

2008–09: the PSA by numbers

96 years of organising

57842 members

5733 worksites with PSA coverage

3268 workplace delegates

2021 delegates attended workshops

867 health and safety reps

260 collective agreements in force

73.3 organisers (fte)

41 holiday units, 7 locations

67% holiday home occupancy

Public Service Association
Te Pūkenga Here Tikanga Mahi

Annual Report
2008–2009



PSA executive



Paula Scholes,
President



Georgina Kerr, vice president
Te Rūnanga o ngā Toa Āwhina



Benedict Ferguson
Community sector



Bruce McKinlay
Environment sector



John Upfold, treasurer
Governance sector



Colleen Sayer-Roberts
Health sector



Gordon Mosley
Infrastructure sector



Marlene Pitman
Social services sector



Kevin McGorry
Staff rep



Brenda Pilott
National secretary



Richard Wagstaff
National secretary

President's report



This annual report marks the conclusion of my first year as your president. It's been a very busy and challenging year for all of us but also a year during which I have experienced many moments of pride and pleasure in being the president of such a great union.

We are the largest union in the country and one that continues to grow despite the challenging times facing our members and our potential members. We recruit an average of up to 900 new members every month and we have nearly 2,000 more members now than at the same time last year. These are clear indications that the PSA's policies and actions are relevant to today's workers – our members.

Our strong media profile is a visible demonstration of the work our union does to advance our interests. When Richard and Brenda appear on the TV or radio they are speaking on our behalf, getting our issues, our concerns, our voice out there for all New Zealanders to hear. I'm proud, and I'm sure you are too, of the balanced, reasoned arguments they present on what are often complex issues. What makes this possible is the team backing them up, our team, the PSA members and staff. Thank you for all your hard work.

Another great team is our executive board, members who work very hard to achieve our union's goals for our members. Thank you for your contribution and support.

There are so many great things that our union has been doing over the last year, too many to refer to here, so I encourage you to read this report which highlights our achievements.

One of my most enjoyable tasks is meeting delegates from working environments vastly different from my own and speaking with them about the challenges they face – as workers but particularly as delegates. Many have told me how useful and enjoyable our delegate training workshops are – how they have given them the skills and confidence to represent our members, to work alongside management, but most especially to take on new roles that they previously would never have aspired to. It is particularly pleasing to see and hear of the development of our younger delegates, some of whom will be undertaking our new delegate leadership training over the coming year to support them become the union leaders of our future.

It gives me great pleasure to be a delegate and the president of a union we can all be proud of, one that works so tirelessly for its members and achieves so much. Our union, the PSA – Te Pūkenga Here Tikanga Mahi.

Paula Scholes
PSA president

The Year in Review

Report from the secretariat

Election years always present special challenges for unions and no more so than for a union whose members work in the public sector. It's important that members are seen to be politically neutral in the course of their work. It is the role of the union to voice our members' concerns by vigorously promoting the union agenda.

The major focus of the four months from August to November was our election campaign. The PSA's campaign raised activity in many workplaces. We developed a range of election resources and worked closely with the CTU on a series of online videos which proved popular. PSA staff and members also actively engaged in activities in workplaces and the community, including surveying members outside work hours.

An election year can make any forward-planning problematical. However, the secretariat and the executive board prepared plans in the event of the election of a government hostile to unions and in favour of cutting public services. One of our main focuses was the future proofing of the PSA: embedding gains, building membership and strengthening our delegate structure. We have built up financial reserves and invested in IT enhancements that will improve communication with members.

We anticipated that a National-led government would not enter into a Partnership for Quality agreement. While we will continue with partnership as a strategy, our aim is to build union organisation and participation in workplaces as part of our Democracy at Work strategy.

WHATEVER THE CHALLENGES AHEAD, WE ARE WELL EQUIPPED TO MEET THEM. PSA MEMBERSHIP CONTINUES TO GROW AS MORE WORKERS REALISE THE VALUE OF BEING PART OF A LARGE UNION



As expected, the new government wasted no time in pursuing its agenda of public sector cuts to jobs and services. In addition to announced cuts in the public service, many of the 6000 local government jobs in Auckland are threatened after the Government ignored the recommendations of the Royal Commission for an orderly transfer of existing staff. In the health sector, clerical and administrative positions have been capped. Cuts to department budgets suggest that the Government is determined to impose a wage freeze.

The PSA adopted a number of initiatives to meet these challenges. We participated in the CTU's Workplace Productivity Education Project, were instrumental in setting up the ACC Futures group to fight against privatisation and initiated a series of disability forums to highlight the work, pay and conditions of disability support workers.

We were very successful in getting TV, radio and print media coverage and putting across the PSA view on such issues as public sector cuts and restructuring, public sector wages, Auckland governance and private prisons.

Engagement remains a central tenet of PSA strategy. Over the past year we have had numerous meetings with government ministers and with senior government officials and with chief executives of government departments.

The political and economic environment continues to be challenging, hampering progress in bargaining. Increasingly, our organising resources are dedicated to engaging in change processes as departments restructure and shed staff. The new environment has also seen the stifling of PSA members' civil rights to express political views, especially ones that oppose government policy. We have raised our concerns with the State Services Commission and been assured that guidance on political neutrality will be clarified.

Whatever the challenges ahead, we are well equipped to meet them. PSA membership continues to grow as more workers realise the value of being part of a large union that has successfully tackled such issues in the past.

Brenda Pilott and Richard Wagstaff
PSA secretariat

PSA centenary

The PSA will celebrate its centenary in 2013.

The executive board has established a steering group to explore ways of marking this important milestone in the union's history. We are planning an exciting year of celebrations which look back on our past and look forward to our next 100 years.



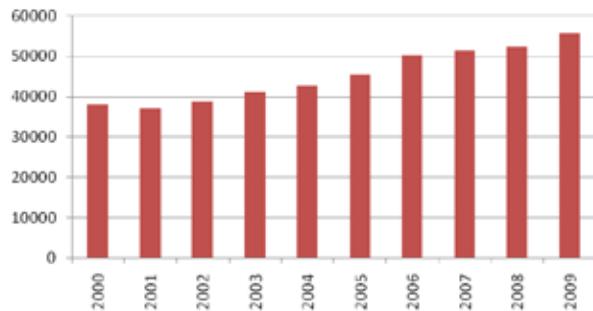
Membership snapshot

PSA membership growth

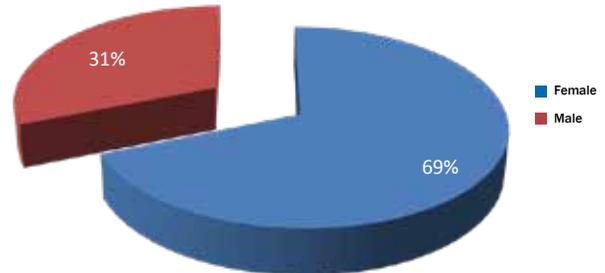
The PSA had 57,842 members as at 31 July 2009. This represents a 3.2 percent increase in membership over the year.

Total membership for 2009 includes 2057 members not paying fees, reflecting the lag between joining and fees coming through, and the number on extended leave but intending to return to their job.

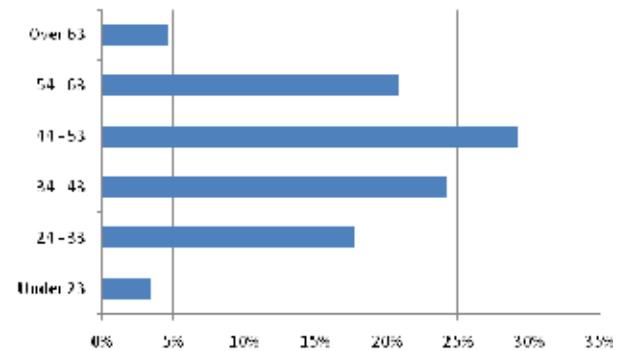
Membership growth 2000–2009



PSA membership: gender



PSA membership: age bands



PSA networks



The Rules provide for networks of members with common interests. Formal networks exist to provide support, share information and organise events and activities. They have no governance role but can present remits to Congress and provide ongoing advice

and expertise to the board and sector committees.

Networks recognised in the Rules are:

- PSA Pasefika
- Women's network
- PSA Youth network
- Out@PSA network

PSA Pasefika

PSA Pasefika held two national fono in 2008 which led to the formation of a national committee and a new regional structure. The prime focus of PSA Pasefika is to organise Pacific Island workers. The fono in October agreed on the need for a mission statement. This has been finalised as: *to build, strengthen and influence 'Pasefika for quality' to champion and celebrate the interests of Pasefika.* Nearly

3000 of PSA members have identified as Pacific Island. PSA Pasefika has a leadership role in CTU Pasifika.

PSA Women's Network

The new Rules, confirmed in 2008, established a formal Women's Network. Work on developing the network is now underway. Women can express interest in participating on the women's page of the PSA website.

PSAY

PSA Youth (PSAY) was established in 2008 for members under 35 years of age. Its purpose is to encourage activism amongst young workers and strengthen the union's focus on issues for younger workers.

Out@PSA

The Out@PSA network is for PSA members who identify as gay, lesbian, bisexual, transgender/transsexual or intersex. Its main role is to provide advice and support on employment-related matters, usually by phone or email. Out@PSA is an active participant in the CTU network Out@Work. The past year has seen growth in network membership, the development of promotional material and a page on the PSA website. A training resource for organisers is being developed.

PSA Delegates

Delegate development

The PSA runs an extensive delegate development programme that builds skills, knowledge and confidence. Over 2000 delegates participated in 145 workshops during 2008.

Over the past year delegate workshops have continued to evolve to meet delegates' needs. This has led to a shift away from the requirements of the unit standard-based national certificate.

Two new workshops have been introduced: *Disciplinary Issues* and *Creating a Positive Workplace*. The workshops *Facilitation Skills* and *Difficult Situations* have been



combined into a single workshop *What Did You Say?*. How to deal with bullying is now an explicit topic in the workshop *Creating a Positive Workplace*.

The seven-part series of delegate workshops is currently:

- Building Your Union
- Problem Solving
- Employment Legislation
- Disciplinary Issues
- What Did You Say?
- Bicultural Unionism
- Creating a Positive Workplace: Bullying

Feedback

Building Your Union (a required first workshop) and *Disciplinary Issues* attracted the most participants. Delegate feedback is very positive and reflects an appreciation of being able to learn new skills and gain confidence in the process.

Delegate handbook

The Delegate Handbook has been revised to reflect the delegate development programme and changes to the rules and strategic priorities.

Health and safety representatives

A total of 403 PSA health and safety representatives were trained at the stage one level of the CTU programme during the year ending July 09.

PSA leadership

National Delegates Congress

The highest decision-making body. Held every two years.

Te Runanga Taumata

The congress of Te Rūnanga of ngā Toa Āwhina, held every two years prior to Congress.

Annual General Meeting

Provides constitutional oversight.

Executive Board

Accountable to Congress. Comprises the president and convenors of sector committees and the committee of Te Rūnanga of ngā Toa Āwhina, a PSA staff representative and the secretariat.

Sector committees (6)

Represent the interests of members within their sector. Each committee includes a sector rūnanga.

Committee of Te Rūnanga o ngā Toa Āwhina

Represents the interests of Māori members.

Workplace delegate committees

Members may establish local, regional and national delegate committees for their enterprise.

Online delegate manual

PSA delegates will soon have access to an online manual that will bring together, in one place and in a quick-to-use format, most of the information they need to carry out their role. This is due to be launched by the end of 2009.

Bargaining for decent pay and decent work

Over the past year, the PSA has pursued several initiatives to improve pay and conditions and the quality of working life. Recruitment has been central to all bargaining campaigns and has been linked to a steady growth in membership.

Pay increases

Pay increases negotiated in 2008 were variable but generally above or in line with inflation.

Low pay targeted

The PSA has targeted low rates of pay. This includes lifting the bottom rates in DHB clerical and administration salary scales and campaigning for decent pay for community support workers.

Pay negotiated collectively

Despite employer resistance, pay is now included in most public service collective agreements and there has been some progress in developing transparent salary steps as an alternative to a performance-pay system.

Leave provisions

The PSA has bargained across the public sector to maintain annual leave entitlements that are above the statutory minimum. Local government bargaining has been particularly successful in improving annual entitlements and maintaining the differential over the statutory minimum.

The common leave provisions set an employment standard across the public service for enhanced leave entitlements. These were negotiated with the State Services Commission and endorsed by the previous government. They were implemented, either through bargaining or as a variation to the agreement, in two-thirds of departments before the expectation on employers was removed by the new government. Negotiations for full implementation continue.

Pay and employment equity

Addressing the gender inequities identified by pay and employment equity reviews has been a bargaining priority across the whole public sector. Once identified, most of the inequities can be redressed through collective bargaining and improved HR practice.

Multi-employer collective agreements

Multi-employer collective agreements (Mecas) continue to be limited to district health boards. The Nursing and the Allied Health and Technical multi-employer collective agreements were negotiated with district health boards in 2008. The PSA was also successful in winning a salary scale to recognise the language and cultural knowledge, as well as the clinical skills, required by Hāuora Maori workers.

The three North Island regional Mecas for DHB clerical and administration staff were also settled in 2008 with 11% pay increases over three years and improvements to leave and other conditions. Members in the South Island, whose agreement did not expire until early 2009, are running a campaign for an equivalent settlement in the face of strong resistance from employers.

Support for delegates

The PSA negotiates for union facilities to support workplace organisation and the role of delegates. These include such things as time for delegates to carry out their role, access to online union resources and opportunities to meet with members.

Recruitment

Recruitment strategies linked to bargaining, sometimes including a premium for union members, have been largely successful and driven membership growth across the PSA, particularly in the health sector.

Te Rūnanga o ngā Toa Āwhina

Committee members

Kaumātua: Kiwhare Mihaka

Convenor: Georgina Kerr

Infrastructure sector

Marshall Tangaroa, Department of Corrections

Jeana Jurisich, Department of Corrections

Community sector

Greg Whaiapu, Manukau City Council

Environment sector

Mike Tana, Biosecurity New Zealand

Alby Marsh, Crop and Food Research

Governance sector

Kiwhare Mihaka, Inland Revenue Department

Marcia Puru, Inland Revenue

Martha Selwyn, Public Trust



Social services sector

Georgina Kerr, Education Review Office

Marlene Pitman, Ministry of Social Development

Health sector

Allan Franks, Te Whetu Tawera

Hine Haig, Tairāwhiti DHB

Points of note

- ▶ 10% PSA members identified as Māori
- ▶ Bargaining goals: te reo and tikanga allowance; tangihanga leave, hura kohātu (unveiling) leave
- ▶ Strategic plan for 2008-11
- ▶ Rūnanga hui held for all sectors
- ▶ Strategic Plan 2008-2011.
- ▶ Participating in Te Puni Kokiri project on the public service and Māori.

Bargaining priorities for 2009-2011

Tight budget constraints, job cuts, the economic downturn and government pressure on wage growth have created a difficult bargaining climate across the public sector. But despite these challenges, the PSA is determined to press for fair pay, cost-of-living increases and better working conditions.

The 2009 – 11 bargaining strategies include:

State sector bargaining strategy for the public service, crown entities and state-owned enterprises

Health bargaining strategy for members in district health boards and the NZ Blood Service

Science bargaining strategy for members in crown research institutes

NGO bargaining strategy for members in the health and disability community support sector

Local government bargaining strategy for members employed by local authorities.

While the different bargaining strategies reflect the different circumstances of each sector, there are common principles that apply to PSA bargaining across the public sector.

Fair pay

- Pay and pay progression collectively negotiated
- Removal of hourly rates below \$15
- Fair pay adjustments to reflect rising costs
- Addressing pay and employment inequities.



Findings on gender equity

By November 2008 the PSA had participated in pay and employment equity reviews in every government department and in a sample of CRIs and DHBs and two local bodies. Findings included:

- pay gaps of between 3% and 35%
- women on lower starting salaries
- women do less well from performance pay
- women under-represented in the best-paid jobs
- women have less access to training and development
- lower pay and fewer career steps in jobs done mainly by women.



Maintaining and improving conditions

- A public sector standard for leave
- No clawbacks.

Healthy work environments

- Managed workloads and good work-life balance
- Health and safety issues addressed.

Job security

- Robust change management and redundancy provisions
- Greater commitment to training and career development
- Effective redeployment between public sector agencies.

Worker voice

- Better union facilities so delegates have time and resources to carry out their role.
- Partnership forums to deal with complex workplace issues such as value-for-money exercises, expenditure reviews, improving service delivery and community engagement.

Job cuts

PSA members are living and working in tough times. Since the general election in November last year the public sector has experienced a wave of restructuring and job cuts. By early August 2009 the PSA estimated around 2000 jobs had been cut or were planned to be cut in the public sector.

The cuts are being driven through the line-by-line reviews of government department spending and cuts in baseline funding made in the 2009 Budget.

There is the potential loss of 600 jobs at the Ministry of Social Development, plus 500 at New Zealand Post, 270 at Inland Revenue, 100 at TVNZ, 80 at Tertiary Education Commission, 70 at ACC, 25 at the Ministry of Justice, 20 at the State Services Commission, 19 at the Ministry of Fisheries and 14 at the National Library.

There is a prospect of job cuts in Auckland local government as a result of the super city restructuring. The review of the Local Government Act raises fears about the loss of local government jobs and services across the country.

In the health sector, the government has imposed a cap on the employment of clerical and administration staff by district health boards. Redundancies are starting to occur.

The PSA is responding to the jobs cuts in a number of ways.

Change management

The PSA has outlined the union's approach to change management to all chief executives in the public service and the larger crown entities. This includes:

- minimising job losses, exploring other options



- ensuring members have a say in decisions
- fair and transparent processes and decision making.
- monitoring the effects on workloads and services
- maintaining public ownership and control.

Delegates in a number of departments have been highly effective in analysing the effects of restructuring proposals and presenting options to lessen job losses and protect services.

Keep Auckland working

The PSA is running an effective Keep Auckland Working campaign to protect jobs and conditions during the transition to a single authority and retain services and assets in public ownership

Redeployment

The PSA negotiated a redeployment process with the Minister of State Services to assist public servants made redundant find another job in the public sector. Displaced staff can register for redeployment on www.jobs.govt.nz from which other public agencies are encouraged to recruit. It is a start but lacks incentives and compulsion.

Job watch

On April 1 the PSA launched a 'job watch' on the PSA website to provide a running tally of public sector job cuts.

Media coverage

The PSA's media campaign is ensuring that public sector job cuts and the negative impact on services and productivity maintain high visibility.

Community sector

Committee members

Benedict Ferguson (convenor), Manukau City Council
Pam Jemmett, (deputy convenor), Otago University
Ian Bull, Radio New Zealand
Ted Rippey, Waipa District Council
Neil Coup, Hutt City Council
Diana McRae, National Library
Roy Ramsey, Marlborough District Council
Gill Headifen, National Library
Greg Whaipu (sector rūnanga), Manukau City Council
Vacancy (energy)
Resignation: Walter Cook (retired), National Library



Points of note

- ▶ 7365 members
- ▶ 371 delegates
- ▶ 4% increase in membership
- ▶ Keep Auckland Working campaign
- ▶ Submissions to Royal Commission on Auckland Governance
- ▶ 39 councils have bargained for better annual leave
- ▶ Pay increases generally range from 2% to 4%
- ▶ Sector hui in August.

Strategies

Democracy at work

Democracy at work is the PSA's vision and agenda for change – how public services should be delivered, how employment relations should be done and what workplaces should be like. The campaign grew out of consultation with members as part of the Fresh Perspectives initiative.

Democracy at Work is about:

- decent work, decent workplaces
- high performing workplaces
- public value.

Partnership for quality

Partnership recognises the mutual interests of union members and employers in building strong and sustainable public services. It is based on good faith and engagement on issues and the search for solutions.

In 2007, the PSA signed a third partnership agreement with the Government and public service employers. This was designed to give union members a stronger voice through effective delegate structures and workplace partnership agreements.

In 2008 the National-led Government declined to continue with a partnership agreement with the PSA. The union, however, remains committed to constructive engagement with government and employers at all levels.

Campaigns

Strong public services for tough times

Strong public services for tough times is the PSA's overarching three-year campaign. The first phase involved the development of the report *The State of the Future* which was discussed by members in the early part of 2009. The campaign builds on the 2008 election campaign and

will continue to the next general election. Along with the Council of Trade Unions we will be inviting members and community-based organisations to regional meetings on the state of our communities and what support our communities need from public services. The campaign addresses such issues as:

- changing work and workplaces
- fair industrial relations
- safe work and secure careers
- high-trust workplaces
- value for the public's money
- productive workplaces
- integrated and accountable public services
- public value: making the lives of families and communities better
- getting rid of red tape.

Bargaining

In a time of recession, bargaining is a key campaign. The campaign is based on the bargaining priorities of the PSA for the period 2009 to 2011. These are shaped by the political and economic environment created by a change of government in 2008 and the fall-out from the global financial crisis. The bargaining campaign focuses on:

- fair and equitable pay, democratic pay systems
- improving the quality of working life
- strong workplace organisation
- workplace partnership agreements.

Disability support workers

With the slogan *Up Where We Belong*, this campaign aims to raise the status of disability support work and better the pay and conditions of disability support workers. Central to

Environment sector

Committee members

Bruce McKinlay (convenor), DoC
Dave Nendick (deputy convenor), Ministry of Agriculture and Forestry
Paula Scholes, ESR
Craig Ross, Landcare Research
Lynell Greer, Department of Conservation
Keith Gutsell,ASUREQuality
Chris Buckler, Land Information NZ
Alby Marsh, Crop and Food (sector rūnanga)
Mike Tana, Ministry of Agriculture and Fisheries (sector rūnanga)
Jenny Fraser, HortResearch



Points of note

- ▶ 6669 members
- ▶ 373 delegates
- ▶ Focus on bargaining outcomes and recruitment strategies
- ▶ DOC settlement ratified
- ▶ Growth in number of partnership agreements
- ▶ All expired collective agreements re-negotiated
- ▶ Meetings with science spokespersons of all main parties
- ▶ Promoted PSA sustainability policy.

this is the need for a greatly improved funding model that covers decent pay and training for support workers and quality services for clients. The campaign is being run jointly by the PSA and the Service and Food Workers Union. A series of delegate forums were held around the country and a disability support worker awareness week was organised in August 09.

Keep Auckland Working

Auckland local government workers' jobs are threatened by the government's approach to setting up a single authority for the whole Auckland region. The *Keep Auckland Working* campaign aims to protect members' jobs, pay and conditions in the transition to the new structure and also the current council services provided to Aucklanders. Campaign activity has included setting up an active network of Auckland delegates, submissions to the Royal Commission on Auckland Governance and to the select committee, a petition, meetings with the local government minister, regular media comment, and a members' Badge Day to raise awareness of the threat to jobs and services.

Keep Prisons Public

Private prisons cost more and deliver less but the Government is proceeding with legislation to allow private companies to manage prisons. The *Keep Prisons Public* campaign highlights the issues surrounding private management and ownership of prisons.

Pay and employment equity

The PSA has been campaigning since 2003 to improve the position of low-paid workers and to close the gap in earnings and career opportunities between men and women. The campaign entered a new phase when the Government abolished the Labour Department's pay and employment equity unit and pulled the plug on the pay investigation for CYF social workers. The PSA is part of a coalition for gender-based equity in pay and employment.

Don't Privatise ACC

Fears that a National-led government would privatise ACC were intensified when the minister sacked half the board, including the chairperson. The PSA has been instrumental in setting up the ACC Futures Coalition, comprised of health providers, ACC consumers and unions. The coalition was formed to provide balance and information to the debate about the future of ACC.

Campaigns supported by the PSA

The PSA endorsed campaigns that support better communities. It has endorsed:

- Buy Kiwi Made
- New Zealanders Love Libraries
- Save Adult Education
- Not Yours to Sell – the campaign to save Auckland's publicly owned assets.

Health sector

Committee members

Colleen Sayer-Roberts (acting convenor), Auck. DHB
Nancy Dally, Counties Manukau DHB
Julie Hollamby, Tairāwhiti DHB
Tauia McDonald, Waikato DHB
Richard Brown, Bay of Plenty DHB
Glenis Stewart, Taranaki DHB
Jen Lankshear, Hutt DHB
Michael Naughton, Hawkes Bay DHB
Janet Quigley, Canterbury DHB
Sue Wells, West Coast DHB,
Rūnanga Hauora
Alan Franks, Auckland DHB
Puti Tamehana, Whanganui DHB
NGO sector
Melanie Bourgeois, Spectrum Care
Lee Knight, Te Roopu Taurima
Vince Densie (deceased)
Resignations: Colette Rafter, Fa'alia Veau, Mark Stroud
Erana Poulsen



Points of note

- ▶ 20418 members
- ▶ 992 delegates
- ▶ 12% increase in membership
- ▶ NGO now represented on the committee
- ▶ Campaign to raise the status of disability support work
- ▶ Two regional conferences
- ▶ Three regional Mecas settled for North Island clerical
- ▶ Sleepover court case a major victory
- ▶ *Pay Fair* campaign for South Island clerical
- ▶ Healthcare NZ members took industrial action to reach a settlement
- ▶ PSA profile at conferences for dental therapists, allied health professions, mental health nurses.
- ▶ Issues: fair pay, indemnity insurance, HPCA review, memorandum of understanding with NZNO and College of Mental Health Nurses, oral health strategy, cap on DHB clerical.

Engagement

Government

The PSA secretariat and president engage with the government on matters that affect members' jobs, working conditions and living standards. This affords the opportunity to present ideas and information that may influence decisions in a way more favourable to members' interests.

The prime minister and deputy prime minister initiated a meeting with the PSA and the CTU straight after the election. The secretariat has since met with many ministers and with politicians from other political main parties. Several key ministers have agreed to regular meetings.

High-performance workplaces

The PSA has worked closely with the CTU in promoting a partnership approach to productivity as a means to enhance jobs and workplaces and improve performance. The PSA is represented on the Workplace Productivity Reference Group of influential unions and business organisations.

The government has been critical of public sector productivity but has presented few facts to back their assertions. The PSA advocates job security and workplace stability as basic requirements for high-performance workplaces and, in July 2009, responded to the Secretary of Treasury on what needs to change to lift public sector performance. We continue to engage with the government on this.

Health sector relationship agreement

Health sector unions and district health boards are signatories to the health sector relationship agreement (HSRA) designed to draw on everyone's professional skills to improve the quality of health services and the work environment. Training in HSRA processes is being provided to organisers, delegates and managers. With the support of the partnership resource centre, the PSA is working on a productivity project in mental health.

Science and research

The PSA national science committee meets regularly with government ministers and the Association of Crown Research Institutes. The committee provides practical insights on the impact of the science funding model and the need for good career development in science.

Disability support

The PSA was represented on the Ministry of Health's disability workforce strategic group which developed a discussion paper on workforce needs, including adequate funding and training. The PSA participates in the disability tripartite forum (Ministry of Health, unions and service providers) which is investigating a fair funding system for residential support services.

Workplace engagement

In workplaces with partnership agreements, PSA delegates play an important role in engaging with employers and providing a voice for union members in the decision-making process. There are some highly effective and sophisticated partnership arrangements in well-organised workplaces that are proving to be not only influential but also enduring.

Think tanks

The PSA maintains contact with the Institute of Public Policy Research and The Work Foundation in the UK.

Other bodies

The PSA has representatives on the following:

- Institute of Public Administration (IPANZ)
- Advisory board of School of Government, Victoria University of Wellington
- Local Government Industry Training Organisation
- Learning State (public service industry training organisation)
- Te Kaiawhina Ahumahi (social services industry training organisation).

Social services sector

Committee members

Marlene Pitman (convenor and rūnanga),
Ministry of Social Development (MSD)
Alison Van Dyk, MSD
Bhagauti Prasad, Housing NZ
Colleen Boyer, MSD
Dennis Gibbs, ERO
Georgina Kerr (rūnanga), ERO
Richard Chalklen, Special Residential
Schools
Richard Wilson, Department of Labour
Vacancies: ACC and Ministry of
Education



Points to note

- ▶ 10541 members
- ▶ 748 delegates
- ▶ Restructuring underway in MSD affecting 600 staff; extensive round of submissions from delegates
- ▶ Bargaining underway for Child, Youth and Family, ACC, Ministry of Education, ERO
- ▶ Government cancelled CYF social work pay investigation
- ▶ 80 job cuts at TEC
- ▶ Successful bargaining at the Department of Labour
- ▶ Closure of DoL Pay and Employment Equity Unit.

Legal representation

The PSA legal team provides advice and, where appropriate, advocacy in legal proceedings. In line with the principles of the Employment Relations Act 2000, most of the cases we pursue are resolved at mediation. A snapshot of some of the types of issues that have reached the Employment Relations Authority includes:

- A claim for unpaid holiday pay for workers whose employer was in financial difficulty.
- A personal grievance for unjustified dismissal of a mental health nurse was successfully argued in the Authority,
- Defending an employer's appeal to the District Court of a successful ACC review decision for a member at a DHB.
- A number of relocation, redundancy and restructuring disputes are being pursued.
- A dispute with an employer about their attempts to communicate directly with our members during bargaining.

The PSA has also been involved in a number of larger cases and disputes this year including:

The sleeper cases

The PSA filed in the Authority seeking the minimum wage for the time spent by a community support worker performing sleepovers in residential care facilities. In a similar related case in which the PSA is involved, it has been

successfully found in the Authority and on appeal in the Employment Court that sleeping over in disabled clients' homes is work in terms of the Minimum Wage Act 1983. The second issue of how this right to the minimum wage for sleepovers worked is to be satisfied is still subject to proceedings in the Court. The Ministry of Health attended the hearing and the Government noted the case as an 'un-quantified fiscal risk' in the last budget. The Court has invited submissions from Business NZ and the CTU on the second unresolved issue. This litigation could have significant implications for many government-funded care providers.

Human rights complaint

Complaints have been lodged with the Human Rights Commission about the government's cancellation of the investigation into pay and employment equity for social workers at the Ministry of Social Development. The Human Rights Commission has indicated that these complaints can be taken further.

Ministry of Agriculture and Fisheries (cars)

MAF removed the cars our longer serving members had used to travel to and from work for several decades. They did this without negotiation. The PSA asserted that the cars were a condition of employment which could only be removed by agreement. The matter has settled for 17 of the members but is still before the Authority for the remaining 23 members affected.

Canvassing members' views

The PSA actively seeks members' views on the issues of the day through postal and online surveys, polls and forums. This is in addition to the information from organisers through their day-to-day contact with delegates and members. Surveys carried out over the past year include:

Workload survey

An online workload survey over December and January on members' workloads. This was completed by almost 2000 members and provides baseline information for annual surveys. The survey found that public sector workers are struggling with the pressure of work and many are working long, unpaid hours.

Whistleblowing law

The PSA invited members to comment on the Protected Disclosure Act. These findings, which revealed a lack of information and training in the workplace, were presented to a select committee.

Social worker registration

Social workers were surveyed on their views on voluntary registration. It showed there is inadequate practical support and financial recognition to encourage registration.

Prison privatisation

Members employed in Corrections were surveyed on their views and experiences of prison privatisation. This provided valuable information for the PSA's submission to parliament.

Readership survey

This is to inform the communications plan through more detailed knowledge of members' preferences and access to online and printed resources.

Secretariat blog www.psa.org.nz

A blog was set up in July 2009 for the secretariat to comment on issues of the day. This is an opportunity for members and the wider public to give feedback.

PSA plus

PSA plus provides a valued service to members through our holiday homes and money-saving benefits on a range of services.

Holiday homes

The PSA's self-funding holiday homes continue to be popular with members. The occupancy rate for the year ending July 2009 is a healthy 66 percent, a 7 percent increase over the previous year. Vacancies are few and far between during holiday periods and weekends. We have had some success in promoting the holiday homes for mid-week and winter breaks.



Other member benefits

The PSA uses our strength of numbers to negotiate membership discounts on a range of financial, insurance and other products. These offer benefits to members and provide a steady income stream for the PSA.

In October 2008 we launched a Kiwibank package with discounts for PSA members. Negotiations are nearly finalised for a Kiwibank MasterCard credit card. This will replace the American Express credit card which was discontinued as a PSA benefit towards the end of 2008. The arrangement with Regency Duty Free was discontinued in July 2009 following a buy-out of the company.

PSA membership currently attracts discounts on:

- Vero - home, contents, car and travel insurance
- Crombie Lockwood - health and risk insurance
- Kiwibank - banking package
- Avis - rental cars
- EyePro - eye care discount
- Cardplus - fuel card
- Beaurepaires - tyre discount.

PSA publications

PSA Journal published quarterly

PSA Noticeboard - a monthly email newsletter

PSA Pulse - for members in health

The Local - for members in local government

Te Here Tikanga - members in community support NGOs

Ngā Peka o Tātou - for members in the rūnanga network

Organisation-specific newsletters, leaflets and posters

PSA website - daily updates, videos, polls, blog

PSA submissions

New Zealand Transport Agency

Presents the PSA's preferred principles for the organisational design of the new NZ Transport Agency, July 2008.

Tribunals in New Zealand

Submission to the Ministry of Justice that identifies issues for staff in the proposals to reform tribunals. August 2008

Better government engagement project

Submission to the Building Better Government Engagement Reference Group. March 2009

Minimum wage

In a submission to the Minister of Labour, the PSA advocated the minimum wage be set at should be 66% of the average wage. September 2008.

Review of the Workplace Health and Safety Strategy

The submission pointed to barriers to be overcome for safe and healthy workplaces. June 2009.

Registered nurse scope of practice

Submission to the Nursing Council on the review of the nursing scope of practice. July 2009.

Credentialing framework for health and disability service providers

Submission to the Ministry of Health on extending credentialing into the allied health and nursing workforces, not just the medical workforce. May 2009.

Corrections (Contract Management of Prisons) Amendment Bill

The submission to the select committee summarises members' views on prison privatisation. May 2009.

Electoral finance

The response to the Ministry of Justice issues paper on electoral finance urged the removal of barriers to participation. June 2009.

Local Government (Auckland Council) Bill

Identifies the importance of job security, public ownership of assets and enhanced democracy in the transition to a new authority. June 2009.

Protected Disclosures Act

An oral submission to the select committee considering the Protected Disclosures Act ("whistleblowing" act) that pointed to the lack of training and information in workplaces.

Union cooperation

Council of Trade Unions

The PSA is a committed affiliate of the Council of Trade Unions, actively participates in its national and local forums and programmes, and contributes expertise on public sector issues. PSA national secretary Richard Wagstaff is vice president of the CTU. We are honoured that our kāumatua, Kiwhare Mihaka, was chosen to be the CTU's first kāumatua.

The PSA has worked with the CTU on initiatives such as the *Strong Public Services* campaign, the *Fairness@Work* campaign, opposition to the "fire-at-will" law, and submissions on employment and health and safety laws.

The PSA supports Unions Aotearoa International Development Trust (UnionAID), the CTU's overseas development agency, and promotes it through our publications and on the website.

The PSA is represented by the secretariat on the National Affiliates Council. PSA members and officers participate in the CTU Rūnanga, CTU Komiti Pasefika, the Women's Council, Out@Work, local affiliate committees, the health sector and state sector standing committees and Stand Up!, a forum for young union members.

Service and Food Workers Union

The PSA is having exploratory talks with the Service and Food Workers Union (SFWU) to consider whether merging the two unions would be in the best interests of members. The PSA and SFWU have met several times for discussions, with regular progress reports to their respective executives and members. Any decision on a merger will be made by the PSA National Delegates Congress.

Local government unions

In 2009 the PSA signed a memorandum of understanding with the Bay of Plenty Regional Council Staff Association and the Whakatane District Council Employee Association on working together on matters of common interest.



Public Services International

The PSA is an active member of Public Services International, a global union federation made up of more than 650 public sector unions in 160 countries. Our contribution is concentrated largely on building public sector union organisation in the Pacific. We have developed close links with unions in Fiji, Samoa, Tonga and the Cook Islands and assist with training and development programmes.

Union Network International

Union Network International (UNI) is a global union federation representing 15 million members in 900 unions including workers in the mass media, entertainment, and the arts. The PSA has affiliated its broadcasting workers to UNI.

International Trade Union Confederation

The International Trade Union Confederation (ITUC) comprises 311 union affiliates from 155 countries and campaigns to defend workers' rights worldwide. The PSA is represented at ITUC through the CTU.

Overseas unions

The PSA maintains close links with public sector unions in Australia, Britain and Ireland that face issues similar to ours.

Governance sector

Committee members

John Upfold (convenor), Statistics New Zealand
Abdul Rafik (deputy convenor), Inland Revenue Department
Martha Selwyn (rūnanga rep), Public Trust
Marcia Puru (rūnanga rep), Inland Revenue Department
Ann Kendall, Department of Internal Affairs
Fiona Hedges, IAG
Craig Bradley, Statistics New Zealand
Stephany Mitchell, PSA organiser
Resignations: Judy McCready and George Snell, both of IRD.



Points of note

- ▶ 5916 members
- ▶ 318 delegates
- ▶ Leadership forum in March 09
- ▶ Sector hui in August 09
- ▶ Statistics field interviewers' agreement settled
- ▶ Maintaining contact with agencies not represented on the committee
- ▶ Some large-scale restructuring and redundancies in government departments
- ▶ 3 Public Trust branches closed.

Operational

Future Proofing

The PSA is working to ensure our operational systems are future proofed to deal with change, whether welcome or unwelcome.

Membership fees

The rules of the PSA require the executive board to review membership fees every two years, taking into account cost-of-living and wage movements. This led to a fee increase in March 2009 of between 20 cents and 80 cents per fortnight. Membership fees are based on annual gross salary. The current fortnightly fees are \$3.40 for earnings under \$16,500; \$6.70 for earnings between \$16,500 and \$33,000; and \$13.40 for earnings over \$33,000.

Membership database

The membership database has been undergoing a radical overhaul to ensure our records are as accurate as possible and meeting the information needs of organisers and delegates. New facilities have been added to improve reporting. We can now send out mass text messages and members will soon be able to update their details on the PSA website.

Information systems

The PSA adopted a new information systems strategic plan (ISSP) in 2006. This included upgrading the infrastructure; computer telephony integration; and a new website and intranet. Progress on the implementation of the plan was independently and favourably reviewed in 2009. The executive board has approved the next stage of development based on the principles of flexibility to respond to change; integration of systems; and adding value to business systems.

Business continuity plan

Work is underway to ensure our financial and operational systems are safeguarded and the union can continue to function in the event of a significant disruption.

Sustainability policy

The board has adopted a formal sustainability policy that commits our democratic and operational structures to taking sustainability into account when making decisions.

New rules

There have been some major revisions to the Rules of the PSA, following decisions by PSA Congress 2008. The changes are designed to enhance the union's democratic structures and were introduced after extensive consultation with members. They include requirements for annual meetings of members in workplaces and election processes for delegates, Māori enterprise delegates and sector runanga. The rules now provide for student membership and the establishment of a women's network.

An operating manual is being prepared for delegates and members to clarify roles and responsibilities.



Infrastructure sector

Committee members

Gordon Mosley (convenor), Ministry of Justice: Courts

Shane Lean, Ministry of Justice: Courts

Trevor Day, Ministry of Justice

Andrew Tanner, Aviation Security Service

Hamiora Te Aramakutu, Department of Corrections: Prisons

Jackie Kerr, Department of Corrections: Prisons

Marshall Tangaroa (sector rūnanga), Department of Corrections: Prisons

Sylvia Young (temporary), Department of Corrections

Steve Clarke, Department of Corrections: Probation

Jeana Jurisich, (sector rūnanga), Department of Corrections: Probation

Keith Oldcorn, New Zealand Defence Force

Tracey Karen, New Zealand Defence Force



Wendy Faulkner, Customs

Resignations: Norm Mannix, Mike Cross, Pam Glass, Brendon Trask

Points of note

- ▶ 6669 members
- ▶ 466 delegates
- ▶ Some loss of members to other unions in Justice and prisons
- ▶ Participated in multi-union engagement forum
- ▶ Bargaining underway in Ministry of Justice.

Operational

Sustainability

PSA Congress 2008 adopted a sustainability policy which requires a sustainability action plan for the union's activities. The PSA has joined and taken advice from the Sustainable Business Network. This is the first report on our sustainability indicators and will provide a baseline for future annual reports.

Resource use

2009 (2008)

Vehicles:	90,715 litres of fuel (91,697) 243 tonnes CO2-e (245)
Air travel:	300 tonnes CO2-e (309)
Electricity:	459,264 kWh (427,666)
Natural gas:	8,539 M3 (636)

Financial sustainability

Ratio of reserves to operating cash requirements
84.35% (83.96%)

Ratio of current assets to current liabilities
6.2:1 (6.4:1)

Ratio of total assets to total liabilities
5.5:1 (5.4:1)

Membership sustainability

Delegate to members ratio 1:18

Number of training days delivered 237

Female to male (%): members 69:31;
delegates 60:40; governance 48:52.

Staff sustainability

Staff with a career development plan in place: 61%

Staff turnover:
6.6%

Staff in retirement savings schemes: 82%

Take-up wellness payment: 77%

Days lost through sickness: 3.7%

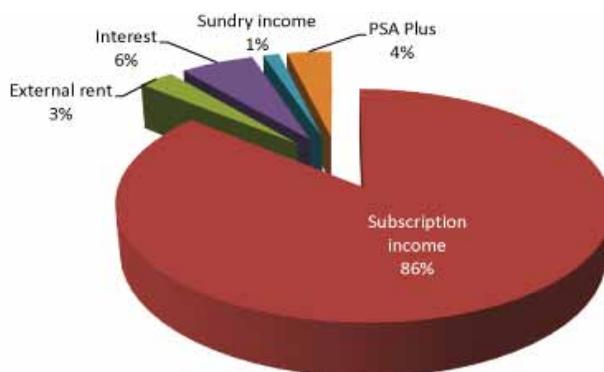
Figures as at year ending 31 March 2009

Financial

The report of the treasurer and the audited financial statements are published as a separate document.

The treasurer reports that the union is financially well-placed to meet whatever the future holds. In addition to membership fees, the union receives income from property rentals, interest on investments and PSA plus initiatives. The financial position has benefited from membership growth but investment returns have been modest and this will continue with the fall in the official cash rate. The union maintains healthy financial reserves.

Income



Expenditure

