

# HSEU

Fourth Quarter 2007

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## A New Home for HSEU



"We would like to convey our heartfelt appreciation to the SingHealth Management. Your assistance has enabled us to move to this new premise at Bowyer Block. It signals the close relationship between Union and the SingHealth Management, which was built steadily over the years."

**Ms Diana Chia**  
General Secretary, HSEU

HSEU embraced a new beginning on 7 July 2007, as the Union shifted its belongings to a spanking new office located at Bowyer Block C. Its new home, kindly offered by the SingHealth Management, was given a rousing opening ceremony witnessed by guests and Guest-of-Honour, NTUC Deputy Secretary-General, Mr Heng Chee How.

Of the re-location, Prof Tan Ser Kiat, SingHealth GCEO, said, "We are very happy that we've got the Union a new home. This is very significant because its new location here is very near our Management Office. Our relations with the Union have never been better."

Indeed, where the Union Office is situated is a picture of serenity and peace, featuring a fountain of healing. Being in the healthcare industry, the healing profession is all about the patients' well-being. Prof Tan readily agreed that both Management and Union have common interests ensuring that, and more.

He also went on to re-affirm: "We share a common vision with the Union; we value our employees, because we recognise that people are our assets. Majority of our employees are represented by the Union, because we believe in sitting down and having open discussions whenever there are issues."

Said GS Diana Chia, "HSEU sees the potential to grow from strength to strength together with both SingHealth and the National Healthcare Group. The healthcare industry is a dynamic sector, but we are confident that through unity and working hard together, we will achieve good results. So let us look forward to that!"

We have relocated!  
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## Meet Our New Leaders

HSEU concluded its first Quadrennial Delegates' Conference (QDC) on 3 September 2007 at the NTUC Centre, during which the new EXCO was elected.



Executive Council for term 2007 – 2011

Designation	Name
<b>President</b>	Mr Mahmood Idrose
<b>Vice President</b>	Ms K. Thanaletchimi Ms Choo Hin Chan
<b>General Secretary</b>	Ms Diana Chia Siew Fui
<b>Executive Secretary</b>	Mr Ong Chin Ang
<b>Deputy General Secretary</b>	Ms Janet Khoo Beng Neo Ms Ong Hwee Sen
<b>Asst General Secretary</b>	Ms Vivian Gan Lye Hong Ms Catherine Loke Mei Hoe
<b>General Treasurer</b>	Mr Simon Ong Teck Leong
<b>Asst General Treasurer</b>	Ms Yeo No Lk
<b>Committee Member</b>	Ms Diong Chui Ping, Ms Irene Yeo Kah Keow, Ms Lau Soy Soy, Mr Lee Say Hing, Mr Tan Pin Cheow, Ms Tan Siok Kheng, Mr Cheow Wee Hock, Ms Santhi d/o Palani, Mr Stephen Tan Teck Kwang

For more on the QDC, turn to Page 4 and 5...



## HSEU GS Re-elected to NTUC Central Committee

Diana Chia, HSEU General Secretary, was re-elected to the NTUC Central Committee. She will continue to play an important part in driving the labour movement's new initiatives to realize the LM2011.

"I would like to thank all my comrades in HSEU as well as my fellow unionists from the NTUC affiliated unions for their support and encouragement. I am indeed honoured to be re-elected and I will continue to do my part to serve the needs of the workers," Ms Chia commented.



## Word from GS

2007 is a significant year for HSEU. From October 2006 to July 2007, branches held their Quadrennial General Meetings to elect their branch committee. A few of the branches held elections for the first time. In the case of TTSH, 45 contested for 32 seats. As a culmination of the democratic process, the HSEU 1st Quadrennial Delegates' Conference was held in September 2007 to elect the Executive Council for the new term.

I am glad that there has been an infusion of new and younger leaders. During the Quadrennial General Meetings held at the branches, a total of 202 branch officials were duly elected. Out of the 202 branch officials, 119 (58.9%) were

new officials. 63 (31.1%) of the branch officials are below the age 40. During the coming year, they will be inducted and undergo trade union leadership training.

At the first Quadrennial Delegates' Conference, new office bearers were also elected into office. Let me hereby extend a warm welcome to all. The new EXCO now features quite a few new faces, all part of the Union's efforts in leadership renewal. I would like to add that these would not have been possible if not for the selflessness of our veteran leaders who had seen the need to infuse new blood into the leadership of the branches and union to bring the union to greater heights. Let me hereby thank our outgoing members for their relentless contributions through these years.

The team of Branch Committee and the Executive Council has worked very hard to deliver sterling results within a short term of two and half years from March 2005 to September 2007. The team could indeed look back with pride at what they were able to achieve.

We transformed to a full-fledged Healthcare Industrial union following the merger with our sister union NUHEU; we were renamed Healthcare Services Employees' Union; we negotiated with the two clusters for better terms and conditions; membership numbers have crossed 10,500; we shifted office to a bigger and better place; and we brought in new and younger branch officials.

Last but not least, I would like to thank the Singhealth Management for allocating us a new office space which comes with full office renovation. The close proximity between Singhealth's corporate office and the union office marks not only the close physical distance but also the growing labour-management relations.

These are exciting times for the healthcare sector. The Union invites all from the healthcare sector to embrace the future and move ahead together!

## Celebrating National Day with the Healthcare Family

The KK Women's and Children's Hospital was praised for being a significant contributor to better health of Singaporeans. Its name synonymous with babies, KKH has boosted low average Maternal Mortality Rates and one of the lowest Infant Mortality Rates in the world. Equally important, it has also been setting pace in other areas.

Mr Gan Kim Yong, Minister of State for Ministry of Manpower and Ministry of Education noted the various initiatives undertaken by KKH at the National Day Observance Ceremony, held at the KKH on 16 August 2007.

"I would like to applaud both the union and management of KKH for the harmonious labour-management relations at the hospital. In fact, your CEO has just joined the union as a general branch member and is also encouraging others to join too. This reflects the growing strength of the labour-management relationship. This is a key competitive factor for Singapore. It will help see you through the many challenges in the healthcare sector," commended Mr Gan.

In another National Day Observance Ceremony, the shared vision to safeguard the interests of healthcare workers was particularly noted. Both HSEU and the National University Hospital (NUH) Management have done well with good initiatives to enhance age-friendly practices and employability of older workers through job redesign.

So said Minister of the Environment and Water Resources and Minister-in-Charge of Muslim Affairs Yacoob Ibrahim, who lauded both Union's and Management's efforts in enhancing the lives of workers in the healthcare industry at the National Day Observance Ceremony at the hospital on 20 August 2007.





## KKH CEO Joins Union and Encourages her Staff to Join too

As part of the union's effort to reach out to professionals in the healthcare sector, we are glad to have the strong support of KKH CEO Associate Professor Ivy Ng who joined HSEU as a GB member in July. A/P Ivy Ng has also lent her weight to the union's recruitment effort at KKH. Here's what she tells her staff: "The union represents all staff. I would strongly encourage you to join the union."

## HSEU Wraps Up Bonus Negotiations with SingHealth and NHG

Early this year, the Union concluded the Collective Agreements with both Managements of SingHealth and the National Healthcare Group (NHG) which signalled more good news for our members.

HSEU nailed down negotiations with both Managements, securing bonus payouts for members employed under either Cluster. Both processes were concluded quickly, a sure sign of strong bilateral relations between Managements and the Union. In both negotiations, the Union had also worked at including the National Wages Council (NWC) guidelines.

The Union would like to thank all members for their continued support, and we would continue to work with the Managements to enhance the quality of life for members.

### SingHealth Memorandum of Agreement

The MOA, sealed on 12 June 2007, provided for all eligible employees to receive a Total Bonus comprising of Individual Performance Bonus and Group Bonus.

Under the MOA, each institution will receive varying quantum to pay out depending on their financial performance. The weighted average of the Total Bonus payment at the Group level is 2.8 months, which is inclusive of a fixed dollar quantum of \$200. This fixed dollar quantum is given in support of the NWC's call to benefit low-wage employees.

SingHealth's Total Bonus was declared in June; 75% of which was paid in June 2007 while 25% will be paid in December 2007. Also included in the Total Bonus is a special bonus of 0.25 months, approved by the Board of Directors in recognition of the contribution and dedication of employees.

### NHG Bonus Settlement & Annual Increment

The NHG has performed better as a whole cluster, and the Union called on the Management to grant a higher bonus payout in view of the overall economic climate and better result performance. In addition, the Annual Increment was negotiated along with the Bonus Payout.

The following NHG Bonus and Service Increment for FY06 were concluded:

Disbursement	Quantum
July Corporate CVB Comprising of Cluster Bonus & Institution Bonus	0.95 months + \$150 (0.45 month + 0.5 month + \$150)
December Interim CVB (paid in December 2006)	1.20 months
Annual Performance Bonus	1.06 months
Annual Wage Supplement	1.00 month
Total Bonus Payout	4.26 months (*\$150 is equivalent to 0.05 month salary based on cluster average TMS)

### NHG Annual Increment 2007

Performance Rating	AI Quantum
A*	4.5% + \$20
A	3.5% + \$20
B	3.0% + \$20
C	1.25% + \$20
D	Nil

### SingHealth 2007 Salary Increment

Performance	SI (inclusive of MVP)
Rating 1	4.8% + \$20
Rating 2	4.3% + \$15
Rating 3	3.6% + \$15
Rating 4*	Nil

# HSEU Holds First QDC...

continued from Page 1



At the QDC, HSEU President Mr Mahmood Idrose stated that the union’s report card has been positive, and given a clean bill of health in terms of financial matters, having put in place structured financial systems for greater transparency and accountability so as to inspire confidence in members.

And indeed, membership of HSEU has now crossed beyond the 10,000 mark, standing at 10,444 members as at June this year, while GIRO penetration is about 70% too, by no means a small feat.

Mr Mahmood Idrose also lauded the cordial relations with the managements of both NHG and SingHealth, indicating that both managements have shown firm support for the union and its activities. In particular, believing in the same social cause as the union when they agreed to fund and co-fund the HSEU Enbloc Saving Scheme as well as the HSEU Bursary Grant Award for union members and their children.

“We don’t view the management partners as negotiators sitting opposite the table to just settle bread and butter issues of the workers but crucial stakeholders that hold the cornerstone in the Industrial Relation framework.”

Mr Lim Boon Heng, Minister in Prime Minister’s Office and Chairman of Council of Advisors of the HSEU inaugurated this event.

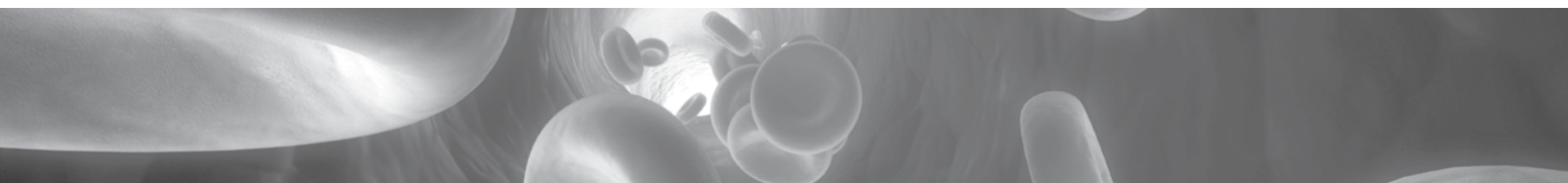
Appreciation was also given to nine outgoing members of the EXCO, for their relentless contributions to the Union. They are:

Ms Lim Lan	KKH Branch
Mr Michael Neo	SGH Staff Branch
Mr Mohamed Noor Abdull Rahman	SGH Staff Branch
Ms Ong Lan Huay	SGH Staff Branch
Ms Parvathi Chan	AH Staff Branch
Ms Saudha Sadimin	National Dental Centre Staff Branch
Ms Serene Lee	CGH Staff Branch
Mr Tan Eng Hua	CGH Staff Branch
Mr Yeo Wee Lee	National Skin Centre Staff Branch

The Guest-of-Honour Mr Lim also presented the HSEU Commendation Award to Mr Gobi Nathan, former EXCO and SGH Branch Secretary for his part contributions to the Union. The HSEU Strategic Partners’ Award was also presented to two institutions, namely the National Healthcare Group Pte Ltd (NHG) and the Singapore Health Services Pte Ltd (SingHealth). Here are excerpts from their citations:

### Special Commendation Award – Comrade Gobi Nathan

“Comrade Ramalingam Gobi Nathan’s involvement with the labour movement goes right back to the 1970s when he first started as a branch official in the Amalgamated Union of Public Employees’ Union. In 1989,



Comrade R. Gobi Nathan became a founder member of the Health Corporation of Singapore Staff Union, now known as the Healthcare Services Employees' Union.

He was elected as Assistant General Treasurer at the Union's Inaugural Delegates' Conference in 1991 and subsequently as General Secretary from December 1994 to March 2005.

He was well-liked by members and fellow unionists for his compassion towards the less fortunate and his unfailing dedication towards his union work. In 2004, he was conferred the Comrade of Labour Award by NTUC for his distinguished service to the labour movement.

Although Mr Gobi has left the union, there is no doubt in everyone's mind that his dedication and commitment towards helping others would continue to shine through his life.

For his significant contributions to the union over many years, the Healthcare Services Employees' Union is proud to bestow on Mr Gobi the HSEU Special Commendation Award this year."

### **Strategic Partners' Award – National Healthcare Group**

"The National Healthcare Group (NHG) consciously promotes harmonious Labour-Management Relations. The management has adopted a very open and consultative approach in sharing with the union its objectives and plans that would affect staff. The senior management also takes concerted effort to engage the union at all level. For instance, the CEOs of Tan Tock Seng Hospital and National University Hospital would engage the union branch committee in regular dialogues.

The NHG and her member institutions have also been supportive in helping the union to recruit workers as Ordinary and General branch union members. The Group CEO himself took the lead to join as a General Branch Member.

The management has also given strong support for the involvement of branch officials in union work. This support was taken a step further when the management agreed to the recognition of union work as part of the performance review of outstanding branch officials upon conclusion of the collective agreement earlier this year.

With NHG consistency in maintaining good relations with the union and her efforts to improve the well-being of its staff, the union is pleased to confer on National Healthcare Group Pte Ltd the Strategic Partners' Award."

### **Strategic Partners' Award – Singapore Health Services**

"Strong support from Singapore Health Services Pte Ltd (SingHealth) and her member institutions is evident in the union's membership recruitment activities. Some of the SingHealth institution's CEOs had also joined the union as General Branch members. CEO of KK Women's and Children's Hospital went a step further and has personally encouraged all staff in the hospital to join the union.

SingHealth's active involvement is also evident in the various projects by NTUC and the Union. Through the STEER Programme, SingHealth has been actively participating in the employment of matured and retrenched workers.

SingHealth's special focus on the employability of the older workers speaks volumes of its Corporate Social Responsibility orientation. A year ago, it initiated a movement called 'Silver Connection' which is aimed at renewing, rewiring and refreshing mature workers. It is also a movement run by matured workers for matured workers. Since the launch of Silver Connection, many have benefited from the training programmes and projects initiated by Silver Connection.

SingHealth management must be commended for its foresight in funding a jointly organised union-management study trip to Japan.

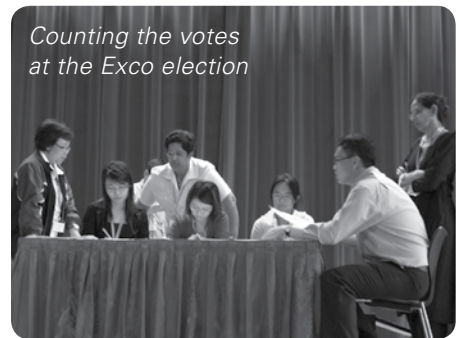
In recognition of its long term commitment to employees' development and welfare; and promotion of good labour management relations, the union is pleased to confer on Singapore Health Services Pte Ltd the Strategic Partners' Award."



*Comrade Gobi Nathan receiving his award*



*NHG CEO Dr Lim Suet Woon receiving the award*



*Counting the votes at the Exco election*



*Singhealth Deputy CEO Mrs Karen Koh receiving the award*



*ES Ong Chin Ang delivering the closing address*



# Presenting.... HSEU Branch Leaders

The past few months have been busy time for the team at HSEU as branch after branch held their general meeting and voted in their new team of leaders. May you continue to serve your fellow co-workers with greater passion and conviction.

## NDC



**Branch Chairperson**  
**Branch Secretary**  
**Assistant Secretary**  
**Committee Member**

Pauline Teo  
Rita Binte Abd Rahman  
Mary Louis Rajanayagam  
Lee Mun Choo, Zainal A. Rahman,  
Surayah Ahmad, Nadzifah Zainal,  
Muhrop Bin Daujo, Jayaram  
Veeramani, Fann Ailian, Sapiaton Setat

## TTSH



**Branch Chairperson**  
**Vice Chairman**  
**Branch Secretary**  
**Asst Branch Secretary**

Catherine Loke  
Rozana Arshad  
Lee Say Hing  
Cheow Wee Hock, Michelle Teo Lee  
Yen, Tan Teck Kwang,  
Habibah Binte Tamby

**Committee Member**

Anuar Bin Mohd Nani, Arnold Marius  
Doray, Asmah Binti Min, Dawood  
Gani S/O Mohamed Ismail, Geeta  
P Ragnavan, Goh Cheng Chen, G  
Sathish, Hatmainah Binte Subadah,  
Kong Lan Pei, Raymund Loh Shing  
Ming, Maheswari D/O P Kandasamy,  
Mastan Nachiyal Mohd, Nilaveni D/O  
K. Ponnusamy, Nurul Shahidah Binte  
Ja'afar Siddique, David Pang Cheng  
Lock, Rahimah Salimin, Rose  
Herdawati Bte Roselan, Sashikala  
D/O Ragunathan, Siti Mariam Arifin,  
Tan Yen Peng, Cynthia Tng Siew  
Hoon, Wilma Krishnan, Dennis Yeoh  
Yan Hock, Yeong Yuen Fong, Zulekah  
Bte Isfaq Ahmed

## SGH



**Branch Chairperson**  
**Vice Chairman**  
**Branch Secretary**  
**Asst Branch Secretary**

Chia Siew Fui Diana  
Mahmood Bin Idrose  
Khoo Beng Neo Janet  
Vivian Gan Lye Hong, Sithi Junaidha  
D/O Abdul Majeed, Koh Yee Mui,  
Tan Siok Kheng

**Committee Member**

Abdul Aziz S/O B Mohamad, Chen  
Guanhua Gary, Gena Loh Juan Ze,  
Jerry Tan Liang Kok, Koh Liliy @ Thai  
Bee Hong, Leong Sau Wun Cecilia,  
Panjavarman Rangama, Ra'en Bin  
Ahdan, Rajaesvaree D/O Pathiraj,  
Sariah Binte Sulaiman, T. Muniyandi,  
Tan Meng Choo, Tay Chee Por,  
Vadiou D/O Jeyaraman, Wong Yew  
Hong, Zaileha Binte Ahmad, Azizah  
Bte Hasbadi, B. Parimala Devi, Indra  
Bawani D/O Veerasingam, Jacintha  
Ann Joshua, Lim Swee Tee, Siti  
Aminah Bte Safari, Sivasankaran, Tan  
Choon Ying Charlotte, Yogarajah S/O  
Marimuthu Samikannu

## KKH



**Branch Chairperson** Choo Hin Chan  
**Branch Secretary** Diong Chui Ping  
**Asst Branch Secretary** Lim Lan, Lee Yim Fun, Florence Cheang  
**Committee Member** Anisah Bte Saman, Chan Yuet Yien, Chew Sen Mei, Chia Moh Yuet, Chin Wai Yong, Foo Soo Geok, Gary Yeow Lye Soon, Jumat Khan Bin Mohd Di, Lee Bik Yik, Lim Kok Hoe, M Parameswary, Natalie Sujatha Dharmapala, Sherida Binte Syed Hamid, Theresa Ong Sau Lan, Sim Mui Hsing Iren

## AH



**Branch Chairperson** Ang Kee Seng  
**Branch Secretary** Parvathi D/O Rengasamy Govindasamy  
**Asst Branch Secretary** Mary Chan Hin Kiaw, Lisa Jamilah Bte Saleh  
**Committee Member** Manjit Kaur, Puvaneswari D/o K. Gangadaran, Wee Gin Puay, Begum Zarinah D/o B.Z Khan, Teo Lay Choo, Julita Binte Sarmiten, Nur Raihan Bte Saini, Han Boon Keng, Yougeswary D/o Narayanasamy, Teo Jun Yi Sapphire, Zabariah Ismail

## IMH



**Branch Chairperson** Yeo No Lk  
**Branch Secretary** Krishnan Sivadas  
**Asst Branch Secretary** Hardev Kaur, Ng Swee Pheng  
**Committee Member** Ow Yong Lai Chan, Joyce Amaravathy, Anparasi D/O Alagappan, Kong Kok Kuin Charles, Sidambaram Visvanathan, Rosini Mansor, Lelah Venotha Nandu, Shinder Kaur, Tan Soek Keow, Lim Soh Lian

## SHGP



**Branch Chairperson** Seah Ai Choo  
**Branch Secretary** Lee Yue Lai  
**Asst Branch Secretary** Chong Bee Yen  
**Committee Member** Rosinah Binte Rahim, Mary Soon Huat Moi, Ling Geok Eng, Tan Sock Kheng, Cheok Lay Yean, Yeo Guat Hoon, Rozana Bte Ahmat

## NHGP



**Branch Chairperson** Cindy Yeo Peng Sim  
**Branch Secretary** Faridah Bte Akhbar  
**Asst Branch Secretary** Sailaja Soman, Wee Lian Ngoh, Helen Ponggothai (Santhi), Nallathamby Usharani, Siti Aeshah Bte Abdullah, Hamnah Bte Rahmat

## NSC



**Branch Chairperson** Jessica Jamie Tan Geok Sim  
**Branch Secretary** Ng Pak Chuan Mac  
**Asst Branch Secretary** Loi Heng How  
**Committee Member** Chan Howe Seun, Choi Yuet Yuen, Tan Pin Cheow, Baljit Kaur, Tang Seok Han, P. Alfonsa Fernando, K. Kamlaisivar

## Health Talks!

Healthcare concerns rank high on Singaporeans' minds. Health Minister Mr Khaw Boon Wan met up with unionists at a dialogue organised by NTUC Healthcare Cluster on 7 April 2007 to dispel any unease.

Engaging in lively debate with Minister Khaw, the frank exchange was certainly a good opportunity for the nearly 200 unionists to raise issues that matter. Dominating the session were:

M is for...

Medisave, Medishield and Medifund. Mr Khaw emphasised the need for this 3M system.



"Healthcare will always be an issue...It's as good a system that one can design. The Singapore system where patients co-pay part of their medical bills ensures that it is abused less than healthcare systems in other countries."

M is also for money. The Singapore Medical Association had withdrawn its fee guidelines and participants were concerned whether this may prompt doctors to raise their prices.

Drawing murmurs of agreement from the participants, Minister Khaw pointed out, "The beauty of our 3M system is that even our low-income workers can afford medical treatment. But wherever it is practical, doctors should display their charges and have clinics itemise their bills."

Said NTUC Assistant Secretary-General and Group Parliamentary Committee Chairman for Health Madam Halimah Yacob said, "Trade-offs are inevitable as we cannot expect both cheap and ever higher healthcare standards at the same time. Higher standards will mean higher costs, part of which we have to be prepared to co-pay."

HSEU General Secretary Ms Diana Chia summed it up best. "From the Minister's point of view, the Government will make sure that nobody is deprived of healthcare because of healthcare costs. As Singaporeans, we also have to be realistic with our expectations."

### Serving the Healthcare Need

To keep up with rising demand, preparations such as recruitment and training are already in place. Local educational institutions such as polytechnics offer diplomas while the university offers nursing degrees, up to Masters level. And while those keen on a mid-career switch to the healthcare industry are also encouraged, foreign talent with relevant skill will be welcomed as well.

"Let us don't underplay the role of foreign workers. Nurses will, for a long time to come, continue to be a shortage all over the world. Therefore, the role of foreign nurses is important. If you are already complaining about being stressed, without these people, it will be a lot worse," Ms Chia highlighted.

## The Changing Face of Healthcare Union: Welcoming NUHEU Branch to HSEU



17 March 2007 was the most memorable day for HSEU-NUH Branch, which celebrated the birth of its new identity as a Branch of Healthcare Services Employees' Union. The theme of the event was Metamorphoses, marking a change in the milestone history of Healthcare Union when the first in-house Union named NUH Employees Union (NUHEU) transformed itself to a Branch Union of Healthcare Services Employees' Union (HSEU).

Mandarin Hotel. In an emotional but lively speech, Ms Thanalechimi briefly touched on the journey since the inception of NUHEU and transition into HSEU. She expressed her desire to further expand union membership and its benefits with the support of HSEU, so that "we become a Union for all Healthcare workers".

The celebration of NUHEU past achievements came with a big bang. Crystal presentations were made to key

About 500 invited guests including NHG and NUH Management representatives, Executive Council Members of HSEU, Mr Mahmood Idrose, President, Ms Diana Chia, General Secretary and NUH Branch Union Members attended the event, which was held at the Marina

Executive Council Members of NUHEU who have served many golden years and were members of NUHEU for 20 yrs or more. Mr Lim Boon Heng, Guest-of-Honour at the event, also presented an award to NUH, accepted on behalf by Mr Chua Song Khim, CEO, NUH, entitled "The Enlightened Management". The following Union representatives were also the recipients of the various awards – Ms Thanalechimi received "The Proactive Union Leader" Award; Ms Ong Hwee Sen, Ms Amarjeet Kaur d/o Sardool Singh, Ms Fu Lee Ping, Siti Meriam Rais and Ms Tan Thor Eng who all received "The Dedicated Union Leader" Awards.

More significantly, the event was marked by the emergence of a new NUH Branch Committee, as it prepares itself to embrace change and metamorphous to a beautiful butterfly, in search of greater opportunities and greener pastures to propel the healthcare union to greater heights.



# Singhealth, South East CDC and HSEU pilot Qualified Postnatal Home Care



The Healthcare sector made waves again recently, with a new initiative launched that is set to not only benefit the silver collar workers, but may just bring about a considerable boost to growing families.

Postnatal home care, a new programme that hopes to encourage more families by providing greater support to couples who want to have more children, was birthed when Senior Minister Goh Chok Tong noted that there are home visits by midwives in England.

The one-year pilot project by Healthcare Services Employees' Union (HSEU), in conjunction with the South East Community Development Council, KK Hospital and Singapore General Hospital under SingHealth Silver Connection aims to engage and tap on the vast experience of older and retired workers.

Under this programme launched on 26 March 2007 at KK Women's & Children's Hospital by Mayor of South East District Matthias Yao, veterans with nursing experiences were put through a two-week long course. Handy and practical, the course will widen and broaden their skills, particularly when guiding new mothers and their carers such as the maids.

Armed with the certificate, these 27 midwives, aged between 58 to 74, will be notified of new mothers who need help and will be posted to their homes.

Said HSEU General Secretary Diana Chia, "The postnatal care services allow engagement of a pool of retired midwives to come back to the workforce. They have valuable experience that can be put to good use."

## You Have Done Us Proud!

Saturday, 12 May 2007  
Lim Boon Heng, Minister



Some \_\_ HSEU members were exceptional individuals, part of the 194 who were selected to be recipients of the NTUC May Day Model Workers this year. On 12 May 2007, they received their awards from Mr Lim Boon Heng, Minister in Prime Minister's Office.

The number of recipients this year more than doubled from the 80 in 2006, grouped into four main categories – Back-to-School Achievers, Silver Collar Heavyweights, Best-in-class in Contract Work and Upgraders for Life. Foreign workers were similarly given recognition at the awards presentation this year.

Apart from these recipients, 23 organisations were also commended for making exceptional efforts to assist their workers, taking the lead to create an inclusive workforce. The Singapore General Hospital (SGH) was awarded the Commendation Award for its efforts in re-employing retirees' in new job roles such as Patient Relations Ambassadors.

NUH was also awarded the same award for administering work processes for the benefit of employees; from job re-design, training workers, including older workers, to supporting workers skills upgrading. These efforts have most certainly helped to enhance the employability of workers.

All May Day Model Workers were rewarded with a 5D4N incentive trip to Ho Chin Minh City, Vietnam, where they had the opportunity to do sight-seeing, and learn from the educational trip.

The following HSEU members are recipients of the NTUC May Day Model Workers' Award:

*Congratulations!*

## Just Our Way of Saying Well Done!



It was a double celebration – while HSEU rejoices over its new office, the festivity included a simple lunch hosted in honour of ten members who, through their efforts and good performance, won a nomination at the recent May Day Model Workers Award.

Held at the Garden of Healing, Singapore General Hospital, the reception was held to show appreciation to these employees, who were there to receive a token of appreciation in recognition for their hard work. Guest-of-Honour NTUC Deputy Secretary-General Mr Heng Chee How also graced the event.

These ten members hail from Changi General Hospital (CGH), Tan Tock Seng Hospital (TTSH), KK Women and Children's Hospital (KKH), Institute of Mental Health (IMH), Singapore General Hospital (SGH) and National University of Singapore Hospital (NUH).

HSEU General Secretary Ms Diana Chia expressed her congratulations to these nominees. "As model workers, you are clearly the best amongst many. Do continue to share this excellence, because with your effort, you can multiply the effects and the future of our healthcare industry can be enhanced. Let's continue to show concern for our patients, because seeing their recovery, seeing them radiate with joy is what matters."

The Union EXCO as well as Management representatives from the various institutions turned up to lend support for the event and appreciation for the workers' good performance. The recipients expressed passion for their work and continued motivation in their area of work.

"I'm very happy to be nominated. It is truly a very big honour for me."

**Vijaya Anbalagan**, Healthcare Assistant, SGH, 17 years

"I find satisfaction taking care of my patients, whether they are babies or elderly. I treat them as my parents, serving their needs so that they would feel at ease."

**Ah Hiang**, 66 years old, Healthcare Attendant, CGH, 31 years

"It feels good to be recognised, because I'm just doing the best that I can in my job."

**Michael Sim**, Patient Service Associate, IMH, 4 years

## Learning About Employability From the Land of the Rising Sun



A team of union and management leaders went on a learning trip in Japan from 28 July to 2 August 2007. Their mission was to learn about the employability practices of matured workers in the land of the rising sun and how that would equip the Singapore delegation to face the challenges of the ageing workforce.

The four-pronged objectives of the Benchmarking Study Trip were:

- \* To learn about Employment and Manpower policies and practices in Japan and how companies manage challenges of ageing and multi-generation workforce

- \* To learn about specific initiatives in relation to age- friendly continued employability for their employees, in particular

practices as well as how companies prepare and provide healthcare organisation

- \* To apply findings from the trip to actual implementation so as to get ready to face the ageing workforce challenges & for the re-employment law, in discussion by the Tripartite for likely implementation in 2009.

- \* To enhance social Interaction and sharing between management & union leaders.

The places of visit were Yokohama City Minato Red Cross Hospital, Japan Business Federation (Nippon Keidanren), Kameda Medical Centre and Toyota Car Plant. The team returned with a deep impression of the Japanese culture and practices, productivity, job flexibility and more.

# Labour Movement to Meet K2 Challenge



It was a warm send-off party for a troop of 16 members, who will brave extreme cold and battle frost to attain their goal. The challenge? Embarking on a gruelling trek to reach the base of the second highest mountain in the world!

NTUC Club, on behalf of the Labour Movement, formed its very own expedition team for the K2 Challenge – Concordia Trek 2007. This challenge is the Labour Movement's 7th instalment in its history of major trekking expeditions, aiming to promote the popularity of mountain trekking and preservation of our ecosystems to the masses.

This team of 16 hails from diverse occupational backgrounds, ranging from nursing to fields of information technology. Two HSEU members, Ms Ong Siew Kim from the National University Hospital (NUH) Branch and Ms Sabariah Sulaiman from the

Changi General Hospital (CGH) Branch, were amongst those selected to be part of the team. And since November 2006, they have long committed themselves to the many training sessions in preparation for this challenge.

A "K2 Expedition Send-Off" was held on 18 June 2007, at Bobby's Taproom in Chijmes, to celebrate the courage of these participants. With much fanfare, these members were showered with well-wishes and encouragement. Ms Josephine Teo, Member of Parliament for Bishan-Toa Payoh GRC, was Guest-of-Honour at the event. Spurring on the participants, she told them, "We must face our own K2. We have to dig into our reserves to overcome challenges and obstacles."

"We work together as a team. It doesn't matter what kind of background we are from. We leave our occupations behind and work towards a common goal of reaching our destination," a resolute Madam Ong remarked. She is one of the two oldest members of the team. HSEU had kindly co-paid for some of their expenses as a strong show of support for these two members.

The expedition team left on 29 June, returning to Singapore on 26 July 2007.

## HSEU Branches Tugged it Out!

Six participating teams slugged it out in a recent Tug-of-War Competition organised by the HSEU, vying for the top two spots and the opportunity to represent the Union in a SPORTacular event organised by Young NTUC and Sports and Wellness on 20 October 2007.

The event concluded successfully, creating greater awareness on the importance of healthy living through physical activities amongst members and non-members alike, while building a bond between members.

HSEU President Mr Mahmood Idrose and General Secretary Ms Diana Chia were present on that day to lend their support too.



Here are the results:

**Names** **Branch**

### Champion

Team F	
Badthu Manne	NUH
Andy Chay	NUH
Anand Kailasam	NUH
Siti Fadzilah	NUH
Ng Jing Huai	NUH

### 1st Runner Up

Team A	
Mahmood Idrose	SGH
Bebeth Madura	CGH
Chua Cher Meng	CGH
Nor Ekhffa	CGH
Anthony Lee	CGH

### 2nd Runner Up

Team C	
Florence Yap	NUH
Anna Lim	NUH
K Thanalechimi	NUH
Tan Pin Cheow	NSC
Cheow Wee Hock	TTSH

## NTUC Gift Plus Extended!

In September 2007, the NTUC Central Committee approved a scheme to extend the NTUC Gift Coverage for members with at least 10 years membership tenure, when they reach 65 years of age.

Currently, NTUC Gift coverage ends once a member reaches the age of 65. Under the new scheme, all criteria for NTUC Gift remain the same. In addition, members who are at age 65, having stayed with the labour movement:

- with 10 years or more of continuous membership tenure, will be offered extended coverage up to age 68;
- with 20 years or more continuous membership tenure, will be offered extended coverage up to age 70;
- with 30 years or more continuous membership tenure, will be offered extended coverage up to age 75

The extended coverage is effective from 1 May 2007. A token fee is applicable:

- \$1 per year for members aged 65 to 67;
- \$2 per year for members aged 68 to 69;
- \$3 per year for members aged 70 to 74.

Good News for HSEU Members! To reward your loyalty with the union, the EXCO has agreed to pay for the coverage extension for one year starting from November 2007.

## Results to our Quiz...

- Q1) The colour of the new logo is orange.
- Q2) Two dragonboats that HSEU will be adopting are Youth Collar and Silver Collar.
- Q3) Our top recruiter brought in 87 members
- Q4) GIRO fee deduction will be made on 25th day of the month.
- Q5) The top prize of this year's Member's Draw is \$2,000 Cash.

1st Qtr Quiz Winners Are...

1) S Indarani	SXXXX168F	CGH
2) Abdul Farouk Abdul Latiff	SXXXX479J	AH
3) Davayshini d/o MP	SXXXX714E	TTSH
4) Doris Chong	SXXXX555E	SGH
5) Fong Yoke Lin	SXXXX473F	SHGP

**Congratulations! Please proceed to the Union Office to pick up your prize today!**

## Look Where We Have Been...

North, south, east, west – we've been everywhere!

HSEU has actively conducted road shows around Singapore, talking and signing up members.

Our Stops:

**Tan Tock Seng Hospital**  
- Staff Orientation

**Singapore General Hospital**  
- 20 & 21 September

**Singapore National Eye Centre**  
- 25 September



## 2 from HSEU in Union Fame Awards Finals

Having emerged as the champions and first runners-up in the HSEU Fame Awards held in July 2007, Leveeh Ian Pastor from IMH and Susan Bausing from NUH have gone on to do the union proud by qualifying for the finals of the Union Fame Awards Finals. The finals will be held on 25 Jan 2008 at the Downtown East. We would like urge you to come on down and support our very own talents.

*Leveeh Ian Pastor (1st from the left), Winner of Union Fame Awards*



*Susan Bausing belting out her winning number*



## Coming Events

- **Membership Launch**  
Jan '08
- **Revamped website**  
[www.hseu.org.sg](http://www.hseu.org.sg)  
Jan '08
- **HSEU Members' Day**  
June '08