

HSEU BUZZ



HSEU kicks off the New Year with an Enhanced Collective Agreement with NTUC Health

The new year ushered in good news for NTUC Health staff! On 4 January 2023, HSEU signed and sealed a new Collective Agreement with NTUC Health Co-operative Ltd.

The renewed CA is effective from 1 January 2023 to 31 December 2025. For the next three years, NTUC Health staff can enjoy the host of benefits the enhanced CA covers. These include:



More NTUC Health Assistant Managers represented

Extending limited representation to Assistant Managers in job grade F on issues involving retrenchment, termination/dismissal, breach of contract, re-employment, and appeals to Minister under S35(3) of the Industrial Relations Act.



Greater Clarity in Grievance Handling Process

Providing greater clarity on the grievance procedure with a more comprehensive grievance addressing mechanism.



1 day paid sick leave without MC

Allowing employees to take 1 day of paid sick leave without the need for a medical certificate from a medical practitioner.



More Male Staff to enjoy 3 Days Paid Paternity Leave

Granting male staff with at least 3 months of service and who do not qualify for government paid paternity leave 3 days of paid paternity leave for up to 3 children.



Better Protection for Staff Safety and Welfare!

Introduction of new clauses on protection against workplace harassment and progressive workplace practices to better protect the safety and welfare of staff.





Dialogue on the Prevention of Abuse and Harassment of Healthcare Workers

With the rise in the number of abuse and harassment cases of public healthcare workers over the past few years, which was further exacerbated by the COVID-19 pandemic, the Ministry of Health (MOH) established a new Tripartite Workgroup for the Prevention of Abuse and Harassment of Healthcare Workers in March 2022 to spearhead a coordinated national effort to prevent abuse and harassment of healthcare workers in the public, private and community care sectors.



The Workgroup comprises of representatives from MOH, the Healthcare Services Employees' Union (HSEU), public healthcare clusters, community care partners, and private healthcare providers. The Workgroup recently completed its mid-term review and proposed preliminary recommendations to address the abuse and harassment of healthcare workers. The Dialogue session, held on 8 February 2023, was organised for HSEU's union leaders to engage MOH on its preliminary recommendations and provide feedback, with a view to further refining and sharpening the recommendations that will be implemented across healthcare institutions. The panel at the Dialogue comprised of Dr Benjamin Koh, Deputy Secretary (Development), MOH, Prof Chua Hong Choon, Deputy Group CEO, NHG, Dr Tracy Carol Ayre, Group Chief Nurse, Singhealth, Ms Clara Wee, Chief Human Resource Officer, NUH and the Dialogue was moderated by HSEU's President, K Thanaletchimi.

HSEU's union leaders shared passionately at the Dialogue and engaged in robust discussions with the panel. HSEU's Assistant General Secretary, Fiona, raised a question about workplace bullying and questioned how the Workgroup intends to address the issue. The panel acknowledged that workplace bullying is a serious issue and stressed that they do not tolerate such behaviour, regardless of whether it comes from staff or members of the public. The panel gave their assurance that the Workgroup will take a comprehensive and holistic approach in studying issues of workplace abuse, harassment and bullying, and ensured that they will take steps to address them.

HSEU's General Treasurer, Dicky, and Executive Council member, Catherine, questioned the lack of enforcement action for healthcare workers who have reported cases of abuse and harassment, whether it is possible to work with the Ministry for Home Affairs to

ensure that complaints made by healthcare workers are investigated seriously and if management can also play a part in closing the loop for staff who have reported such cases. The panel emphasized that there should be a closed loop for staff who have reported cases of abuse and harassment and agreed that the Workgroup could look into ways to provide better assurance on the follow-up of cases.

In the closing address by Senior Parliamentary Secretary, Ministry of Health & Ministry of Law, Rahayu Mahzam, she concluded that workplace abuse and harassment is a multi-dimensional issue which needs to be segmented in order to address it.

Her hope is that through the standardisation of the approach to tackling workplace abuse and harassment, it will become a culture which gets repeated and ingrained in our society. All in all, it was an insightful Dialogue with many takeaways for our union leaders, and many considerations for the Workgroup to take into account as they sharpen and finalise their recommendations.

The Union takes a zero tolerance approach to all forms of workplace abuse and harassment and will continue to advocate for all staff to be treated with dignity and respect.

Vision Zero Pledging Ceremony



At the Workplace Safety and Health Forum for Healthcare on 9 February 2023, the Healthcare Services Employees' Union was among the 13 industry leaders that pledged for Vision Zero, the belief that zero harm to staff and stakeholders is possible and all healthcare workplace related injuries and ill-health are preventable.

Through the Pledge, HSEU committed to the tripartite effort to play a pro-active role to improve the workplace safety and health standards and practices of healthcare industry sector and foster a culture of care and prevention for our stakeholders including staff, members, and employer partners. HSEU strongly supports the Vision Zero movement and champions a safe and conducive environment for our healthcare workers.

Healthcare Services Employees' Union (HSEU)



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