



A•S•U

## Australian Services Union

- who**
- we are a trade union known as the Australian Municipal, Administrative, Clerical and Services Union, trading as the Australian Services Union or simply, the ASU.
- what**
- we represent workers in industries as diverse as local government, airlines, utilities, social and community services, information technology, transport and travel, call centres, the public sector and private sector clerical and administrative.
- why**
- we exist to defend and advance the rights of our members.
- when**
- we have a proud history dating back to the 1880s growing with successive generations of members into a modern and contemporary representative organisation, well versed in the needs of workers today.
- more**
- [www.asu.asn.au](http://www.asu.asn.au)  
[www.facebook.com/australianservicesunion](https://www.facebook.com/australianservicesunion)  
[twitter.com/asunion](https://twitter.com/asunion)



*local government | airlines | utilities | info tech | social & community services | clerical & administrative | transport & travel | call centres*  
*airlines | clerical & administrative | transport & travel | call centres*



# A message from the National President & National Secretary

The Australian Services Union is over 135,000 people working together to defend and advance our rights at work because together we achieve much more than we do alone.

Although much of our Union's progress has come after a collective struggle, we have always sought to build good faith relationships with employers. We know that workers who are treated fairly create productive workplaces.

ASU members work in a broad range of geographical locations from urban to regional cities and from rural to remote communities. ASU members also work in a diverse range of occupations in the private, public and community sectors. As a result we are in a privileged position to understand the concerns of Australian workers.

The industrial environment has become more and more complex over the years and our Union has responded to these challenges. We are a modern and democratic organisation with an array of specialists dedicated to ensuring the best possible outcomes for members.

Join us for a better future.

In unity

Steve Birney  
National President

David Smith  
National Secretary

# ASU coverage

## Local Government



The ASU is the largest union in local government. Depending on the state, just about all workers are covered, from waste collectors to managers, librarians to gardeners, child carers to administrative staff.

## Airlines



The ASU is the largest union in the airline industry. Coverage includes customer service (airports, call centres, retail, reservations etc), airline freight organisations, maintenance, engineering, stores, catering, IT, finance and administration.

## Social, Community & Disability Services



The range of classifications covered in the SACS industry is very broad, including: case manager; social worker; clerical & administrative worker; employment consultant; family support worker; family therapist; financial counsellor; group worker; indigenous child protection worker; indigenous housing worker; welfare worker; youth worker.

## Transport & Travel



This broad category incorporates our coverage in shipping and ports, road transport, travel and public/private transport (rail, trams, buses). Coverage includes shipping clerks; port controllers; travel agents/consultants; station admin staff; revenue collectors; inspectors; call centre employees; administration & train controllers.

## Clerical & Administrative



The ASU has members employed as private sector clerical and administrative (C&A) employees in most industries in Australia. Almost all C&A workers are eligible to join the ASU.

## Utilities



Utilities coverage encompasses water and energy industries with workers including clerical and administrative staff; meter readers; electricity industry workers; pole inspectors; linesmen; technical officers; power station operators; and supervisors.

## Call Centres



The ASU is the largest private sector call centre union covering in-house customer service representatives in all the other ASU industry sectors and stand alone customer contact and contract call centres.

## Info Tech



In IT, service technicians for computers/networks, photocopiers and general business equipment are our members.

## Public Sector



We cover staff in the Queensland public sector including health sector professionals, engineers and surveyors as well as clerical and administrative staff. We also represent workers in the Australian Tax Office (ATO) across the country.

# ASU directory

## ASU National Office



### Melbourne & Sydney Office

All correspondence to Melbourne Office:

Ground Floor  
116 Queensberry Street  
Carlton South VIC 3053

T: (03) 9342 1400  
F: (03) 9342 1499  
E: [info@asu.asn.au](mailto:info@asu.asn.au)  
W: [www.asu.asn.au](http://www.asu.asn.au)

David Smith, National Secretary  
Linda White, Assistant National Secretary  
Robert Potter, Assistant National Secretary

## Queensland (Services & Northern Administrative) Branch



**State registered entity:**  
**Queensland Services, Industrial Union of Employees**

**Trading as:**  
**The Services Union**

Ground floor, 32 Peel St  
South Brisbane QLD 4101  
PO Box 3347  
South Brisbane QLD 4101

T: (07) 3844 5300  
F: (07) 3846 5046  
E: [general@theservicesunion.com.au](mailto:general@theservicesunion.com.au)  
W: [www.theservicesunion.com.au](http://www.theservicesunion.com.au)

Neil Henderson, Branch Secretary

## Queensland Together Branch



**State registered entity:**  
**Together Queensland, Industrial Union of Employees**

Level 1, 27 Peel Street  
South Brisbane QLD 4101  
PO Box 3272  
South Brisbane BC QLD 4101

T: 1800 177 244  
F: (07) 3017 6235  
E: [members@together.org.au](mailto:members@together.org.au)  
W: [www.together.org.au](http://www.together.org.au)  
Alex Scott, Branch Secretary

## NSW United Services Branch



**State registered entity:**  
**New South Wales Local Government, Clerical, Administrative, Energy, Airlines and Utilities Union**

Level 7, 321 Pitt Street  
Sydney NSW 2000  
T: (02) 9265 8211  
F: (02) 9261 2265  
T: 1300 136 604 Support Team  
E: [united@usu.org.au](mailto:united@usu.org.au)  
W: [www.usu.org.au](http://www.usu.org.au)

Graeme Kelly, Branch Secretary

## New South Wales and ACT (Services) Branch



**State registered entity:**  
**Australian Services Union of NSW**

Level 1, 39-47 Renwick Street  
Redfern NSW 2016  
PO Box 1865  
Strawberry Hills NSW 2012

T: (02) 9310 4000  
T: 1300 784 278  
F: (02) 9698 8936  
E: [info@asu.org.au](mailto:info@asu.org.au)  
W: [www.asumembers.org.au](http://www.asumembers.org.au)  
Natalie Lang, Branch Secretary

## South Australian & Northern Territory Branch



**State registered entity:**  
**Amalgamated ASU (SA) State Union**

185-186 Fullarton Road  
Dulwich SA 5065  
PO Box 2217  
Kent Town SA 5071

Unit 14 & 15  
Metro Shopping Centre  
21 Cavenagh Street  
Darwin NT 0800  
T: (08) 8363 1322  
F: (08) 8363 2225  
E: [union@asu-sant.asn.au](mailto:union@asu-sant.asn.au)  
W: [www.asu-sant.asn.au](http://www.asu-sant.asn.au)

Joseph Scales, Branch Secretary

## Taxation Officers' Branch



**Operates nationally**

Ground Floor, 116 Queensberry Street, Carlton South VIC 3053  
T: (03) 9347 6080  
F: (03) 9347 8781  
E: [asutax@asutax.asn.au](mailto:asutax@asutax.asn.au)  
W: [www.asutax.asn.au](http://www.asutax.asn.au)  
Jeff Lapidos, Branch Secretary

## Victorian & Tasmanian Authorities & Services Branch



**Melbourne Office**  
116 Queensberry St  
Carlton South VIC 3053  
PO Box 37  
Carlton South VIC 3053  
T: (03) 9342 3400  
F: (03) 9342 3499



**Hobart Office**  
265 Macquarie Street  
Hobart TAS 7000  
T: (03) 6224 3411  
F: (03) 9342 3499

E: [info@asuvictas.com.au](mailto:info@asuvictas.com.au)  
W: [www.asuvictas.com.au](http://www.asuvictas.com.au)  
T: 1800 133 096

T: 1300 855 570 Member Contact Centre

Michelle Jackson, Branch Secretary  
Lisa Darmanin, Branch Executive President

## Victorian Private Sector Branch



Level 2, 116 Queensberry St  
Carlton South VIC 3053  
PO Box 447  
Carlton South VIC 3053  
T: (03) 9342 3300  
F: (03) 9342 3399  
E: [info@asupsvic.org](mailto:info@asupsvic.org)  
W: [www.asuvic.org](http://www.asuvic.org)  
Ingrid Stitt, Branch Secretary

## Western Australian Branch



**State registered entity:**  
**Western Australian Municipal, Administrative, Clerical and Services Union of Employees**

102 East Parade  
East Perth 6004  
PO Box 8208  
Perth Business Centre WA 6849

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E: [branch.secretary@asuwa.org](mailto:branch.secretary@asuwa.org)  
W: [www.asuwa.org](http://www.asuwa.org)  
Wayne Wood, Branch Secretary