

CANADA REVENUE AGENCY BARGAINING LOBBY KIT

April 2019



Public Service Alliance of Canada
Alliance de la Fonction publique du Canada

Objectives

- To inform Members of Parliament that the Canada Revenue Agency (CRA) is unwilling to take the major steps necessary to reach a fair contract with us, preventing us and other CRA employees from getting a raise and having our workplace concerns addressed.
- To have MPs put pressure on the government to get the CRA to come to the table ready to make major movements towards a new collective agreement.
- To ask opposition MPs to publicly raise this disrespect of federal public service workers at CRA by the government – pressuring the National Revenue minister, Diane Lebouthillier, and Prime Minister Trudeau into action.
- To make it clear to government MPs that they must pressure the National Revenue minister, Diane Lebouthillier, and Prime Minister Trudeau to deliver on their promise to respect public service workers, or they won't be able to count on the support of public service workers for the 2019 election.

Talking points

- We have been in negotiations with the Canada Revenue Agency since June 2018.
- At each and every bargaining session, our team has presented the CRA with our concerns as well as proposals on behalf of the membership. We believe our proposals will improve the workplace and also enhance the quality of service Canadians will receive from the CRA.
- These include measures to improve things like:
 - work-life balance
 - job security (by reducing precarious work)
 - scheduling for evening shifts
 - working conditions of CRA call centre workers
- However, the CRA failed to meaningfully respond to our proposals for almost 10 months. As a result, our members are very frustrated by the lack of progress.
- Our last contract expired on October 31, 2016 and our last wage increase occurred in November 2015 – well over three years ago.
- It was only after the Labour Relations Board mandated a new session of talks in early April that the CRA showed a willingness to make a little progress.
- With the fall elections, the window for the government to deliver on its commitment to federal public service workers is closing quickly.
- We need action now.
- We need the CRA to negotiate a new contract that addresses our many concerns and proposals to improve the workplace and ensure the delivery of high-quality services.
- We also need a new contract that gives us the raises we need and deserve.

Meeting with a Liberal MP

- We are urgently asking you to speak with your colleagues, National Revenue Minister Diane LeBouthillier and the Prime Minister, to ask for their help in getting the Canada Revenue Agency to negotiate a fair settlement that addresses our concerns and needs.

- In his 2015 Open Letter to Canada's Public Servants, Prime Minister Trudeau said that he sees the public service as a "partner" that "must be valued by the government".
- With the fall election fast approaching, your government needs to reach a fair contract with us very soon.
- We want to see this commitment reflected in our current round of bargaining with CRA. If the government values our work, then it should be enthusiastic about addressing our concerns and responding to our proposals for improving the workplace. After all, we should both want a happy and productive public service that effectively serves Canadians.

Meeting with an opposition MP

- We are asking you and your party to raise this issue during Question Period. We need your support to put enough pressure on the Canada Revenue Agency to come willing to take the steps necessary to negotiate a fair contract that addresses our workplace concerns.
- We want to keep providing the best services to your constituents as possible, and for that we need the right working conditions to make that happen.
- Is there any other way you can help us put pressure on CRA and the government to negotiate a fair contract?

|

Background

The PSAC-UTE bargaining team has been negotiating a new collective agreement with the Canada Revenue Agency (CRA) since June 2018. The team also held bargaining sessions in July, September, October, December and January.

Following the January session, PSAC-UTE declared impasse and asked the Labour Relations Board to establish a Public Interest Commission (PIC). The Board responded by asking both parties to meet for more talks in the presence of an appointed federal mediator. Those talks were held between April 2 and 4. (The next talks are scheduled for May 6 to 9, 2019.)

Unfortunately, bargaining sessions have so far made very little progress towards a new contract. Although, the PSAC-UTE team has used every session to present new member demands to the employer, the Agency has consistently failed to respond to our concerns in any meaningful way.

There are nearly 27,000 PSAC/UTE members.

Meeting Checklist

Before the meeting:

- Pair up with another PSAC activist for your lobby effort
- Call/email your MP to request a meeting
- Follow up to confirm
- Review the materials in this kit to get a clear understanding of the issue and what we are asking for
- Know how long your meeting is.
- Decide who will say what in your team and how you'll stay within the allotted time.
- Decide who will take notes

During the meeting:

- Right at the start, introduce yourselves – say what you do and where you're from. Thank the MP for the meeting and confirm how long you have.
- Take charge. You asked for the meeting, so you can lead the meeting. Present your position clearly and don't be sidetracked.
- Listen well but don't let the MP talk so much that you don't get a chance.
- Treat all questions calmly and seriously. You can learn a lot from the questions they ask.
- If you are asked a question you do not know the answer to, do not make up a response on the spot. Tell the politician you will get back to them with an answer.
- For the note taker: notes do not have to be exhaustive, but note if the MP commits to something or refuses to commit to something.
- Leave your contact information and the leaflet with this kit and thank the MP for meeting with you.

After the meeting:

- Debrief with your team right after the meeting.
- Flag any questions raised by the politician that you could not answer and any extra information that was requested.

- Flag any commitments that were made to you by the politician.
- Fill out the report back form and email it to Alroy Fonseca (fonseca@psac-afpc.com)
- Don't let the contact die after one meeting. Send the MP a thank you letter or email, including any follow up discussed in the meeting.

LOBBY REPORT BACK FORM — CRA BARGAINING

Once complete, send back to Alroy Fonseca (PSAC Communications) at fonseca@psac-afpc.com

NAME OF MP:

CONSTITUENCY:

DATE OF MEETING:

LOCATION OF MEETING:

TIME OF MEETING:

LENGTH OF MEETING:

PARTICIPANTS:

Constituency team

Component

- 1.
- 2.
- 3.

Others present

Reason for being there

- 1.
- 2.
- 3.

GENERAL COMMENTS ON MEETING:

(Include attitude, whether MP interested, etc.)

MP's RESPONSE:

(Both to general and to specific points)

COMMITMENTS BY MP:

(Be as specific as possible -- confirmation letter should contain these points)

FOLLOW-UP:

By Constituency Team

When:

Person responsible:

What needs to be included in your follow up email/phone call? (always include a thank you!)

- A request for information the MP/Senator promised you
- Answer(s) to questions the MP/Senator asked you
- Request for a meeting in the constituency
- Other: _____

Date completed:

GENERAL COMMENTS: (Attach additional comments if necessary)