



Word from our new GS

As your new General Secretary, I would like to thank HCSSU members and delegates for your votes of confidence in the new Executive Council. The Council will serve for the term 2005 to 2008. New blood has been brought in to continue the process of leadership renewal. They will be given opportunities to take on projects for exposure and to gain

experience. Some of the other more experienced Executive Council members have been appointed Chairpersons to the IR, Membership, Welfare, Finance and Leadership Sub-Committees to strengthen and build up capabilities of the union to serve our members better.

The new Exco has wasted no time to put in place a plan of action to bring the Union to the next plane. Their programmes have been presented at the Branch Officials' Gathering at Downtown East on 28 July 2005.

Amongst the priorities spelt out is the strengthening of our union membership.

- A membership campaign has been launched. Members and recruiters will be rewarded with NTUC vouchers.
- Members are encouraged to participate actively in the strengthening of our membership base by introducing their friends who have not joined the union.
- The IR Sub-Committee will monitor the trends and issues affecting our union members. We will continue to forge good relations with the management for win-win solutions to IR issues.
- The Finance Sub-Committee will act as a guardian to our union funds.
- The Welfare Sub-Committee will look into the social and welfare benefits of our members.
- The Leadership Sub-Committee will organise programmes to help groom our future leaders.

We will be working towards the strengthening of communications between the union and members. Besides newsletters, we are also including faster updates through our website. I would like to urge members to opt for the electronic version of our newsletter by updating us with your email.

Last but not least, on behalf of the Executive Council, I would like to thank the previous Executive Council members for their selfless services rendered to the Union. We also bid farewell to Mr Gobi Nathan who has stepped down from his appointment as the General Secretary.

Mental Health Workers Commended

This year's National Day Observance Ceremony was held at the Institute of Mental Health (IMH) on 13 August 2005. The NTUC Secretary-General Mr Lim Boon Heng was the Guest-of-Honour.

Amongst the 200 present were NHG management, IMH management, staff and patients, members of the NTUC central committee, NTUC staff, HCSSU Executive Council Members and branch officials.

In his speech, Mr Lim acknowledged the important role played by IMH workers in helping our citizens stay healthy and for those who are ill, to recover. He said, "I commend the dedication and commitment of the mental health workers in IMH."

He also advised workers to look after their mental health especially with the stress level going up. They should strive for a balanced work life. He urged all to look after not just their physical health but mental and emotional health to ensure that they are effective at work and outside work.

Those present were also given an educational tour of IMH. They visited the JuiceWorks and Thrift Store, which are manned by IMH patients.



A visit to the JuiceWorks, a self-sustaining juice and sandwich bar operated by outpatients, and the Thrift Store.

Get Your HCSSU News Update via Email!

Wish to receive your HCSSU newsletter via email? Just email to newsletter@hcssu.org.sg with your **full name**, **NRIC number** and **institution**, with the subject heading "**HCSSU Online Subscription**". You will also get quicker periodical updates on union news, events, and members' only special offers. You can also log on to our website www.hcssu.org.sg for details. We urge our members to sign up. You will also help in our efforts to save the earth!

*Members who sign up for the electronic version of the newsletter will no longer receive the hardcopy version.

New Team Takes Charge Union Gets Six New Leaders

The Union called for leadership renewal and that was exactly what took place at the HCSSU 4th Triennial Delegates Conference held on 19 March 2005 at the NTUC Auditorium.

Six new leaders were elected, two of whom are below 40 years old.

The Union, said Ms Diana Chia, the then-HCSSU President, has die-hard unionists who are ready to take on any challenges and changes that come our way.

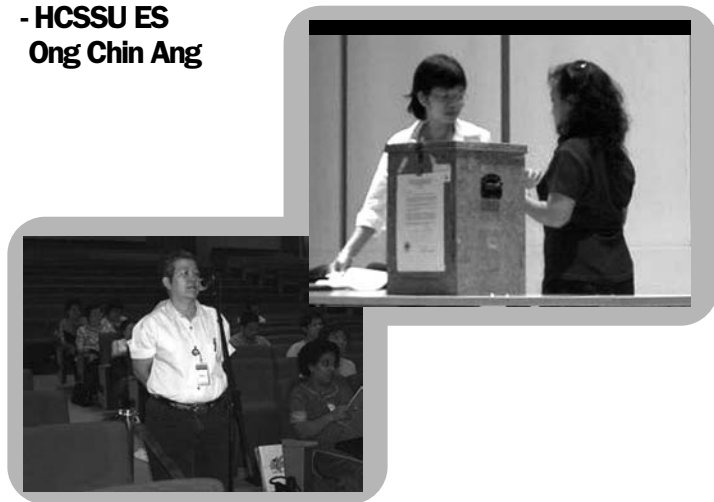
"If we face our problems and respond to them positively, refusing to give in to panic, bitterness, or self pity, the adversities that come along to bury us usually have within them the potential to benefit and bless us," she said.

Ms Chia took the opportunity to thank the outgoing Exco members for standing by her "through thick and thin during this turbulent, exciting and interesting term". "Without them, the Union would have been difficult to function," she pointed out.

In his speech, HCSSU Executive Secretary Mr Ong Chin Ang, highlighted the importance of having leadership renewal at the union, of new blood coming in to serve and inject vibrancy into the union. He shared with all that a few Council members have voluntarily stepped down to give way to a brood of younger leaders to take on higher responsibilities and thus creating room for leadership renewal. He further emphasised that it is just as important to have existing Council Members stay on in order to guide the younger leaders.

"The future of the union will hinge on the leadership of new incoming Executive Council," he quipped.

**- HCSSU ES
Ong Chin Ang**



A special thanks was accorded to the outgoing General Secretary Mr Gobi Nathan for demonstrating his capabilities beyond the role of a GS. "We know that with his ability, he will excel in his new role and as a union, we want to give him our blessing," Ms Chia said with gratitude.

HCSSU Executive Secretary, Mr Ong Chin Ang, also expressed his thanks to Mr Gobi Nathan for agreeing to oversee the smooth execution of the Triennial Delegates' Conference despite his secondment to NTUC FairPrice Pte Ltd effective from 1 March 2005.

HCSSU Executive Council

- President** Mahmood Idrose
- Vice President** Lau Soy Soy
- General Secretary** Diana Chia
- Deputy General Secretary** Janet Khoo
- Assistant General Secretaries** Saudha Sadimin
Mohammed Noor Abdull Rahman
- Executive Secretary** Ong Chin Ang
- General Treasurer** Simon Ong
- Assistant General Treasurer** Vivian Gan
- Members** Catherine Loke
Neo Hock Bin
Choo Hin Chan
Serene Lee
Diong Chui Ping
Yeo No Lk
Lee Say Hing
Parvathi d/o R. Govindasamy
Tan Pin Cheow
- Trustees** Ang Hock Soon
Lee Yoke Lan
Susan Chiam



Mahmood Idrose Lau Soy Soy Diana Chia Janet Khoo Beng Neo Saudha Sadimin



Mohammed Noor Bin Abdull Rahman Ong Chin Ang Simon Ong Teck Leong Vivian Gan Lye Hong Catherine Loke



Neo Hock Bin Choo Hin Chan Serene Lee Diong Chui Ping Yeo No Lk



Lee Say Hing Parvathi d/o R. Govindasamy Tan Pin Cheow

108 Workers Retrenched – HCSSU Stepped In To Make A Difference

HCSSU stepped in to negotiate “a fair and reasonable compensation” for the members who were retrenched due to the outsourcing exercise in Facilities and Plant Engineering Department.

One hundred and eight workers from KK Women’s and Children’s Hospital (KKH) and Singapore General Hospital (SGH) were retrenched on 1 June 2005 from the Facilities and Plant Engineering Department. Eighty one of them were HCSSU ordinary branch members of whom 66 were from SGH and 15 were from KKH.

Ms Diana Chia, General Secretary of HCSSU, said: “We were in close negotiation with the management of SingHealth to ensure that the affected workers were given fair compensation. Both parties have spared no effort to render all possible assistance in helping them cope with this retrenchment exercise.”

The union met up as early as 17 March 2005 to begin negotiation with the management on the retrenchment exercise. After numerous sessions of meeting up, the retrenchment package was concluded as follows:

Negotiated Items	Quantum
Retrenchment Benefits	One month’s base salary for each completed year of services up to a maximum of 25 years of service and pro-rated thereof for any incomplete year of service.
Medical Benefits	Extension of medical benefits up to one year from 1 June 2005 for employees who are unemployed.
Performance Bonus and Annual Wage Supplement	Full performance bonus for the FY04 assessment period. Pro-rated AWS.
Long Service Award	According to length of service
Training Grant	Provide Training Grant of up to \$1000 per retrenched employee reimbursable within one year from 1 June 2005
1 month Notice Pay	Given despite notice being served

On top of that, the union also helped to facilitate arrangements for NTUC Careerlink and Keppel Employees’ Union to meet up with the affected workers. In the process, there were also several informal discussions with members to raise their concerns and feedback to management.



The final hours of negotiation and signing of the memorandum of agreement on the retrenchment

The union produced an information kit for the members which highlighted to them the components in their retrenchment package as well as the various sources of assistance they can seek in the event of hardship.



Explaining the information kit to our members

Have a Grievance? Follow the Procedure...

Step 1

Any staff having a grievance and/or complaint shall, if she so wishes, refer the matter within 7 working days of its arising to her immediate superior, Section Head or Department Head.

Step 2

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

Step 3

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

Leaders Gear Up For Action

On 28 July 2005, HCSSU leaders met at Downtown East to brainstorm on action to be taken for the year. The event provided the opportunity for the branch officials to know the heartbeat of HCSSU as the sub-committees' chairpersons share their action plans and strategies.

Another highlight of the day's event was the presentation of the Medishield Reform by Ms Geraldine Lee, Senior Health Policy Analyst, Ministry of Health.

At the Plenary Session, the Union President, Vice President, General Secretary, Executive Secretary and General Treasurer answered questions posed by the branch officials and shared the challenges ahead for HCSSU.

Below, we give a glimpse of each Sub-Committee's aims and plans. HCSSU belongs to each and everyone of us.

Membership Sub-Committee

What We Do:

Growing Union Membership Together

Why? Because

"Strong Membership => Strong Union => Strong Voice => Strong Bargaining Power => Better Benefits"

Target:

1000 new members

Strategies to Increase Membership:

- Launch Recruitment Campaign
- Branch Recruitment Drives
- Training courses for recruiters
- Ease collection of Union dues through GIRO
- Leverage on resources of NTUC MED

Industrial Relations Sub-Committee

What We Do

- Cultivating Win-Win Labour Management Relations
- Achieving Consistency in our IR Practices
- Building Up IR Competencies

Challenges:

Emerging issues and trends that affect healthcare industry; eg. block budget, 5 day workweek and flexible work arrangement, performance management system and extension of scope of representation, portable medical benefits, retirement age, outsourcing and enhancing employability, linking performance to key performance indicators.

Finance Sub-Committee

What We Do

- Manage the Union daily accounts and keeping records for audit
- Support the HQ events and activities
- Supporting the sub-committees in organising events and activities to achieve their goals and staff development
- Oversee the administration of branch fund
- Make recommendations for investment and savings

The Branch Fund

- Branch Fund was introduced at the Pre-Triennial Delegates' Meeting in Nov 2004 and endorsed at the Triennial Delegates' Meeting in March 2005
- Aim: To provide funding to branches to subsidise activities for the benefit of members to enhance membership
- Branch Fund – will be in addition to the Tea Fund (claims based on attendance at meetings)

We've Taken The First Steps, Have You?

The Union Leaders Training Awards Presentation Ceremony held on 12 March 2005 at the NTUC Centre saw two of our HCSSU's union leaders, Vivian Gan and Sithi Juinaidha from the SGH Branch receiving their awards from Mr Chan Soo Sen, Minister of State for Education and Director of NTUC Leadership Development Department. Set up by LDD, the award aims to recognise the services rendered by union leaders, as well as to assist them to upgrade their skills and enhance their employability. The Scheme is open to all union leaders* who wish to pursue full-time or part-time degree or diploma courses offered by local polytechnics, universities, SIM and PSB Academy. It will cover 90 percent of the course fees, subject to a maximum of \$10,000.

Said a high-spirited Vivian, who is currently pursuing a Diploma in Human Resource at PSB Academy, "I'm very honoured to be a recipient of this training award. I'm thankful to HCSSU for nominating me for this award, because it certainly is a wonderful motivating factor for me to further my studies and upgrade myself."

With the help of the Union Leaders Training Award Scheme, her aspiration has become a reality. Vivian will soon be graduating with her diploma in March next year. She has a message to add, "You should take advantage of this training scheme to upgrade yourself. Staying competitive and employable cannot be taken for granted anymore."



Vivian and Sithi of SGH Branch receiving the training awards from Mr Chan Soo Sen, Minister of State for Education and Director of NTUC Leadership Development Dept. On the extreme right is Mr Ong Chin Ang, HCSSU Executive Secretary.

*Unionists need to have served for at least three consecutive years in their unions and must not have lost that position for more than 12 months as at the date of application.

Community Development And Welfare

What We Do:

Organise union activities and to provide some form of aid specifically to the less fortunate members and to society in general

Union Activities:

Seminars, conferences, trips, tours, visits, workshops, talks and more

Welfare:

Eg. Hardship and educational grants, visits to charity homes, charity draws, hospitalisation benefits (Scheme I, II and III)

Leadership and Training Sub-Committee

What We Do:

- To equip our union leaders with the necessary knowledge in the course of their duties
- To spearhead Young HCSSU
- Leadership Renewal: To identify young potential leaders and groom them for leadership positions
- To coordinate events organised by NTUC LDD / Women's Committee
- To support other sub-committees in areas of capability development and training of sub-committee members
- To promote NTUC Training schemes (Eg Union Leader Training Awards, Surrogate Employee Programme, Skills Redevelopment Programme)

Do you know?

Members' aged 35 years and below forms 32 per cent of NTUC's total membership.

- Young HCSSU will serve as a central platform for young unionists to carry out their activities and foster a greater sense of common identity
- This is in line with the Launch of Young NTUC, the new youth wing of the labour movement
- HCSSU will tailor programmes to meet the interests of younger members

See Us Party!

Some 150 members and non-members attended the Members' Nite on 7 July 2005 at Union Square located at Amara Shopping Centre. The response was overwhelming and for all who turned up, they were certainly amazed and amused, for the night equates to a great night of fun and laughter.

One of the highlights was the official launch of the Recruitment Campaign 2005 by the Chairperson of the Membership Sub-Committee, Ms Janet Khoo. More than 20 participants signed up as members that night.

Others got lucky during the games and lucky draws and walked away beaming with prizes. Amidst the fine music performed by the live band, the fun and games brought cheer and the appetising food that was served was well-received by the members.



HCSSU MEMBERSHIP EXTRAVAGANZA 2005

HCSSU will be holding a six-month membership campaign from 7 July 2005 to 31 December 2005. There are attractive rewards for members and recruiters:

(a) HCSSU OB Members' Draw

1st Prize - \$1000

2nd Prize - \$500

3rd Prize - \$300

There will also be 30 prizes worth \$100 each.

All HCSSU Ordinary Branch (OB) members who are members as at 31 Dec 2005 will be eligible for the draw. Draw will be conducted electronically in January 2006.

(b) NTUC Voucher for new HCSSU OB members

New HCSSU OB members who joined from 7 July 2005 to 31 December 2005 will receive an NTUC voucher worth \$5 upon successful check off.

(c) Incentive to recruit new HCSSU OB members

(i) Recruiters shall receive an NTUC voucher worth \$5 as incentive payment for every new member recruited;

(ii) In addition, they also qualify for the Members' Draw for each member recruited.

Important Note: Recruiters are required to fill in their names, NRIC no, contact numbers and respective branches in the Union Membership Application Form under the 'Recruiter's Code' column.

SO WHY WAIT? JOIN HCSSU NOW & Get Ready to Win!

HCSSU Address: Union HQ, No. 8 Level 1, Houseman Quarters 3rd Hospital Avenue, Singapore General Hospital, Singapore 169608. Tel: 6321 3803

Union Membership Application Forms are available for download on our website:
<http://www.hcssu.org.sg>

Alternatively you may collect them at your branch office or Union HQ.

It's Not Just About Money, It's About Lifelong Planning

Fifteen HCSSU women unionists attended the Ladies' Initiative in Financial Education and Planning (LIFE) seminar organised by the NTUC Women's Committee on 25 June 2005.

At the half-day workshop, participants played Praxis, a board game designed to simulate the effects of economic cycles. Players may get retrenched or move on to better jobs, amidst decision-making and taking action on the stock market, property, savings and retirement, just like in reality. The winner is the one who accumulates the most assets at the end of the game.

The initiative, which began in April this year, has already seen seven workshops being held, with three more expected later this year. About 200 women have benefited from the workshops, conducted by local educational group, Eduwealth. Women unionists learnt about basic financial concepts as well as the importance of retirement planning. They were also taught how to budget their expenses and the risks of investing in various types of financial products.

Said HCSSU Deputy General Secretary Janet Khoo, a nursing manager at the Singapore General Hospital: "As a nurse, it is useful as we don't really look into the financial aspects and we don't think of things such as investing our money."



Time to Praxis!



Hang on, it's my turn to move now!



Yes I'm winning!



Count it fast and count it right!

Kukup Here We Come!

The Singapore General Hospital Branch organised a trip to Kukup from 11 to 12 June 2005. It was a weekend getaway to allow our members and their family to indulge in the rustic charm of this small fishing village.

It was also an educational trip for the participants who visited the Pewter factory to understand how Pewter products are manufactured from scratch. Members also visited a kelong in Kukup whereby different myriads of fishes were introduced to the audience.

Our members readily tucked in sumptuous seafood gourmet over the two days that were simply too delectable to resist!

The children also enjoyed games and quizzes organised by Ms Vivian Gan, who became "Nanny of the Day", while in the meantime, fishing rods were snapped up on sight by some fishing enthusiasts in our midst. Choruses of oohs and ahhs were distinctly heard when the first catch was landed.

The second day of the trip was spent shopping for local products and economic grocery shopping at Giant. Following special requests, we even had the privilege of feasting on a durian galore at a fruit Bazaar. What a rich indulgence!

Although everyone was bushed by the end of the day, it was a trip that ended on a happy note for all, especially the children, who had fostered firm friendships and gained new-found friends during this trip.



Treading the beaten planks with caution



The Nanny with her kiddies



Visit to the Pewter Factory



Demonstration at the Kelong



Little "Taufik" and his supporter

CONGRATULATIONS MR PRESIDENT!

HCSSU leaders, jointly with other healthcare leaders and more than 500 union leaders from 47 unions in the manufacturing and services sectors, pledge their support for President S R Nathan who ran for a second term in office, and was sworn into office on 1 September 2005.

A people's President, Mr Nathan's professionalism, experience and humility makes him the best man for the job. Said NTUC Secretary-General Mr Lim Boon Heng: "We are very happy that you have decided to stand for re-election, even though you deserve to enjoy a rest, after such a long and distinguished career!" Mr Lim recounted the last six years, whereby Mr Nathan had used his office to help the poor, through fund-raising means like the President's Challenge.

Mr Lim also drew the example of Mr Nathan, who had, despite his age at 81 years, taken on the responsibilities of the country's highest office. The NTUC chief had spoken on the need to raise the effective retirement age of workers and lauded Mr Nathan for being a role model.

Addressing the gathering at the NTUC Industrial and Services Sectors and Membership Seminar at the Orchid Country Club on July 19 where he was a special guest, Mr Nathan thanked NTUC and its affiliated unions and associations for their full support. The President acknowledged the tremendous effort and good work that the labour movement has put in to protect workers' interests, and hoped that it can continue to bring greater economic progress and social stability to workers and Singapore.

An outstanding, honourable and selfless President, HCSSU expresses its confidence that Mr Nathan can lead Singapore to greater prosperity and progress.



CUT

it's QUIZ TIME!

First five correct entries win prizes worth \$20 each!

Circle the correct answers:

Q1 Who was the Guest-of-Honour at this year's National Day Observance Ceremony at IMH?

- a. Yeo Guat Kwang
- b. Chan Soo Sen
- c. Lim Boon Heng

Q2 How many Sub-Committees have been formed at HQ level?

- a. 4
- b. 5
- c. 6

Q3 Where was the Medishield Reform talk cum Branch Officials' Briefing held?

- a. Union House
- b. Sentosa
- c. Downtown East

Q4 What is the top prize for the Members' Draw in January 2006?

- a. \$1000
- b. \$500
- c. \$300

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

Terms & Conditions

1. Closing date of the quiz is 7 October 2005. No entries will be admitted after closing date.
2. The first 5 correct entries to be drawn will win a \$20 voucher each.
3. This quiz is strictly opened to HCSSU OB union members only. Exco members, HCSSU staff and the Editorial Committee Members of HCSSU Newsletter are not eligible to participate.
4. Only one entry per member is allowed.
5. The decision of the committee is final.

Name: _____

Contact: _____

NRIC no.: _____

Home Address: _____

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

HCSSU Union Office
No. 8 Level 1 Housemen Qrts
3rd Hospital Avenue
Singapore General Hospital
Singapore 169608

** The letters may be edited for clarity.*

Have you changed your address?

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

Name: _____

NRIC No.: _____

Institution: _____

New Address: _____

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