



United Voice Delegates play a crucial and legally recognisable role in assisting your Union in the recruitment of new members, communicating with those members, encouraging members to get involved in Union activities and events and providing them with relevant Union information, advice, and assistance as needed.

Workplace Delegates have the best advantage and capacity to build Union strength in their workplaces given their proximity to fellow workers. Delegates' intimate knowledge of a workplace and their understanding of the workers put them in the best position to identify issues and assist workers in achieving improvements in their workplace.

## **Member Assist – A resource for Delegates**

Member Assist can assist delegates with information and advice on managing fellow members' workplace or industrial issues.

Members who contact Member Assist directly with their workplace issues will be advised to contact their workplace delegate. Where the member does not have a workplace delegate, Member Assist will provide information and advice to the member to assist them with their individual issue. Member Assist can help delegates interpret their Awards or Agreements and provide advice on how to assist fellow members with industrial or workplace issues.

## **Delegate role as advocate / representative for members in meetings with management**

If a member requests your assistance to represent and support them in a meeting about their work performance or any work related issue there are some simple steps you need to follow. To assist your members you should establish the following:

1. Identify the actual issue, explore with the member how they see the issue could be resolved and reach agreement about what outcomes should be achieved.
2. Identify whether or not the employer has given the member written notice of the meeting, outlining the date, time and venue, as well as who will be present from management.
3. Identify whether or not the employer supplied a written statement to the member of the complaints against them.
4. Determine whether or not the employer gave the member adequate or reasonable time to respond to the allegations.



5. Identify whether or not the member has received advice already from another source like Member Assist, a union organiser or an outside body like Fair Work Australia. If so, ask the member for a copy and confirm what their intentions are in relation to advice received.

6. Identify whether or not there are any other members or workers at the site who might be prepared to support the member.

Once you have confirmed your attendance with the employer as the representative of the member, you should also ensure the employer is clear of the responsibilities at the meeting.

1. You will act as an advocate for the member during the meeting and will be an active participant in the discussions.

2. You are acting with the authority of United Voice members at the worksite and with the support of the United Voice office.

3. You are entitled to ask questions, to seek clarification of any point raised by management, to put forward suggestions, to put forward your opinions on points within the area of industrial advocacy and to guide and advise the member during the meeting on any points including advising the member whether to answer a particular question or questions.

4. You have the right to suspend the meeting at any time to speak in confidence with the member.

5. You have the right to suspend the meeting at any point if you feel you need to seek support or information from Member Assist.

6. You have the right to ensure the member is not bullied or threatened during the meeting.

**For more information on the role of a delegate, please contact your union organiser or Member Assist.**

[www.memberassist.org.au](http://www.memberassist.org.au)