



NTUC DSG Lim Swee Say Drops By



With the new target set by NTUC to reach a membership of 1 million by 2015, Mr Lim stressed the urgency for the Union to reach out to more potential members. This is to ensure the continued relevance of the Unions in future.

HCSSU had the privilege to play host to NTUC Deputy Secretary-General Lim Swee Say for a dialogue session at the Staff Lounge of Singapore General Hospital on 29 March 2006. The purpose of this dialogue was for DSG Lim to touch base with the Union and to allow for an exchange of views between DSG Lim and the Executive Committee.

With the new target set by NTUC to reach a membership of 1 million in 10 years' time, DSG Lim stressed the urgency for the Union to reach out to more sectors. This is to ensure the relevance of the union movement in future as the size of bargainable workforce is likely to shrink. General Secretary Ms Diana Chia assured him that steps have already been taken by HCSSU to address this issue.

With the upcoming merger of HCSSU and NUHEU, the Union will soon be able to expand its recruitment activities to employees in other healthcare sectors such as the nursing homes, other private hospitals and clinics. She also cited the recent successes of the Union in its recruitment campaign, as well as the ongoing road shows and the introduction of the Certified Recruiters' Scheme.

Although new members are important to the Union, the needs of our current members will

not be ignored. Both DSG Lim and the HCSSU leadership reaffirmed their commitment to provide assistance to two particular groups, namely the elderly workers and low wage workers. DSG Lim urged HCSSU to be the champion for these workers within the sectors. Special programs and efficient solutions were needed here. One such programme mentioned was the Job Re-Creation Programme, which aims to create better paying jobs for low wage workers. However, DSG Lim shared that sometimes there are no definite solutions in the Job Re-Creation Programme and that experimenting with new programmes was still necessary. He asked the Union to take advantage of the funding available to implement such programmes.

The constraints of the block budget funding model faced by the healthcare clusters were brought to DSG Lim's attention. He urged the union to research the issues and study their impact on our members. The Union could then take them up with the Minister for Health through a dialogue session.

All in, the discussion was a most fruitful one. We welcome DSG Lim back to HCSSU for further sessions in the future.

**Please turn to Pg 3 for the update regarding the Merger.*

WORD from the GS



The past few months have been abuzz with events and activities.

First, it gives me great pleasure to announce that HCSSU has signed the Memorandum of Understanding (MOU) with NUHEU regarding the merger. This is a significant step forward for the Union in its plans to transform HCSSU into an Industrial Union. The merger followed a series of meetings between members of the Executive Committee of the two unions to iron out the outstanding issues. Since then, both sides have held their Convention of Delegates to seek Delegates' approval and to implement the necessary amendments to open the way for the merger.

At this point, I would like to emphasise how important the merger is for the future of the Union. With the status of an Industrial Union, we will be able to expand our membership recruitment and extend our services into all institutions related to the Health Sector. This will lead to greater funding and more resources allocated to our Union to implement various policies and activities. Furthermore, by extending

our representation to all health-related institutions, the Union will be in a better position to voice its opinions with regards to employment-related issues and to organise bonding sessions for all personnel in the industry.

Next, we have successfully negotiated for better bonuses and wage increases for our members. This is in line with the better performances of the two clusters. You have worked hard and contributed to the better performances and therefore deserved these rewards.

During this year's May Day awards, our Deputy General Secretary Ms Janet Khoo and NUHEU's President Ms Thanaletchimi were conferred the Comrade of Labour Awards by NTUC. They have served the unions well and thoroughly deserved the awards for their selfless contributions. Some of our members have also been recognised for being role models in their place of work. My heartiest congratulations to all recipients!

Despite the fast paced nature of the last few months, we promise you that HCSSU will

not let up and would in fact, be stepping up its effort to serve our Members better.

As announced in our previous issue, there is the HCSSU Dinner and Dance on 18 November. Due to overwhelming response from previous years, we have decided to hold the event at Suntec City this year. Apart from the usual Union bonding and sharing session, the event this year will hold much significance as we will be unveiling the new Union Logo during the dinner. There will also be skit performances by a popular guest artiste and performances from our own members. We promise you that it will be a night full of fun and laughter. Booking details will be made known soon. Look out for the circulars.

We have also been working with vendors to put together attractive welfare benefits for HCSSU members. Check these out at the Union Benefits page.

Finally, as we approach Nurses' Day on 1 Aug 2006, on behalf of the union, I would like to wish all nurses "Happy Nurses' Day!"

Healthcare Industry Sees Better Performance

The Union has successfully concluded negotiations on the bonuses for FY 2005 with both SingHealth and National Healthcare Medical Groups.

On the whole, the performance of both clusters has seen marked improvements as compared to previous years. These have led to better bonus payouts for year 2005.

Both Groups have expressed their optimism for the year 2006 but cautioned against certain factors that may affect the cost structure of their operations. These included the continued pressures from block budget implementation, tackling

rising costs and reviewing investments in technologies and new initiatives to remain at the leading edge of medicine.

Negotiations on the annual increment for National Healthcare Group employees have also reached a successful conclusion with better wage increases than those received in 2005.

Apart from pay issues, the Union will continue to work with the management on other NWC recommendations such as employability of older workers, job re-creation and skills upgrading.





Emergence of a Stronger Healthcare Union with merger of HCSSU and NUHEU



The Presidents and General Secretaries of HCSSU and NUHEU put pen to paper and sealed the Memorandum of Understanding (MOU) to merge the two unions. Held on 22 March 2006 at the Union Square, the ceremony was concluded in the presence of NTUC Secretary General Mr Lim Boon Heng.

In his speech before the signing of the MOU, Mr Lim recounted the experiences of the Japanese unions, which have seen decline in membership as there were new sectors coming up but no unions organising the employees. The house unions would not do it. Mr Lim believes that the industrial union way of representation is better than house unions. The record for industrial unions in

Singapore showed that they have been a positive force. With the healthcare industry poised to grow further, the healthcare union would be better able to focus on the issues facing the healthcare industry. Referring to the merger, he likens it to a marriage in which the partners cannot take each other for granted. If there are differences, they should sit down, talk and try to resolve them. He has even volunteered himself to be the Advisor to the merged Union.

Since that historical moment, both unions have held their Convention of Delegates and secured overwhelming support from their respective delegates for the merger to proceed.

At the HCSSU Special Convention of Delegates on 25 April 2006, a resolution was also passed to change the name of HCSSU to HSEU – Healthcare Services Employees' Union. The change of name reflects the new direction of the union as it moves towards being an industrial union. As an industrial union, it will be

able to extend its scope of representation to employees of private hospitals, clinics and Homes in the healthcare sector. With a larger base, it will be able to expand its resources and become a more effective voice for healthcare employees.

Here's to the success of the merger!



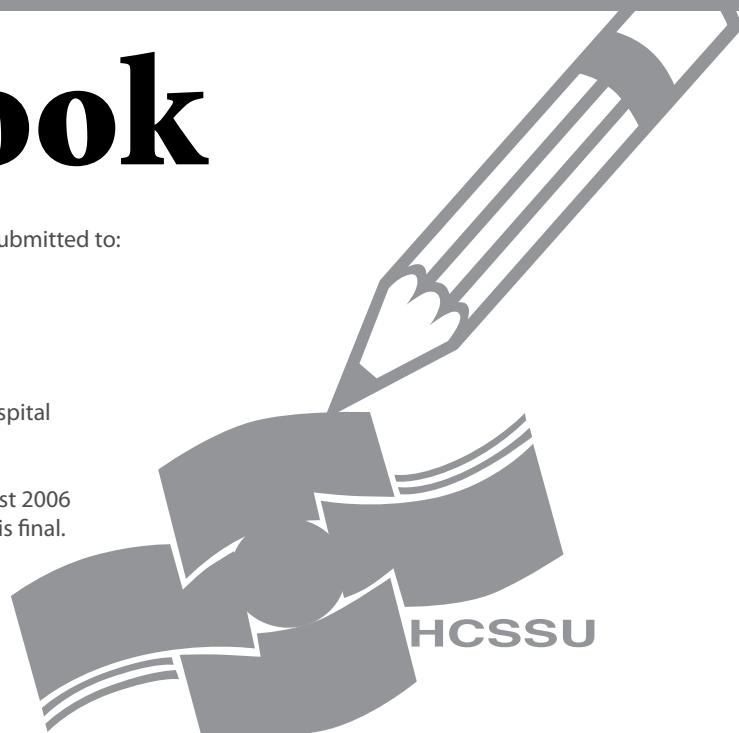
New Name; New Look

Following the change of the union's name from Health Corporation of Singapore Staff Union (HCSSU) to Healthcare Services Employees' Union (HSEU), we invite union members of HCSSU and NUHEU to participate in the union logo competition.

This is a perfect opportunity for you to showcase your artistic flair. Members can refer to our website at www.hcssu.org.sg for more details. The winner stands to win \$1000 cash, as well as an invitation to our D&D in November, where the logo will be unveiled!

All entries should be submitted to:
HCSSU
Union HQ
No 8 Level 1
Housemen Quarters
3rd Hospital Avenue
Singapore General Hospital
Singapore 169608

Closing Date: 31 August 2006
* The judges' decision is final.



I Want to Make A Claim

In this issue, we would like to highlight the compensation scheme set out in the Workmen's Compensation Act of Singapore and regulated by the Ministry of Manpower.

A. Who Can Claim

A workman who suffers personal injury in any accident arising out of and in the course of employment; or the dependants of a deceased workman can claim workmen's compensation.

A workman refers to a person engaged in:

- Manual labour, regardless of how much he earns per month; or
- Non-manual labour, where his monthly earnings do not exceed \$1600

B. Kinds of Injury

Workmen's Compensation is payable when the injury causes:

- temporary incapacity which can be either partial or total.
- permanent incapacity which can be either partial or total.
- death.

I Want to Make A Claim

C. Benefits Payable

- Medical expenses/fees to be paid by the employer, comprises
 - Cost of medical consultation & Hospitalization charges (subject to limits)
 - Fees for medical reports except for objection medical reports
- Temporary Incapacity Compensation
 - Wages for period of temporary incapacity
 - o Full pay of up to 14 days for outpatient medical leave
 - o Full pay of up to 60 days for hospitalization leave
 - o Thereafter, 2/3 pay up to permanent incapacity compensation date or one year from date of accident whichever is the earlier.

Rest days and non-working days are excluded from above leave computation but public holidays are included. These entitlements are over and above your normal sick & hospitalization leave entitlements.

- Permanent incapacity compensation
Ranging from \$49,000 to \$147,000
- Death compensation
Ranging from \$37,000 to \$111,000

The law requires the employer to take up an insurance policy to pay the compensation.

D. Claiming Compensation

If a workman is injured, he must notify his employer or supervisor as soon as possible about the injury and the date of the accident. He should complete and return the Application Form to claim workman's compensation. He should attend all medical appointments. Application must be made within one year of the accident.

E. Assessment of Compensation

In injury claims, the doctor will complete a set of medical forms and return them to the Commissioner who will then calculate the compensation and send a Notice of Assessment to the employer and the claimant.

Where death occurs, once it is confirmed that the workmen died whilst acting out of and in the course of employment, the Commissioner will issue the Notice of Assessment.

F. Appeal against Sum Assessed

When a workman receives a Notice of Assessment of compensation, he has 14 days from the date the Notice is served to object. He should write to the Work Injury Compensation Department stating his grounds of objection.

Have a Grievance But Not Sure What To Do?

HCSSU would like to take this opportunity to remind members of the procedures to undertake with regards to any grievance issues.

Step 1

Any staff having a grievance and/or complaint shall, if she so wishes, refer the matter within seven working days of its arising to her immediate supervisor, Section Head or Department Head.

Step 2

If the staff concerned feels that the grievance has not been properly dealt with, the matter shall then be taken up by the Union and the Human Resource Department of the Hospital for further discussion.

Step 3

If the matter is still unresolved, it shall be referred to the Ministry of Manpower for reconciliation in accordance with the relevant provision of the Industrial Relations Act.

Amazing Race



After months of preparation and planning by the CGH Branch Committee, the Amazing Race finally arrived at CGH on 26 May 2006. Participants from seven teams of five members came prepared and were all raring to go to win the top prize of \$200 NTUC Vouchers! Here we capture some of the highlights in this pictorial.

May Day Outing



May Day Outing for Children from the Moral Home for the Disabled Children

BRANCH ACTIVITIES

Friday Nite Rendezvous at Quality Hotel

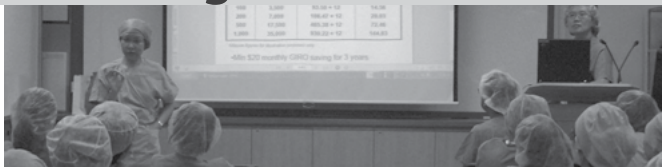


About 300 members from SGH, TTSH, Singhealth Polyclinics, and NHG Polyclinics had a roaring good time at the Friday Nite Rendezvous at Quality Hotel on 31 Mar 2006. They came dressed for the occasion and let their hair loose as they dined, danced and participated in the games, fun and laughter. As one member commented, "It was like a mini D&D!"

Batam Trip



Reaching out to members at SGH



HAPPY NURSES' DAY...

HCSSU wishes all Nurses "Happy Nurses' Day!" In commemoration of Nurses Day, we invite all healthcare members to...

Have Fun and Spoil Yourself!

Come indulge your senses at The Spa @ Aranda. The newly opened Spa at Aranda Country Club is the place for you to be rejuvenated, revived and refreshed.

Spa@Aranda is a newly opened spa located at the Aranda Country Club. It is the place for you to be rejuvenated, revived and refreshed.

You can now pamper yourself at The Spa@Aranda with any of the following packages at discounted prices...Simply because you are a HCSSU member! Show your NTUC LinkCard and staff pass/nametag (with your institution's logo) to qualify.

So why wait? Head down now to the Spa@ Aranda for this wonderful experience!

*A specially concocted Zen Tea will be served to invigorate your senses after every session of treatment.

Call Spa@Aranda now for reservation.

Promotion is valid from 1 Aug - 31 Dec 2006, especially for healthcare employees only!

Vanity Affair 120min @ \$75

What's In	Walk-In	Union Member	HCSSU Member
Aromatherapy Body Massage – 60min	\$120.00	\$84.00	\$75.00
Foot Reflexology – 60min			

Lap of Luxury 90min @ \$68

What's In	Walk-In	Union Member	HCSSU Member
Paw Paw Body Polish – 30min			
Aromatherapy Body Massage – 60min	\$110.00	\$77.00	\$68.00

The Spa@Aranda
60 Pasir Ris Drive 3,
Level 2, Singapore 519497
Tel: 6589 1812
www.ntucclub.com/spa

SPA

Consumers Association of Singapore (CASE)

As an institutional member of CASE, we are pleased to announce that all HCSSU members are also automatic members of CASE. Hence Union members who wish to take their disputes to CASE can enjoy a waiver of the annual membership fees (ranging from \$25 to \$30 per annum) and only pay the administration fees.

No.	Range of Claims	Admin Fees
1.	Below \$5,000	\$10
2.	\$5,000 to \$10,000	\$20
3.	\$10,001 to \$20,000	\$50
4.	Above \$20,000 [Every \$10,000 or part thereof]	\$50

CASE is an organisation committed to protecting and enhancing consumers' interests through information and education, and to promote an environment of fair and ethical trade practices. It also provides a service where it acts as a mediator to settle disputes over consumer goods and services between retailers and consumers.



The fund was set up by NTUC club to allow more Union members to enjoy quality lifestyle services and facilities at affordable prices. Selected members were issued with vouchers to be redeemed for Club's services such as Chalet rooms, Wild Wild Wet, Escape Theme Park, ExplorerKID, and shows at Downtown East.

In addition to the existing packages, NTUC Club has also agreed to widen the use of NTUC Family Recreation Fund Vouchers with four new packages (see below). Redemption for these new packages has been effective since 9 June 2006. What's more, thanks to NTUC Club, members can use these vouchers to enjoy food from "Rasa Singapura"!

So if you have been allotted the vouchers but have not redeemed them, do so by 31 August 2006; and utilised all by November 2006! Enjoy!



It's Quiz Time!



We want to Hear from you...

Tell us how joining HCSSU has benefited you. You could have received assistance in a workplace problem, enjoyed our Union benefits, undergone skills upgrading, participated in our events, anything at all! Tell us your experience, and if we publish your letter, you will receive a \$20 NTUC Voucher. Include your full name, NRIC number and the institution that you worked in. Write to:

Send this to:
HCSSU, Union HQ
No. 8 Level 1 Housemen Qrts
3rd Hospital Avenue
Singapore General Hospital
Singapore 169608

Get Your HCSSU News Update via Email!

You can now opt to receive your HCSSU newsletter via email! Just email to newsletter@hcssu.org.sg with your full name, NRIC number and institution, with the subject heading "HCSSU Online Subscription". Once you have subscribed, you will also get quicker periodical updates on union news, events and members' only special offers. Sign up now and help in our efforts to save the earth!

Log on to www.hcssu.org.sg for details. Members who sign up for the electronic version of the newsletter will no longer receive the hardcopy version.

Have you changed your address?

Please fill in this coupon if you have changed your address.

Name: _____
NRIC No.: _____
Institution: _____
New Address: _____

Send this to:
HCSSU, Union HQ
No. 8 Level 1 Housemen Qrts
3rd Hospital Avenue
Singapore General Hospital
Singapore 169608



First five correct entries win prizes worth \$20 each!
Circle the correct answers.

Q1. What will be the new name of HCSSU?

- a) HEU
- b) HSU
- c) HSEU

Q2. Where is the venue for the HCSSU Dinner and Dance event this year?

- a) Raffles Hotel
- b) Suntec City
- c) Intercontinental Hotel

Q3. Which Act spells out the compensation for employees when they are injured during the course of work?

- a) Industrial Relations Act
- b) Labour Relations Act
- c) Workmen's Compensation Act

Q4. The Memorandum of Understanding (MOU) regarding the merger of NUHEU and HCSSU was signed in the presence of whom?

- a) Mr Lim Boon Heng
- b) Mr Lim Swee Say
- c) Mr Heng Chee How

Please mail your entry to : HCSSU, Union HQ, No 8 Level 1, Housemen Qrts, 3rd Hospital Avenue, Singapore General Hospital 169608

Terms and conditions

1. Closing Date of the quiz is 31st August 2006. No entries will be admitted after closing date.
2. The first 5 correct entries to be drawn will win a \$20 voucher each.
3. The quiz is strictly open to HCSSU members only. Exco members, HCSSU staff and the Editorial Committee Members of HCSSU Newsletter are not eligible to participate.
4. Only one entry per member is allowed.
5. The decision of the committee is final.

Name: _____

Contact: _____

NRIC No.: _____

Institution: _____

Congratulations to the following winners of the previous HCSSU Quiz!

- | | | |
|-----------------------|-----------|------|
| 1) P. Rangama (Leela) | SXXXX321A | SGH |
| 2) Lim Sye Choo | SXXXX854C | IMH |
| 3) Chin Siew Li | SXXXX704D | AH |
| 4) Tan Chay Hoon | SXXXX434D | TTSH |
| 5) Koh Seow Huang | SXXXX163Z | KKH |

If you haven't collected your prize, pop by the Union Office and pick up your voucher today!



Our Comrades Get May Day Awards



Ms Janet Khoo of HCSSU and Ms K Thanalechimi of NUHEU were part of the 62 individuals who were awarded the Comrade of Labour Award by NTUC. Another 13 organisations also clinched the highest honours. The award recipients received their awards from Mr Lim Boon Heng, NTUC Secretary-General, at the May Day Dinner this year.

They should have served the trade union movement for at least 10 years, and also be serving in the NTUC co-operatives, Singapore Labour Foundation and its companies, NTUC affiliates and other NTUC Committees.

younger nurses to come forward and serve the Union and forward the cause of their fellow co-workers."

learn from more experienced nurses would certainly help to improve their quality of work.

She reiterated that their nursing profession is a calling and not merely a job. Being able to

HCSSU is proud of both recipients and would like to convey our heartiest congratulations!

Said Ms Janet Khoo, "I am very happy to receive this award after years of service in the Union. Nurses today have a lot of other commitments like their family concerns, other than their job. So I hope to use this opportunity to encourage



Comrade of Labour Award



Comrade Janet Khoo Beng Neo got involved with the trade union movement at the Health Corporation of Singapore Staff Union in 1994. She was then elected to the Singapore General Hospital Branch as a Committee Member. In spite of her busy schedule and demands of her job as Nurse Manager at SGH, she readily responded to the call of the Union, which was seeing rapid membership growth. Her contributions and leadership qualities were duly recognised with her appointment as Vice-Chairman of the SGH Branch in 1996.

In 1998 she was elected to the Executive Council and served in various committees of the Union. She assumed the appointment of Deputy General Secretary in 2005.

Currently, she is spearheading the HCSSU Membership Sub-committee. As its chairperson, she has played a pivotal role in the GIRO conversion exercise to help members pay for their membership fees electronically. Under her Chairmanship, the Committee has mapped strategies and set up programmes to keep the Union relevant to a diverse group of members. She is also a Member of the National Trades Union Congress' Service Sector Membership Committee.

In recognition of her contributions to the Health Corporation of Singapore Staff Union and fellow workers, the National Trades Union Congress is pleased to present the Comrade of Labour Award to Janet Khoo Beng Neo.



Between holding a full-time job and making time for union work, Comrade K Thanalechimi still keeps her zest for lifelong learning. She got a Graduate Diploma in Quality Assurance and Management, and earned a Masters in Health Science Management. She has come a long way since she joined as a young activist 15 years ago.

As President of the National University Hospital Employees' Union, Comrade Thana has a strong desire to improve the well-being of all healthcare workers in NUH. She was instrumental in pushing and working with the management to create job opportunities in the healthcare sector through work re-design initiatives. Older workers matter to her as she sought for various training programmes for them such as the Functional Literacy for our Older Workers, Critical Enabling Skills Training and IT Literacy. She is actively involved in the Job Re-design Programme for the healthcare sector.

Also, she has represented NUHEU on various committees within the National Trades Union Congress. She was a member of the NTUC Industrial Relations (Service Sector) Sub-committee and the NTUC Club Management Council. Not surprisingly, she was Vice-Chairman of the NTUC Health Cluster Committee.

In recognition of her contributions to National University Hospital Employees' Union and fellow workers, the National Trades Union Congress is pleased to present the Comrade of Labour Award to K Thanalechimi.



Guess?

Who will be Dressed in Cheongsam to perform on
18 November 2006

at the Union Dinner & Dinner 2006 HCSSU
Cultural Nite!

Caution!
HCSSU will NOT be responsible for any Laughing Cramps during performance. Laugh at Your own risk!

PG Uncontrollable Laughter

An event brought to You by HCSSU