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AUPE 60th Anniversary Dinner

Page 2

NTUC National Delegates Conference

Page 3

Tips from a Worker 4.0

Page 3



AUPE Study Grant Awards

Page 7

Discovering the Future of Possibilities at the AUPE 60th Anniversary Dinner



Mesmerising the 550-strong audience from the start were the talents from AUPE and NTUC in their opening segment - The Journey Untold. The performance illustrated AUPE's tumultuous times, and the resilience in preparing for the future together, in the past 60 years and beyond.



of retirement and re-employment ages. This relationship was rare in other parts of the world.

The AUPE Executive Council members who stepped down in the past year also received a token of appreciation for their contribution to the union during the event.

As AUPE General Secretary Sanjeev Tiwari said in his address, **“We need to be adaptable and make sure our workers are ready for the new technologies our agencies may use in time to come, and help them remain employable for as long as possible.”**

Replacing the previous 3R Challenge was the Best Improved Branch and Best Engagement Awards this year, which looked at overall growth in branch membership and branches' effort in engaging members and potential members.



MOU signed by AUPE, PSD & CSC, witnessed by President Halimah Yacob & NTUC SG Ng Chee Meng



During the Dinner, a Memorandum of Understanding (MOU) was signed by AUPE, the Government of the Republic of Singapore represented by the Public Service Division (PSD) and the Civil Service College (CSC) for the formation of the Public Service Cluster Training Committee. The Committee, in partnership with NTUC, would set the direction and identify training needs in upskilling and reskilling officers to help them stay employable.

President Halimah echoed the sentiments in her address as she emphasised the different challenges faced by the Public Service today, which would require them to be receptive to continuous change and find innovative ways to address various demands by the public. **“It is important for the public sector to continue to transform itself to face the challenges ahead.”**



In particular, the Best Engagement Awards saw interesting ideas in engaging members, including regular fitness activities organised by CPF Staff Branch and monthly clinics on union membership held by IMDA Staff Branch.

This was AUPE's promise in supporting our members as they face new challenges and giving them the competitive edge.

She further quoted the close tripartite relationship as an essential enabler for Singapore to reach consensus on many employment matters, such as the extension

AUPE thanks the Organising Committee and the performers for their months of hard work in preparing for this fantastic dinner.

Three tips from a Worker 4.0: Ms Evelyn Ang

Well-known among colleagues of the Central Provident Fund Board (CPF Board), Ms Evelyn Ang has been with the Board since 1981 and is always seen helping colleagues at work and providing sound advice on work and even personal matters.

Above all, the Chairwoman of the CPF Board Staff Branch and Manager at the Electronic Submission Section in CPF Board, embodies the spirit of lifelong learning. In the past year, Evelyn has taken a good mix of courses to upskill at work, including one which covered how to dispel false information and negative comments on social media.

Here are her tips on how to be future-ready.

#1: It's all in the mind.

When change comes, you can lament about it or embrace it. Evelyn chose the latter!

In 2018, a new all-in-one customer ecosystem which tracks customers' enquiries from all sources was launched in CPF Board. This system helps staff to provide better service as they can have a better understanding of the customers' backgrounds.

Evelyn went beyond just learning how to use the system. She and her co-workers gave feedback to improve the system and got the improvements implemented. One of it was to show the full details, instead of only brief information, of customers' previous enquiries. This enables the staff handling the case to have a thorough understanding and provides better assistance to the customer.

#2: Learning is a non-stop process that happens every day.

"You don't need to be in a classroom to learn. Every day, things change. You should always be open and ready to learn new things. If you are not ready, you may be outcasted because the work you are doing now may no longer be there anymore when things change so fast," quipped Evelyn.



She has attended numerous learning forums within CPF Board and applauded the forums where staff bravely share true experiences and mistakes at work. Such forums are valuable learning opportunities that cannot be found in classroom or textbooks.

#3: Always find new and better ways of doing things.

Evelyn believes in initiating changes. While some may say "this is not my work" or "why change?", Evelyn and her team are always on the scout for new areas. For instance, Evelyn's team saw the potential of how a manual process could be streamlined and made more efficient through digital means. They volunteered to take over the service from another department. The outcome – higher efficiency and better customer experience!



The Labour Movement has committed to an aspirational target of 1.5 million members by 2025 at the NTUC National Delegates' Conference (NDC) 2019.

To achieve this, union delegates has committed to innovating the union business model, membership model and training model. Union members can look forward to new ways their unions will engage them, holistic benefits for members and their families, as well as better work prospects through the operationalisation of company training committees, among others.



At the NDC, a new Central Committee was elected to drive these transformation plans. AUPE congratulates our General Secretary Sanjeev Tiwari for having been elected into the Committee for the term 2019 to 2023!

Workers are at the Heart of Everything We Do - NTUC National Delegates' Conference 2019



AUPE's 60th Anniversary Special: 1980s – 1990s

1988

Public Employees' Sacrifices Paid Off



Public employees' sacrifices during the recession paid off as Singapore's economy grew by 11% in 1988. The Government responded favorably to AUPE's call for a higher bonus and announced 2.5 months year-end bonus – highest amount in the history of public service then. Earlier in July, wages that were cut were restored and a flexible wage system was implemented.

1987

Sports and Recreational Facilities for AUPE members



- AUPE founded the AUPE Sports and Recreation Club to provide social, sports and recreational activities for members, their families and friends.
- The Club operated a members' lounge providing facilities for darts, snooker and carom, and exercise classes like aerobics. In the following year, a cafeteria and video games room were officially opened under Club.

1985

Singapore in Recession, Public Employees Forgo Wage Increase



- High wage policy, coupled with external factors, saw Singapore entering her first economic recession since independence in mid-1985. AUPE announced that 68,000 members from 25 unions in the public sector would forgo the National Wages Council wage increase recommended earlier that year.
- To tide through the crisis, this was not going to be the only sacrifice that public employees made. They gave up their half month incentive payments for 1986 and 1987; and took a pay cut of average 2.27% of their gross salaries for the period 1 July 1987 to 30 June 1988. CPF contribution rates were also cut by 15 percentage points. Measures were less painful with AUPE's representation to the government but still a very trying time for all.

1989

Extending Union Benefits to Retirees & Members' Families

Introduced in October 1989, the Associate Membership allowed members who had retired to continue enjoying the benefits of union membership such as AUPE Mutual Aid Schemes, facilities at AUPE Sports & Recreation Club and other privileges. Associate membership was also extended to:



- members' spouses who are not eligible to join union;
- members' children above 12 years old; and
- public employees who are not eligible to join the Ordinary Branch Membership.

1990

Better Pay, Better Work Prospects for Officers from 57 Services

Officers in the Executive, Clerical, Paramedical & Technical and Related Services received pay increases after long hours of research, analysis and meetings between AUPE and PSD. This revision was a result of high resignation rate among graduate officers, uncompetitive wages, and also to enhance career advancement prospects.



1980»»

Resounding Victory for AUPE Leadership



- AUPE's then leadership led by Mr G Kandasamy was strongly contested at AUPE's 1st Triennial Delegates Conference but emerged with a resounding victory.
- AUPE's President, Mr F Rehman, reiterated the importance of tripartism as Singapore economy restructures in the new decade.



1981»»

AUPE Pays for Members' Hospital Ward Charges

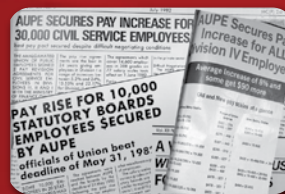


- Introduced in June 1981, the AUPE's Hospitalisation Benefits scheme provided for ward charges based on members' ward eligibility.
- This scheme was established to alleviate the burden on members, especially lower income members, who had to pay 20% of the public rate ward charges after a change in government medical benefits in July 1980. Prior to that, public employees only paid a maximum of 1% of their salary.

1982»»

Pay Rise of 4.4% to 24% for Civil Service Personnel

AUPE secured pay rise for all grades of civil service personnel - Division IV workers received an 8% pay increase while Division I, II and III received a range of 4.4% to 24% increase. This brought salaries of civil service employees on par with private sector.



1984»»

The AUPE Plaque – Commemorating 25 Years of Hard Work

25 years since the formation of AUPE, a plaque was set up to commemorate the hard work put in by all AUPE members since the Union's inauguration. In the same year, AUPE also started a Scholarship Fund for members.



"Let this plaque be a reminder to all those who will join the Union and who will be the leaders, that but for the sacrifices of thousands of AUPE members in the last 25 years, there would not be this Union and this building."

– G Kandasamy

1983»»

Ushering In the Computer Age in the Civil Service



Computers and office automation were being rapidly introduced in Civil Service. AUPE held customised computer courses in WISMA AUPE at very low fees to help union members overcome fear and to learn to take advantage of new technology to improve their skills and productivity.

Spreading joy & fun at the Society for the Aged Sick



A record high of 87 members, staff and their loved ones brought smiles to 200 residents of the Society on 5 October. The afternoon was filled with fun games and interactive on-stage harmonica and sing-along performances by the volunteers. The simple round of bingo excited the residents as both volunteers and residents waited for the lucky numbers to be called.

The afternoon ended with a special local delicacies' dinner at the rooftop

for 30 residents, and a sumptuous spread for the other residents in the hall.

In addition, AUPE donated a list of games and items for the Society's newly set-up recreation room, and cash donations from members.

AUPE thanks members for their donations and the dedicated volunteers who took time to make the residents' Saturday a very merry one. We look forward to more volunteers joining us next year!



Members pick up insights & tips on digital economy, retirement adequacy and wellness during lunch

Do you have the relevant skills sets for the digital economy? What's the purpose of various CPF accounts? How does Artificial Intelligence (AI) affect and benefit our everyday life? How do you relieve the back and neck aches from hours of sitting at your desk?



More than 400 participants learned the answers to these topics and more through lunch talks held at their workplaces from July to October. In partnership with NTUC's U Growth Programme, 7 AUPE's branches invited industry experts to share insights and tips with our participants. And to top it off, participants enjoyed a sumptuous lunch. Food for the minds and the bellies!



Topics	Organised By
Digital Economy 5.0	JTC Staff Branch Monetary Authority of Singapore (MAS) Staff Branch
CPF for Everyone	Singapore Tourism Board (STB) Staff Branch
AI for Everyone	Central Provident Fund Board (CPF) Staff Branch
Tackling Office Syndrome	Info-communications Media Development Authority (IMDA) Staff Branch
Prevention and Treatment of Joints & Sports Injuries	National Environment Agency (NEA) Staff Branch
Planning for Retirement	Public Employees Branch

Close to 400 Students Benefitted from AUPE Group Study Grant Awards

Studying is never easy – any form of encouragement can spur the child on. The AUPE Group Study Grant Awards aims to do just that, while also helping our members defray their children’s education costs.

This year, we added a twist to the Awards ceremony by bringing it all the way to the land of exploration – Science Centre Singapore. About 40 union and co-op members and their children discovered the wonders of science as they learnt the math behind magic tricks and heard inspiring stories about ageing.



We also got the chance to speak with two of our members who also

shared their very own parenting experience and tips!



An Operations Support Officer in Queensway Secondary School, Ms Suchila Devi is a single parent to her only child, Ms Thaenmozli. Ms Thaenmozli currently studies in the school that her mum works in.

Ms Suchila shared that the secret to the close bond she has with her daughter is communication, especially on difficult issues, “My daughter has Psoriasis, a kind of rash. When she was in primary school, she always came home crying because her friends kept asking about her rashes. It’s not easy to talk to a young girl when she faces such an issue, but I make it a point to talk to her every day.”

Ms Thaenmozli is a very responsible student who recently received the Star Pupil Award in her school. The

Award is given to students who have good results, are respectful and responsible during class, and are very helpful to fellow students and teachers. This Star Pupil’s tips for fellow students?

1. Take 2 hours a day to go through your weaker subjects and soon they will be your better subjects.
2. Talk to your parents about any issues you face but never show your anger to your parents no matter what as they are the ones who brought you up.

“The learning process is a long one and does not only happen in school. I always tell my children to be themselves, but they must also behave and be respectful to people. More than paper qualifications, how they behave is very important,” said Mr Mohamed Rafi, a workshop instructor in a secondary school.

Indeed, his two primary school children were well-behaved. Both children, Ms Nur Izzati, 12, and her younger brother, Mr Mohamed

Zulhaffiz, 10, shared they have had mean classmates who often make fun of them. Instead of retaliating violently, the siblings would tell their classmates off firmly not to tease them again, and would escalate the matter to the teachers if it persisted.

Apart from the Study Grant Awards, Mr Mohamed Rafi also enjoys saving under the ACC and the exclusive union activities such as the AUPE Family Fun Day which AUPE provides.



The study grants were funded by AUPE, AUPE Credit Co-operative, and NTUC U-Care Fund. Study grants disbursed to the various levels are:

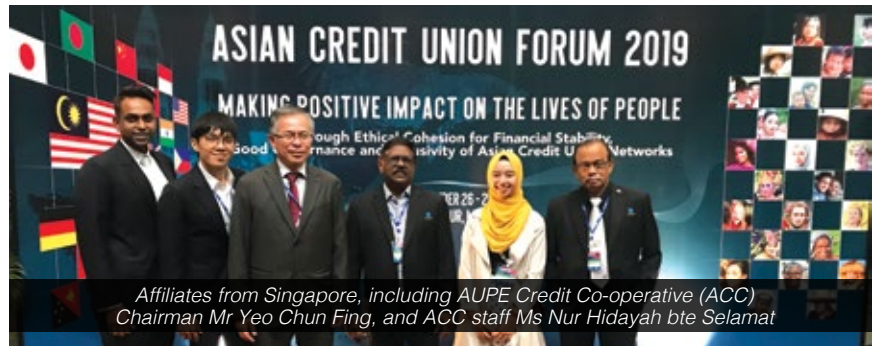
Primary Level: 87 | Secondary Level: 137 | ITE/Pre-U/JC Level: 66
Polytechnic Level: 67 | University Level: 41

Creating positive impact at Asian Credit Union Forum 2019



Held in Kuala Lumpur (KL) over four days, the Asian Credit Union Forum 2019 in September brought together many credit co-operative affiliates from Asia-Pacific, including the Philippines, Thailand, and Australia among others.

The Forum proved to be an enriching experience for the attendees as many credit co-ops shared how they ran co-ops, providing greater insight on the challenges and solutions among Asian co-ops. The exchange between co-ops at the Forum would inspire new ways credit co-ops can operate and do good to their members while doing well.



Affiliates from Singapore, including AUPE Credit Co-operative (ACC) Chairman Mr Yeo Chun Fing, and ACC staff Ms Nur Hidayah bte Selamat

It was good to note that while many co-ops promptly adopted advanced technology in their operations, some still relied on traditional methods such as visiting members at their doorstep to collect loan repayments as many members stay in the rural areas with no access to internet.

Regardless of the methods used, the concept of co-operatives remains the same – co-ops are set up by people for people – as rightly put by Mr Andrew So, Founding President of the Association of Asian Confederation of Credit Unions (ACCU). He strongly urged the credit co-ops to cultivate the right kind of leadership to address members' aspirations and socio-economic needs while preserving the identity and values of credit co-ops.

“What one person cannot achieve, is achieved by many.”
- F.W. Raiffeisen



Quarterly Roundup of Events (Aug – Oct 19)

Professional Darts Corporation (PDC) Asian Tour 2019

31 August – 1 September 2019
A total of 92 professional dart players pitted against one another in an exciting competition held over a weekend.

AUPE Club was proud to be the chosen venue for the Asian Tour.



U Games 19/20 – U Swim

7 September 2019
9 swimmers from AUPE flaunt their skills in various individual and team categories at the Games, helping AUPE clinch the overall Champion for the event!



U Games 19/20 – U Grand Masters Bowling Championship

5 – 6 October 2019
Kudos to our powerful lady bowlers Ms Glenda Quek, Ms Nazurah Muhammad Musa and Ms Chua Siew Khim, AUPE came in Champion under the Ladies Division.



AUPE Club's 10th Oktoberfest

4 October 2019
Singing loudly to popular classics and putting their beer-drinking skills to the test were 250 members and their loved ones who joined us at the event. Apart from sumptuous food, all attendees enjoyed free-flow Tiger Beer, making it an Oktoberfest never to be forgotten (even when hungover!)

