

CONTACT INFORMATION

THE SERVICES UNION

The Services Union is an innovative and forward-thinking organisation which is not afraid to tackle any issue, big or small, on behalf of its members.

As part of the Australian Services Union, we have embraced a modern view of unionism which seeks to be true to the values of the union movement, taking on the big issues for working people, while continually striving to build greater value for individual members.

WHY DO WE EXIST?

Your job is important to you and no doubt you feel very passionate about working in the Child Youth and Family Sector, but it feels like things are constantly changing and getting harder. The cost of living is out of control, while casualisation and automation are just two new challenges in an unstable economy.

You need an ally who understands your job and who can make things a little bit easier - and more certain - at work. You need a union which stands up for your rights, for fair pay and can help develop your career.

Through our Union, workers draw on their collective strength to deliver better pay, conditions and services that help you get ahead. We set our ambitions very high, in terms of what we can achieve for our members and the wider community.

We have an innovative and creative culture and we take on issues that matter to members no matter how small. Because we believe that from little changes, big things grow.

We make sure members have service options that recognise all members are unique. Some people want help with professional development; others value discounts on goods and services that take pressure off the budget.

Some people want the assurance if something goes wrong at work, they'll get the advice and

representation they need. Everyone's different but we're here for all members, every step of the way.

COVID-19 - WORKING WITH INDUSTRY PROVIDERS; PEAKS AND ASSOCIATIONS

COVID-19 has created many challenges for us all!

To assist Care Service Providers and their employees (members of our Union) to continue to deliver direct care services to children and young people during the COVID-19 pandemic, our Union recognises the need to work with Care Service Providers; Peaks, Associations and the Department.

In doing so, we have together with the assistance of the Fair Work Commission, developed model COVID-19 Individual Flexibility Agreements (IFAs) and guidelines to roster staff for extended shifts of 12 hours or 24 hours in emergency situations.

The guidelines are for where the child or young person in care, is required to isolate or quarantine awaiting testing results for COVID-19 or receives a positive diagnosis.

A requirement of their operation is to ensure that employees have access to information and support from their industrial representative, our Union.

Care Service Providers within the non-family based care setting for children and young people can contact our Union to arrange our attendance at information sessions with employees where they intend to utilise the IFAs.

Employees seeking more information about the IFAs can contact our Union.

The Services Union Contact Information:

IFA Contact	Phone #	Email Address
Justine Moran	3010 4448	Justine.Moran@tsuqld.com.au
Industrial Support	Phone #	Email Address
Services Connect	3844 5300	Industrial@tsuqld.com.au