

Since Women Tasmania has relocated to DPAC's Community Development Division Jill has worked to recruit new members, although many already were, and now her workplace has 100% union density!



AMBER Smith is a solicitor within the Department of Justice and a newly appointed CPSU Workplace Delegate.

After spending four years in Launceston in private practice the travel bug hit and Amber headed overseas for six months to explore the UK, Europe and the USA before deciding to head home to Hobart.

She began working for the Department of Justice in 2009 and hasn't looked back.

Amber became a CPSU Delegate for a couple of reasons, firstly and most simply because she was asked to, and secondly because she comes from a union-driven household and knew her mother would be disappointed if she declined!

Amber believes a positive and supportive working environment is very important and she hopes to be able to make a difference within her work environment regarding workplace issues.

She's also an animal-lover who enjoys nothing more than relaxing with her two dogs, going for long bushwalks and spending time with family and friends.

Amber recently spent a few weeks in Thailand working, and playing, with elephants which she says was a most rewarding experience.







LARA GIDDINGS

Letter to CPSU Feb 2010

"Labor has given a rock-solid guarantee... that there will be no forced redundancies under this State Labor Government"

"We will consult with public sector staff prior to any decisions that have a major impact on them or their workplaces"

"The Labor Government's support for public services and public servants is a core value"

BRENTON BEST

Letter to CPSU Feb 2010

"There is an immense reservoir of expertise, experience and creativity that resides right now in our public service, and the Government is not prepared to let that go"

"Even in the most difficult financial circumstances for half a century Labor has maintained its responsibilities to the Tasmanian people through quarantines on frontline services from budget cuts by protecting schools, hospitals, police services and infrastructure spending"

BRYAN GREEN

Letter to CPSU March 2010

"I am committed to ensuring we maintain the skills and experience within the sector"

"I am sure a Labor Government will continue to put the public sector at the fore of everything we do"

"I look forward to maintaining the relationship I have with the union and public service employees into the future"

GRAEME STURGES

Letter to CPSU Feb 2010

"As a committed unionist who has given my working life to fight for the rights of workers, it gives me great pleasure to commit to the fundamentals of the four key elements of the Unions Public Sector Policy"

REBECCA WHITE

Email to CPSU Feb 9 2010

"I am particularly supportive of the principle to provide services to all Tasmanians, no matter where they live, and will do what I can if elected to support the Public Sector to do this"

"As someone who has worked in the Public Sector for more than four years now you can be assured of my support"

DAVID O'BYRNE

Email to CPSU Jan 29 2010

"I have had first hand experience of the difference it makes to Tasmania when we have a Government that values its employees, not only for the important work they perform day in day out but also what they add to our community"

"I am a strong believer in the role of the public service as a positive force within Tasmania, I also strongly support the principles of Government involving and fully consulting with public servants on the future of not only their work but also on the more broader strategic directions and implementation of public policy"

SCOTT BACON

Email to CPSU Feb 2010

"I reaffirm my own personal commitment to the Public Services @ Work policy. It's important that we maintain the vital services that are delivered to Tasmanians every day"

"As someone who worked within a Government Department only a couple of years ago, I know how important their work is and will continue to be as Tasmania grows and develops"

NICK MCKIM

Letter to CPSU Feb 8 2010

"We pledge to provide the Tasmanian public sector with sufficient resources to deliver high quality services to all Tasmanians"

"The Greens believe that Governments should negotiate in good faith with public sector workers and unions rather than forcing unions to industrial action as Labor has done on many occasions."

"The Greens also commit to no forced redundancies in the next term of government"

"We pledge a genuine consultation with workers before making decisions which significantly impact on those workers or their workplaces"

"Implementing our commitments to the Tasmanian public sector remains an absolute priority for the Greens and will be a primary focus in any discussions about forming a stable, power sharing government"

MICHELLE O'BYRNE

Letter to CPSU Feb 2010

"Labor has a proud record of strongly supporting the Public Service during both buoyant and difficult economic times, and of providing high-quality public services to the people of Tasmania"



THE CPSU and myState Financial offers four annual \$1000 Tertiary Scholarships to first year, first time students. Gabby Forward:

"I'm enrolled in a Bachelor of Arts/ Law at the University of Tasmania.

I'm interested in a career in international relations and journalism so I can eventually be a foreign correspondent.

I travelled to Timor Leste in 2010 and that inspired me to want to do on-the-ground reporting.

I'm involved with the United Nations Youth Association, the Tasmanian Youth Government Association and the Tasmanian Debating Union and also love photography and have had a couple of exhibitions.

It's difficult to cover study costs, even while working part time, so the scholarship has been a great help."



THE CPSU and myState Financial offers four annual \$1000 Tertiary Scholarships to first year, first time students. Amelia VanderNiet:

"I'm doing a Bachelor of Psychology to prepare myself for a career in rehabilitation and counselling.

I want to help people who've been institutionalised, such as prisoners, to relearn skills needed for a productive life and also help those affected by natural disasters or long term poverty.

I play soccer in the top Tasmanian women's league, am involved in music and I like to travel to developing countries."



CPSU Workplace Delegate Bonnie Beall works at the Mt Pleasant Laboratories near Launceston.

"I've worked in parasitology at MTP for 13 years and for eight of those I've been responsible for the running of the Parasitology Lab.

In brief, parasitology is the study of parasites including internal ones such as worms and coccidia and external ones such as lice, ticks and fleas - Basically, all sorts of crawlies, biting things.

My laboratory is unique in that we are the only full diagnostic parasitology service in Tasmania and one of the only surviving non-private parasitology laboratories in Australia, so we're a bit of a novelty.

My work involves all types of production animals such as cattle, sheep, goats and alpacas; marine mammals like seals, whales and dolphins as well as wildlife.

We also offer a limited service for horse owners and can provide them with a wormtest.

A large component of my duties involves testing submitted poop for parasite burdens.

This tells a client whether or not their animals are carrying a worm burden and if they need to drench them or it will give them an idea of how effective their drenching has been.

This is extremely important as production losses due to parasite burdens can have significant impact

on the farm as a business, and farming is already a hard enough job.

The material - yes, the poop - which I work with has inspired many remarks, jokes, funny stories and comments from my workmates and visitors, so I guess you need a good, if not weird, sense of humour to survive in this field.

I guess after 13 years and still loving it I qualify as weird.

I'm also senior NATA Internal Auditor, the Work Placement Co-ordinator, Evacuation Warden, First Aid Officer and most importantly one of the three CPSU Workplace Delegates here."



ROWAN Blake is a CPSU Workplace Delegate at Mineral Resources Tasmania.

"Until I was approached by a co-worker to become a CPSU Delegate I'd never actually given much thought to the role I might play in the union apart from that of a passive Member.

However, upon considering whether I wished to become a Delegate or not, I began to question and think about the role unions play in the workforce and society at large.

Having primarily worked in private industry in a variety of sectors I have first hand experience of working environments with a low union presence.

In these areas the employees don't experience the same rights and entitlements enjoyed by those in unionised work areas, and sometimes conditions were detrimental to workers' wellbeing and economic advancement.

A greater union presence in these industries would have led to greater employee wellbeing, which in turn leads to higher levels of job satisfaction and thus correlates to increased productivity and decreased staff absenteeism and turnover.

Many of the rights and entitlements we now enjoy are due to the efforts and sacrifices of union members now and through history.

These efforts have enabled our nation to develop into a more just and equitable society where employee exploitation is minimised and opportunity is available to people from varied socioeconomic backgrounds.

To maintain these rights and entitlements it's essential that employees have a united front to be able to bargain collectively - our strength lies in our numbers.

So, after contemplation, I decided that becoming a Delegate would fit with the values I personally hold, and that I could play an active role in informing colleagues, recruiting new members and maintaining a strong united presence in the workplace."

RETIRED Member and 2011 CPSU Award for Excellence in the Tasmanian Public Sector recipient Terry Webster started work in the store department at the Royal Hobart Hospital in 1973.

"It was a great place to work and at least four of the men I worked with are still working in supply & purchasing.

In 1989 I transferred to the Patient Transport office as the assistant co-ordinator for the Patient Travel Assistance Scheme becoming the co-ordinator in 1991.

My role was to make arrangements for patients and their families to travel to the mainland for urgent & non-urgent treatment that wasn't available in Tasmania.

This involved being on call 24 hours a day on a week-on week-off basis and it was a stressful position with a heavy workload but it was very rewarding to help patients and their families through the scheme.

For the last 13 years my office was situated in the Social Work Department and during that time I required assistance with the

increasing numbers of patients travelling to mainland hospitals.

Being part of this department enabled the patients and families to receive great emotional and social support.

As the PTAS Co-ordinator (South) I was a member of the statewide committee responsible for reviewing the scheme and advising Department of Health and Human Services on PTAS matters.

Dr Peter Renshaw from Launceston General Hospital and Mr Kim Miles from North West Regional Hospital have been valuable members of this committee and their work for the PTAS has been of great benefit to the patients and the department.

Last but not least I would recommend that all public servants to join the union.

I have been a member of the Community & Public Sector Union for 28 years and before this was a member of the Hospital Federation.

Non-union workers shouldn't rely on paying-members to receive pay rises and improved conditions which have

been negotiated on our behalf.

Thank you to the CPSU staff for their care and support over the last 28 years, without their dedicated help we wouldn't enjoy the wages and conditions we now share.

Finally I would like to say the Royal Hobart Hospital has been a very rewarding place to have been employed and it's been a privilege to have worked with dedicated and wonderful staff who often have to work in trying and stressful situations.

Without the support of the unions the situation would be a lot worse.





TOM LYNCH
General Secretary

YOUR CPSU STAFF: They're visiting your workplace, helping you on the phone, representing your interests, campaigning tirelessly, keeping an eye on the Government, working behind the scenes and speaking up for you in the media... and occasionally getting home:



CRAIG GRIFFITHS
Strategic Media & Communications



CRISTINA SERRA
Industrial Organiser OCT



SHANNON HARWOOD
Industrial Organiser MAST



KATE JACKSON
Lead Organiser EST



KATHRYN LEE
Industrial Organiser OCT



KIER TYSON
Lead Organiser MAST



MAT JOHNSTON
Assistant Secretary



CELESTE MILLER
Industrial Organiser MAST



STEPHANIE KATSIN
Industrial Organiser MAST



HEIDI NEHRMANN
Industrial Organiser MAST



EMMA GILL
Lead Organiser OCT



ANGELA AMES
Industrial Organiser EST



BLAIR DOWKER
Administrative Assistant



SARAH SMITH
Industrial Organiser EST



JAMIL MAHFOUD
Industrial Organiser OCT



MEL PARKER
Industrial Organiser OCT



STORM HANKIN
Administrative Assistant



LYN SAUNDERS
Industrial Organiser OCT



HAZEL HUGHES
Administration Manager



REBECCA KINGSTON
Reception



JACOB BATT
Industrial Organiser OCT



CHRIS SMITH
Industrial Organiser OCT

JACOB BATT: In my spare time away from the CPSU I've discovered a new passion, live music. While I have minimal to no musical talent the atmosphere being at a live concert is like nothing else! I've been lucky enough to see Tasmanian, Australian and International acts that all had the crowd in a whirlwind. From Devonport to Launceston, to Hobart, and even to Canberra, I go where the music takes me. Embrace live music, it's an experience you can't get from your iPod!

CHRIS SMITH: Over the last 12 months I've started refereeing rugby. I never really understood the time and effort it takes to do the job but now I have a far greater appreciation for those poor souls I very respectfully disagreed with over my playing career. The best part is that even if I do make a mistake (did a referee just put that in writing?) the players still need to follow my directions as politely as I used to. Go the Wallabies for the World Cup.

ANGELA AMES: It's been a year of change. I started the office epidemic of becoming pregnant and on March 1st Henry Robert Ames arrived. Little Henry is the most amazing thing that's ever happened to me. And he's a sleeper - all night from 6 weeks! (Don't tell Mat). He's super happy and laughs, eats and sleeps a lot. I enjoyed 6 months at home with him which has left me with memories I'll treasure. I also became an aunt as my sister had a baby boy. Double trouble for the grandparents. Now with our own little family I decided after 6 years of marriage to change my name. Not happy with AB on the alphabetical role call I'm now AA. I'm back at work in a new position that's a lot more hands-on with members which is what I love most about being part of the CPSU. So in short in the last year I have become a Mum, an Aunt, an Ames, a friend, an EST Organiser and very very busy!

HEIDI NEHRMANN: This year my dear friends and I increased our presence on the Hobart quiz night circuit with varying results. We also tried our hand at bingo which we found so enjoyable we held our own bingo night so we could each have a go at being the caller. It was a grand night of drinkin', smokin', votin' 18s and Dirty Gertie number 30s. It was fabulous that we had the opportunity to practice and refine this invaluable skill. I visited South Australia for the first time and spent four days travelling around and seeing some beautiful spots. Also this year, as in many gone by, I've attended my fair share of parties. Highlights included the Royal Hobart Hospital Ball in March and the Queen's Ball in June. Both were cracking nights and the costumes certainly didn't disappoint.

LYN SAUNDERS: I've experienced planting my very first veggie garden, and I had lettuces by the truckload! It was a load of fun and I'm looking forward to doing it all again. I also did some deck painting, had a fabulous bathroom redo done by experts and enjoyed some local Tassie trips including Strahan and Cradle Mountain - what a beautiful state we live in!

BLAIR DOWKER: Vomit and dirty nappies pretty much describes my year. I've become a father, moved into a new house and have become one of the newest members of the CPSU team. So between all of this and watching Carlton win the premiership (I can dream) there hasn't been much time for anything else this year.

STEPHANIE KATSIN: It's been an interesting and busy year. Our tiny little house had a makeover, with my partner and I making the seemingly questionable decision to rip out the old and put in a new kitchen, bathroom, and laundry - all at the same time. Several months later, and after a few hiccups, (flooded kitchen, random dead wildlife finding their way into the house in our absence), many long days and much hard work, it's all come together and is a much nicer place for everyone. We also added two furry friends to the brood: Millie the hooded rat, and Jessie the German Shepherd.

SARAH SMITH: This year has been amazing as I finally got to meet my little bundle of joy Noah who arrived on March 15th, weighing in at 7pound 15ounces. My life has changed significantly and I love every moment of it. Noah is now 5 months old and brings a smile to my face every day. I've returned to work after 6 months off and am enjoying being a working mummy. I look forward to the fun times ahead!

SHANNON HARWOOD: I'm no longer the new kid on the block, I'm really starting to feel like part of the furniture here. Perhaps that old chair that's survived many moves and is looking ratty 'round the edges, but you still want to hold onto it. The building here feels like home and my union family has supported me through the kinds of family crises I wouldn't want to repeat. I'm prouder than ever to be part of the union movement and supporting our members through some of the toughest times of their employment. I also just got to enjoy dressing up my own Pippi as Pippi Longstocking for her school's book parade; my dream house extension went like a dream (and can't help planning the next stage of reno's); and as for the exercise regime I kicked off this time last year... Oh well, two out of three ain't bad.

STORM HANKIN: The end of 2010 saw me fly overseas for the first time to Thailand where I spent a fabulous 2 weeks soaking up the sun by the pool side bar, venturing from place to place, trying the local cuisine, elephant trekking through the Phuket rainforests, spending a great day at the tiger temple in Bangkok and interacting with amazing animals who are free to roam. And then there was the shopping! It was an fantastic experience and I can't wait to see where my next adventure will take me.

KATE JACKSON: I've had a great year settling back into work after a long overseas trip. Since welcoming the world's best dog into the house last November it's been one long whirlwind of puppy walking, puppy school and puppy-proofing the veggie garden. The house renovations are continuing, slowly. In between all that I've enjoyed adjusting to my new role at the CPSU and am looking forward to the year ahead.

KATHRYN LEE: My first year with the CPSU has been very busy and challenging. As I've travelled around the state I've met many interesting people from a diversity of workplaces. I look forward to getting to know many more of you and working closely with Delegates. At home I've been flat out preparing my garden for my first open garden weekend in January, as a part of the Australian Open Garden Scheme. I hope you come and visit it.

CRAIG GRIFFITHS: Coffee. Work. Coffee coffee. Music. Wine. Wine music coffee. Work. Coffee work work. Coffee work. Music. Music wine music. Gin. Release album. Sleep. Coffee work. Music. Work coffee work work. Coffee work coffee music. Sleep. Coffee. Work. Slide guitar.

HAZEL HUGHES: This year saw the wedding of my eldest son and it was wonderful to catch up with old friends and interstate family. Their new home was completed and I finally gained a spare bedroom, which lasted for a month and then one of my other sons convinced me to give him back his bedroom so he could stay during the week. Bill and I finally got a well-earned cruise around the pacific islands and we're hooked and have already been on another cruise and will be going to NZ in November. Another of my four sons is engaged to a Chinese girl so we're learning about her family and our cultural differences along with coping with the language barriers as her English is still a little hard to decipher. When the Aussie humor is flying around the lounge room there's often a blank look on her face and trying to explain it after the fact is just not the same.

CELESTE MILLER: Despite a miserable run of luck including having my phone stolen, taking the wrong bus home without a phone to assist me, consistently running into random objects, breaking a multitude of electrical appliances, having my car side-swiped and of course being a long suffering Melbourne supporter, it's been quite an enjoyable year! I became a godmother to my 2 year old nephew Jasper who keeps me up to date on all things Toy Story and Spiderman, welcomed the arrival of another precious nephew Noah who I've bonded with over our shared interests of sleeping and eating and managed to attend a variety of music festivals all over the country which always prove to be enlightening experiences to say the least.

MEL PARKER: After 6 months in the Membership Advice & Support Team I moved to the OCT, and though I didn't change levels or even desks it still felt like a pretty big move. With Lyn, Jamil, Chris, Kathryn, Cristina & Emma we formed the new Organising & Campaign Team and developed a set of goals to work by. The beginning of the year introduced us to the challenges to come - the budget. And in May I conducted my first round of membership meetings - a slightly intimidating experience - but it's always rewarding to get out and hear the mixed opinions of members. The year so far has been punctuated with training courses and Stand Up events.

JAMIL MAHFOUD: I start each day with a mobile call to France to say goodnight to a beautiful Moroccan girl with a smile that could incite world peace. We met online a year ago, quickly became Facebook friends and one thing led to another, as they do. We'd started off with nicknames so it was a surprise to discover we were actually Jamil and Jamila! She's an academic doing a PhD in the field of Socially Responsible Economics and is the eldest of five girls, I'm the eldest of 5 boys. We've kept in touch each day and I can feel a plane ticket coming on. Ooh la la!

MAT JOHNSTON: This year my wife and I welcomed a new addition to our family. She's brought a new happiness and a whole lot of new challenges to our lives.

CRISTINA SERRA: The first part of the year was quite uneventful. I had some very slow day-trips in the Kombi and replaced all the plants the pademelons stole from my front garden. I'd had wonderful visions of a European holiday but the best I could manage was Sydney, the highlight being the train trip to Orange (don't ask). The second part of the year was a whole other story...

TOM LYNCH: Despite being constantly surprised by the time and money Australians spend on their house and garden I've got caught in the whole scene. Not only is it rare for a weekend to pass without a visit to the hardware store but I've become loyal to one brand and think less of people if they say they prefer Bunnings over Mitre 10. I once drooled over hi-fis I couldn't afford but now it's hardware catalogues that get me going as I dream about the next project. At any given time I have one project nearly done, one started and several in planning. This way I can spend maximum time measuring up and visiting suppliers and minimum time actually doing the work. I do detailed drawings of the pagoda and calculate how much soil will fill the new garden bed but invariably change everything when I actually go outside and realise the pagoda won't fit where I planned it and 5 cubic meters of loam is too expensive. When there's no excuse to go to the store because I have every tool I'll ever need and am ready to start work I get the tools out, get the footy/cricket on the radio and bring out a chair so I can sit comfortably and view each stage as it's completed. It's not a very productive way of working but it's fulfilling, the rewards are material, and it makes me feel part of a suburban sub-culture. Three cheers for the home handyman.

KIER TYSON: I've spent the last year trying to keep up with my son's growth spurts. One minute he loves lasagne the next he doesn't. First term it was cool to have mum help at school, 3rd term it's not. Birthday parties are no longer at fun centres they're evening discos. I've enjoyed helping out his team at the Hockey Centre early Saturday mornings and seeing the fun the kids have playing together including the camaraderie between schools. I've also enjoyed family escapes to Tomahawk on the north east coast and Freycinet.

EMMA GILL: At the start of this year I took over the OCT Lead Organiser role when Ange left to raise her new baby. On the home front we welcomed a new kitty - Miss Milly Butterfly. She's a strange creature who prefers corn, pasta and potato chips to cat food. And if you have breath fresher mints she'll tear your bag apart looking for them. My 7 year old daughter is really expanding her mind this year and I've had questions such as 'If the Government's money belongs to us why don't we take it back?', 'Did God invent poo?' and 'how did you and daddy make me?'. Argh! In family life class at school the presenter asked 'what is labour?', Eloise threw her hand up and answered 'Julia Gillard'. Pure gold moment!

REBECCA KINGSTON: This year has been a big one for me. I finished school and started my first full-time job working at the CPSU. It's been a great experience learning new skills and getting to know my wonderful colleagues. Over the past 12 months I've also continued indulging in my favourite past-times of fishing and going to concerts, as well as possibly discovering a new hobby in horse riding.

CPSU (SPSFT) Inc.
Statement of Financial Performance
for year ending 30 June 2011

	2011	NOTE	2010
INCOME			
Subscriptions	2,064,900		2,011,486
Other Income	165,506		136,822
TOTAL INCOME	2,230,406		2,148,308
LESS COST OF SALES			
Movie Tickets/Coles Gift Cards	97,772		72,476
GROSS PROFIT	2,132,634		2,075,831
LESS EXPENSES			
Affiliation	100,978	6a	99,828
Communication	61,530	6b	75,940
Campaigning Costs	92,667	6c	65,441
Meetings with Stakeholders	28,732		33,774
Depreciation	99,796		92,578
Financial	11,237	6d	9,788
Membership Expenses	14,328	6e	10,999
Motor Vehicle & Staff Travel	47,669		42,388
Office Support	114,126		114,267
Property	55,740		54,248
Staffing	1,379,335	7	1,342,833
TOTAL EXPENSES	2,006,137		1,942,083
OPERATING PROFIT	126,496		133,748
Gain / (Loss) on Sale of Asset	2,216		4,904
NET PROFIT / (LOSS)	128,712		138,652

CPSU (SPSFT) Inc.
Statement of Financial Position
as at 30 June 2011

	2011	NOTE	2010
ASSETS			
CURRENT ASSETS			
Cash on Hand	774,227		569,900
Debtors	45,902		16,631
Inventory	11,036		18,875
Prepayments	6,257		1,722
TOTAL CURRENT ASSETS	837,422		607,127
NON-CURRENT ASSETS			
IT Equipment	33,103	1b	51,505
Furniture & Other Equipment	2,165		6,068
Land & Buildings	965,000	3	905,956
Motor Vehicles	115,390		137,016
TOTAL NON-CURRENT ASSETS	1,115,659		1,100,546
TOTAL ASSETS	1,953,081		1,707,673
Liabilities			
CURRENT LIABILITIES			
Creditors	92,758		81,495
Leave Liabilities	175,730		158,514
TOTAL CURRENT LIABILITIES	268,489		240,009
NON-CURRENT LIABILITIES			
Leave Liabilities	45,122		47,519
TOTAL NON-CURRENT LIABILITIES	45,122		47,519
TOTAL LIABILITIES	313,611		287,528
NET ASSETS	1,639,470		1,420,145
EQUITY			
MEMBERS EQUITY			
Retained Earnings	984,135		845,483
Current Year Earnings	128,712		138,652
Reserves			
Amelioration Fund Res	7,000		7,000
Asset Revaluation Reserve	519,623		429,010
TOTAL MEMBERS EQUITY	1,639,470		1,420,145
TOTAL EQUITY	1,639,470		1,420,145

COMMUNITY AND PUBLIC SECTOR UNION (SPSFT) Inc.
Notes to the Financial Statements
Year Ended 30 June 2011

1 Accounting Policies

This financial report is a general purpose financial report prepared in accordance with Accounting Standards, and other authoritative pronouncements of the Australian Accounting Standards Board.

The following material accounting policies, which are consistent with the Australian Accounting Standards, unless otherwise stated, have been adopted in the preparation of this financial report:

- a) The financial report has been prepared on an accrual basis, and all assets and liabilities are recognised at their historical costs.
- b) Land and Buildings are carried at 30 June 2011, and their carrying amount is stated at the lower of cost and their recoverable amount. With the exception of land, property and equipment is depreciated over the expected useful life of each asset on a straight-line basis. Depreciation rates for each class of depreciable asset are as follows:

Buildings	
Building Improvements	
Motor vehicles	
Electronics hardware	
Electronics software	
Furniture, equipment	
- c) Revenues, expenses and assets are recognised net of the amount of income tax payable, unless the tax is not recoverable from the taxation authority.

1A Impact of adopting Australian Equivalents to IFRS

General purpose financial reports for years ending 2008-2009 have been restated to conform with Australian equivalents of international financial reporting standards (AIFRS). The Union's Management Committee has approved the restatement of accounting policies and financial reporting from Australian Accounting Standards (AGAAP) to Australian equivalents of international financial reporting standards (AIFRS).

2 Information to be provided to members or General Meeting

Attention of members is drawn to the provisions of Sections 20(2) and (3) which read as follows:

- (1) A member of a reporting unit, or the General Meeting, is entitled to request and receive from the reporting unit for specified prescribed information that is reasonably available to the person making the application.
- (2) The application must be in writing and must specify the information requested and the manner in which, the information requested must not be less than 14 days after the receipt of the application.
- (3) A reporting unit must comply with an application if the information requested is reasonably available to the reporting unit.

3 Movements in Reserves

	2011
Amelioration Fund	7,000
Asset Revaluation	519,623
Reserve balances	526,623

Freehold Property 155 - 157 Collins Street

Independently revalued 30 June 2011 and depreciated over 20 years.

4 Membership

Union membership at 30 June 2011 was 4,298 (2010: 4,298).

5 Auditor's Remuneration

Amounts paid or payable to the Union's auditor for the year ended 30 June 2011 (2008-2009: \$3,200)

6 Expenses

- a Affiliation: Includes \$14,912 paid to CPSU (SPSFT) Inc.
- b Communications: Expenses incurred for advertising, promotions, telephone, postage/freight, printing, website, etc.
- c Campaigning Cost: expense includes \$57,410 paid to the Union.
- d Financial: Expenses for Audit Fees of \$3,300 & Bank Charges of \$1,000.
- e Membership Expenses: Includes Donations \$967, Lending \$1,000, Assistance & Scholarship/Sponsorship \$1,000.

7 Honararia, Salaries of Office Holders

Includes salaries and honararias paid to Office Holders.

**CPSU (SPSFT) Inc.
Statement of Cash Flows
For the Year Ended 30 June 2011**

Report that has been prepared in
authoritative pronouncements

is consistent with the previous period
preparation of this report.

accruals basis and is based on

as provided under Section 252 of
2009.

1, independent valuation.

of cost less depreciation or the
and, property and equipment is
each asset using the straight-line
depreciable assets are:

2011	2010
5.00%	5.00%
12.50%	12.50%
22.50%	22.50%
33.33%	33.33%
100.00%	100.00%
25.00%	25.00%

ed net of GST except where the GST

RS

ding 2006 onwards are required to
ting from current Australian Standards
onal Financial Reporting Standards
ee considers the effect to be immaterial.

ral Manager

s of Section 272, subsections (1),

e General Manager, may apply to the reporting
ation in relation to the reporting unit to be made
e application.

and must specify the period within which,
ation is to be made available. The period
r the application is given to the reporting unit.

an application made under subsection (1).

	2010	Movement
0	7,000	0
3	429,010	-90,613
3	436,010	-90,613

preciation re-commenced at 5.0% per annum

B (2010: 4,343)

r for the 2009-2010 audit totalled \$3,300

SPSF Group, Tasmanian Branch)

rtising, annual report, email/internet, marketing &
g, web page & year planners

paid to work partners for a recruitment campaign
& Bank Charges of \$7,937

967, Legal Fees \$3,658, Unions Shopper, Amelioration

e Holders totalling \$256,884

	2011	2010
Net Cash Flows from Operating Activities	226,407	240,722
Net Cash Flows from Investing Activities	-22,080	-136,463
Net Cash Flows from Financing Activities	0	0
Net Cash for the year	204,327	104,259
Balance at start of year	569,900	465,641
Balance at end of year	774,227	569,900
Made up by:		
Bank	772,927	568,600
Cash	1,300	1,300
	774,227	569,900

Result for Year is reconciled to cash surplus from operations as follows:

	2011	2010
Profit for the Year	128,712	138,652
Changes in non-cash items		
Depreciation	99,796	92,578
Prepayments	-4,535	27,942
Profit on Disposal of Assets	-2,216	-4,904
Inventory	7,838	-17,050
Provision doubtful debts	0	0
Employee entitlements	14,819	45,827
Debtors	-29,271	-13,370
Creditors	11,264	-28,954
Cash Surplus from Operations	226,407	240,722

**CPSU (SPSF Group, Tasmanian Branch)
Statement of Financial Performance
for year ended 30 June 2011**

	2011	2010
RECEIPTS		
Capitation Fees	14,912	13,684
Interest	0	0
TOTAL INCOME	14,912	13,684
PAYMENTS		
Affiliation Fees - ACTU	14,637	13,684
Audit fees	275	220
Bank fees	0	0
TOTAL EXPENSES	14,912	13,904
Surplus (- deficit) for year		-220
Balance brought forward	74	294
Balance carried forward	74	74
Balance represented by:		
Amount owed by CPSU	0	0
Cash at bank	74	74
	74	74

Notes to the Financial Statements

Information to be provided to members or Registrar

In accordance with the requirements of the Fair Work (Registered Organisations) Act 2009, the attention of members is drawn to the provisions of Section 272, subsections (1), (2) and (3) which read as follows:

(1) A member of a reporting unit, or the General Manager, may apply to the reporting unit for specified prescribed information in relation to the reporting unit to be made available to the person making the application.

(2) The application must be in writing and must specify the period within which, and the manner in which, the information is to be made available. The period must not be less than 14 days after the application is given to the reporting unit.

(3) A reporting unit must comply with an application made under subsection (1).

Accounting Policies

All transactions are recorded on an accrual basis.

CPSU Branch Council is made up of a bunch of dedicated CPSU Members who devote some of their valuable time to managing your union. They meet regularly to hold discussions and make decisions about a range of important issues from policy, membership and staffing to campaigns and financial matters. Possibly the most crucial role of Council is determining the direction of your CPSU.

GRANT RANSLEY
President

TOM LYNCH
General Secretary

MAT JOHNSTON
Assistant Secretary

ROSMYN FAULKS
Vice President

LINDSAY JONES
Vice President

TIM TURNER
Treasurer

ANNE MATTAY
Executive Councilor

CHRISTINE MITCHELL
Executive Councilor

STEVE ARDITTO
Executive Councilor

CHRISTINE SMITH
Councilor

PAULINE BLYTH
Councilor

SCOTT RAGG
Councilor

KEN HART
Councilor

DONNA JOHNSTON
Councilor

THOMAS COURTO
Councilor

amy batt memorial scholarships

\$1000 + \$1000 + \$1000 + \$1000

OUR philosophy is “Members helping Members”, that’s how we work when addressing workplace issues and that’s how we work when assisting Members in their non-working lives, so if you or your children are planning some tertiary study we’d like to help.

In 2012 the CPSU and myState Financial is offering four \$1000 Tas Polytechnic/Tas Skills Institute/ University/TAFE Scholarships in memory of the late Amy Batt, daughter of exCPSU Organiser Jill Batt and sister of our OCT Organiser Jacob.

The scholarships may be used for study at any recognised University including music conservatorium or art school, Tasmanian Polytechnic, Skills Institute or TAFE Institute in Australia. (Grade 11/12 Polytechnic/Skills Institute students are not eligible).

The scholarships are available for first-year, first-time undergraduates only. So you must be enrolling in the commencement year of the course, and must not have previously gained a tertiary qualification.

You are eligible to apply if you meet the above qualification and you are:

- a CPSU (SPSFT) Inc Member and have been so for one full year prior to the date of your application; OR
- the child of a current CPSU (SPSFT) Inc Member who has been so for one full year prior to the date of your application. (This includes a stepparent or legal guardian.)

The scholarships will be awarded after adjudication according to the merit of the applicant as evident from their application and also their statement on the role of unions in the workplace. Applications close 5PM Monday April 2 2012. Contact the CPSU on 6234 1708 for more details.