



A thoroughly modern union

As a flexible, adaptable and modern union, Community is taking on the Olympian feat of meeting the changing needs of our members and their families in a constantly changing world.

This issue of the magazine arrives with some important information about Project Olympus and the changes that are happening in your union. Project Olympus is our response to both the demands of a changing world and the shifting needs of our members. Globalisation, climate change and a host of other factors are altering the British economy and it is necessary for Community to adapt to meet these changes. The needs of our membership are also growing and changing every day. While traditional union services like wage negotiation and health and safety information are still in demand, there are now education and development opportunities available to add value to union membership.

Project Olympus is the start of our vision for Community not just as a workplace trade union, but as an organisation that will support you at home in your community. Your life is 24/7, so is your union.

The goal of Project Olympus is to build a modern 21st-century union on the strong foundations of your union, Community. Project Olympus is reshaping Community so that we can guarantee support to our members into their future.

Project Olympus has restructured the regions and head office, has re-vamped the website and put more resources into organising. The regions remain the same, but they are now responsible to regional directors (see page 12). This is an important step in ensuring that all Community employees and members are moving in the same direction. The regional directors will be responsible for priorities in their region while reporting to head office for the national strategies.

Head office has been streamlined and the union has been refocused around the Strategy for Growth. The General Secretary and the Management Board will develop the national plan to implement this strategy with direction from the National Executive Council

As part of Project Olympus, Community will be opening a Member Service Centre in 2008 (see page 18 for more details). This is one of the key building blocks in your union's modernisation programme, as it will allow members and the union to interact in a variety of ways. Using the latest technology, the centre will be a direct link to professional advisers who have experience with employment law and health and safety regulations. But don't make the mistake of labelling it a call centre, the Member Service Centre is designed to do much more for the union and its members.

Based in Kidderminster, the centre will become Community's interactive communications hub. It will not only handle enquiries from the membership, but also update members on current news and events, wage negotiations in their area and send information about courses and classes.

The centre will continually evolve to meet our members' changing needs. Members will be able to nominate what is of interest to them, whether local events like training courses or trade union training, or general information on health and safety or employment law. The centre will also be working closely with the new-look, easier-to-use website, which will have up-to-the-minute news, application materials for the benefits and services provided, and publications and information that members require to get the most out of their union.

The website and Member Service Centre will be developing new ways of contacting members, through email, text or voicemail. But this doesn't mean that we'll be abandoning traditional methods of communication. Stronger Together, the union magazine, will still be produced as will our publications on health and safety and rights at work. However, the website and Member Service Centre will allow members to access the same information without requiring a paper copy. Members will be able to read the union magazine or any other publication on-line. This will reduce the union's carbon footprint – a happy by-product of providing better services to our members.

Project Olympus will also support our branches. We are developing new tools and materials for our branch secretaries and both the website and Member Service Centre will have dedicated sections to support branch secretaries. Building stronger branches is one of the goals of Project Olympus and we are confident that this will help us achieve that.

If you have any questions about Project Olympus, you can visit the dedicated page on our website www.community-tu.org, which has more information about how your union is growing and how you can get involved.

To find out more about the Member Service Centre, visit the website and we will keep you up to date with frequent progress reports, or speak to your branch secretary.