

SALARED STAFF UNITED NEWSLETTER

Please place on notice boards

November 2022

Member Case Study 1

Member:

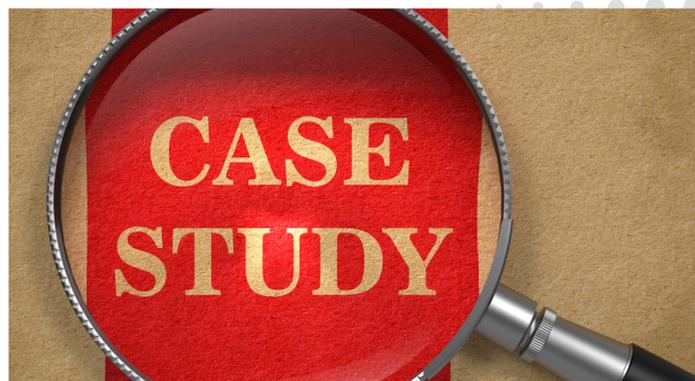
I have been approached by another company about a position. I have not had a really decent pay increase for a long time and with the cost of living going up it's hard with a family. I don't want to leave as I like the people here, but what can I do?

SSU Response

This is a great question. It's important to do your homework before you approach your manager.

- 1. Understand the current market rates and the terms & conditions the company is offering and determine if the environment is one you want to work in.*
- 2. Make sure your performance reviews are current.*
- 3. Understand what is most important to you. Is it salary, is it working hours or flexibility to work from home? There may be other things on your priority list. Balance up all the pros and cons associated with such a change.*

If you are looking for more guidance, contact SSU Support, we can advise you on your next step.



Member Case Study 2

Member:

One of my team members has said they are not receiving SSU emails/newsletters. Are they only going to certain staff?

SSU Response:

There are multiple reasons for this, including:

- Most SSU communications are sent to **all members but not all staff**. Some correspondence is company specific.
- Some members do not update SSU with change of email address
- Emails can be automatically going to Spam/Junk folders and need to be flagged as "not spam" by the recipient.

Members can contact SSU Support about email issues as we may be able to offer assistance and you should always update personal details with us asap.

SSU - Summer Break

If you contact SSU Support over the 2022/2023 summer period, SSU Staff **will** respond to you, but service will be limited from **24th December to 6th January**

We hear and support you!

Member Support

Recent Issues

Since July 2021 SSU Support staff have been operating through Zoho Desk, which is a confidential system much like your own Company Help Desks to log member queries.

Confidentiality: Members' details are not reported to the Executive Council. The cases are always confidential.

Your employer or Manager will never be contacted without your consent.

We are continually working to improve the system to fully support our Members and enable us to better understand our Members' needs. The table below may help you understand what we are doing to support you.

SSU Tickets worked on			
From 1 January to 30 September 2022			
	Admin	IR	Total
Closed	208	116	324
Open	10	20	30
Total	<u>218</u>	<u>136</u>	<u>354</u>
Ticket category			Totals
Enquiry - pay rate/bonus/unpaid hrs			40
Enquiry - Employee rights/entitlements			11
Change Process			9
Medical/Covid/Vaccination related			6
Support Person for meeting			6
Superannuation			6
EBA enquiry			5
EC - Member queries			5
Member Leave query			5
Workplace issues			5
Enquiry - Redundancy			4
SSU - Secretary Admin			4
Workers Compensation			4
Enquiry - Contract terms			3
Kronos - system issues			3
Bullying and Harrassment			2
Contact details change			2
OH&S Issues			2
SSU marketing			2
Member - Hearings/Arbitration			1
Member - Potential Issue			1
SSU Service			1
SSU Site Representative			1
Member Admin			177
Other Admin			49
			<u>354</u>

Hint for non-members: JOIN SSU!

SSU are being contacted by a number of people who are not members to request our support. Apart from being against the Rules of the Association, it would be unfair to our existing Members to use SSU resources for non payers.

Members who join with an existing issue are required to pay one year subscription in arrears and one year subscription in advance. If the Member's issue could involve extensive support, the new member may be provided with support in the form of advice for that issue rather than the full service that would be offered to a member whose issue was unknown at the time of joining.

Recently SSU were approached by a non-member seeking our services after proceedings were well developed. This person did not join SSU in advance of these proceedings and is now sourcing and paying for private legal support for a potential unfair dismissal case with Fair Work.

It is not in the best interests of a member or non-member to contact SSU just prior to a meeting with management. Call us early.

Hint for Members - encourage your colleagues to join SSU now, before any issues arise, so we are in the best position to assist with work place concerns.



Remember - If you **are** a member, and are having work place issues or need some support, contact SSU.

Phone: 02 9964 1747

Email: salariedstaffunited@zoho.desk.com.au

Recent Happenings

Compliance: Salaried Staff United are required to provide certain information to Registered Organisations Commission (ROC) from time to time. We have recently submitted the following documents to ROC:

- 2022 Annual Report
- Officer and Related Party Disclosure (ORP) statement

These documents have been loaded to SSU website under Current News and will be accessible on the ROC website at a later date once processed.

Update on Holcim Super: A recent issue with the super portal meant that some payments to staff funds were delayed. We understand that Holcim have been focussed on ensuring all contributions are paid according to Govt. timeframes. Please contact your Payroll department if you think you are missing any Super or contact SSU Support.

SSU AGM: This meeting was held on 20th Oct with 18 SSU members and 2 staff attending

More on SSU EC and Staff

To complete the introductions to SSU's Executive Council and Staff members, *(started last newsletter)*, in this edition we present a few words from our Secretary and Staff members.

SECRETARY

Dave Haydon
EC member and Secretary
since July 2021

Regional General Manager,
Gyprock - NSW and ACT
Interior Systems,
CSR Limited



Hello Everyone,

I joined CSR in 2008 and have been working as the RGM for the NSW IS (Gyprock) business now for nearly 3 years. Previous to this I worked as part of the CSR HR and safety teams in various roles within the Gyprock business. Before CSR I worked in manufacturing plant management and HR/IR roles with Arnotts (for ~4 years) and GlaxoSmithKline (~5 years). Panadol, Tim Tams then plasterboard!

For me what makes these companies stand out from the rest are their people, their pride and their passion. I've been a member of SSU since 2016 and it was an honour to take on the role of Secretary from Gary Swan last year. The SSU has a history of working collaboratively with member companies, ensuring staff have a voice and get a fair go.

I am always available for a chat.

You can contact me on 0409 400 118 or email secretary@salariedstaffunited.com.au

SSU STAFF PROFILES

Cheryl Smith, Industrial Relations Manager, Salaried Staff United

I joined Salaried Staff United in September 2021 covering a temporary vacancy and am now happily engaged in the role of Industrial Relations Manager.

I had the privilege of working for three years with the HCF Union several years ago and during that time I realised most of the issues could have been resolved before employees felt they had to contact the union.

This understanding helped me carve out a career in Human Resources. I found it didn't matter what industry you worked in, helping people develop and achieve their goals was the most rewarding for me.

My roles included State Human Resources Manager for Adelaide, VIC and QLD and various National HR Positions for Coles Myers Ltd, Qantas group, John Holland Aviation and finally HR Manager for VIC/TAS SA, WA and NZ at CSR Lightweight Systems.

What I love in my current role at SSU is, it gives me the opportunity to help our members from a personal growth perspective as well as with regard to IR matters. I am accredited to run assessment and development programmes (*Lifestyle Inventory; Team Wheel; McQuaig and Hogan*) which I see as being potentially a huge benefit to many members: .

Give me a call at Salaried Staff United.

Call me, and call me early! Don't wait until you have a "real" issue.

Jean Campbell, Accountant and Member Support, Salaried Staff United

I have been working with the Association since 2012 when I was elected on to the Executive Council, and then as a Non EC volunteer after the end of my Holcim employment in 2014.

I have been the SSU accountant since 2016 and now also cover system admin. and member support functions. I first came into CSR as a casual to open envelopes for two weeks on a semester break. That was the NSW October long weekend 1988. It was a very long weekend – 26 years long in fact! 😊

I joined the Association in 1994, as many have, during a restructure. A recurring theme. I consider myself lucky to have been employed by CSR and then continue with Holcim. "Back in the day" the Companies invested heavily in staff training and I obtained much advantage. Over the years I completed my degree and CPA qualifications and gained experience and skills within the company and in various roles (Share Registry, Treasury, Taxation, Group Reporting, Audit and Control Assurance). I'm still learning today with exposure to new systems within the SSU Association.

I would recommend to any prospective member to join SSU and take advantage of the HR/IR advice available to you should you need it. You don't need to have a "problem", although SSU can assist you there too, but you might just need some advice and encouragement as to how to progress with your own self and workplace development.

To me, that's what life and work is all about – personal growth and development. Make the most of where you are and what you've got, but always be on the lookout for opportunities.

Help yourself and help others along the way.

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Email: salariedstaffunited@zoho.desk.com.au

CSR, Holcim, Wilmar & Viridian Staff Association, known as

 **SALARIED STAFF UNITED**
Helping make a better place to work