

COMPANY VALUES



PSA VALUES: *Service Excellence*

In celebrating the PSA's 105th anniversary, it is prudent to reflect on how the Union continues to be trusted by hundreds of thousands of public servants to promote and protect their workplace rights and interests.

A key element in cementing this legacy is the PSA's commitment to service excellence as a vital pillar of organisational credibility, trust, and sustainability. Unions exist to serve their members, advocating for their rights, protecting their interests, and improving their working conditions. To fulfill this mandate effectively, every interaction, whether by union employees or shop stewards, must reflect a culture of commitment, professionalism, and consistent care.

The PSA's shop stewards play a vital role in ensuring that members feel heard, supported, and valued. Shop stewards must demonstrate a thorough understanding of members' needs and an unwavering dedication to the principles of fairness and justice. The PSA has maintained this value since its foundation in 1920. It extends to collective bargaining, ensuring that workplaces are safe, the protection of pensions, and proactive action that benefit members.

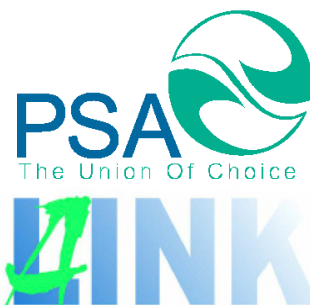
Professionalism, responsiveness, and empathy are not optional qualities, but are essential to building trust and reinforcing the PSA's legitimacy. When shop stewards respond promptly to complaints, provide clear and accurate information, and follow through on commitments, they strengthen the Union's reputation. PSA shop stewards who serve as the Union's front-line representatives in workplaces. As the first point of contact for many members, shop stewards must be approachable, well informed, reliable, and trustworthy. This role requires shop stewards to balance the expectations of members with the responsibilities of representing the Union's values and processes.

When shop stewards provide fair representation, communicate regularly with members, and escalate issues responsibly, they become a powerful force for cohesion and trust in the workforce.

Service excellence is not simply about resolving issues. It involves creating an environment where members feel supported at every stage of their working lives. This can only be achieved through consistency in service excellence. Procedures must be followed transparently, timelines must be respected, and commitments must be honoured. Inconsistent service leads to frustration, disengagement, and even mistrust, outcomes that can weaken a union's influence and diminish its ability to advocate effectively.

A culture of service excellence is built through training, accountability, and clear communication. Shop stewards need ongoing support to enhance their skills and stay informed of policy changes, legal developments, and member expectations. But beyond technical competence, there must be a belief in the Union's purpose and a collective responsibility to uphold standards. Service excellence is about showing respect, following through, and doing what is right, always. In a union, service is more than administration, it is a form of advocacy. Service excellence, therefore, is not separate from union activism - it is its foundation.

The PSA has withstood the tests of time, guided by its values of loyalty, transparency, respect, ethical conduct, consistency, and service excellence. Reaching 105 years as a service organisation is a remarkable achievement made possible by dedication, resilience, and innovation that have empowered the PSA to thrive in service of public-sector employees.



NO 12/2025

PSA SHOP STEWARD NEWSLETTER

Images: Unsplash / PSA

