



## HSEU emerged Champion at U Games 2010/11!

For the first time ever in HSEU's history, we had emerged Champion in the recent season of U Games! This was indeed an achievement to be extremely proud of for the HSEU family.

The iconic U Games, now into its third year, catered to the different interests of union members through 12 different sporting events. At the U Sports Awards Night 2011 that was held in May to celebrate the victories, it was a roaring night filled with cheers for the HSEU Sports Team as we not only clinched the overall Champion for the season, but also emerged victory in being the Top 10 Unions of the Year, Sportswoman of the Year as well as Team Manager of the Year!

Said K Thanalechimi, Chairperson of Healthcare Services Employees' Union (HSEU) sports committee, "I think it is a fantastic and exuberant feeling. Basically we didn't expect to be the top but what we did was we did the best. We tried to fill in all the best talents, sportsman and

sportswoman into the various competitive events along the way. The sheer number of participations as well as at the same time having good players among the competitive team, I think because of that, we have gotten this championship status. We cannot be complacent as this celebration is just an initiation to a bigger goal, a larger goal. We try our best and must put in a lot of effort to try and maintain the position that we have attained and that is the main challenge."

Indeed, HSEU has put in a lot of hard work throughout the season, searching for the best players among all the branches and fielding great teams to represent HSEU in the various sporting events. Even though victory was sweet, what was more important was the camaraderie spirit formed amongst the HSEU members who see themselves as one big family aiming for the common goal together. This spirit is definitely more priceless than the victory itself. **(To be continued on Page 3)**

Rank	Union	Points	Rank
1	HSEU	3260	27
2	SPWU	2440	28
3	SMMWU	2280	29



GS Diana joins SG Lim Swee Say in the celebrations



HSEU supporters join in the celebrations



HSEU Team Manager, Jamari lifts the Challenge Trophy



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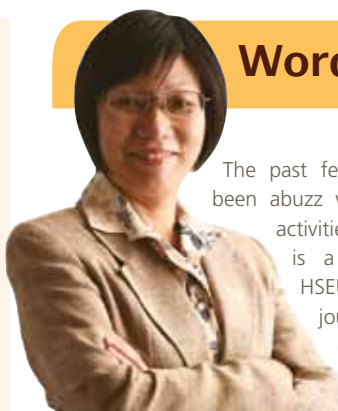
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## Word from GS



Diana Chia  
General Secretary  
HSEU

The past few months have been abuzz with events and activities. Surely, this is a good sign as HSEU embarks on a journey filled with excitement and action lined up for the year ahead. As you may have read earlier, HSEU was crowned the Champion for the U-Games 2010/11 season. This was indeed a tremendous achievement to be proud of as a member of the HSEU family because it shows that together, we can do so much more.

Another success that HSEU had achieved that started the year on a high note was its Membership - we have successfully crossed the 20,000 mark, one year ahead of target! The Nite of Celebration was held on 19 February this year, with NTUC Secretary-General Lim Swee Say joining more than 700 members to mark this significant achievement. Indeed, HSEU has grown from strength to strength and without your relentless effort and support, we will not be who we are today.

This year is also important to HSEU as the various branches will be electing their new Branch Committee, and delegates will also be electing the new team Executive Committee Members. For these Branch Officials, their past four years of contribution had seen HSEU gone through rapid expansion. I would like to express my heartfelt thanks to each and every Branch Official who had served their members well and brought HSEU closer to them at the workplace.

HSEU has also adopted the 3F Leadership Model – Flow In, Flow Up and Flow On, gaining 100%

support from our Delegates at our Special Delegates Conference. This model will see some of our veteran leaders selflessly pass the baton of the leadership post to the younger generation once they reach 62 years of age. Mr Ong Chin Ang, who had served HSEU as Executive Secretary for the past four years, had also taken a lead in this initiative by making Mr Patrick Tay his successor for the Executive Secretary position.

With our management partners, we are also proud to say that much collaboration had been achieved in this first half of the year. Firstly, we have 17 management partners from various institutions joining us in our Corporate Planning Seminar trip in Hainan in early February. Sharing our past year's activities and events with them, platforms for discussion on improving labour-management relations between middle managers and workers, and enhancing productivity for low wage were created. There were also collaboration in community outreach efforts such as the Singapore Flyer trip that the National University Hospital Branch had helped to organise for the Tetraplegia Work Group, and also the Health Screening Programme that Khoo Teck Puat, Nee Soon East CC and HSEU had planned and organised together for the senior citizens living in Nee Soon East area.

Indeed, it has been a hectic start for HSEU in 2011. With our vision to be the choice of union for healthcare employees, HSEU sets out to continuously provide more meaningful activities, benefits and services to our members. We will continue to challenge ourselves to do better, and we look forward to your support and participation. Send your feedback and we will work on them and strive to do more, do well, do good and do together for our members!

## HSEU Welcomes New ES

Patrick Tay  
Executive Secretary  
HSEU



It is with great honour that I have been given the opportunity to serve you as the Executive Secretary of our Union with effect from 1 March 2011. This would not have been possible without the support of Brother Mahmood Idrose, Sister Diana Chia, Brother Ong Chin Ang, the HSEU Executive Council Members, all our branches leaders and members.

I would like to express my most sincere gratitude to Brother Ong Chin Ang, my mentor who had guided me to serve the Union with our members at heart. He has laid a solid foundation upon which we can build our HSEU upon.

This year also concurrently marks an exciting journey for me as I stepped into the political arena of Singapore after being humbly elected as a Member of Parliament for Nee Soon GRC. It is definitely an honour for me to come forward

to serve in a larger capacity, be the voice for workers in Parliament, especially for our members working in the healthcare sector and positively impacting even more lives to the best of my ability.

With your support and that of our tripartite partners, let's progress together and live our vision to be "The Choice Union Of Healthcare Employees, For Healthcare Employees, By Healthcare Employees"!

(Continued from front page)

Amongst all victories won, what was commendable was the effort of two of our HSEU Sports representatives that paid off. Serena Foo, HSEU's table tennis player from CGH, was awarded the Sportswoman of the Year by the organising committee. She said, *"I feel very happy that people acknowledge what I have done. I'm quite surprised I was nominated for this award."*

Similarly, the title of the Team Manager of the Year was won by Jamari Bin Mohamed from NUH, who had coordinated the HSEU team for the entire season of the U Games. *"I feel so good, I feel appreciated but it is actually a team work. We work together closely with the other branches as well. It's not actually mine alone, it's a team effort. The most important thing is to work together as a team, we encourage each other with the events coming. I'm involved in many games and most of the events are at the weekends. My family has been very understanding. For some of the games they are there to be with us, to be with the team."*

With such an exciting closure to the U-Games 2010/11, HSEU is now gearing up for the upcoming U-Games 2011/12. Our focus is to maintain the high standard we had displayed during the past season, and work on our weaker links to make HSEU an all-rounder team. Three cheers to each and everyone who had contributed to HSEU's success!



**CALLING ALL SPORTS ENTHUSIASTS!**

**Talented in any sports? Join us and be part of our HSEU Sport Team for the upcoming U-Games 2011/12!**

**Contact any of your Union representatives in your Institution today!**

**Or contact the HQ directly.**



# 20,000 Strong and Counting!

## HSEU Celebrates Membership Success By Muneerah Bee Mohamed Iqbal

In 2006, the Labour Movement repositioned itself, formulated and launched the LM2011 vision the following year. About the same time, the Healthcare Services Employees' Union also went through a transformation after a merger and both have been on a path towards LM 2011 since. In 2007, the union set a target to reach 20,000 members by 2011, in support of NTUC's aim to have one million members by 2015. In August 2010, HSEU welcomed its 20,000th member, a year ahead of the target. Its membership has almost tripled since 2005 and more than 90 percent are Ordinary Branch members. With the current membership base standing at around 21,800 members, celebrations were in order as the leaders and members of the union commemorated its membership achievements at the 'HSEU Nite of celebrations 2011' on 19 February 2011 at Downtown East.

In his speech, Guest-of-Honour NTUC Secretary-General Lim Swee Say cited the union as "one of the strongest unions in Singapore today" with good Labour Management Relationship. The main reason HSEU is a strong union, he explained, is because of its good leadership at the Executive Committee and Branch level.

Maintaining its membership momentum, HSEU set a new target of hitting 40,000 members by 2015. HSEU Deputy General Secretary Janet Khoo said: "Healthcare is a growing sector and we must set and meet a certain target so that the union can be a strong union." As the Chairperson of the Membership Sub-Committee in HSEU, she also shared that the union is working to recruit more PMETs, have more activities for younger members and continue to keep members highly engaged through activities and communication.

*(This article was first published in NTUC This Week, dated 04/03/2011)*

## How Did They Do It?

The leap in HSEU's membership numbers did not come by chance. Ms Khoo shared some of the reasons behind its success:

### Enlightened Leadership

"We have a group of dedicated leaders led by our Exco who have been supportive of our workplans and budget. Some of them are also active recruiters."

### Support from Management Partners

"Our Management Partners have been supportive of our recruitment efforts by granting us timeslots in orientation programmes, so that we can recruit members, and the use of the premises for our roadshows."

### Working Hard For Members

Monthly membership sub-committee meetings are well attended and held after working hours at their own time. Besides roadshows to recruit new members and engage existing members, the branches also held bazaars and other events two to three times yearly. The union also has more than 100 dedicated and motivated certified recruiters who actively recruit members on the ground.

"Certified recruiters not only have to recruit the members, it is also about retention. When they have any information, they make sure that they engage and keep all the members informed as well."

### Working The Cheaper Better Faster Way

The union used to give annual gifts to our members, which they may or may not like. For the past two years, HSEU gave out LinkPoints instead of gifts. Members can use the LinkPoints in many ways according to their preference and it cuts down on administrative work and logistics process.

HSEU also has an Info Kit that contains useful information for members. As part of its partnership with NTUC Link Private Limited, 20,000 printed copies were sponsored by NTUC Link.

### Recognising Efforts

The 'HSEU Nite of Celebrations 2011' was also a time to recognise and reward branches and individuals. Awards were given out to the best recruiting branch - Gross Increase, best recruiting branch - Nett Increase and the Top Five certified recruiters.







Three cheers to a successful BOs' Gathering!

## Branch Officials' Gathering 2011

18-20 March 2011  
Kuala Lumpur, Malaysia

HSEU had their Branch Officials' Gathering trip to Kuala Lumpur on 18-20 March 2011. A total of 119 Branch Officials and Full-time Staff participated in this event.

This trip is one of the few rare occasions where Branch Officials across all of HSEU branches get together to mingle and share their personal experiences during the past four years of serving in their branches. Through the ice-breakers and teambuilding games, these branch officials get to know more about their peers, sharing a whole load of fun and laughter! Other than these light-hearted activities, the officials also shared on the future events and plans HSEU would be engaged in. The

direction of where HSEU will be heading was also shared with all the officials so that all of the officials can be aligned with the common goal of HSEU.

During the gathering, there was also a short farewell session for HSEU former Executive Secretary Mr Ong Chin Ang. It was a touching and heart-warming session as many branch officials showed their appreciation for his contributions to HSEU. Some officials also shared about how Mr Ong had been a strong influence and inspiration during his time at HSEU with them. Mr Ong has indeed played an integral role in shaping HSEU to what it is today.

This trip is also a way for HSEU to sincerely thank all our Branch Officials for their invaluable contributions and relentless hard work in serving their branches to the best of their abilities. Thank you, Branch Officials!



Branch Officials enjoying the Ice-Breakers game



Mr Ong Chin Ang sharing a few words of thanks with all BOs



All BOs getting ready for a game session



BOs from different branches get together



One BO acting out in a game of Charades



Getting to know one another from other branches



President Mahmood in a game with a BO

## Certified Recruiters' Summit

The Certified Recruiters' Summit was held from 1 to 3 April 2011 to honour recruiters who have been actively recruiting members for the past year. The 3 Day / 2 Night summit held at Hatyai, Thailand was an interesting and engaging one. Participants were given an overview of the coming year's membership drive and targets. The participants actively joined in the brainstorming session for new ideas focusing on key areas of membership for the year, in which many good ideas were surfaced and presented. The participants also expressed that it was meaningful to attend the summit as they felt it allows quality interaction among active recruiters.

Janet Khoo, Chairperson of Membership Sub-Committee, addressing the Certified Recruiters



Certified Recruiters in deep thoughts about ideas on key areas of HSEU's membership



A big Hooray to all Certified Recruiters!



All CRs actively engaged in the discussion



A group of Certified Recruiters enjoying the thought process





# HSEU Reaches out to Young Leaders

The Young HSEU kick-started the New Year with its very first Young HSEU leadership and Teambuilding training in Bintan on 15th and 16th January. This training seminar is one of the key initiatives by HSEU to “Flow-In” new activists. It was also the result of feedback received from members across HSEU’s unionised branches. In the past six months, HSEU had organised numerous ‘Kopi-Sessions’ with about 120 youth activists across our unionised healthcare institutions. The participants for this trip were young members and activists from the various HSEU branches which comprised different hospitals/ polyclinics.

This Training Seminar was conducted in close collaboration with our Ong Teng Cheong Labour Leadership Institute and also encompassed the certificate in Leadership Module 1 as part of the programme. This gave the participants greater depth and engagement, allowing them to learn more about the essential leadership concepts that they can apply at their workplace and their daily lives. Participants were also put through different activities, including group discussions, indoor and outdoor experiential activities. Through these teambuilding activities, the participants got to know more about their fellow peers and brought them

closer as a team.

HSEU President, Mahmood Bin Idrose, General Secretary Diana Chia and Deputy Executive Secretary Patrick Tay, also joined in the trip and their presence added a whole lot more meaning to the engagement with the young activists. During the dialogue session with HSEU leaders, they readily shared their experiences serving as union leaders in HSEU and gave the participants a deeper understanding of what HSEU and union work is all about.

Overall, this teambuilding trip was a great success as the young activists went back with not only knowing more about the Union, but also knowing more friends from the same industry. It also provides a platform for cross-learning as they were able to share their various work experiences and problems with one another. Clement Quek, who is a Staff Nurse at Tan Tock Seng Hospital said, “It was a very well-spent weekend with the other participants. The

course taught us about discovering the strengths in oneself and in others, and also discovering beyond the limitations of each individual.” Nur Izzati Binte Mohamed Zain also mentioned, “It has been an enriching experience for me, and I am able to foster good relationships with others.” Catherine Loke, the Chairperson of Young HSEU subcommittee summarised the whole trip, “We are really pleased to be able to engaged these young activists and expose them to what HSEU is about. Hopefully all these engagements would ignite the passion in some of the participants and encourage to step up as a Union leader in HSEU.”

Prior to this teambuilding, HSEU had also organised two gatherings in November and December



A group picture of President Mahmood, GS Diana Chia and ES Patrick Tay with all the youths

separately to engage this network of young activists. HSEU is in the process of organising more kopi-sessions and gatherings to engage, enthuse and encourage the younger members across our unionised institutions to step forward in the coming months.

President Mahmood engaged in a teambuilding activity with the youths



The youths challenging each other in a game of teamwork and unity



ES Patrick Tay joining the youths in the activities



The youths in action while bonding with one another

# HSEU’s Extended Helping Hand at the HSEU Bursary Awards 2010

By Joshua Joseph

“Set a goal for yourselves this year to excel beyond what you have achieved before and remember HSEU’s helping hand for you.”

That was the message by NTUC Assistant Secretary-General Seng Han Thong to the 625 recipients of the Healthcare Services Employees’ Union (HSEU) Bursary Awards 2010. The award ceremony held on 22 January 2011 saw a total amount of \$102,090 being given out to aid healthcare employees from lower income families.

HSEU received the strong support of NTUC U Care, as well as the Management of Singapore Health Services, National Healthcare Group, National University Hospital, Alexandra Health and Jurong Health Services. As NTUC celebrates its 50th anniversary with a host of commemorative events, ASG Seng shared that the different events planned will include something for everyone. With NTUC striving to continue its efforts in achieving an inclusive workforce, it will press on to reach out to the different key groups of people in need. This will include low wage workers who will have a share as the country progresses.

ASG Seng strongly believes that HSEU will certainly align itself with this focus and do more for its members, ensuring better lives for them. He added: “HSEU has taken the extra step to go beyond the current welfare benefits to look into genuine and urgent hardship cases where the union can help. This compassionate direction that the union is taking is highly commendable and I am confident that HSEU’s valued management partners will continue to show their strong support for HSEU’s efforts.”

The strong support has proven to be of great value for lower income families who constantly deal with hardship and difficult situations. One such beneficiary is Madam W Pushpa whose daughter was a recipient of the bursary award. The health attendant, who is the sole breadwinner of her family, often finds herself having to skip meals to support her family. Most of her income often goes to rental. She said: “I need a lot of financial assistance, so when these things come to me it lessens the burden.” She believes that the bursary award serves as good encouragement for her daughter and shared how the back-to-school vouchers received from HSEU has helped lighten her financial load.

“HSEU has taken the extra step to go beyond the current welfare benefits to look into genuine and urgent hardship cases where the union can help. This compassionate direction that the union is taking is highly commendable and I am confident that HSEU’s valued management partners will continue to show their strong support for HSEU’s efforts.”

“The back-to-school vouchers are very useful... This year is her O-levels, so I was able to use it to buy assessment books she can do, school shoes and stationery.”



One young awardee taking a picture with ASG Seng



Madam Choo Hin Chan, Chairperson of Welfare Sub-Committee, giving the Opening Address



Guest of Honour, NTUC Assistant Secretary-General Seng Han Thong, addressing the audience



Management Partners giving their support to the HSEU Bursary Awards

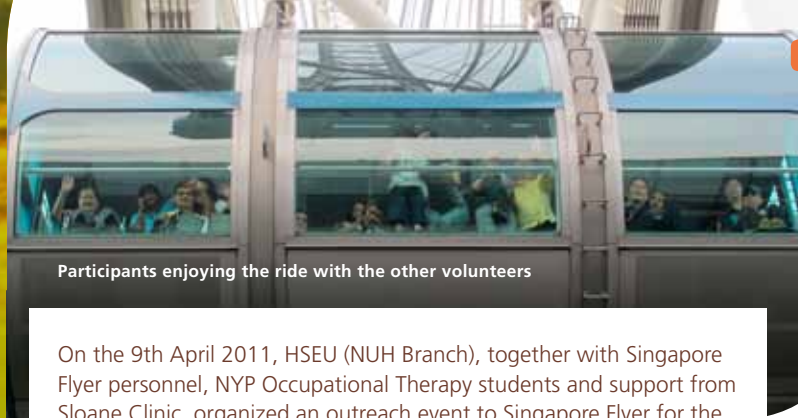


A group of awardees with our valued Management Partners and GOH





# Outreach Programme with Tetraplegic Workgroup to Singapore Flyer



Participants enjoying the ride with the other volunteers

On the 9th April 2011, HSEU (NUH Branch), together with Singapore Flyer personnel, NYP Occupational Therapy students and support from Sloane Clinic, organized an outreach event to Singapore Flyer for the Tetraplegics. The event gives a unique opportunity for the bed-ridden patients to be able to sight-see the interesting places in Singapore such as the Singapore Flyer.

In total, 39 tetraplegics and about 80 volunteers including 12 from HSEU attended the event. HSEU has provided the link/connection to the Singapore Flyer's Management and has been instrumental in the negotiation of prices such as the ride and the food provided for all with special sight tour of the gallery included in the programme. HSEU (NUH Branch)'s effort has been significant in coordinating with the Singapore Flyer Management.



HSEU NUH Branch Officials together with some participants posing for a picture before their ride begins at Singapore Flyer



A group picture of NUH Branch Officials, Participants and NUH Organizer

## Helping Hands Moving Hearts 2011

On the 16th April 2011, NUH and HSEU (NUH Branch) organized a community outreach program for the elderly and needy residents around the area. About 80 staffs and union members participated as volunteers to provide groceries to the 150 needy residents with volunteers visiting each of the residents home.

NUH also provided the following Individual Health Counselling Sessions for the elderly residents, Pharmacy (Medication Advice/Reconciliation, DDI, MRI, CT scan and dietary Advice). The volunteers interacted with the elderly/needy and accompanied them to their individual health counselling sessions and also help translate the advice. There were also buses catered to fetch the elderly/needy to their home and the helpers helped to carry groceries to the elderly/needy to their homes.



Chairperson of NUH Branch K.Thanaletchimi, helping one of the participants during the event



NUH Branch Officials helping out at the event



HSEU helpers giving out goodie bags to participants

## Nee Soon East Residents' Health Get Boost From HSEU And KTPH

The Healthcare Services Employees' Union (HSEU) together with Khoo Teck Puat Hospital (KTPH) and Nee Soon East Constituency have embarked on a new community outreach programme to raise awareness on various health issues including health management among the mature residents in Nee Soon East. The five-year long programme was launched at the Nee Soon East Community Club on 23 April 2011 with a health talk on obesity and weight management, followed by a demonstration on how to cook healthier meals and a health screening for residents aged 50 and above which attracted some 300 participants. Addressing the residents at the event, HSEU Executive Secretary Patrick Tay Teck Guan said: "This event is meaningful and significant for two reasons. Firstly, this is the first time the union and the management of our unionised company KTPH as well as Nee Soon East grassroots are partnering together for such a meaningful project. Secondly, Nee Soon East grassroots organisation has decided to work together for the next five years to do a community health project to raise awareness among residents in Nee Soon East as well as the Nee Soon community at large." HSEU said that with KTPH as the hospital located in Yishun, together the partners aim to bring integrated healthcare to residents in the northern region in Singapore. As an internationally-recognised Health Promoting Hospital, KTPH also actively seeks to influence social habits through health promotion and empowerment. Last July, HSEU launched a community project with SingHealth to provide necessities such as wheel-chairs and walking frames for needy patients after they are discharged from hospital. This initiative which helps patients manage their conditions at home will be reviewed when it ends in July 2011.

*"This is the first time I am undergoing a health screening like this one. They are very efficient and I have with me the results of the health screening. This is a very good event as it helps us understand our health status and also shares with us how to lead a healthier lifestyle by preparing healthier meals."*

- Peh Bey Wah, a 50-year old Bank Administrative Officer, attended the health screening held at the Nee Soon East Community Club on 23 April 2011



Participants enjoying a healthy meal prepared during the event



The various health screening counters were set up for participants to measure their height and weight, take their blood test and also a one-on-one counselling session with them



Mr Patrick Tay, HSEU Executive Secretary cum MP For Nee Soon East, with Mr Liak Teng Lit, CEO of KTPH, taking a health survey using iPad



(This article was first published in NTUC This Week, dated 01/05/2011)



## HSEU Corporate Planning Seminar 2011

25-28  
February 2011  
Hainan, China

In February 2011, 17 management partners from Alexandra Health, Integrated Health Information Systems (IHIS), Jurong Health Services, National Healthcare Group, National University Hospital and Singapore Health Services, joined 26 HSEU union leaders and staff for HSEU's Corporate Planning Seminar held in Hainan, China.

HSEU started the practice of inviting selected management partners for her Corporate Planning Seminar in 2010 to strengthen labour management relations and to forge a common understanding of HSEU's goals. The Corporate Planning Seminar 2010 held in Bangkok, Thailand, had a good start with HR Directors of each healthcare cluster involved. Encouraged by the positive response from HSEU Executive Council and management partners, this invitation was extended to key HR partners of each institution in 2011.

HSEU's Corporate Planning Seminar 2011 was a good mix of serious discussion, networking and leisure. Union and management got to know each other better with a short session of warm-up activities preceding the actual discussion. The discussion focused on improving labour-management relations between middle managers and workers, and enhancing productivity for low wage workers. With HSEU General Secretary Diana Chia's suggestion that union and management switch roles coupled with the good relations between the parties present, the discussion was open and generated many good ideas.

Following the discussion, the group was hosted by Hainan Provincial People's Hospital, one of Hainan's most prominent hospitals, for a learning trip. Leisure was included in the form of sight-seeing to Hainan Museum and the Five Officials Memorial Temple, and a healthy dose of shopping!

Many bonds were built and strengthened over the 4-day trip and management partners have lauded the trip for its networking opportunities with both union and management from other institutions, emphasising the common objective of union and management which is to help workers and unveiling new avenues for union-management collaboration.



A group picture at Hainan Provincial People's Hospital



HSEU management partners in a discussion with HSEU union leaders



Meal times are great times for mingling amongst management partners and union leaders



Learning trip at Hainan Provincial People's Hospital



HSEU union leaders exploring a hospital ward



Madam Choo Hin Chan, KKH Branch Chairperson, posing with a local nurse



KTPH Branch Chairperson Ms Mary Chan interacting with a local nurse at work

## HSEU gets 100% support for Flow-On initiative

HSEU had its Special Delegate Conference on 19th February 2011, where delegates voted for constitution amendment to formalise the 3-Flow framework – Flow In, Flow Up, Flow On. It received 100 per cent support from all 108 delegates. This was indeed a tremendous feat to be proud of as HSEU stands together in unity in support of this initiative. In commitment to the 3-Flow model, HSEU Executive Secretary Ong Chin Ang led by example. He relinquished his position on 1 March 2011, passing the baton on to Patrick Tay, formerly Deputy Executive Secretary of HSEU. SG Lim Swee Say commented: "Brother Ong Chin Ang was instrumental in the merger and formation of HSEU. He was the key person from NTUC in supporting HSEU before, during and after the formation. In fact, HSEU will not be where it is today if not for the very strong support and commitment from Brother Ong."



Mr Ong addressing the delegates at the Special Delegates Conference

Another exemplary Flow-On model led by HSEU's leader is Mdm Choo Hin Chan, who is currently HSEU's Vice-President and Welfare Committee Chairperson. She shared that she will 'flow-on' at the end of the term after contributing 20 years of service. She is happy to have been able to contribute to the healthcare staff and to see many members benefitting from HSEU's welfare initiatives.

Said Mdm Choo, "I have been planning for my 'flowing on' since two terms back when I started looking for and grooming a successor. I was aware that I will reach the retirement age soon and that succession planning is not something that can be done overnight. No one can stay in their position forever and every leader should groom and be prepared to let the younger generation step up."

Three cheers to the selfless leaders of HSEU!

### What's the 3-Flow Framework?

#### Flow In

To ensure a constant flow of new blood into the Labour Movement, efforts will be intensified to induct a new and more inclusive profile of union leaders to lead their unions and branches.

#### Flow Up

To groom potential leaders to take on higher responsibilities with a view to passing them the baton, the Labour Movement will provide training and development.

#### Flow On

To encourage union leaders reaching the statutory retirement age of 62 to make way for new blood. But the Labour Movement will continue to tap on their wisdom and experience in other areas



Mdm Choo, Vice-President of HSEU, supported the Flow-On initiative by taking the lead



Ms Zarinah (JGH) sharing her view on the 3F Leadership Model during the Conference



Delegates listening attentively to the proposed Constitution Amendments



President Mahmood and Jacintha (SGH) casting their votes



Delegates applauded when it was announced that 100% of the votes were for 3F model



## E-Draw Winners for 2010!

Here are the three lucky winners for our Members' Draw for 2010! They walked away with \$3,000, \$2,000 and \$1,000 cash respectively. Our heartiest congratulations to all the winners!



"I'm extremely happy to receive the top prize! Even though I'm already 68 years old and working as a part-timer, I feel it is still very beneficial to continue my membership. Thank you, HSEU!"

-Foo Lee Chin, KKH  
Top prize winner for e-Draw 2010



"This is indeed a very pleasant surprise for me! I will continue to support HSEU in their activities and events for their members. A big thank you to HSEU!"

-Teo Mui Chen Tracy, DSGB Member  
2nd prize winner for e-Draw



"I'm happy to receive this cheque from HSEU. I had joined the Union for 30 years and counting, and indeed it is important to support the Union as they serve as a voice for all nurses and healthcare employees. Kudos to HSEU for your effort all these years!"

-Kartini Bte Alimudin, SGH  
3rd prize winner for e-Draw 2010

## membership drive 2011

### Join HSEU Today!

Sign up as a HSEU member and stand a chance to win these fabulous prizes.

Year-Long  
Promotion

## Members' Draw 2011



Members' draw will be conducted electronically in January 2012 for all paying HSEU Members.

Quarterly Draw

30 prizes worth \$100 each per draw

"Life's a Struggle if you can't Juggle"

Two HSEU Unionists share how they juggle, in style, both Union work and their personal life



"I have to thank NTUC for giving me the opportunity to help people who are in need."  
- Mastan Nadriyal Mohd

**Name:** Mastan Nadriyal Mohd

**Institution:** Tan Tock Seng Hospital

**Job Position:** Senior PSA

**Juggling Act:** Mastan is awarded the "Top Certified Recruiters' Award", with 282 members recruited over the year. From the Tan Tock Seng Hospital Branch Committee, she has been committed in helping the needs of members. She introduced foreign members to the NTUC GIFT scheme by NTUC Income and she encouraged low income members to seek help from NTUC through its bursary awards and Back-To-School vouchers.

**Name:** Rozana Arshad

**Institution:** Tan Tock Seng Hospital

**Job Position:** Senior Nurse Manager in Medical Intensive Care Unit

**Juggling Act:** Rozana attained Gold Award in the Bachelor of Nursing (Post-Registration) from University of Sydney (Singapore Institute of Management) in 2010. Being in a leadership position in both her job and the Union, Rozana feels that there is a need to equip herself with knowledge that would allow her to see things rationally for the benefit of all. It was thus, one of the motivating factors that led her to seek higher education. With it, she can perform her job more effectively and also lend a rational voice in representing the working people in their quest for equality, safety and security at the workplace.

"I would encourage people to join the Union as it helps ensure that our nation prioritizes issues of the common working people such as working hours, working conditions, wages and benefits. As a Union, our voices will be magnified and heard."  
- Rozana Arshad



Events are correct at the time of print.

9 July 2011  
**One-Day Malacca Shopping Trip**

9 July 2011  
**Joint-Union Paintball Challenge 2011**

14 July 2011 and 15 July 2011  
**HSEU Movie Screening:  
Harry Potter and the Deathly Hallows**

9 August 2011  
**Young HSEU National Day Celebrations HSEU**

2 September 2011  
**HSEU 2nd Quadrennial Delegates' Conference**





## A big Thank You to our Members!

HSEU gave 1,500 LinkPoints to every member as the annual gift for 2010. This is also our way to thank our members for their relentless support for HSEU. Members can redeem their LinkPoints at various merchants. A big Thank You to All for your continuous support!

### Here's how you can check your LinkPoints:

- Check out [www.plus.com.sg](http://www.plus.com.sg)
- Go to any of LinkPoints Merchant outlets
- Call the Customer Service hotline at 6213 8008 (Union members)
- Simply sms LINKPOINTS space (NRIC or FIN no) to 9747 6868
- LinkPoints Iphone App
- Request for e-Statement from PLUS! via Customer Service hotline

**LinkPoints**  
make your point.

## QUIZ TIME! Five correct entries drawn will each win a \$20 FairPrice voucher!

### Q1. What's the 3-Flow Framework?

- [a] Flow-Up, Flow-Down, Flow-On
- [b] Flow-In, Flow-Up, Flow-On
- [c] Flow-In, Flow-Down, Flow-Out

### Q2. In which month and year did HSEU welcome its 20,000th member?

- [a] June 2010
- [b] July 2010
- [c] August 2010

### Q3. How many recipients were there for HSEU Bursary Awards 2010?

- [a] 585 recipients
- [b] 625 recipients
- [c] 785 recipients

### Q4. What was the annual gift given to all members for 2010?

- [a] 1 pair of Cathay Movie Vouchers
- [b] 1,500 LinkPoints
- [c] \$10 cash

### Q5. What is the top prize of this year's Members' Draw?

- [a] \$1,000 Cash
- [b] \$2000 Cash
- [c] \$3000 Cash

To participate, simply send in your answers in the following format through either:

#### 1) EMAIL

To: [HSEU@ntuc.org.sg](mailto:HSEU@ntuc.org.sg)  
 Subject: HSEU Quiz Time – June 2011  
 Name:  
 Contact No:  
 NRIC No:  
 Institution:  
 Answers: Q1)  
               Q2)  
               Q3)  
               Q4)  
               Q5)

#### 2) SNAIL MAIL

To: No 3 Bukit Pasoh Road #02-00 Singapore 089817  
 Subject: HSEU Quiz Time – June 2011  
 Name:  
 Contact No:  
 NRIC No:  
 Institution:  
 Answers: Q1)  
               Q2)  
               Q3)  
               Q4)  
               Q5)

#### TERMS AND CONDITIONS

1. The closing date of the quiz is 21 July 2011, Thursday. No entries will be entertained after the closing date.
2. Five winners will be drawn from all correct entries received. Winners will each receive a \$20 FairPrice voucher.
3. The quiz is strictly open to HSEU members only. EXCO members, HSEU staff and the Editorial Committee Members of the HSEU Newsletter are not eligible to participate.
4. Only one entry per member is allowed.
5. The decision of the Committee is final.