



HSEU's Diana Chia Is NTUC President

The Labour Movement unveiled its new President on 9 December 2011 at its National Delegates' Conference when Healthcare Services Employees' Union (HSEU) General Secretary

Diana Chia took over from long-serving Mr John De Payva as NTUC President.

Being able to take on such an important role is an honour for Ms Chia, who was truly humbled by the opportunity given to her.

Said Ms Chia: "I really am thankful to my predecessors, the outgoing office bearers and the Central Committee members, to have laid a good foundation for the union and the Labour Movement. Certainly, with the taking on of the office itself and the many challenges ahead, we hope and will want to build on the good foundation that our predecessors have built on and improve and strengthen the Labour Movement in terms of representation and strength."

Ten new Central Committee members from different sectors in Singapore, and of different races and ages were also elected, truly making it an all inclusive labour leadership.

Reproduced from NTUC This Week, 9 December 2011

By Vanessa Teo

HSEU Recognises Leadership Is Key

By Joshua Joseph

The importance of leadership was highlighted at Healthcare Services Employees' Union's (HSEU) second Quadrennial Delegates' Conference held in Downtown East on 2 September 2011. Gracing the occasion was NTUC Secretary-General Lim Swee Say who spoke on the future of Singapore as it grows towards becoming a society that is more diverse. He said: "If our leadership is one that is capable, is able to understand on the one hand how to accommodate the differences and yet at the same time how to live to forge unity, I believe we can help it progress."

Emphasising on the importance of the Labour Movement's role, he shared: "The Labour Movement has a part to play in terms of forging a future Singapore to ensure that a future Singapore will not be divided but one that is more diversified yet more united."

SG Lim also urged union leaders not to take the challenges they are being faced with lightly. "Let us not underestimate the kind of challenges that we are into, let us not underestimate the importance of having good leadership. Good leadership is not one that is hard leaders all the time, not one that is soft all the time but one who knows when to play hard and when to play soft. I think that really is a real challenge," he said.

Abiding by the Labour Movement's '3-Flow framework', HSEU has reaped success actively engaging members at a 50 per cent renewal rate. It has also created opportunities for leadership training and development for over 170 officials. At the same time, the leadership at branch level has also been renewed significantly with six new branch chairpersons and a total of 32 new top three officials out of a total of 53 top three officials.

As experienced leaders seek to Flow-On, HSEU has taken the time to recognise their contributions with the creation of the HSEU Alumnus which will tap on their valued experience and cater activities to their needs.

"If you look at your Flow-In, your Flow-Up and Flow-On, frankly speaking I am very convinced and I have a lot of confidence that HSEU stand a much better chance of having good leadership and strong membership for a long time to come," said SG Lim.

Also speaking at the event was HSEU President Mahmood Idrose who shared HSEU's successes in different areas such as being able to find a new office space, maintaining strong Labour-Management Relations, organising community health awareness projects, clinching the overall champion position at U Games 2010/11 as well as achieving a clean bill of health in terms of financial matters.

He took time to acknowledge the efforts of all who contributed to HSEU's success: "I would like to thank the outgoing Executive Council. Our appreciation also goes to all the branch Officials and staff of HSEU who have given us their relentless support. We would also like to thank our management partners who are here right now for their support. Last but not least, the union would also like to acknowledge the efforts of everyone who has contributed to the union in one way or another."

At the event, HSEU also paid tribute to officials for their dedication and service in a special awards presentation.

THE NEW HSEU EXECUTIVE COUNCIL 2011-2015

BRANCH	NAME
CGH	Lau Soy Soy
CGH	Ong Teck Leong Simon
IMH	Kong Kok Kuin Charles
JHS	Habibah Abdul Khamid
KKH	Chew Sen Mei
KKH	Diong Chui Ping
KTPH	Mary Chan Hin Liaw
NDC	Mary Louis Rajanayagam
NHC	Lim Chuan Kah
NHGP	Faridah Bte Akhbar
NSC	Jessica Jamie Tan Geok Sim
NUH	K Thanaletchimi
NUH	Yeo Kah Keow Irene
NUH	Yue Lai Theng
SGH	Chia Diew Fui, Diana
SGH	Janet Khoo Beng Neo
SGH	Mahmood B. Idrose
SGH	Tan Siok Kheng
TTSH	Catherline Loke Mei Hoe
TTSH	Maheswari d/o P. Kandasamy
TTSH	Mastan Nachiyal Mohd

Reproduced from NTUC This Week, 9 September 2011

HSEU Holds Investiture Of Many Firsts

It was an investiture of many firsts - the Healthcare Services Employees' Union (HSEU) held its first investiture in its history to officially appoint branch officials to serve in the new term for the next four years on 15 October 2011. It was also the first time as many as half of the 218 branch officials were newly appointed in a term.

Said HSEU Executive Secretary Patrick Tay: "This is an investiture to install all our 218 officials. We just had our whole series of quadrennial general meetings, once in four years for all the branches. We have also conducted our Delegates' Conference and now we are holding this investiture. Our officials have therefore gone through a democratic process and have forged a unified identity as they step into serving our members for the next four years."

Before the investiture ceremony, the branch officials attended a leadership training session conducted by the Ong Teng Cheong Labour Leadership Institute (OTCi). HSEU also gave out a Branch Officials' Kit, for the first time as well, to the unionists to aid them in their ground work. The kit carried a thumbdrive which contained all relevant materials that a branch official should have a grip on. It came packed with all types of forms, from recruitment forms to welfare assistance forms. It also provided information on Industrial Relations matters and also contained the HSEU corporate video.

Branch officials, who are gearing to serve in HSEU, will find this new kit a handy tool. Said Madam Habibah Abdul Khamid, 50, a Nurse Clinician with Jurong Health Services Private Limited: "As Jurong Health Services is a new organisation, I was motivated to take up this role to help other employees. I will do my best to help their voices to be heard by the management."

For Madam Chiew Siew Fong, 42, another Nurse Clinician at Singapore General Hospital, the new appointment will further fuel her passion in volunteerism. "I have been active in volunteer groups and have helped with the hospital's home visits and outreach programmes. By being a branch official in the union, my service will take on a new dimension and I am glad to embark on it," she said.

"Madam Chiew, Madam Habibah and all the other branch officials received their certificates of appointment from Minister for Health Gan Kim Yong who was Guest-of-Honour at the event held at Tan Tock Seng Hospital. HSEU General Secretary Diana Chia said: 'The last term was basically consolidation and growth in our Executive Council. This year, along with these, there is also more depth in grooming younger people through equipping them with knowledge and enhancing their abilities by exposing them to greater challenges within the union. That will be the direction for this coming year,'"

The First HSEU Branch Officials' Pledge

"I, Branch Official of Healthcare Services Employees' Union, pledge to protect and safeguard the interests of our members and enhance their well-being through advocacy and forging excellent Labour-Management Relations.

I uphold the values of HSEU, that is, to respect and care for each other and to build on the foundation of trust in the leadership. Work as one cohesive team, to fulfill our vision of the choice Union for all collars, all ages and all nationalities."

"This is one of our key moves in embracing the Labour Movement's '3F' framework. We have flowed-in some 100 over officials, flowed-on those who reached retirement age as we amended our Constitution late last year. In terms of flow-up, we have partnered OTCi to enhance our branch officials' leadership skills, equipping them with all the hard and soft skills... We are actually coming up with a training roadmap for each and every official in partnership with OTCi, to ensure that everybody goes through some core competency training."

HSEU Executive Secretary Patrick Tay

Reproduced from NTUC This Week, 21 October 2011

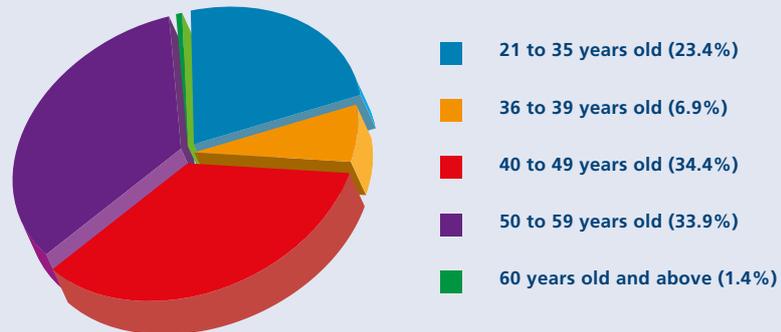
Leadership Renewal

HSEU subscribes to the 3F framework – Flow In, Flow Up, Flow On to ensure that HSEU remains vibrant and relevant to its members.

Flow-In

Since 2010, HSEU has focused on engaging younger members to identify potential officials in preparation for HSEU Quadrennial General Meetings in 2011. Along with the active efforts of the branch committee to source out good officials for the branch committee, this has resulted in a 50% renewal rate for HSEU in 2011 (109 out of 218 officials are new).

Age of HSEU Branch Officials (2011)



Flow-Up

HSEU officials receive training support through in-house customised courses, as well as courses offered by Ong Teng Cheong Labour Leadership Institute (OTCI).

In 2009, HSEU organised a customised course on Collective Agreement negotiation and Understanding Union Finances to develop officials. This course was attended by 14 officials and feedback was positive with many sharing that their knowledge of the topics was enhanced.

Also, HSEU Officials are also encouraged to attend the Core Leadership Development Programme conducted by OCTI. However, given the nature of the healthcare industry, officials often find it challenging to apply for leave to attend long-drawn courses. Nonetheless, officials have shown their tenacity by completing the core industrial relations courses. To date, 37 Union officials had completed Basic Certificate in Industrial Relations (BCIR), 3 in Intermediate Certificate in Industrial Relations (ICIR) and 4 in Advance Certificate in Industrial Relations (ACIR). They are:

	Name of Participant	Branch
Collective Agreement Negotiation and Understanding Union Finances	Mary Chan Hin Kiaw	AH
	Charles Kong Kok Kuin	IMH
	Tan Soek Keow	IMH
	Chua Cher Meng	CGH
	Jessica Jamie Tan	NSC
	Choi Yuey Yuen Cindy	NSC
	Lum Mei Fong	NUH
	Begum Zarinah d/o B. Z. Khan	AH
	Mary Louis Rajanayagam	NDC
	Zanial Bin Abdul Rahman	NDC
	Lee Say Hing	TTSH
	Roslina Saat	NUH
	Chen Guanhua Gary	SGH
	Khoo Beng Neo Janet	SGH
Basic Certificate in Industrial Relations	Mary Chan Hin Kiaw	AH
	Begum Zarinah d/o B. Z. Khan	AH
	Azizah Binte Abe Baker	CGH
	Foo Mui Ley Serena	CGH
	Tan Soek Keow	IMH
	Lim Soh Lian	IMH
	Mary Louis Rajanayagam	NDC
	Muhrop Bin Daujo	NDC
	Zanial Bin Abdul Rahman	NDC
	Aryanti Binte Mustafa Kamal	NDC
	Nadzifah Binte Zainal	NDC
	Fann Ailian	NDC
	Rosidah Binte Rahmat	NHC
Kwek Mee Ling Aileen	NHC	

	Name of Participant	Branch
Basic Certificate in Industrial Relations	Lim Chuan Kah	NHC
	Ng Pak Chuan Mac	NSC
	Choi Yuet Yuen Cindy	NSC
	Baljit Kaur	NSC
	Hartini Binte Oseman	NUH
	Noor Hazmah Bte Basiran	NUH
	Saharwa Nachita d/o Noor Mohammed	NUH
	Rohana Binte Ismail	NUH
	Vadiou d/o Jeyaraman	SGH
	Koh Lily @ Tha Bee Hong	SGH
	Panjavarman Rangama	SGH
	Tan Meng Choo Christina	SGH
	Chen Guanhua Gary	SGH
	Jacintha Ann Joshua	SGH
	Sariah Sulaiman	SGH
	Wong Yew Hong	SGH
	Siti Aminah Bte Safari	SGH
	Zaileha Binte Ahmad	SGH
	Sharanjeet Kaur d/o Fouja Singh	SHGP
	G Sathish	TTSH
Maheswari d/o PK Kandasamy	TTSH	
Rose Herdawati Btw Roselan	TTSH	
Intermediate Certificate in Industrial Relations	Chua Cher Meng	CGH
	Zanial Bin Abdul Rahman	NDC
	Lim Swee Tee	SGH
Advance Certificate in Industrial Relations	Begum Zarinah d/o B. Z. Khan	AH
	Yeo Guat Guat	CGH
	Chua Cher Meng	CGH
	Wong Yew Hong	SGH

To encourage officials to press on with their good work, HSEU has regularly nominated deserving officials for NTUC's Branch Officials Recognition Awards. Also, to recognise the efforts of contributing officials, HSEU started a HSEU Learning & Recognition Award in 2009. Officials were given an opportunity to network with officials from other branches and to learn from each other.

	Year	Nominated Officials	Branch
Branch Officials Recognition Awards	2008	Gan Lye Hong Vivian	SGH
		Rosini Bte Mansor	IMH
	2009	Mary Chan Hin Kiaw	AH
		Yeo Guat Guat	CGH
		Wan Sok Meng	NUH
	2010	Lim Chuan Kah	NHC
		Badthu Manne D/O Doraisamy	NUH
		G Sathish	TTSH
	2011	Begum Zarinah	JHS
		Koh Yee Mui	SGH
Siti Meriam		NUH	
Nominated officials for 1st HSEU Learning & Recognition Award 2009		Ang Kee Seng	AH
		Shirley Tan	CGH
		Serena Foo	CGH
		Krishnan S/O Sivadas	IMH
		Chin Wai Yong	KKH
		Lee Bik Yik	KKH
		Zanial Bin Abdul Rahman	NDC
		Lim Chuan Kah	NHC
		Faridah Bte Akhbar (NHG Polyclinics)	NHG
		Ng Pak Chuan Mac	NSC
		Siti Meriam	NUH
		Badthu Manne D/O Doraisamy	NUH
		Gary Chen	SGH
		Gena Loh	SGH
		Chong Bee Yen (SHG Polyclinics)	SHG
		G Sathish	TTSH
	Michelle Teo	TTSH	

Flow-On

In recognition of the importance of succession planning and leadership renewal to ensure the wellbeing of the union, HSEU has started discussion succession planning internally since late 2009. On 22 January 2011, our well-loved Vice President Madam Choo Hin Chan announced her intention to flow on after the completion of the current term (2007-2011) and shared that she has been looking for and grooming her successor for the past two terms as it is something that cannot be accomplished overnight.

On 19 February 2011, HSEU delegates showed their overwhelming support for the flow on concept at the Special Delegates Conference where there was a 100% vote to amend HSEU Constitution to ensure that all officials remain within the official retirement age.

Moving forward, HSEU will be forming a HSEU Alumni for officials who have flowed on to continue their engagement and involvement in HSEU.

BATAM SPORTS RETREAT



With the aim of improving the quality of work life balance and to promote a healthy lifestyle, HSEU organised its very first Sports Retreat.

During the workshop, President of HSEU and Chairperson of Sports K Thanaletchimi mentioned the importance of continuously promoting sports. Through the workshop, ideas were formulated for better coordination and better ways to provide training for all members.

Throughout the retreat, sports committee members felt a strong sense of belonging and responsibility for achieving the goals and objectives set.

G Sathish, a committee member and Branch Official of Tan Tock Seng Hospital has a strong enthusiasm about reaching out to members especially younger ones and bringing their passion for sports to new heights. "This retreat has helped me to get to know my fellow committee members better and provided me with the opportunity to share my ideas on improving the sports committee. I am confident that this sports retreat will help us reach out to members better".

Through this sports retreat, sports committee members are now clearer of their roles. Ms Thanaletchimi would like encourage all HSEU members to participate strongly in sports for a healthier lifestyle and most importantly, a fun time.

Let us cheer HSEU on in achieving the best results for sports!



NTUC Membership Bridges New Partnership With HSEU and SPA

By Gwen Sin

The Healthcare Services Employees' Union (HSEU) has become the first union to sign a Memorandum of Understanding with the NTUC membership Department (MED) and the Singapore Physiotherapy Association (SPA) to form a partnership under the U Associate Programme on 29 November 2011.

This is a significant milestone in the Labour Movement and NTUC's PME Unit, as this would imply a significant PME membership growth for HSEU. NTUC members may soon also be able to leverage on the physiotherapeutic services offered by SPA members in the near future. Under this U Associate arrangement, all SPA-Linked physiotherapists shall become members of HSEU and will be eligible to enjoy NTUC membership benefits, such as UTAP training benefits for their professional development aspirations.

All representatives from MED, HSEU and SPA were clearly pleased with this O2O (Organisation-to-Organisation) proposition under the U Associate Programme, that will help to create greater value for all SPA members from the three entities. HSEU President K Thanalechimi and HSEU General Secretary Diana Chia commended that such a collaborative platform will add more value not just to all its members, but also to all in the Labour Movement and to others in society, such as the elderly. SPA President Low Hsien Chih likened it to an extended invitation to a big family like the Labour Movement.

NTUC Director (Membership) Vivek Kumar was elated that the U Associate Programme, after just six-months of pilot run this year, is beginning to bear fruit. "Almost 40 per cent of the Professionals, Managers and Executives (PMEs) who joined the Labour Movement this year have come through this pilot U Associate Programme. I'm heartened to note that our unions such as HSEU are also finding it a very useful tool to reach out to associations in their sector, and to expand their membership base.

"In my view, this is a new, second level of organising, very relevant to organise PMEs. Through this U Associate programme, we organise professional associations in different sectors. I hope it continues to be a sustainable model, and more unions will come on board to organise more professional associations in their sector in partnership with MED," said Mr Kumar.



Joint Union Paintball Challenge

The Joint Union Paintball Challenge co-organised by the youth chapters of CIEU, ESU, IRASU, SISEU and HSEU in 2010 and CIEU, SISEU, MIWU, ESU, BATU and HSEU in 2011 enjoyed many exciting games despite the disappointing weather.

The events have received overwhelming response and have been anchored as pilot events for joint-union collaborations.



Young HSEU Celebrates National Day!!

Young HSEU strongly supports Young NTUC in their initiatives and events such as Run 350 and National Day Celebrations. In the National Day Celebrations, Young HSEU rallied young members and families to come together and form a contingent to celebrate Singapore's Birthday in unison.

Under the stars, everyone enjoyed the exciting programmes lined up for them and also the amazing fantastic fireworks display to end the night off. It was truly a spectacular night which Young HSEU will continue to support for many more years to come!



Have you enjoyed the following benefits as a union member?

National Museum



Free Admission into all Galleries

Plus 15% OFF adult ticket# to Dreams & Reality (U.P. S\$10) for your family/friends

Singapore Zoo



30%* OFF Admission

Come explore the best rainforest zoo in the world, where over 2,500 animals and an exciting ecological adventure awaits you! Stroll along the shaded boardwalks and observe our animals as they frolic amidst lush surroundings that mimic their habitat in the wild!

Orchid Country Club



Free Pass!!

Enjoy swimming, gym, tennis, bowling, movies, squash, golf, dining, karaoke lounge, jackpot facilities as a HSEU OCC Corporate Pass Holder.

You can apply for the HSEU OCC Social/Golfing Pass at the Union Office or call 6222 1227

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