



NSW Community Services

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# SAFE HANDS CAMPAIGN PLAN



# GOALS

## What we hope to achieve

### 01 Continuity of involvement

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Ensuring Community Services provides the direct delivery of services in Early Intervention, Child Protection and OOHC.

### 02 Building capacity

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Keeping children safe by providing sufficient staff to allow for manageable caseloads.

Also acknowledging the value and recognize the need for additional Community Services Caseworkers, Managers Casework, Psychologists, Legal staff and other Casework specialist staff to support the delivery of services to children.

### 03 Service support staff

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Community Services support staff (Admin) are essential in the delivery of quality services to children.

Service Support staff should be resourced to a level that allows them to work in partnership with casework staff in the delivery of quality services to children.

### 04 Casework staff doing casework

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Ensure casework is focussed on meaningful interaction with children and families and divert casework staff back to direct service delivery to children at risk from roles focussed on administration, auditing and monitoring.

### 05 Building a safe, best practice workplace

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Community Services must acknowledge the inherent risk of physical and psychological injury such as secondary and vicarious trauma, in the delivery of child protection and OOHC services.

Community Services has the responsibility to ensure a safe workplace where staff feel respected, supported and able to work effectively to protect children and reduce high turnover of employees.

### 06 Stopping unnecessary change

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Any change in work practices must include union consultation and is implemented in a coordinated and reasonable manner that is child centred and not systems focused.



# OBJECTIVES

## Our measurements of success

- 01 Increase the level of awareness of the privatisation of Child Protection, Out Of Home Care (OOHC) and Early Intervention measured in political commentary, media interest and social media engagement.
- 02 Influence the Government to stop the privatisation of Child Protection, OOHC and restore Early Intervention.
- 03 Influence the Government to put in place enforceable measures to ensure NGOs are additional support for children at risk and not a replacement for Government services.
- 04 Gain the commitment of all political parties to properly resource and restore Child Protection, OOHC and Early Intervention if and when they are in Government.
- 05 Increase Community Services resources (funding and staff) in order to support the delivery of quality services to children.
- 06 Support best practice Work Health and Safety (WHS) strategies including active involvement in the PSA Mental Health Strategy to empower member to utilise available tools to resolve WHS issues in the workplace.
- 07 Gain the commitment of FACS to focus work on direct service delivery to children at risk from roles focussed on administration, auditing and monitoring by January 2018.
- 08 Actively seek to influence the Government and its agents to assist members in gaining and retaining OOHC accreditation with a focus on resources, time and support.
- 09 An increase in delegates, activists and contacts through organiser identification in the field.
- 10 Net membership increase in Community Services by 22 December 2017.
- 11 Distinguish the PSA in Community Services workplaces to develop members feeling a strong identification "as PSA" and pride in being union, demonstrated through increased membership, attendance and involvement at campaign actions.



# METHODS

## PSA Profile

Raising the profile of the PSA and the Safe hands Campaign with our membership and potential members

- » Regular systematic visits to worksites
- » Regular bulletins and promotional material tailored to Community Services members
- » Development of a Safe Hands Facebook page
- » Development of a new Safe Hands website
- » A demonstrated increase in opinion pieces and media both locally and NSW-wide media outlets
- » Film videos in support of the Campaign themes
- » Provision of Safe Hands t-shirts
- » Design and provision of Safe Hands lanyards (longer than current PSA ones).

## Industrial

Achieving industrial improvements and security through available legal processes

- » Increasing lodgement of disputes where possible
- » Strengthening our presence at JCCs and ensuring issues are raised and resolved to the best of our ability
- » Elevating the PSA to a respected stakeholder who is meaningfully consulted and contributing to improved outcomes for children
- » Addressing issues relating to workload, bullying and vicarious trauma.

## Organising

Building union and member strength for now and the future

- » Mapping potential membership and identifying new recruitment opportunities
- » Identify and target younger potential members through strategic organising plans
- » Development of Community Services specific resources and bulletins to support ongoing recruitment
- » Supporting current delegates and identifying new delegates/activists/contacts to ensure strong union structures across all Community Services workplaces
- » Supporting delegates/activists/contacts to attend PSA training, in particular delegate training
- » Setting up or rejuvenating Workplace Group Committees and ensuring support for delegates to implement organising activities in their workplaces (recruitment, identifying new DACs, building power and collective action)
- » Maintaining then increasing delegate involvement at Committee level in all aspects of organising (recruitment, identifying new DACs, building power and collective action)
- » Supporting and developing delegates/activists/contacts to actively recruit new members through training, one on one mentoring and development of targeted and responsive resources.
- » Providing advice on workplace strategies to assist unionists in their dealings with management
- » Implementing systematic caucus, brief, debrief and report back cycles around JCCs
- » Promoting value added services to potential members and assisting delegates to use them as a tool to grow the union in their workplace
- » Lead in PSA Mental Health Strategy.

# CAMPAIGN ACTION PHASES

## PHASE 1

### Raising the profile of the PSA and building structures

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- » Map CSCs with high level of potential members and schedule meetings
- » Update all noticeboards with Safe Hands Campaign materials, up to date bulletins and information
- » Identify sites without noticeboards and support Delegates to request them
- » Regular visits focussing on increasing conversations with non-members
- » Increase bulletins to members to one per week
- » Identify CSCs without WPGs and or delegates and identify new DACs
- » Train all new and existing DACs
- » Systematically educate and engage members in industrial issues, what the PSA is doing about them and how they can be actively involved
- » Entrench systematic member meetings and visits
- » Actively gather issues for the JCC and report back after meetings.

## PHASE 2

### Educating members and building power

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- » Begin to schedule WPG elections
- » Mentor DACs to map their workplace, identify non-members and recruit
- » Support and assist DACs to schedule monthly members meetings
- » Support and assist DACs to schedule monthly meetings with Manager Client Services to regularly deal with workplace issues
- » Educate members on the campaign goals, consistently link workplace issues to the wider goals of the campaign and educate them on the root causes
- » Plan roll-out of the campaign with DACs, schedule Safe Hands launches or events in early 2018.

## PHASE 3

### Planning for action

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- » Develop and release Safe Hands Petition, support members to gather signatures
- » Support DACs to implement a “charter of workplace rights” engaging members in voting to uphold the charter, then presenting it to the District Director
- » Support and assist DACs to hold campaign events/launeces
- » Assist DACs to identify new tactics and support them to implement
- » Build commitment for action in the 2nd half of 2018.

