



HSEUnewsletter2007 1

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Renewed CAs,
Renewed Confidence

We Are NOW HSEU!

After 17 years of unionism, the Health Corporation of Singapore Staff Union (HCSSU) is now known as the Healthcare Services Employees' Union (HSEU), following its transformation to an industrial union after the merger with NUH Employees' Union (NUHEU). Read more about it in Page 6

Also in this issue...

Find out more about the new CAs that were signed with SingHealth and NHG Clusters;

Learn how you can participate in our Membership Campaign; Win prizes in the Quiz...

And More!

Word from GS



start with the signing of the collective agreements in February 2007 with the Singhealth and Healthcare National Group cluster. With

the new CAs, our members will enjoy salary adjustments and improvements in salary range, medical and hospitalisation benefits, dental benefits, medically boarded out medical benefits, ward allowances, meal subsidies etc. Negotiations with the managements of the two clusters were sometimes intense but always open and cordial. The maturing labour-management relationship augurs well for future cooperations as we ride out the challenges facing the healthcare sector.

We can also look back at 2006 and say that it has been an eventful year. The Union is now known as the Heathcare Services Employees' Union or HSEU in short. The National University Hospital Staff Branch held their inaugural Quadrennial General Meeting on 16 December 2006 and is now one of our branches. Please join me in extending a warm and cordial welcome to our brothers and sisters from NUH.

The Dinner and Dance took place on 18 November 2006 at the Suntec City Ballroom, attended by about 1000 members and guests. We had a ball of a time. Look at the pictorial spread to catch a glimpse of what you missed if you were not there. Our new logo designed by a Temasek Polytechnic Design student was unveiled. A video depicting our struggles for representation in the early 1960s, formation of a healthcare union after restructuring of the public hospitals in the 1980s and 1990s, transformation into an industrial union today and moving ahead into the future was shown to an appreciative audience.

The Labour Movement has painted its vision for the next five years with Labour Movement 2011 (or LM 2011). In a nutshell, the LM 2011 vision could be summed up by the slogan "Labour Movement for All, All for the Labour Movement". The union has been participating actively and will be launching two "dragon boats", namely in the Youth Movement and Silver Collar. We gladly welcome the participation of our members in these dragon boats to make a difference to the lives of our members.

Our ordinary branch union membership crossed the 6000 mark for the first time in July 2006. With the formation of NUH branch, we have now about 8000 members. We will also be working with NTUC to bring the other 1700 General Branch members working in various healthcare institutions under the HSEU umbrella. Very soon, we will be able to breach the 10,000 members mark.

Going forward, we want to strengthen our membership in our existing branches as well as extend our reach to other members of our healthcare fraternity such as the GPs, Homes and Private Hospitals. We have set a target to recruit 2,200 new members in 2007. We cannot achieve this by a small team. Our certified recruiters' scheme has worked well for us. Our top certified recruiter brought in 87 new members, earning \$870 in cash incentives. These recruiters have undergone training and are now reaping their richly deserved rewards by recruiting and serving the members. You too can be a certified recruiter by attending the Certified Recruiters' Course.

My heartiest congratulations to all winners of our Members' e-Draw. The top prize of a trip for two to the Gold Coast was won by Ms Cheok Lay Yean of SGH.

The Executive Council has met in March 2007 to draw up plans for the next financial year. We have an exciting calendar of events lined up for you and we look forward to your active participation and support. More details will be made known in the next issue.

Cheers to another good and fruitful year in 2007!

"There is something for everyone in this NEW CA..."

HSEU renewed the Collective Agreements with both Managements of SingHealth and NHG respectively earlier this year, bringing to a close the successful and smooth negotiation process.

The signing ceremony between HSEU and SingHealth was witnessed by Guest-of-Honour, Mr Heng Chee How, Minister of State for Health and NTUC Deputy Secretary-General.

Both SingHealth and NHG CAs are characterised by the enhancement of benefits and introduction of new benefits for members, prompting HSEU General Secretary Ms Diana Chia to say, "There is something for everyone!"

"The agreement allows for greater understanding between Management and Union for the benefit of both our staff and the organisation. The process of coming to the Agreement is important as it highlights the needs of staff and allows us to agree on initiatives that would address them as we move forward to face the challenges that our dynamic industry presents."

- Prof Tan Ser Kiat, SingHealth GCEO, on the significance of signing the CA.

"Because there is sincerity from both sides, the spirit of give and take prevailed...because there is trust, there is an atmosphere of openness to freely share, consult and engage one another. The result is a better appreciation and understanding of the challenges faced by the organisation and the aspirations of her employees leading to a win-win outcome for all."

- Ms Diana Chia, General Secretary of HSEU. She cited sincerity and trust as the two key factors in the smooth negotiation process that led to the successful conclusion of the CA.

"These clearly demonstrated a stepping up of the level of understanding and greater maturity in labour-management relations and it certainly reflects the spirit of openness. We would like to thank the management for their openness and sincerity throughout the whole CA negotiation. We are confident of a closer relationship with NHG with CEO Dr Lim Suet Woon at the helm."

- Mr Mahmood Idrose, President of HSEU, acknowledged and applauded the significance of the new CA, which features revisions in both monetary and non-monetary items.

What's New

Scope of Representation Extended

Full-Time Staff who convert to Part-Time Full Representation

Limited Representation Senior Nursing Officer Grade 14 Non-Nursing Staff

Contract Workers – Locals with contracts of one year or more; Foreign workers on

second contract

- Staff who are actively involved in union activities shall be acknowledged for their contributions to the union in their yearly performance assessment under the Company's performance management appraisal system
- HSEU will provide its input on the contribution of the respective union officers to the hospital in January every year

Both Clusters support post-retirement employment and will endeavour to reemploy retired staff in suitable positions and provide re-training where possible.

Both Clusters will contribute funds to the union in support of the Bursary Assistance Scheme. This is a joint union and management project to provide social support to children of members.

Salary Adjustments		
Salary Range	The revised salary range for nursing and non-nursing job grades has taken effect on 1 February 2007.	
Adjustments	Nursing and non-nursing staff will be granted salary adjustments aligned to the new salary ranges. Employees whose salaries fall below the new minimum salary point will have their base salaries adjusted to the new minimum salary	











What's Improved?

SingHealth CA	NHG CA		
Meal Sub	sidy		
Medical Be	nefits		
Hospitalisation	Benefits		
Dental Ber	nefits		
Vehicle Loan Scheme			
PCA / HCA Ward Allowance and Salary Adjustments			
Family Care	Leave		
Nurses Ward Allowance	Prolonged Illness Leave (Medically Boarded Out Benefits)		
Long Service Award	Payment of Overtime, Rest Day, Public Holidays		
	Cashier Allowance		

^{*} NUH Staff will continue to enjoy benefits that were laid out in the previous NUH CA. These are spelt out in the Letter of Exchange.

Moving Ahead Together!

Attention all HSEU members and recruiters!

In last year's membership blitz, members won air tickets jetting off for a fun-filled holiday!

You can be a winner too! This year, all HSEU paying members as at 30 September 2007 automatically qualify for the membership drive lucky draw, which will be held in November 2007. The top prize is \$2,000, second prize stands at \$1,000 and the third prize is \$500. There are also 30 consolation prizes worth \$100 each.

New HSEU members who join the union from 20 January 2007 to 30 September 2007 with successful GIRO deduction are entitled to a \$5 NTUC voucher too.



And now, let's re-live the fun that members had during the HSEU Membership Launch 2007...



Come rain or shine...

...HSEU have you covered!

A shiny brand new brolly is yours for keeps. Emblazoned with the new identity of HSEU, this trusty umbrella is here to shield you no matter what the unpredictable weather may bring. Now you certainly can sing in the rain!

Swing by the union office today and pick up your handy companion! Eligibility: You must be a HSEU OB-paying member as at 31 December 2006.

Roll On with GIRO Today!

We would like to thank our members who have given your total support to our move towards GIRO last year. More than 70% of our members have signed the GIRO application form.

With GIRO arrangement, union members can enjoy seamless membership, absolutely hassle-free! Union fee deduction through GIRO will take place on the 25th of every month. Members should allow sufficient funds in your account to ensure continuity of benefits.

For members who have left your institution, you can also continue your membership and reap all union benefits, because subscription will continue to be paid through GIRO. Members who do not wish to continue membership after their resignation from their institution can call the Union HQ at 6321 3803.

So why hesitate? Sign up for GIRO today!

Re Part of Us

Coming at the back of a successful 2006 where membership numbers have scaled new heights, HSEU has launched a new recruitment campaign for 2007. With better and more exciting prizes, this year's campaign promises to be yet another exhilarating event. Be a part of this campaign today and partner us in building a stronger healthcare union!

Counting the Days

No more head-scratching moments when you wonder what day or date it is. Have the numbers at your fingertips if you want to enquire on your chalets, Fairprice rebates, LinkPoints etc. Come by the Union Office to pick up your handy HSEU Calendar Card today!

Incentives for Recruiters

Incentive for Member-Get-Member: \$5 NTUC Voucher + 1 extra chance in Members' Draw Chance for every new member recruited.

Earn Cash Incentives as a Certified Recruiter

Here's your chance to earn \$10 for each HSEU member recruited. Register for the HSEU Certified Recruiters' Course today! Call 6326 5360 to sign up.





Branch QGM

Branches Elect New Committees

Two branches of HSEU held their QGMs in the last quater of 2006, rounding up the year with a new committee respectively. Changi General Hospital (CGH) Branch held their elections in October while the National University Hospital (NUH) Branch had their inaugural QGM on 16 December 2006.

Here are their line-ups:

CGH Branch

Chairperson	Ong Teck Leong Simon			
Branch Secretary	Santhi d/o Palani Anandan	Santhi d/o Palani Anandan		
Assistant Secretaries	Chua Cher Meng Serene Lee Yeo Guat Guat			
Members	Lau Soy Soy Looi Lee Lee Se Bee Lay Wong Kwok Meng Chandra s/o Nadesan Bir Kaur Hira Lal Prasad Siti Rugayah Sheik Hassan	Tan Eng Hua Maria Anita Thangamany Tan Chai Geok, Shirley Sng Hoon Ngoh Lau Ee Khim, Sally Azizah Abu Baker Dasilah Dolmanan Foo Mui Ley Serena		

NUH Branch

Chairperson	K. Thanaletchimi	
Vice Chairperson	Irene Yeo	
Branch Secretary	Ong Hwee Sen	
Assistant Secretaries	Siti Meriam Rais Ismail Maideen Wan Sok Meng Jamari Mohd	
Members	Lum Mei Fong Mary Tan Fu Lee Ping Supramaimiam R Agnes Badthu Manne Eng Geok Lan Andy Chay Mavis Regina Koh Roslina Saat Jenny Lee Sharmila d/o Kasinathan	Elsic Teo Saharwa Nachiya Bavan Perumal Nur Shira Osman Noor Hazmah Abdul Wahap Hartini Oseman Tan Thor Eng Ang Soo Teng Siti Raihana M Shariff

HSEU -Embarking on a new Journey









Every corner of the ballroom spots a colourful blend of cultural costumes, worn by a cheerful group of people of various ethnic groups. Aptly titled "Cultural Nite", it is a celebration of two families coming together, ready to unite and brave the challenges ahead as one.

After 17 years as a quasi house union, the Health Corporation of Singapore Staff Union (HCSSU) was renamed Healthcare Services Employees' Union (HSEU), following its transformation to an industrial union after the merger with NUH Employees' Union (NUHEU). HSEU now represents healthcare workers from all restructured hospitals.

And this is the type of solidarity that Mr Lim Swee Say, then Secretary-General of NTUC, envisions for the labour movement. Speaking as Guestof-Honour at the HCSSU 17th Dinner & Dance on 17 November 2006, he pointed out, "The healthcare sector has had a good year, with good bonuses. Solidarity brings us good times, and solidarity brings us out of bad times.

The solidarity we enjoy today is a key ingredient in keeping us a notch above the rest as we compete in the "blue sky" arena.'

SG Lim used an analogy of the blue ocean, red ocean and blue sky to put forth his concept of staying ahead of competition in the increasingly aggressive global economy. The blue sky is akin to fair weather friends - cushy only when the weather is good; while the red ocean depicts the cut-throat business world. The blue ocean is where those with skills can dive and swim ahead.

"With countries like China and India coming in, the market is getting more crowded. And in times like this, undercutting each other is not a viable long term solution. Knowing how to value-add, upgrade and innovate will give Singapore the necessary edge over competitors."

However he cautioned against possible widening societal gaps which may lead to social divides. And that is where LM2011 comes into play. "Each dragonboat launched will ensure that no one gets left behind."

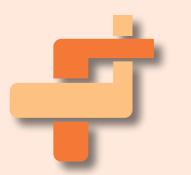




With countries like China and India coming in, the market is getting more crowded. And in times like this, undercutting each other is not a viable long term solution. Knowing how to value-add, upgrade and innovate will give Singapore the necessary edge over competitors.



voice, so take this opportunity to introduce more improvements. Strengthen your ties with the Managements and take your members into the blue ocean."



The logo is made up of two health cross symbols. By joining and intersecting one another, it signifies the healthcare services and employees from all the various hospitals unifying as one big family. It further represents the transformation of the union into an industrial union which brings employees from the healthcare sector under one umbrella - the Healthcare Services Employees' Union.

The diagonal upright direction of the logo represents the growth of the union and the improvements in the quality of life for the employees and their families as well. The colours, which are bright and promising, symbolises the bright future of the union, as well as the positive attitude of the employees working hand in hand with each other in a happy and pleasant environment.

The Healthcare Sector was one of the first to implement job re-creation. Now that you are a bigger union, you have a stronger voice, so take this opportunity to introduce more improvements. Strengthen your ties with the Managements and take your members into the blue ocean.



What "Hot" Nites!

And some Nites these were, when our HSEU branches came up with innovative ways to turn up the heat for members!

The Changi General Hospital (CGH) Branch was the first to unveil its CGH Nite and both Tan Tock Seng Hospital (TTSH) Branch and Singapore General Hospital (SGH) Branch held their Melody Nites in March. The events were memorable and a great success indeed. From food to games to entertainment, the variety was such a spread that members were treated to a great dosage of fun.

HSEU had also thrown a mini dance fest which got many into an eager frenzy. With Salsa instructors on hand to give real-time demonstrations, members and nonmembers alike turned up in throes to participate in this collaboration with Union Square. And what a nite it turned out to be, with everyone twirling and swirling to the fast beat of Salsa tunes!



CGH Nite @ CGH Auditorium | 26 January 2007



HSEU Salsa Nite @ Union Square, Amara Hotel | 1 March 2007



TTSH Melody Nite @ Quality Hotel | 2 March 2007



SGH Melody Nite @ | 9 March 2007



Train Up with NTUC

With effect from 1 January 2007, the NTUC Surrogate Employer Programme (SEP) will be enhanced to better serve the training needs of our members. A larger pool of members will now benefit from the revision of the qualifying criteria, especially lower-income members.

The summary list of enhancements is as follow:

1. Upward revision in overall quantum for the N-ETF Training Awards

Training Hours	With effect from 1 Jan 2007 N-ETF Training Awards	
100 hours & below	\$ 50	18
> 100 hours to 200 hours	\$ 70	
> 200 hours to 300 hours	\$ 100	
> 300 hours to 400 hours	\$ 150	
> 400 hours to 500 hours	\$ 200	
> 500 hours	\$ 250	2 man

2. Revised Qualifying Criteria

- a) Monthly gross income up from S\$1,200 & below to S\$1,500 & below OR
- b) Monthly basic income up from S\$1,000 & below to S\$1,200 & below OR
- c) Hourly basic income up from S\$5.70 & below to S\$6.80 & below OR
- d) Additional criteria per capita household income of S\$450 & below (Total gross household income ÷ No. of family members staying in the same house)

Members will be eligible to a training allowance of S\$5 per course hour attended. Union members will only require a three-month continuous paid-up union membership as at course start date in order to be eligible for NTUC-SEP.

To find out more, you can attend SEP public briefings which are held regularly on the 1st and 4th Saturday morning of every month at the NTUC Centre. So hesitate no more and come forward to sign up for that course you were considering. After all, it's all about upgrading your skills!

Let U-Drive Drive You!

U-Drive – The Exclusive Motoring Club for NTUC Members

Driving Enthusiasts can now look forward to being part of a club of exclusive benefits. Sign up now as a U Drive Member and see your dashboard lined with a whole host of benefits!

- 15% Petrol Discount and Smiles Points at all ESSO and Mobil Service Stations
- 20% off Motor Insurance Premium
- 24hr Free Islandwide Towing Services & 10% off all services including repairs
- \$32 for 12 ussues of Carma Magazine (U.P \$42)

Sign up now and get free membership! *promotion ends 31 July 2007



All Encompassing; All Inclusive

What happens if the labour movement is only for older, lower-waged and local workers? Then, the labour movement becomes part of the social divide. Then, the labour movement becomes part of the problem, said NTUC Secretary-General Mr Lim Swee Say.



Mr Lim's call to work towards fulfilling the bold, new vision of creating a Labour Movement for All collars, nationalities and ages of workers by 2011 is to take the labour movement further and to touch the lives of everyone. No one will be left out and there will be no room for the social divide (such as younger and older workers; higher and lower-waged workers and foreign and local workers).

How does LM2011 take shape?

"Dragon boats", each with its own drummer, also known as an Alignment Director, has like-minded, passionate

rowers in the form of NTUC staff, union leaders and tripartite partners, are formed to work toward fulfilling LM 2011.

On 26 January 2007, it was announced that four more dragon boats were added to the list of nine dragon boats as a result of the continuing conversation.

- Care and Share Dragonboat will focus on the kindness movement of the NTUC
- All Nationalities Dragonboat which will develop a holistic framework to reach out to foreign workers
- Organisaiton Develoment Dragonboat with responsibilities that encompasses branding, knowledge management and people development; and
- NTUC 50, to plan and execute NTUC's 50th Anniversary in 2011.

HSEU's Dragon Boats

* Youth Movement

HSEU plans to target and engage employees below the age of 35, whether they are new entrants to the healthcare industry or potential members.

HSEU plans to push through a series of initiatives, stimulated mainly on the basis of Attraction, Motivation and Retention. The Union is looking at achieving a first target of 25% of potential youth members over the next two years.

* Silver Collar

Nearly 30% of HSEU members are aged 50 and above, and the union's goal is simple yet impactful – to enhance their quality of life by helping them lead a healthy lifestyle and stay employable.

HSEU aims to reach out to this 'silver' group through various initiatives such as enhancing opportunities for reemployment through job redesign, upgrading of skills, and even engaging them in the social aspect through interests-group activities.

SingHealth Cluster has also launched the Silver Connection, which is a multi-pronged approach to enhance employability of older workers, and NHG Cluster has also ongoing job re-creation projects.







Silver Collar Profile

Platinum Service Providers

Mdm Foo Gey Chin joined Singapore General Hospital in 1967. She was a kitchen helper at Vickers House before working as a cook in the Sisters' Quarter for 10 years and at Brebner House for 3 years. Due to internal restructuring of departments, she was subsequently transferred to work at the old CSSD (?) for 3 years and subsequently joined TSSU (?) when it opened in 1981.

Sister Sng Poh Choo is Mdm Foo's immediate supervisor since 1984. There is no tinge of reservation between them when they speak, but one could still detect a noticeable mark of respect for each other.

Pleasant, courteous and diligent – that is how Sister Sng describes Mdm Foo. Well liked by all her co-workers, she is a good mentor to her new peers, always ready to extend a helping



hand. Upon hearing the compliments, Mdm Foo smiled bashfully.

When asked if she would like to continue working in TSSU upon reaching retirement age of 62, it is a resounding YES which draws a smile from her supervisor. She is presently 61.

Here are excerpts of our interview with Supervisor Sister Sng:

What do you think are the key attributes that a matured staff should possess?

"I think that the staff must be receptive and willing to accept changes. Experienced staff should not be complacent. This will hinder learning and adjustment to changes. The staff should have respect for her team mates and demonstrate initiative in all she does."

What are the ways the department has helped her to excel in her job?

"We believe in skills upgrading for the staff. We encouraged Gey Chin to take up BEST Programme so that she will be able to communicate in English. We show support by allowing her time-off to participate in the training programme.

We also believe in giving staff the space to practice initiative. Gey Chin is given daily assignments but we leave it to her to plan how she wants to complete them. She can spread out the tasks according to her own discretion while adhering to standards and procedures."

Gey Chin Says....

As a matured staff, what do you think are important factors in staying motivated in your work?

"I feel that it is important to stay healthy. I have to carry heavy loads everyday but through consumption of plenty of water and the right kind of food, I have been able to maintain my stamina. Listening to my supervisor and showing respect for her has allowed us to communicate openly. I also believe that it is my responsibility to complete all assignments in a proper manner."

Results to our Quiz...

- Q1) The new name of HCSSU is HSEU.
- Q2) The venue for the HCSSU Dinner and Dance was at Suntec City.
- Q3) The Workmen's Compensation Act spells out the compensation for employees when they are injured in the course of work.
- Q4) The MOU regarding the merger of NUHEU and HCSSU was signed in the presence of Mr Lim Boon Heng.

Congratulations to the following winners of the previous Quiz!

1) Tan Kim Hong	SXXXX300F	KKH
2) L. Subalakshmi	SXXXX160I	IMH
3) Shanti d/o Velayuthan	SXXXX545B	NDC
4) Dennis Yeoh	SXXXX698F	TTSH
5) Koh Loo Ee	SXXXX938Z	NCC

You can go the Union Office and pick up your prize today!

Quiz Time

- Q1. Name the colour of the new logo.
 - Orange
 - b) Blue
 - Green C)
- Q2. Which two dragonboats will HSEU be adopting?
 - a) Gold Collar and No Collar
 - Youth Collar and Silver Collar
 - Silver Collar and Blue Collar
- Q3. How many members did our top recruiter bring in?
 - a) 85 members
 - b) 86 members
 - c) 87 members
- Q4. GIRO fee deduction will be made on which day of the month?
 - 20th day
 - 25th day
 - Last day of every month
- Q5. What is the top prize of this year's Members' Draw?
 - \$500 Cash
 - \$1,000 Cash
 - \$2,000 Cash

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

Terms and Conditions

- 1. Closing Date of the guiz is 22 June 07. No entries will be admitted after the closing date.
- 2. The first 5 correct entries to be drawn will win a \$20 voucher each.
- 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.

Name:		
Contact:		
NRIC No.: _		
Institution:		



We want to Hear from you...

Tell us how joining HSEU 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.

-70.0	

Get a Copy of the HSEU Newsletter!

Due to many undelivered copies of the newsletter, we wish to inform members that the newsletters will now be available at the wards / departments and branch union offices.

We are revamping our website. Our newsletter will also be available online. Log on to http://www.hseu.org.sg.

Please tick accordingly:

I wish to subscribe! Change of address

lease	fill	in	the	following	coupon:
lease	till	in	the	tollowing	coupon:

Name:	
NRIC No.:	
Institution:	
New Address:	



HSEU 2007 MEMBERSHIP DRIVE 20 JAN 07 TO 30 SEPT 07 MOVING AHEAD TOGETHER

WIN ATTRACTIVE CASH PRIZES

Members' E-Draw

Eligibility: All HSEU paying members as at 30 September 2007

Top Prize : \$2,000 Cash

2nd Prize : \$1,000 Cash

3rd Prize : \$500 Cash

30 Consolation Prizes worth \$100 each

Draw will be conducted electronically in November 2007

Gift Vouchers for New Members

\$5 NTUC Voucher for new HSEU members joining from 20 Jan 07 to 30 Sept 07 with successful GIRO sign-up

Incentives for Recruiters

Incentives for Member-Get-Member

\$5 NTUC Voucher + 1 Extra Members' Draw Chance for Every New Member Recruited

Cash Incentives for Certified Recruiters

Earn \$10 for each HSEU member recruited. Terms & Conditions apply.

Become a Certified Recruiter today! Call 6326 5360 now!