



# CPSU Arts Agency News

Vol. 1 Feb 2010

**Information and updates from across the Victorian Government Arts Portfolio agencies managed within the Department of Premier and Cabinet including:**

Australian Centre for the Moving Image  
Museum Victoria  
National Gallery of Victoria

Public Record Office of Victoria  
State Library of Victoria  
Victorian Arts Centre – the Arts Centre

Film Victoria (managed via the Department of Innovation Industry and Regional Development)

## **From your Organiser:**

Hi to all CPSU Arts members (and any non members that might get the opportunity of reading this bulletin). This is the first Combined Arts Agency communication from CPSU and we hope to develop it as a place for members to share issues and ideas, either common or agency specific, and to have a place where members can contribute their thoughts and experiences. At this stage we hope to manage at least 3 editions per year. (To make a contribution please email [lsmerdon@cpsuvic.org](mailto:lsmerdon@cpsuvic.org))

## **In this edition:**

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***Issue Feature – Bullying!***

***Arts Member Profile***

***What's happening at your agency?***

***Becoming a Workplace Representative or Delegate***



## ***Organiser Profile***

For those of you who don't know me or I haven't met I'm Lynda Smerdon CPSU Arts Portfolio Organiser. I have an Arts and Education background and have been with CPSU for just over 12 months. I have always been involved with unions, from student days, to my time in actors equity and then with CPSU as an arts education administrator at the Arts Centre. There I became involved in enterprise bargaining and representing colleagues – what I referred to at that time as being a 'reluctant

delegate'.

I really enjoy my current portfolio and have had some interesting experiences and a broadening of my education through experiences with arts management in the last 12 months. I have had great support from members and delegates alike and appreciate the honesty and open opinions that I have received.

Please feel free to contact me, with any of your industrial issues, through CPSU's office on 9639 1288 or via email at [lsmerdon@cpsuvic.org](mailto:lsmerdon@cpsuvic.org)



## Issue Feature – **Bullying!**

Issues of Bullying in the workplace are not new but their incidence is increasing because of the cut-backs to staff and resourcing, heavy workloads and impossible deadlines. A culture of bullying, poor people-management practices and skills and the impact of organisational change are other factors that can contribute to the incidence of workplace bullying. Currently within the Victorian Public Sector one in three people have experienced or witnessed workplace bullying.



### **What is Bullying?**

It is important to remember that to be recognized as bullying, behaviors must be repeated and unreasonable, directed towards an employee or group of employees and creating a risk to health and safety. Bullying can occur wherever people work together. It is useful to remember that intent is not relevant to the definition and most people are capable of bullying.

Bullying is **NOT** a one off incident, even though this can be unpleasant and distressing it is not bullying. Bullying is also not management practices that consist of reasonable actions performed in a reasonable way with regard to:

setting performance goals, standards and deadlines; allocating work to an employee; transferring an employee; deciding not to select an employee for promotion; informing an employee about unsatisfactory work performance; informing an employee about inappropriate behavior; implementing organizational changes; performance management processes; constructive feedback or downsizing.

Bullying can be either direct or indirect in its nature.

Direct bullying can be characterised by behaviours including: verbal abuse; putting someone down; spreading rumours or innuendo or interfering with personal property or work equipment.

Indirect bullying presents as: unjustified criticism or complaint; deliberately excluding employees from workplace activities; deliberately denying access to information/resources; withholding information; setting unreasonable tasks; deliberately changing work arrangements i.e. rosters/leave; setting very difficult timeframes or excessive scrutiny of work.



Bullying is a form of workplace violence that can have serious health



consequences. At worst, it can cause stress related illnesses, depression, panic attacks and anxiety disorders, suicidal thoughts, heart disease and high blood pressure. It can also cause a range of other symptoms, including: headaches back or neck problems; poor memory or reduced concentration; difficulty sleeping and fatigue; skin rashes; loss of confidence; tearfulness; gastrointestinal problems or nausea.

Specific risk factors have been identifies around work place bullying, these



can include: organisational change; negative leadership styles; lack of appropriate work systems; poor working relationships; workforce characteristics for venerable employees or plans for dealing with risk. Each risk factor has strategies that can be applied to mitigate them.

**Organisational change** – have good planning and consultation processes, use effective communication methods, get feedback and review and evaluate processes and their impacts.

**Negative leadership styles** – develop positive leadership patens, supervise and coach, provide support & training, model positive leadership styles.

**Lack of appropriate work systems** – have well known standard operating procedures, regularly review and monitor work loads and staff levels, when appropriate redesign and define jobs.

**Poor working relationships** – develop and implement conflict management process, provide training and act

promptly with regard to inappropriate behaviour.

**Workforce characteristics** – support and protect vulnerable staff, offer appropriate training, utilise you OH&S representatives & monitor your workplace.

Because Bullying is an OH&S issue WorkSafe role does have a role to play. WorkSafe can *provide*: guidance and advice; *can assist* to determine the risk to health and safety from bullying; undertake prevention and enforcement activity where appropriate *and* consider formal investigation and prosecution under OHS Act 2004.



Look for the WorkSafe publication 'Preventing and Addressing Bullying At Work' on the WorkSafe website.

What to do if you witness or experience Bullying in your workplace.



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- **Keep a record** – make diary entries and keep all relevant emails
- **Report all incidences**– observed or personally experienced
- **Try to have a witness** – don't be alone with the bully if it is at all possible
- **Stay calm** - walk away if necessary
- **Follow agreed workplace procedures** – or issue resolution procedure
- **Contact your union for assistance**

*This article was developed from information found within CPSU Dealing with Bullying Course – available FREE to all CPSU members. Contact the office 03 9639 1822 for details and this years course dates.*

## Arts Member Profile

**Peter Lillywhite - Entomology and Arachnology Collection Manager at Museum Victoria and CPSU Branch President**

Peter has been involved with insects and spiders for over 30 years, 20 of these years doing invertebrate surveys for Museum Victoria and the last 10 working in the Entomology Dept at their Melbourne Museum complex.



As a member of CPSU he has been involved with the Union as a Health and Safety Rep since 1985, as a delegate since 1987 and as a Branch Councilor from 1994. He has held the honorary position of Branch President for the past three years.



## *What's happening at your agency?*



### **Australian Centre for the Moving Image**

#### ***Current Issues (that we know of)***

*CPSU and members are still awaiting the review of the Mediatheque and curatorial restructure that took place last year. From last correspondence with management, a report should be available this month. (Here's hoping!)*

*The First Consultative Committee meeting for 2010 is scheduled for March 3<sup>rd</sup> so any issues you would like raised please let your delegates or organizer know as soon as possible.*

*We would also ask for assistance from members to take on duties at the Consultative Committee which only meets 4 times a year. If you are interested or require further information about the Consultative Committee please contact your delegate or organiser.*

#### ***Your workplace delegate***

*Linda Connolly*

*(If you would like to contribute to the ACMI section of this publication please send you suggestions and contributions to [lsmerdon@cpsu.org](mailto:lsmerdon@cpsu.org) subject line ACMI news contribution.)*



## Museum Victoria

### ***Current Issues (that we know of)***

*Currently the Corporate Services Division is undergoing a restructure and a meeting was held with members re this issue in January. Other areas within this division (finance e.g.) will undergo further changes after the upper level development is completed, formal consultation timelines and proposals are still to be determined at this level.*

*The Exhibition Operations Unit is also in discussions with management prior to a formal proposal of change being made to CPSU and members for consideration.*

*Consultative Committee meetings are on their way back for 2010 but no schedule has been developed as yet. This will be discussed with the new HR manager in the near future.*

### ***Your workplace delegates***

Peter Lillywhite

Anthony McAleer

Lee-Anne Raymond

*(If you would like to contribute to the MV section of this publication please send you suggestions and contributions to [lsmerdon@cpsuVIC.org](mailto:lsmerdon@cpsuVIC.org) subject line MV news contribution.)*



## National Gallery of Victoria

### ***Current Issues (that we know of)***

*Delegates are keen to develop some form of Consultative Committee to meet with management on a regular basis and this will be discussed in the near future. The Consultative Committee would propose to deal with issues raised by members then presented directly to management. If this goes ahead we would be looking for members who may wish to be representatives on this committee.*

*CPSU is also looking at providing some information sessions for members, we would like to know your thoughts on the following topics so that we address your needs more directly. Ideas for potential info sessions include: the new EA; parental leave issues; Flexi-time, time in lieu and your rights or What other benefits can you get for your Union Dollar - medical, dental, union shopper?*

### ***Your workplace delegates***

Alisa Bunbury  
Julie-Anne Carbon

*(If you would like to contribute to the NGV section of this publication please send your suggestions and contributions to [lsmerdon@cpsuVIC.org](mailto:lsmerdon@cpsuVIC.org) subject line NGV news contribution.)*



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## **Public Record Office Victoria**

### ***Current Issues (that we know of)***

*CPSU is still waiting for a formal reply to the Stress Survey results put to management last year. We hope that this will be forthcoming this month.*

*The first and at this stage Final Consultative Committee meeting for 2010 is scheduled for February 25th. Management has expressed their view that, as the redevelopment will be complete this month the Consultative Committee group is no longer needed at PROV.*

### ***Your workplace delegates***

Emma Murray  
Kathy McNamara  
Marcus Dowd  
Michael Pummell

*(If you would like to contribute to the PROV section of this publication please send you suggestions and contributions to [lsmerdon@cpsuvic.org](mailto:lsmerdon@cpsuvic.org) subject line PROV news contribution.)*



## State Library of Victoria

### **Current Issues (that we know of)**

*Currently issues at the SLV centre around developing a Roster Monitor Tool that will provide information that will substantiate the EPA's new Roster Principals and Job Design Clause.*

*Issues raised at the February consultative committee meeting included: Roster Monitoring; further discussion re Real Names on SLV chat – re Executive decision; a firm understanding of the Schedule of works for the Level 4 Bridge move; Minutes taken in library team meetings; success of Internet Timeout Software and 11 month fixed term positions in Collection Access. Make sure you look at the minutes when they are posted shortly.*

*The latest CPSU SLV survey to gauge member's views around Values, Bully and Stress at the Library has now been sent to all members. We would encourage everyone to participate and let us know your views. CPSU is also looking to develop a series of lunchtime meetings to give members further information on Bullying in the workplace we would like your feedback as to your interest in this format.*

*One win for the union already this year is that we have managed to regain the position in Collection Access that was converted to a 3 year fixed term contract back into an ongoing role.*

*On a sad note you will know that Jane Nicholas passed away recently. CPSU will honor her many years of committed unionism at SLV with an engraved platter which will be presented to her family later this year.*

### **Your workplace delegates**

Walter Struve

Sue Jay

Tom Corfmat

Jacques Kosky

*(N.B. We are looking for additional reps from other divisions and areas across the library – if you would be interested please contact Walter Struve or your organizer Lynda Smerdon directly)*

*(If you would like to contribute to the SLV section of this publication please send your suggestions and contributions to [lsmerdon@cpsuvc.org](mailto:lsmerdon@cpsuvc.org) subject line SLV news contribution.)*



## Victorian Arts Centre – the Arts Centre

### ***Current Issues (that we know of)***

*Issues currently relate to the impending development at the Hamer Hall and the impacts on staff who will move from their current work areas and be relocated (in most cases) to the Ballet Centre.*

*Members are looking forward to developing a positive relationship with the new Chief Executive, Judith Isherwood. Feedback from members about her communication style with staff has been very positive to date. Both CPSU and MEAA are looking to meet with Judith in the near future to introduce ourselves as your representatives.*

*The First EBA Consultative Committee meeting for 2010 is scheduled for mid February. Discussions on the development of a new classification structure (committed to in the EDA) should commence in early March.*

### ***Your workplace delegates***

*Elyse White*

*Peter Wakefield*

*Sally McPhee*

*Heather Patterson (EDA monitoring group representative)*

*(If you would like to contribute to the tAC section of this publication please send you suggestions and contributions to [lsmerdon@cpsuvic.org](mailto:lsmerdon@cpsuvic.org) subject line tAC news contribution.)*



## Film Victoria

### ***Current Issues (that we know of)***

*Introducing your new Workplace Delegate.....*

***Kris Matthews***

*Kris has been with Film Victoria's Legal and Recoupment team for over 6 years. As an OHS rep, she reinvigorated Film Victoria's OHS Committee and introduced a program of Staff Health and Wellbeing initiatives. By becoming a CPSU delegate, she's looking forward to helping elevate the 'Leadership' VPS value to the forefront of Management's collective mind. Kris is also a student of Public Policy and Management and her favorite colour is code-of-conduct blue.*

*The First Film Victoria Consultative Committee meeting for 2010 is scheduled for February 19<sup>th</sup>.*

### ***Your workplace delegate***

***Kris Matthews***

*(If you would like to contribute to the FV section of this publication please send you suggestions and contributions to [lsmerdon@cpsuVIC.org](mailto:lsmerdon@cpsuVIC.org) subject line FV news contribution.)*

**If you have any workplace issue that is of an industrial nature please contact a workplace delegate or the Organiser directly for support and advice.**



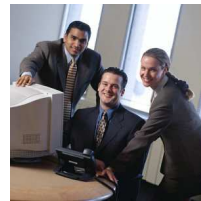
## Becoming a Workplace Representative or Delegate

Workplace representatives and delegates are the key to your union organisation in the workplace. Workplace reps build and maintain the trust of work colleagues and are recognised and supported by CPSU organisation.

The level of involvement and activity of a rep is up to the individual and can be as diverse as: recruiting new members; distributing union materials and information; holding discussions and meetings in the workplace to address matters of common interest and work related issues; regularly liaising with, and providing assistance to an organiser.

Workplace reps and delegates may also help by representing members, in meeting with their managers or team leaders, to resolve matters affecting members in the workplace.

As a delegate CPSU will keep you up to date with current resources and materials and a union organiser is always on hand to offer support and advice to our delegates.



All delegates are encouraged to attend CPSU Workplace Representative Training.

Here you can learn about the role of a delegate, current industrial reforms and workplace specific agreements. This is approved training for the purpose of time release and is free of charge.

Ideally, every work area should have at least one delegate. This assists members with a close point of contact and helps keep the union informed on workplace issues and moving towards positive change in the workplace.

If you would like more information about becoming a CPSU Workplace Rep, contact your Industrial Organiser 03 9639 1822 or email [lsmerdon@cpsuVIC.org](mailto:lsmerdon@cpsuVIC.org)