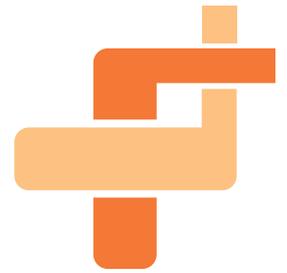


# HSEU

Fourth Quarter 2008

MITA (P) 184/07/2007



An **ntuc** Affiliate

## HSEU wins 3 Awards for Success in Membership!

HSEU won three awards at the "U are the Star" - an event organised by NTUC Membership Department to celebrate and honour the contributions of our unions, social enterprises and business partners towards NTUC membership achievement.

The awards were handed out at a glittery ceremony held at the DXO, Colours by the Bay on 21 October 2008. Over 350 union leaders and branch officials, key stakeholders of NTUC social enterprises, strategic and industry partners, NTUC senior management and staff joined the Guest-of-Honour, Mr Lim Swee Say, NTUC Secretary-General and Mr John De Payva, NTUC President, for a night of celebrations and jubilation.

Mr Lim praised the unions and the NTUC Membership Department for their efforts in helping to increase union membership.

When asked about the secret of the union's success in attracting new members, Ms Janet Khoo, HSEU Deputy General Secretary and Chairperson, HSEU Membership Subcommittee, said: "Teamwork, dedication and creative ideas of the Certified Recruiters contributed to the success of membership growth of HSEU."

"Membership is the lifeblood of the union, hence, we pay great attention to increasing and developing our membership, and we are glad to have the support of the management to do so," added Ms Khoo.

### Merit Award

This award recognises HSEU's achievement of a net growth of 2% and more in Ordinary Branch (OB) membership. This \$1,500 cash award was presented to Ms Diana Chia, General Secretary of



HSEU, by Mr Heng Chee How, Deputy Secretary-General of NTUC.

### Highest Net Increase Award

HSEU emerged the Runner-up for the Highest Net Increase Award. This award recognises HSEU's efforts in achieving net increase of 2,383 members and 2,672 gross increases in membership. Secretary-General of NTUC, Mr Lim Swee Say, presented the \$4,000 cash award to Mr Mahmood Idrose, President of HSEU.

### U Breakthrough Award

This award was presented to HSEU for its outstanding and innovative ways which allow the Union to achieve breakthroughs in areas such as recruitment, retention, service quality (customer service, membership application process, etc.) and in its communication with members. Out of a total of 15 submissions, four unions were chosen by the Selection Committee. As the winning union, HSEU received a plaque and \$2,000 cash award.

Innovation and creativity are the hallmarks of the HSEU Membership campaigns. For example, this year, customised membership form and information kit were added to reinforce the union's identity and image as a Healthcare Industrial Union. This award was presented to Ms Janet Khoo, Chairperson of HSEU Membership Subcommittee, by the President of NTUC, Mr John De Payva.

HSEU would like to thank our Certified Recruiters, Union Members as well as Management Partners for their continuous support!





## WORDS FROM GENERAL SECRETARY

Dear Members,

You would have read on the front page that HSEU has won 3 awards for active efforts in recruiting new members. To achieve this, HSEU has applied the 3R (Recruitment, Retention and Relationships) strategy towards membership recruitment and retention and strengthen bonds amongst all members. Recruiting new members will always remain a top agenda of the union. However, union strength could not be maintained without the other 2 Rs, retention and relationship.

For the past months, HSEU has been organising a series of activities targeted at benefiting our union members as well as strengthening our relationships with our management partners. To date, more than 50 activities, of various scales and purposes, have been held successfully. Such mean feat cannot be achieved without the dedicated efforts of our branch leaders and officials, as well as support from the healthcare institutions. For example, we collaborated with other industrial unions to organise The Mahjong Challenge, which is designed to promote active aging and social interaction among senior members. For the more family-oriented, we have more than 300 members and their families participating in the National Day event to form the largest Singapore Human Flag at the Padang. As a result of improved communications as well as higher-quality union activities, we not only saw an increase in the participation of our existing members but also a sharp increase in new members. The good relationship between the union and management also helps HSEU in offering attractive benefits to recruit and retain members. As of now, our membership base has crossed the 13,000 members mark.

On the economic front, the 2008/2009 salary increment for SingHealth and NHG clusters that we negotiated remains relatively higher than before. However, in view of the uncertain economic conditions, we remain cautious on how the side effects of a slowing economy will eventually affect us in the near future. Going forward, the landscape for the healthcare sector remains bright as more hospitals will be built, while the recruitment for healthcare professionals is still ongoing. The Union is certain that Singapore's healthcare community, with its strong fundamentals and capable leadership, will ride out the uncertainties and emerge stronger like no other.

## Branch Official Dialogue Delves Into Union's Progress and Changes



More than 60 HSEU officials representing various healthcare institutions attended the HSEU Branch Official Dialogue on 8 October 2008. The dialogue was held for the purpose of communicating the current progress and changes experienced by

the Union since the beginning of 2008. In his opening address, Mr Mahmood Idrose, President of HSEU, shared on the uncertainty of today's economic climate and noted that the healthcare community has always prevailed in times of uncertainty.

Mr Simon Ong, General Treasurer of HSEU, presented several key changes to the Union's financial guidelines based on suggestions and feedback from union officials. General Secretary, Ms Diana Chia, presented the interim updates of the progress by various sub-committees. She revealed constant improvements in areas of Industrial Relations, Membership Recruitment, Welfare, Youth and Sports.

Recently, NTUC, Ministry of Manpower and the Singapore National Employers Federation have come together to review the Employment Act. Several amendments were proposed. In addition to that, the Government has also announced some exciting changes to the Marriage and Parenthood package which will affect many members. To help the branch officials understand and explain such changes to members, Ms Thanalechmi, Vice-President of HSEU, was invited to provide an overview of the changes from the healthcare perspective. Lastly, a panel comprising of HSEU Exco leaders engaged the branch officials in a frank and engaging session of Q & A.

# Newly-elected Branch Officials completed IR course

The HSEU Basic Certificate in Industrial Relations (BCIR) Course concluded successfully on 30 August 2008 at Downtown East. Branch officials who attended this course acquire working knowledge and skills for the benefit of the union and its members.

This year, HSEU introduced a one-night residential component to this programme to provide more space and time for enhancing bonds with fellow unionists and senior NTUC leaders. The participants enjoyed a meaningful fire-side chat with HSEU President Mahmood and General Secretary Ms Diana Chia, where the senior union leaders shared on their journey and experiences as a unionist.



# HSEU - Proud Owners of No. 3 Bukit Pasoh Level 2!



**No.3 Bukit Pasoh Road**

On 1 August 2008, HSEU officially became the proud owners of No 3 Bukit Pasoh, #02-01. On behalf of the Union, HSEU President Mr Mahmood Idrose received the property keys from Mr Alex Sim, Honorary Treasurer, Food Drinks and Allied Workers' Union (FDAWU). The event was also attended by HSEU General Secretary and some members of the HSEU Executive Council.

# Settlement of SingHealth Salary Increment 2008

We are pleased to inform you that HSEU has reached an agreement with SingHealth Management to arrive at the following settlement:

For institutions with 4 performance ratings	For institutions with 5 performance ratings	SI Quantum
Rating 1	Rating 1	4.25% + \$30
Rating 2	Rating 2	3.75% + \$30
Rating 3	Rating 3	3.15% + \$30
–	Rating 4	1.25% + \$20
Rating 4 (Needs Improvement)	Rating 5	NIL



## Extension of Medical Benefits

HSEU and its management partners, SingHealth, National Healthcare Group (NHG) and National University Hospital (NUH) take great pleasure in announcing that with effect from 1 October 2008, medical benefits for their respective employees will be extended to all the government restructured and specialist centres.

Prior to this, staff from respective healthcare providers and their dependents can use their medical benefits only when they seek specialist outpatient consultation (SOC) and hospitalisation at their respective employer institutions and specialist centres. With this extension, for staff on co-payment scheme, the same co-payment rates (10% for self and 30% for dependents) apply as long as they obtain treatment from government restructured hospitals and specialist centres. The cap for all claims under SOC and hospitalisation remains unchanged.

Please note that when staff and their dependents seek SOC treatment at the hospital / clinic outside of their employers, the staff / dependents must pay for the bill first and submit the receipt to their respective Human Resource Department to seek reimbursement. Both HSEU and its management partners will continue to work towards improving the staff benefits and welfare.



# Better Marriage and Parenthood Benefits

## Marriage and Parenthood Package – How Does It Benefit Healthcare Employees?

### Item

Paid Maternity Leave

Paid Childcare Leave

New Infant Care Leave

Government-paid Adoption Leave

### NEW

Maternity leave will be extended from 12 to 16 weeks for all Singaporean births (where child is a Singapore citizen) on or after 17 August 2008. Staff must have worked for her employer for a continuous duration of at least 90 calendar days before the birth of her child. Employers are encouraged to grant the extended Maternity leave from 17 August 2008 and will be required to do so upon Legislation.

From 17 August 2008, paid childcare leave will be extended from two to six days per year for working parents with any Singaporean child under the age of seven, regardless of the number of qualifying children. The first three days will be employer-paid and the last three days government-paid (capped at \$500 per day including CPF contributions).

From 17 August 2008, a working parent will be able to have six days of unpaid infant care leave if he or she has a Singaporean child under the age of two, regardless of the number of qualifying children.

The Government will reimburse the employer up to four weeks of salary, capped at \$10,000 (including CPF contributions), if they grant the mother the leave. The Government will reimburse the mother directly if she is self-employed. A mother may take the four weeks of Adoption Leave flexibly or in a continuous block within a period of six months from the date of birth of the adopted child.



# Young HSEU Celebrates! National Day 2008



On 9 August 2008, approximately 320 HSEU members marched into the Padang with their families and friends in tow, all eager to be part of the historical moment to form Singapore's Largest Human Flag.

The flag was formed twice at the Padang, once in the day and once at night. Even when the showers came, they did not flinch from their positions, staying on gamely and patiently. They proudly stood as a day flag, singing the National Anthem as the State Flag was flying over Marina Bay where the National Day Parade was held, and brightly shone as a night flag, reciting the Pledge, in synchrony with everyone at the Parade.

The Union's youth chapter, Young HSEU, provided meals, drinks and HSEU Dri-fit t-shirts for all HSEU participants. Participants were also provided with National Day Parade goody bags from the organiser, the Young NTUC.



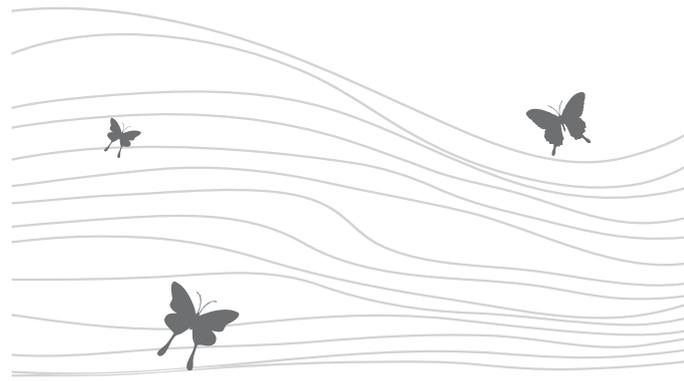
# Youth Volunteerism: KidzQuest Outing to Kids Kampong



The KidzQuest Programme, organised by Young NTUC, is a project that aims to inculcate a community service culture in young members by providing them with an opportunity for volunteerism.

On Saturday, 18 October 2008, 20 HSEU youth volunteers were paired up with pre-school children from NTUC Tampines Childcare Centre. Together, they went on an outing to Kids Kampong, an animal farm in Pasir Ris. The activities kicked off with longkang fishing, whereby adults and children alike, restlessly moved around a pond to scoop up small fishes. This is followed by an animal show, where everyone gets equal opportunities to handle small animals like mouse, hamsters and rabbits. The final segment was the feeding of farm animals such as koi, geese, chickens and rabbits.

At the end of the half-day outing, each child was presented a souvenir card inclusive of a Polaroid picture taken with the child their respective mentor. The children also received goody bags specially prepared by Young HSEU. The KidzQuest outing has brought fun and enjoyment to both the children and our young volunteers alike. Young HSEU takes this opportunity to thank our volunteers, as well as Andrea and Donovan of Young NTUC, for creating such a special weekend!



## U Stretch Vouchers Distributed to Help Lower Income Members Cope with Rising Cost of Living



In May 2008, NTUC started giving out "U-Stretch" vouchers for lower income union members to combat the effects of rising cost of living. The vouchers came in the form of 5% discount for every \$10 spent at NTUC co-ops and have a total value of \$50.

The objective of the U-Stretch discount voucher is to help mitigate the rising cost of food and inflation. Though it is not the same as cash vouchers, the discount vouchers will definitely help to reduce costs when workers do their shopping and marketing at Fairprice outlets and other NTUC Social enterprises e.g. NTUC Childcare, NTUC Club, NTUC Eldercare, NTUC Healthcare and NTUC Link.

Many members gave feedback that the discount was not substantial enough and that they will need to spend about \$1,000 within 8 months in order to utilise all the vouchers.

With this feedback, NTUC revised the usage terms of the vouchers and since 1 August 2008, U-Stretch recipients were able to use up to 4 coupons for every \$10 spending which equates to a 20% discount for a \$10 purchase!

HSEU spared no effort in publicising this to our members and in encouraging them to apply for the vouchers. With this strong outreach and increase in savings, many members came forward to apply for the vouchers and have expressed their gratitude to NTUC and HSEU for enabling them to reduce their costs substantially.

Through HSEU and the hard work of the Welfare Committee members, 1,168 members have saved a total of \$58,400 within 6 months!

## Membership Milestone Celebration

The Membership Milestone Celebration was held at East Coast Park on 15 August 2008. This is in recognition of HSEU's recruitment crossing the half-way mark of 1300, towards the target of 2500 new members. This event identified the contributions of individuals who have done much to increase the membership base of HSEU. The celebration also honoured the achievements of top performing Certified Recruiters for the past year. Altogether, more than 30 participants including active Certified Recruiters, EXCO leaders as well as branch officials were invited for this event. They enjoyed a beautiful evening of fun-filled activities and sumptuous barbeque feast.



## HSEU and ESU Members Conquered Gunung Lambak



Gunung Lambak is located 5km from the town of Kluang. At 510m above sea-level, Gunung Lambak is an easy climb for most people using the trails of footpaths and wooden bridges.

On 27 July 2008, 16 HSEU and ESU members braved the elements and conquered Gunung Lambak!

Many shared that the scenery was breath-taking and that they felt a great sense of satisfaction when they completed the climb. What was most surprising though, was how steep the trek became at times which added to the difficulty and the exhilaration upon completion.

Our members came back with their photo memories for sharing with us - Relive their memories!

## Branch Members Get Competitive at the HSEU Inter-Branch Bowling Competition



Westbowl in Clementi rang with the crash of pins falling and jubilant laughter as HSEU's best pit their skills against each other one Sunday morning.

On 31 August 2008, 44 players and their family members from SGH, NUH, NSC, NDC, CGH, IMH and NHGP basked in the thrill of the friendly competition and companionship of their friends.

Alas, all is fair in love, war and bowling games and eventually, our champions emerged!

Congratulations to all 44 players who put up a fantastic showing and to the top 12 players who will represent HSEU in the U Games Grand Master Bowl (1, 2 and 16 Nov).

STRIKE!

### HIGH GAME (FEMALE)

Salamah Mahdi (NUH): 188 pts

### HIGH GAME (MALE)

Ian Wong (SGH): 223 pts

### HIGH SERIES (FEMALE)

1<sup>ST</sup> – Salamah Mahdi (NUH): 522 pts  
 2<sup>ND</sup> – Angie Lim Hui (CGH): 501 pts  
 3<sup>RD</sup> – Ramsiah Bte Buang (NUH): 468 pts

### HIGH SERIES (MALE)

1<sup>ST</sup> – Ian Wong (SGH): 612 pts  
 2<sup>ND</sup> – Johari Bin Redzwan (TTSH): 493 pts  
 3<sup>RD</sup> – Baskaran Joseph (NUH): 480 pts

### TOP TEAMS

1<sup>ST</sup> – A TEAM (SGH): 1925 pts  
 2<sup>ND</sup> – NUH TEAM 1 (NUH): 1898 pts  
 3<sup>RD</sup> – THE ANGELS (CGH): 1773 pts

# Three Unions and a Club Get Ready for Mahjong Challenge In Support of Active Ageing

The Mahjong Challenge was held on the 11 October 2008, at the Singapore Polytechnic Graduand's Guild. It was jointly organised by HSEU, Education Services Union, Metal Industries' Union as well as the NTUC Club.

The Challenge was aimed at promoting active aging and enhancing social interaction among members of different unions. Winners were determined by the points that they accumulated from three rounds of the game. More than 130 people participated in the event, inclusive of 96 competitors.

The event kicked off with an opening address by Guest-of-Honour Mr Ong Chin Ang, HSEU Executive Secretary. As an ardent supporter of active aging and union activities, Mr Ong generously contributed \$100 to the event to reward

five players carefully selected for their Mahjong etiquette and sportsmanship during the competition. Apart from the Mahjong activity, a movie screening was also organised to cater for the families of the Mahjong players.

As part of the closing, the participants, supporters as well as working committees celebrated success with the cutting of a large Mahjong cake. An overall champion emerged in the form of a 63 year-old lady, Mdm Goh Say Mui, from NTUC Club. She scored a highest combined score of 1477 points. She was presented \$500 of NTUC FairPrice vouchers and an exquisite trophy by Mr Mahmood Idrose, President of HSEU.

The event concluded with the presentation of prizes, as well as lucky draw prizes.





## Welfare Visit To Elderly In Chai Chee



over the groups as they knocked on the door to meet their elderly for the first time. All 5 elderly were presented with a \$16 gift bag from HSEU containing daily necessities e.g. tooth-brush/ paste, instant cereal, packet biscuits etc. Most importantly, the elderly were entertained and accompanied by a group of good-hearted friendly volunteers who cared for them and added a special touch to their day.

Comments from the volunteers were positive as many felt that they were able to connect well with the elderly and to bring some joy into their lives. As Chua Cher Meng from CGH shared "The lady whom my team visited was a jovial and happy lady. We were so glad that this old lady is so knowledgeable in languages and she shared her food or provision with others if she has extra... Well done to everyone and KEEP UP THE SPIRIT!"

On 20 Sept 2008 (Sat), 25 HSEU members braved the rain to visit 5 elderly staying in the Chai Chee area. The visit was collaboration between Lions' Befrienders and HSEU Welfare Committee. Lions' had shared that there are many elderly in Singapore who live alone without any family members to watch out for their well-being. Most of the elderly are on public assistance which provides them with money for their essential necessities. What the elderly lack most therefore, is the human touch.

Our task for the day was simply to befriend the elderly and to bring some joy into their lives with a 6-month visitation commitment. Our volunteers were all excited and a sense of anticipation came

### Calling all UNION members! Update your Personal Particulars NOW! Don't forget to get the new U Card!

In alignment with the change of our NTUC logo since May 2008, new U Cards will be issued out to our members in the 2nd quarter of 2009.

We are replacing your NTUC membership card with the new U card. You will receive the new card by post. In order to avoid sending the card to the wrong addresses, kindly update your latest address via online at the following website:  
[www.ntuc.org.sg/xchange](http://www.ntuc.org.sg/xchange)

If you need further assistance, please contact HSEU Office @ 6326 5360.

#### NEW CARD



# Outram Campus Mega Bazaar

The Outram Campus Mega Bazaar was held on 28 July 2008 at SGH Block 6 level 9. The large variety of activities available attracted many members and ensured that there was something for everyone - specially-priced fresh bread from Gardenia and chocolates from The Cocoa Tree.

More than 400 members enjoyed the special member perks such as the \$1 hourly specials and \$5 movie vouchers.

In addition, the Bazaar attracted a total of more than 500 staff who enjoyed free massages coupled with discounted shopping at their workplace. In the true spirit of inclusiveness, new members were not neglected – they were rewarded with a sign-up gift of a travel bag. This garnered a total of 73 new members in a single afternoon. Feedback has been positive and many members are looking forward to the next MEGA bazaar!



## Upcoming Events

**HSEU Membership Launch**  
**17 January 2009**

**HSEU Bursary Awards**  
**21 February 2009**

**HSEU Corporate Planning  
Session**  
**March 2009**

**17 January 2009**  
**2:00PM - 6:00PM**  
**DXO (Esplanade Colours By The Bay)**



CELEBRATION PARTY . BUFFET . E-DRAW 2008 . STAGE GAMES . LUCKY DRAW & MANY MORE

For Registration: **NHC / SGH / SNEC / NCC / NDC - 63213803**  
**AH - 96900963 IMH - 98245542 KKH - 63941913 CGH - 68502848**  
**NUH - 67724405 NSC - 63508560 TTSH - 63578540 / 63213803 (HQ)**  
**NHGP - 90267954 (Cindy Yeo) SHGP - 98204383 (Chong Bee Yen)**

**Book before 31st Dec 08. HSEU Member: \$8 . Non-member: \$30**  
**Admittance by Tickets only . Non-Member must be working in Healthcare Institutions**  
**No Admittance For Children Below 18**

another event by

