

SALARIED STAFF UNITED NEWSLETTER

PLEASE PLACE ON NOTICE BOARDS

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MAY 2022

In the last three months SSU Member support has fielded an increased number of enquiries

Hot topics were:

- *Timing of salary/bonus increases*
- *Covid and return to work challenges*
- *Employee rights*
- *Pay rates/unpaid hours*
- *Performance and salary reviews*
- *Member support - what we do?*
- *Redundancy*

Member Case Study 1

Member: I have been called into a meeting with my manager. I am very uneasy about the situation as I feel I'm not liked. Can the SSU support me?

SSU Response: *Of course, if you are required to attend any meeting with your Line Manager, HR or anyone in management, we will be your support person. With improved technology, we can support our members wherever you are located. Let your manager or HR know you are wanting a support person to join. We will make sure you are represented and supported during and after your meeting.*



Member Case Study 2

Member: I have not had a pay increase since before the pandemic happened and I am working longer and harder because people are leaving. What can I do?

SSU Response: *It's important to do your homework! You need to understand the current market rate for your role before you negotiate. Ensure you have completed your performance review or at least met with your Line Manager to discuss your expectations in terms of the increase you feel you have worked for and deserve. Remember you have a responsibility to promote yourself. If you have any difficulty with the process, we want to help you. Please get in touch.*

We hear and support you!



MEMBER TESTIMONIAL

Sept 2021

"Salaried Staff United provided tremendous emotional and legal support at a time when I needed it most. Their swift actions and clear guidance were so greatly appreciated, and I ended up with a fair outcome to the issues I was facing. I never thought I would need this assistance, but I was so glad to have the backing of the Association when I needed it. My membership was a great investment".



SPOTLIGHT

SSU North Ryde Office:

As our team have been operating a hybrid working model for nearly 2 years, the EC decided we should hand back our office to CSR. This was a unanimous vote by the EC, rather than use members money to pay for leasing costs. Whilst this is sad, we feel our team have done a tremendous job operating remotely and are confident they will continue to do so.

As mentioned in our last update, Olya Valarie no longer works for SSU. Whilst we search for a replacement, Cheryl Smith and Jean Campbell will provide member services.

ZOHO CRM EXPLAINED

Award winning customer relationship management

SSU started using the Zoho One platform late 2021, so we could be independent of members' companies. This integrated system is confidential, secure and has the capacity to manage our database, operate our support desk, allocate tickets, store data and host meetings. The Zoho One system allows statistics and reports to be extracted so the Executive Council have a clearer understanding of members concerns.

If you need to contact the Association, please lodge your enquiry by email. You will receive an email acknowledgement. Your ticket will then be allocated and related emails, documents and comments will be saved within this ticket. If you would rather, you can still call the SSU office number on 02 9964 1747.



SURVEY

Coming soon ...

Watch out for our SSU survey which will ask some important questions.

