

Delegates are our VIPs - performing the key role of linking ASU members at the workplace with our union office and, in many industries, with other unions' members. They provide the communication link which is essential for our union to be effective.

Delegates are elected by their workmates to be spokesperson and to represent their interests. But they also need, and should be able to expect, the support and assistance of their members and their ASU Organiser. Much of the work of delegates is focussed on building workplace structures which involve other members who can share the load.

## CHARTER OF RIGHTS AND RESPONSIBILITIES OF AUSTRALIAN SERVICES UNION (ASU) DELEGATES

This Charter is a complete guide to the rights and responsibilities attached to the role of workplace delegate. What you should expect in support, time and resources from your members, the union and your employer - and your responsibilities to them.

### THE RESPONSIBILITIES OF DELEGATES

#### OUR MEMBERS

- Delegates must be elected by union members in their workplace and authorised and endorsed by the ASU Branch Executive
- To increase/maximise the number of members at the workplace, with 100% membership being the ultimate goal
- To know how many members there are at the workplace
- To be approachable, available, informative and resourceful in order to keep existing members in our union

#### AN INFORMED AND ACTIVE MEMBERSHIP

- To encourage a high level of activism in the workplace, including fostering involvement of young people
- To explain the benefits of union membership to new employees as part of their induction to the workplace
- To encourage members to do as much as possible themselves
- To seek out and encourage pro-active members who are willing and able to carry out leadership positions
- To share your workload amongst other members
- To have regular contact with other delegates, both formally and informally
- To stay united behind the aims and objectives for the workplace
- To provide accurate, concise and up to date information for members about current issues
- To keep union notice boards up to date
- To make time to speak to individual members about current issues
- To maintain regular contact with the union organiser about workplace issues and levels of membership

#### A SKILLED DELEGATE IS A GOOD DELEGATE

- To keep up to date with current training
- To share skills and information you have learned with other members at the workplace
- To put new skills into practice in the workplace and discuss these with the union organiser

#### REPRESENTING MEMBERS

- To represent the views of members fairly and without bias
- To gather all relevant information for members
- To give members appropriate guidance
- To ensure confidentiality, unless member/s have given express consent to release information to others and the delegate seeks advice from an ASU official prior to this occurring
- To keep accurate written notes of all meetings
- To agree with members what outcomes you are seeking before meeting with management

#### BEYOND THE WORKPLACE

- To promote awareness and understanding of our union's aims, objectives and achievements wherever possible
- To keep informed about campaigns in other workplaces or industries
- To maintain regular contact with delegates from other workplaces, particularly those in the same industry

### DELEGATES RIGHTS FROM EMPLOYERS

#### RECOGNITION AND RESPECT

- Paid time to perform legitimate union business
- The right to bargain collectively on behalf of members
- Paid time to research and prepare prior to all negotiations with management
- The right to be treated with respect and without victimisation by all relevant management representatives
- Recognition of the position of delegates as the proper representative with the right to speak on behalf of members in the workplace
- Genuine consultation by the employer prior to decisions being taken which impact on union members including representation on consultative committees
- An assurance that issues raised by delegates will be promptly dealt with

## FACILITIES

- Access to a private room to meet with individual members and perform union business
- Facilities and paid time to consult with other delegates and members on a day to day basis
- Access to basic communication and information resources including telephone, fax, email, internet, photocopier and stationery.
- Provision of secure facilities in which to keep union information and records and secure union notice board/s in prominent location in the workplace
- Access to all relevant information, including appropriate awards, agreements, job descriptions, company policies and staff lists

## ORGANISING THE WORKPLACE

- Access in paid time to new employees to explain the benefits of union membership as part of their induction to the workplace
- Access to private area for meetings of members
- The right to call paid meetings of members and non-members to discuss legitimate union business without fear of victimisation or discrimination against any members attending

## ACCESS TO TRAINING

- Paid access to reasonable periods for leave for attendance at accredited union training courses
- An assurance that management will not undermine training leave by changing rosters or victimising the delegate in any way for their attendance

## BEYOND THE WORKPLACE

- Access to time to pursue activities designed to promote our union in other workplaces, in other industries and in the community and, in particular, to:
  - promote legitimate union issues and campaigns through rallies and community involvement
  - participation on committees and involvement with other workplaces
  - promote delegate's interaction and communication with other delegates in the industry, and in our union generally, and
  - support delegate development, including paid work in the union office
- Access to paid time for participation in internal union forums and committees (eg. Branch Conference)
- Access to appropriate paid time, resources and reimbursement of expenses associated with union activities outside the workplace

## A DELEGATE'S RIGHT TO SUPPORT FROM THE UNION OFFICE

### TRAINING AND DEVELOPMENT

- The provision of up to date, relevant and responsive training which reflects delegates' requirements, including training on issues identified by delegates
- Training and development in addition to courses, by way of the provision of information and resources, and support and instruction on the job by union officials

### FACILITIES AND RESOURCES

- Access to union office facilities when required
- The provision of up to date awards, enterprise agreements and wage sheets
- The provision of regular updates on union issues, changes to legislation and awards/agreements, and information on upcoming events
- Particular recognition of the difficulty regional delegates face in accessing support for their role
- The provision of appropriate delegate identification material, including union badges and posters in the workplace identifying delegates
- The provision of up to date information and resources for organising the workplace, such as leaflets (including recruitment material, newsletters and other union literature), new member packs, application forms, pay sheets, union policies, membership lists for the workplace, union magazines and information on non-industrial benefits

### ACCESS TO UNION OFFICIALS

- Access to and support from union officials, including ready access to the union organiser by phone, fax or email
- Access to a back up official when the usual organiser is not available
- A guarantee that officials will respond to calls within a reasonable timeframe
- The provision of accurate, consistent and complete information
- The provision of specialist advice as required

### DELEGATE APPRECIATION AND EVENTS

- Recognition and appreciation of the work of delegates through:
  - regular expressions of appreciation
  - delegate awards
  - Local functions and networks for delegates
  - Promotion of interaction between delegates through social events, training courses, rallies, regional/industry networks, website, social media

## THE ASU WILL SUPPORT DELEGATES BY:

- Promotion of the Charter of ASU Delegates Rights

**FOR FURTHER INFORMATION CONTACT THE ASU MEMBER CONTACT CENTRE  
1300 855 570 or [info@asuvictas.com.au](mailto:info@asuvictas.com.au)**