



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, just 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, 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 but we have grown with successive generations of members, modernising our methods, to remain a contemporary organisation, well versed in the needs of today.
- more**
- www.asu.asn.au



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 and National Secretary

The Australian Services Union is over 120,000 people working together to defend and advance their rights at work.

Many of our advances have come after a struggle but, at the same time, we have sought to build good faith relationships with our members' employers.

ASU members work in a broad range of geographical locations from urban, to regional, to 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 position to intimately understand the key 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.

We look forward to working with you!

In unity

Henrietta Moran
National President

Paul Slape
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.

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.

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 administrative staff; revenue collectors; inspectors; call centre employees, administration and 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.

Social & Community 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.

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.

[local government](#) | [airlines](#) | [utilities](#) | [info tech](#) | [social & community services](#) | [clerical & administrative](#) | [transport & travel](#) | [call centres](#)

[airlines](#) | [clerical & administrative](#) | [transport & travel](#) | [call centres](#)

ASU directory

National Office



Melbourne & Sydney Office

All correspondence to:
Ground Floor, 116 Queensberry Street,
Carlton South VIC 3053

T: 03) 9342 1400
F: 03) 9342 1499
E: info@asu.asn.au
W: www.asu.asn.au

Paul Slape, National Secretary
Linda White, Assistant National Secretary
Greg McLean, Assistant National Secretary

National Branch

Taxation Officers' Branch



Ground Floor, 116 Queensberry
Street, Carlton South VIC 3053
T: 03) 9347 6080
F: 03) 9347 8781
E: asutax@asutax.asn.au
W: www.asutax.asn.au

Jeff Lapidos, Branch Secretary

Tasmanian Branch



265 Macquarie Street,
Hobart TAS 7000
T: 03) 6224 3411
F: 03) 6223 7115
T: 1800 064 657
E: help@asutas.org
W: www.asu.asn.au/tasmania
Sean Kelly, Branch Secretary

Western Australian Branch



102 East Parade,
East Perth 6004
PO Box 8208,
Perth Business Centre WA
6849
T: 08) 9427 7777
F: 08) 9427 7700
T: 1800 064 657
E: branch.secretary@asuwa.org
W: www.asuwa.org
Wayne Wood, Branch
Secretary

NSW Branches

New South Wales and ACT (Services) Branch



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: donna@asu.org.au
W: www.asumembers.org.au
Sally McManus, Branch
Secretary

NSW United Services Branch



Level 7, 321 Pitt Street,
Sydney NSW 2000
T: 02) 9265 8211
F: 02) 9261 2265
T: 1300 136 604 Info Centre
E: united@usu.org.au
W: www.usu.org.au
Graeme Kelly, Branch
Secretary

Victorian Branches

Victorian Authorities & Services Branch



116-124 Queensberry St,
Carlton South VIC 3053
PO Box 37,
Carlton South VIC 3053
T: 03) 9342 3400
F: 03) 9342 3499
F: 03) 9342 3498
T: 1800 133 096
E: services@asuvic.com
W: www.asuvic.asn.au



Brian Parkinson, Branch
Secretary
Russell Atwood, Branch
Executive President

Victorian Private Sector Branch



1st floor, 117 Capel Street
North Melbourne VIC 3051
PO Box 324,
North Melbourne VIC 3051
T: 03) 9320 6700
F: 03) 9320 6799
E: info@asupsvic.org
W: www.asuvic.org
Ingrid Stiff, Branch Secretary

South Australian & Northern Territory Branch



5-9 Rundle Street,
Kent Town SA 5067
PO Box 2217,
Kent Town SA 5071
T: 08) 8363 1322
F: 08) 8363 2225
E: union@asu-sant.asn.au
W: www.asu-sant.asn.au
Katrine Hildyard, Branch
Secretary

Queensland Branches

Queensland Services Branch



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: info@asuqld.asn.au
W: www.asuqld.asn.au
David Smith, Branch Secretary

Central & Southern Queensland Clerical & Administrative Branch



Level 3, 27 Peel Street,
South Brisbane QLD 4101
PO Box 3661,
South Brisbane BC QLD 4101
T: 07) 3844 8402
F: 07) 3844 5153
T: 1800 177 891
E: info@qld.asu.net.au
W: www.qld.asu.net.au
Julie Bignell, Branch Secretary

North Queensland Clerical & Administrative Branch



485 Flinders Street,
Townsville QLD 4810
PO Box 135,
Townsville QLD 4810
T: 07) 4771 2873
F: 07) 4721 1582
E: asunqca@bigpond.com
W: www.asu.asn.au/nqca
Margaret Dale, Branch
Secretary