

# PHOENIX: What PSAC is doing for you

**We want you to know that PSAC has been doing everything in its power to ensure that the pay system is fixed so you get paid correctly and on-time.**

**Here are some of the things PSAC has been doing.**

## **1. Raising red flags before and after launch of pay system**

PSAC repeatedly warned the Liberal government before the launch of the new pay system, and shortly after the first phase was launched, that there were serious problems.

## **2. Successfully fighting for a claims process**

PSAC successfully pushed Treasury Board to compensate our members for penalties, interest charges and other fees incurred due to pay problems.

## **3. Taking the government to court**

In June, 2016, we filed a court application. In December, we secured a court order, which directed the government to improve access to help for people on disability, maternity, and parental leave. It also required the government to maintain the staffing levels necessary to resolve the on-going pay problems.

## **4. Successfully fighting to expand access to emergency payments**

Due to pressure from PSAC and the other unions, government departments can now make priority payments to alleviate the financial hardship of employees who have been under paid for an extended period of time.

## **5. Filing an unfair labour practice complaint**

We filed an unfair labour practice complaint against the employer and appeared before the Public Service Labour Relations and Employment Board in September, 2016.



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## 6. Taking the issue directly to the Minister responsible for Phoenix

- PSAC sent an urgent letter to Minister Judy Foote, demanding that her department take action. Some of our demands have since been met, including rehiring experienced workers, appointing an independent auditor, and compensating workers for losses.
- We launched our online letter writing campaign to Minister Judy Foote. Minister Foote has received thousands of letters.
- PSAC members rallied in the Minister's home province of Newfoundland and Labrador.
- PSAC President Robyn Benson met with Minister Foote.

## 7. Pushing government officials for solutions

PSAC representatives meet regularly with the government on a range of issues affecting Phoenix. Through this work, PSAC has been able to achieve clear ground rules for reimbursement of out-of-pocket expenses, better eligibility for priority payments, and solutions to reduce the tax consequences of Phoenix problems.

## 8. Raising public awareness

PSAC has been front and center in the media exposing issues with the Phoenix pay system and the pressures that our members in Miramichi are facing.

On October 31, PSAC members across the country rallied to remind Prime Minister Trudeau to make good on his promise to respect public services and the people who provide them.

## 9. Standing up for Miramichi workers

PSAC National President Robyn Benson and Government Services Union President Donna Lackie visited workers at the Miramichi Pay Centre and held a town hall meeting to hear the members' concerns. We took these concerns directly to Public Services and Procurement Canada.

## 10. Answering your questions and keeping you up to date

PSAC staff and elected officials answer calls and emails every day from members who have questions or need help regarding their pay. We also try to quickly address your questions and comments on social media (Facebook, Twitter). We post information and updates on our website regularly.

