



# HSU DELEGATES HANDBOOK







**Gerard Hayes**  
*Secretary HSU NSW/ACT*

## Introduction

The Australian union movement is one of the biggest organisations in Australia representing nearly two million people. This is empowering when you consider that the membership of most organisations in Australia do not add up to half this number.

The Health Services Union represents over 60,000 Health Workers, Care Workers and Paramedics nationally including 33,000 in NSW alone.

The most important role in any union is the role of workplace delegate. Whether you are on a workplace committee, hold a specific union title or just like to help out fellow workers, the union workplace delegate is the person who ensures members are properly represented.

This handbook has been formulated to assist you and your colleagues in your role.

The workplace delegate's role can be fulfilling and very rewarding and provides an opportunity for you to be an active participant in protecting workplace rights.

This handbook is a resource and reference book that is aimed at assisting you undertake your role in an effective manner.

At your workplace you may be part of a team of delegates and it is vital that our teams work collaboratively and effectively to advance workers' rights at the workplace. I encourage you to share details and ideas with each other to assist you undertake your duties.

As a delegate you have certain rights and you are able to negotiate, on behalf of members, with management, represent individual union members when they have a grievance and assist promote and communicate union campaigns at your workplace.

I am proud of what we have achieved at the Health Services Union and thank you for the work you do in making our union stronger.

Yours in Unity

**Gerard Hayes - Secretary HSU NSW/ACT/QLD**

# Contents

**Chapter 1** - Our UnionPage 3

**Chapter 2** - The role of delegatesPage 5

**Chapter 3** - Organising and planning in your workplacePage 12

**Chapter 4** - Running a meeting of membersPage 16

**Chapter 5** - Work Health and SafetyPage 22

**Resources**

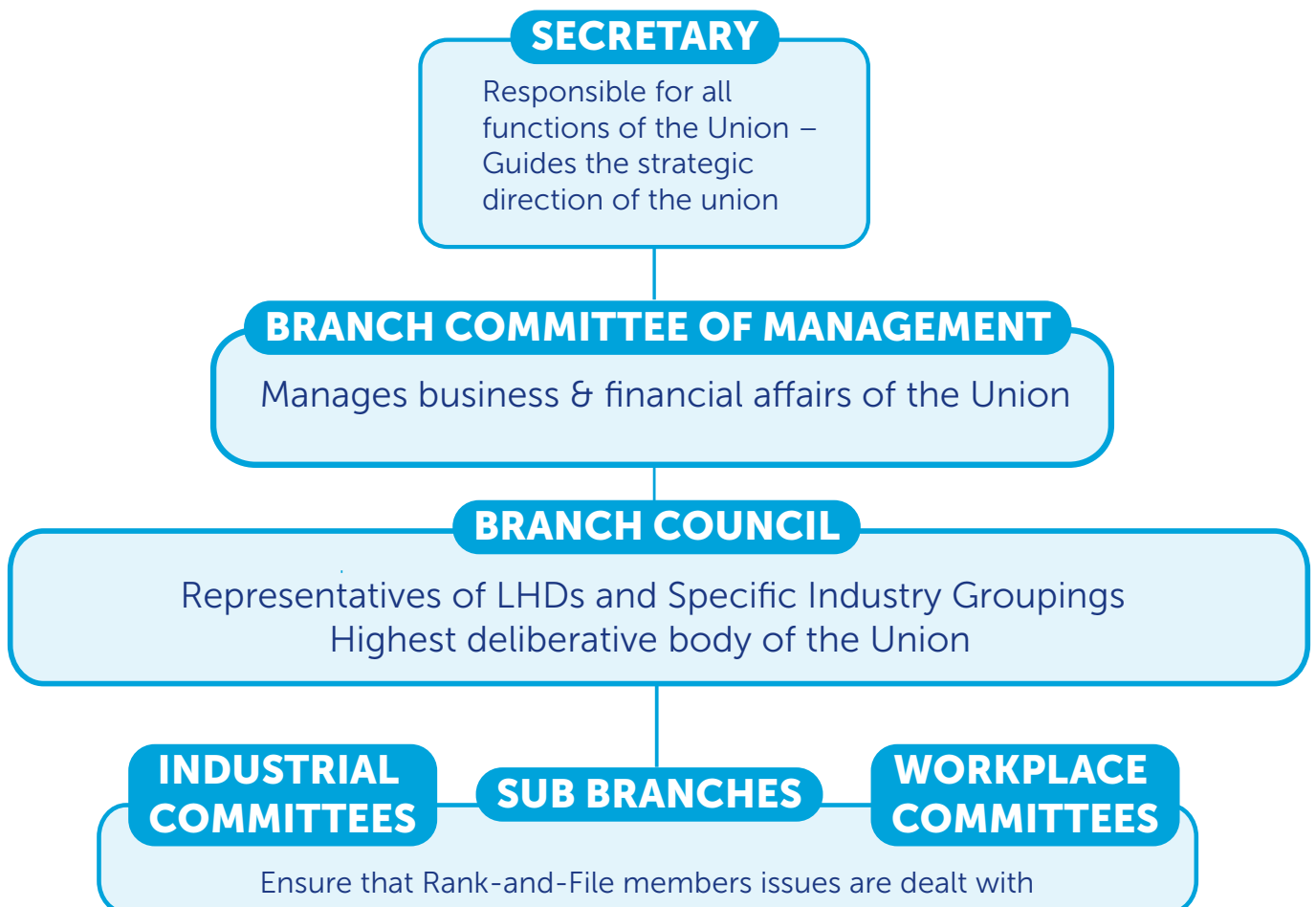
# Chapter 1

## Our Union

Like all organisations, The Health Services Union has a structure to ensure the union operates in accordance with the many laws governing registered organisations.

Our union has policies governing the many facets of the operation of the organisation. Although there is a regime of strict compliance to these policies our union believes workplace organising is key to our success.

Our workplace structures are flexible in that we encourage workplace delegates and activists to operate in a way that suits the interest of members. This may include setting up sub-branches (the traditional model) or workplace committees. Regardless of the type of committee you have at the workplace you are the eyes and ears of our union.





## Member Services Division (MSD)

The Health Services Union set up the Member Services Division as a way of dealing more effectively with members' issues. The idea was to ensure that members could get expert, quality and timely advice. The MSD is more than just a call centre - it is a resource for members and delegates who want advice on how to deal with workplace individual issues.

The MSD can give you advice on a range of workplace issues including wages, awards, enterprise agreements, policy, grievances, workers compensation, legal referrals, welfare and attending meetings with Members.

Before calling the MSD it is always good to write down the inquiry you have and have an idea about the outcome you would like. It is also good to have evidence like pay dockets or statements on hand to help the MSD officer with your issue.

Each Member and Delegate is allocated their own Member Services Officers (MSO) who will deal with the matter until it is finalised.

## Industrial Division

The Industrial Division is a specialised unit set up to deal with complicated Industrial matters that our members face every day.

The division is tasked with running matters in the various Tribunals and Courts, including unfair dismissal claims, individual and group member disputes, Award and EBA matters. It is also involved in dealing with the immense number of restructures that occur in our industries.

Members are referred to the Industrial Division through the Member Services Division when it is deemed necessary to seek a legal or industrial pathway to dealing with a particular matter.

The Division also provides strategic legal advice to the Executive of the union in large matters that may need to be dealt with in a court or commission.



## Chapter 2

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### Your role as a delegate

There are many duties associated with the workplace delegates role. It is important, as a delegate, to realise you are not alone in the workplace. One of the most important duties of a delegate is to ask fellow members to assist you in your role. HSU Organisers and staff will support you with the resources you need.

#### Key delegate duties include:

- ✓ Recruiting new members to the HSU (asking members to join the union)
- ✓ Asking fellow workers to assist you in your duties
- ✓ Listening to members
- ✓ Communicating with members, managers your union organiser
- ✓ Organising workplace meetings
- ✓ Organising workplace campaigns
- ✓ Co-ordinating participation in broader union and community campaigns
- ✓ Representing members at disciplinary meetings
- ✓ Assisting members with individual grievances
- ✓ Referring members to the Member Services Division
- ✓ Ensuring your workplace has a Work Health and Safety Committee
- ✓ Ensuring your organiser is aware of proposed workplace change
- ✓ Keep union notice board up to date





## What resources do I need as a delegate?

Here is a list of things that ordinarily a delegate will need to effectively do their job:

- ✓ Access to your Award or Agreement
- ✓ Access to company policies
- ✓ Contact list of other delegates from your workplace
- ✓ Contact details of union head office, your organiser and the Member Services Division
- ✓ An up to date copy of your union magazine
- ✓ Note book to keep details of meetings you may attend
- ✓ Union Membership forms
- ✓ Copies of union brochures to give to potential members



## Don't let the detail blind you!

Industrial Relations can be a complicated and hard to understand area. It is littered with Award clauses, Enterprise Bargaining Agreement clauses, Commission and court precedents, legislation and workplace policies.

Workplace Relations Solicitors are sometimes even confused by the amount of information and like all laws it is never black and white.

Sometimes it is easy to get caught up on technical detail or your interpretation on a particular clause or law. We should not allow this to take our eye off the ball.

The most effective delegates are able to rely on the advice they get from their union and measure the anger amongst members over a particular issue. Even if the rules say one thing, with enough campaigning we can sometimes get them to change the rules!

## Representing an individual member

A delegate will be called upon from time to time to represent an individual member with management. It could be an informal conversation, disciplinary matter or complaint.

Remember, you are not alone! The Member Services Division can give you all the advice you need when preparing to represent a member with management.

What do I need to do?

- ✓ Ensure the member and management know the time of the meeting
- ✓ Talk to the member about the meeting prior
- ✓ Get advice from the Member Services Division prior to the meeting
- ✓ Take a notepad and pen
- ✓ At the meeting be polite and take notes
- ✓ If you think the member needs advice, ask for the meeting to be stopped and talk to the member away from management
- ✓ Always record the outcome or next steps at the end of the meeting
- ✓ Speak with the member after the meeting and confirm their understanding of the outcome or next steps
- ✓ If commitments have been made to the member write to the manager and confirm, in writing, the commitments given.
- ✓ Follow up with the member to ensure the outcomes, next steps or commitments have happened.





## Consultative Meetings or Meetings with Management

The general rule when attending meetings is to never attend by yourself. On occasions however this may be necessary.

When attending meetings by yourself you should ensure you have written down the points you need to raise and ensure you take a note of the key things managements says. Never agree to anything at a meeting unless you have had time to get advice.

When attending with another person or with a team of people, always meet with the team before the meeting and discuss who is going to talk at the meeting and about what. The union can look very weak if a team have different points of view in front of management. If it appears at the meeting that our team has different points of view, ask for an adjournment and ask the team to meet outside.

Task someone to take the minutes, don't rely on management minutes and always discuss your strategy before the meeting. Focus on outcomes not processes.

It is very important that when putting issues to management that you give them clear timeframes to address the issue and stay on point. In the absence of timeframes management may "park" the issue and things will not be dealt with expeditiously.

Always remember that despite discussing a matter with management at a consultative meeting you still have the right to utilise the Dispute Settlement Procedure contained in your Award or Agreement in an attempt to get the matter resolved.

After the meeting, it is very important to make sure you provide feedback to HSU members.



## Your rights as a delegate

As a union delegate you have rights that protect you from harassed or stood over. These rights are broadly the same across Australia but each Award, Enterprise Agreement and Legislation may differ slightly.

It is important that you know your rights as a delegate.

These laws also protect members from having their employment adversely affected because they are a member of the union. Managers and organisations can be prosecuted for breaching Freedom of Association Laws.

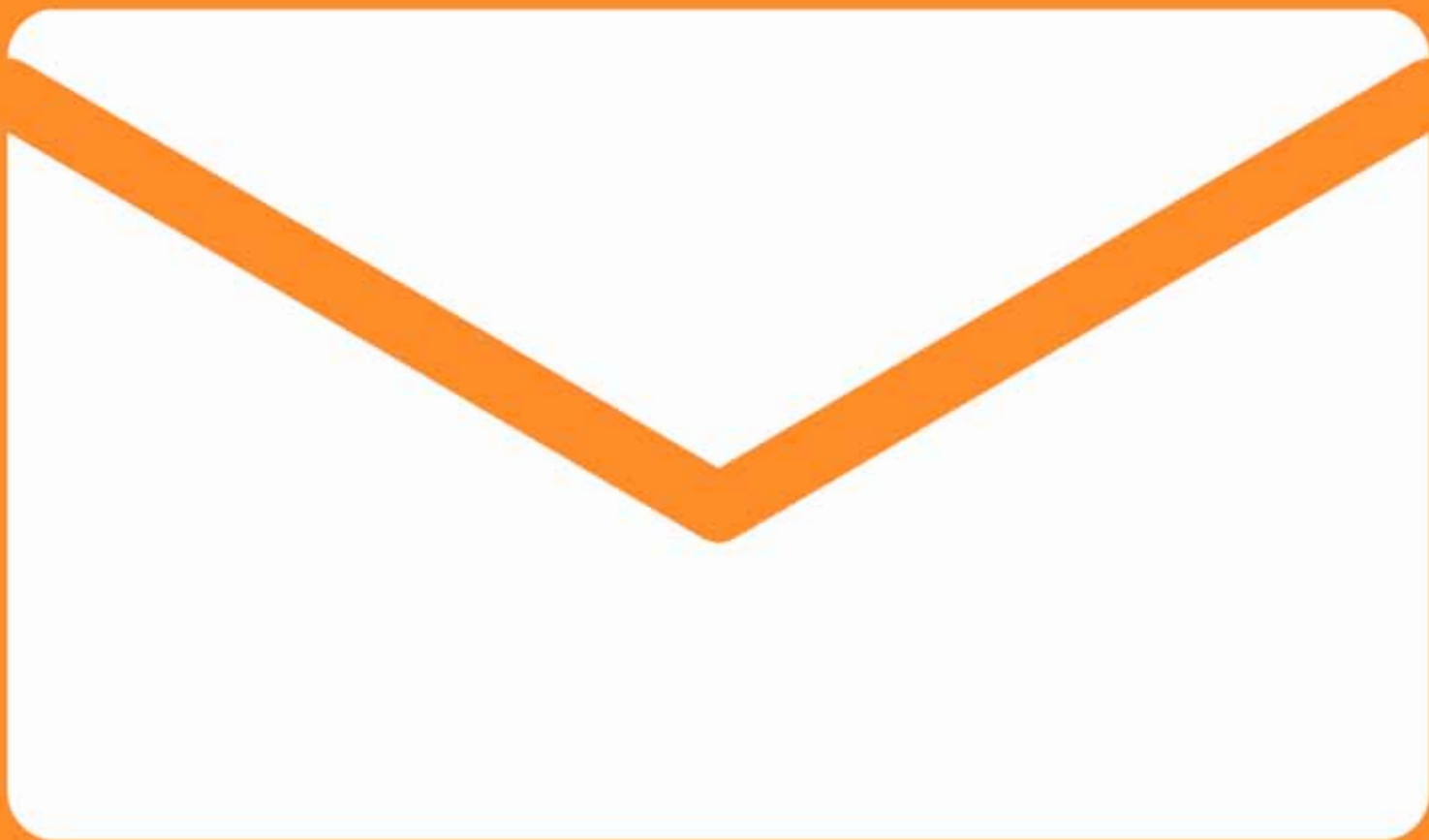
Your award, enterprise agreement and applicable legislation outlines the specific rights you have as a delegate.

A good way to make sure there is no misunderstanding in your workplace is to talk to your manager and agree on setting some parameters on when you can hold your meetings and ongoing consultations about issues in the workplace. Although this is preferable never solely rely on your good relationship with your manager to address workplace issues.

The law requires that you have access to reasonable facilities such as telephones, email, photocopying etc. to allow you to undertake your delegate duties. When conducting your duties, you should make sure that this does not adversely impact on the normal operation of work in your workplace.







## Letters and Emails (Communicating)

As a delegate you may be required to raise issues with management. Depending on the type of issue you need to raise it is important that your letter is clear and raises specifically the concerns you and the members have.

Emails are the most common form of written communication these days so there are some important points you need to remember when writing or replying to emails.

1. Ensure the Subject Line is about the contents of the email (This is something that should catch the eye of the receiver – Writing “Urgent” means the reader will group your email in with all the other “Urgent” emails.)
2. Only write the email to one person. (An email addressed to more than one person allows management to share the responsibility. If you need to write an email to more than one person “cc” others in. Cc stands for Carbon Copy. Remember, sending emails to multiple people waters down the accountability of the person responsible for dealing with a matter.)
3. Keep emails short and to the point. (A long email, regardless of its content, means it is less likely to be read, Remember, some people get hundreds of emails a day and your emails is likely to be read if it is short and to the point.)
4. Don’t “cc” in half the world. (Sometimes people think if they “cc” a lot of people into an email, it will be dealt with quicker. This is not the case. Only cc people into an email who need to read, but not deal with, an issue.)
5. Proof read your email before you press send. It’s good practice to get other people to read your email before you send. That way you will know if your email makes sense and is easy to understand.





## Consultation

When change occurs in your workplace it is a requirement that management consult your union. But what does consultation mean?

Consultation can take many different forms but broadly speaking it is a process of informing, listening and considering input from the workers in a workplace that are impacted by change in the workplace.

**Informing:** Management should inform your union of workplace change with reasonable notice. (It is not reasonable to inform you of change on a Friday and implement it on a Monday)

**Listening:** Management should accept verbal and/or written representations from your union regarding the change.

**Considering:** Management should consider any representations put forward by your union.

Many delegates would be aware that workplace change often occurs against these three principles. Your award or agreement should have a consultative clause in it that outlines the process of consultation.

If you become aware of workplace change occurring without proper consultation it is very important to raise the issue immediately either by informing your organiser or issuing a dispute notice.

Do management have to consult about everything?

If the change to the workplace impacts on or has the potential to impact on workers, yes!

This does not mean that management have to get agreement from the union to implement change. There are two ways a union can fight against changes that they do not agree with.

1. Legally – If it is determined that the workplace change breaches an award, agreement or law the union may take the changes to the industrial commission or court.
2. Campaigning (most effective) – The most effective way to fight against change is to organise and campaign against it. Often changes to the workplace are not illegal and taking the matter to court will only reinforce managements right to do it. This is why it is important to have an organised workplace ready to fight!

What do I do if my manager tells me about a potential change in the workplace?

Immediately inform your organiser or union head office (Workplace change form) and ensure the workers know about the change. Organise a workplace meeting and discuss with members. (It is vital that as representatives we ask members for their input into the change before responding to management.) Remember, you relay the views of our members about the change to management we should never agree or relay our personal view to management until we have consulted with the workers impacted by the change.



## Chapter 3

### Organising and planning in your workplace

One of the duties of a delegate is to recruit members into the union. A workplace map is another way of just keeping a record of how many members and how many potential members you have in your workplace.

Most delegates already have a mental map of their workplace in their head but it is always good to have it written down. If you don't know the proportion of employees to members, this is a great exercise to find out.

Below is a simple map that you can use to keep tabs on the density of union members in your workplace.

Department	Employees	Members	Representative
Admin	10	5	NO
Wards	44	35	Fred Smith Judy Miller
General Services	60	55	John Piller Freda Jackson
Health Professionals	34	25	No

This assists you in organising your workplace and understanding where our representative gaps are.

There is a blank workplace map for you to use in the resources section of this delegate kit.





## Setting up a workplace committee

One of the ways you can organise your workplace is to set up a workplace committee. Workplace committees help you organise the tasks that need to be completed in order to be effective in the workplace. Traditionally committees are made up of elected representatives in the workplace with titles such as President, Secretary and Vice President or Assistant Secretary along with committee members, but there is no requirement to be so formal. Some committees are made up of a group of interested members who allocate tasks as need be.

To set up a workplace committee all you need to do is identify members in your workplace that are prepared to help you out and organise meetings. The purpose of these meetings is to gain feedback from members and plan what you are going to do about particular workplace issues. Your organiser can help you do this. If your workplace is large you may want to set up a formal Sub-Branch which is governed by the rules of the union.

It is important that workplace committees have regular meetings to discuss issues that are important to members and work out a strategy to address these issues.

If you work in a small workplace you may want to join with other workplaces to form a committee.

Workplace committee meetings should be held to keep up to date and to plan. At these meetings someone should take the minutes and distribute them to other attendees.

### Sub-branches vs Workplace Committees

Sub-branches are the traditional way workplaces are organised in the HSU. There are restrictions on who can form sub-branches based on the amount of members in your workplace. They normally have a President, Secretary and Vice President plus committee members.

Workplace committees can take any form regardless of the amount of members at your workplace. They can take the same form as sub-branches but workplace committees are better organised through taking a contemporary approach to organising.

When forming a workplace committee, it is good to have titles that reflect what each member does or is responsible for. So you may have a "*communications delegate*" or a "*WHS delegate*". The list of people is only restricted by the amount of people you have on the committee. Unlike sub-branches you do not need to have a formal election for positions although this doesn't stop you from undertaking workplace elections for committee people.

You may want to take a "all comers" approach in which everyone that wants to be on the committee can take a role. This means that committees can spread out the tasks associated with organising the workplace.



## NEW YORK HOSPITAL ORGANISING COMMITTEE

**Administration Organiser** John Jojo

**Communications Organiser** Beth Smith

**WHS Organiser** Sean Marsh

**Meeting Coordinator** Heather Donald

**North Ward Representative** Donna Lee

**West Ward Representative** Fred Archy

**East Ward Representative** Joanne Read

**South Ward Representative** Harold Si

**NOTE:** This is an example of what a workplace committee may look like. At your location you may have classification representatives such as "General Services Organiser" or "Wards person Coordinator".

The titles are reflective of the actual thing you do. In the above example the Administrative organiser would undertake the duties a tradition sub branch secretary would normally undertake.

There is a blank organising committee table in the resources section of this kit.

## Setting up a Sub-Branch

Sub Branches are the traditional way workplaces have been organised in the Health Services Union. This method is a lot more formal and requires each workplace to undertake elections in the workplace to comply with union rules.

You may decide to use a more formal method of organising your workplace. If you decide that this is more appropriate you should talk with your organiser to assist with the Sub-Branch process.

### **The Sub-branch elections must be held in accordance with Rule 33 (Sub-branch) particular attention should be paid to the following:**

- The Notice of Meeting should be displayed on a notice board accessible to all members at least twenty-one days prior to the annual general meeting. This is recommended in order to allow the returning officer time to comply with the rules in respect to nominations and elections.
- Nominations must be in writing, signed by the member who is nominated and endorsed by at least two financial members and must be forwarded by registered mail or by any other means that ensures delivery so as to reach the returning officer at least seven days prior to the annual general meeting.
- The returning officer shall check all nominations received for compliance with the requirements of these rules and shall reject any that do not so comply; provided that in the event of his/her finding a defect in a nomination he/she shall, before rejecting the nomination, notify the person concerned of the defect, and, where it is practicable to do so, give him/her the opportunity of remedying the defect within seven days of his/her having been so notified. The returning officer must acknowledge nominations received.
- If more than sufficient candidates are nominated an election shall be held. The election shall be held in the order President, Vice-president and Secretary.
- The returning officer shall obtain sufficient ballot papers (see sample ballot paper included) for the election and shall make arrangements so as to enable members to vote at the annual general meeting. See Rule 33 (d) Sub-branch Representatives.
- The returning officer shall initial all ballot papers, which shall not bear any other distinguishing mark.
- Any member of the sub-branch who will not be present at the Annual General Meeting may lodge with the returning officer, at any time after the closing date for nominations and before the annual general meeting commences a written request for an absentee vote. All absentee votes will be counted by the returning officer at the annual general meeting.
- In the case of an equality of votes for two or more candidates the returning officer shall determine by drawing lots which of the members is elected.
- Any candidate at any such election may appoint a scrutineer who shall be entitled at the expense of the candidate to be present at all stages of the ballot.
- The returning officer shall declare the result of the ballot following the count, which includes any absentee votes received at the annual general meeting, and all persons elected shall occupy their positions forthwith.

**NOTE:** Full Sub Branch kits can be found in the resources section of this kit.

**Delegates must be a FINANCIAL member of the HSU at the time of nomination.**



## Chapter 4

### Running a meeting of members (Other than Annual General Meeting)

Organising and running a meeting can be a daunting task for people that haven't done it before but it's like riding a bike, once you have done it you never forget it.

#### Before the meeting

You should advertise the meeting as far ahead as possible. A meeting sample notice is included in this booklet. Always provide potential attendees with an agenda.

1. Advertise meeting – Ensure an agenda is included (Sample included)
2. Prepare an attendance list (Sample included)
3. Prepare minutes (Sample included)
4. Organise and discuss who is going to chair the meeting and who is going to take the minutes

### NOTICE OF MEETING

A committee meeting will be held at the Council Meeting Room on 12 February 2013 from 6.00pm to 8.00pm.

#### Agenda

- Welcome
- Apologies
- Declarations of interest (Refer to The Management Committee for a discussion of this item under 'Conflicts of Interest').
- Minutes of previous meeting
- Matters arising
- Correspondence
- Reports
- Fundraising projects
- General business
- Next meeting
- Close





## Chairperson

A proper meeting must have a chairperson to chair the proceedings. The chairperson is required to control the meeting procedures and has the task of:

- ✓ making sure proper notice is given and there is an agenda listing all items needing to be covered;
- ✓ checking (and usually signing) the minutes of previous meetings;
- ✓ keeping time (important – to ensure the meeting gets through its business in the allocated time);
- ✓ dealing with the order of business;
- ✓ facilitating discussion;
- ✓ keeping order;
- ✓ ensuring everyone has an opportunity to speak;
- ✓ receiving motions and putting them to the vote;
- ✓ declaring the result of any motions, such as what has been resolved;
- ✓ making sure decisions are reached on issues discussed and that everyone understands what the decisions are; and
- ✓ declaring the meeting closed.

The chairperson does not usually vote on a motion but is entitled to do so. This 'deliberative' vote must be made at the same time as all other member's vote. The rules may provide that the chairperson has an additional 'casting' vote if there is a tie in the vote.

## Quorum

A quorum is the minimum number of people required for the meeting to be valid. General meetings of the membership do not require a quorum but Annual General Meetings may under the rules. (Kit included)

If a quorum is not present, the meeting may:

- be reconvened to another date; or
- continue, with the chairperson declaring (and the minutes show) a quorum is not present. The decisions made at the meeting then carry the weight of recommendations to be ratified:
  - later during the course of the meeting (eg if another member arrives and a quorum is achieved); or
  - at the next convened meeting where a quorum is present.



## Motions and resolutions

A motion is a proposal that is put before a meeting for discussion and a decision. If a motion is passed it becomes a resolution. Resolutions are binding and should be recorded in the minutes.

Any motion can be accepted but may not necessarily be binding if it is contrary to the union rules.

It is best practice for motions to be placed on the agenda so members have adequate time to consider them before the meeting.

### Putting forward and voting on a motion

- A member of the meeting puts forward a clear and concise proposal for a decision or action to the meeting via the chairperson. This is called a motion.

For example, 'I move that we join with other union members to campaign against privatisation'.

- A second person agrees to 'second' the motion. This person is referred to as the seconder. This is not a vote in favor of the motion but a vote to have the motion put before the meeting. If a motion is not seconded, it lapses.

- The Chairperson then opens up debate on the motion, often by saying 'does anyone wish to support/speak against the motion?' The mover of the motion can speak to the motion – outlining why he or she thinks the motion should be passed.
- Discussion follows, generally in the format of alternating speakers for and against the motion.
- After sufficient debate, the person who originally moved the motion has a right of reply.
- The motion is read aloud and voted on.
- If the motion is passed, it becomes a resolution. A resolution passed by a simple majority of votes (more than half of the members who cast a vote) is known as an ordinary resolution. Most resolutions in the life of an association will be of this type.
- The resolution is formally documented in the minutes along with the name of mover and seconder.

For example, the meeting resolved to campaign against privatisation.

Moved: B White; seconded: C Green.





Resolutions become binding on the members as long as the resolution does not contradict union rules. It is a good idea to always follow up a resolution with a clear understanding of how the resolution will be implemented, by whom and by which date.

Generally, the chairperson does not put forward motions as they are primarily the facilitator of the meeting. However, they may put forward procedural motions that relate to the conduct rather than content of a meeting such as moving acceptance of the minutes.

## Amending a motion or resolution

The mover with the agreement of the meeting can usually amend a motion. Alternatively, someone may wish to move an amendment to the original motion, which if successful creates a second motion.

Motions to amend motions can create confusing discussion if everyone is not clear on exactly which motion is being debated – the original motion, the amended motion, a motion to amend, or a motion to amend an amendment.

It is important the chairperson keeps proceedings as simple as possible. If a motion does not fully express the view of the meeting, it is sometimes easier to simply vote on it and let it be defeated.

Resolutions can be withdrawn or cancelled at the same meeting by following the same procedure that applies for moving and adopting a resolution.





## Points of order

In general, the rules of debate are that someone should not be interrupted while they are speaking for or against a motion, unless:

- there is a procedural motion passed to stop debate or 'that the speaker no longer be heard'; or
- the chairperson interrupts in the interest of orderly conduct; or
- there is a point of order.

A point of order is addressed to the chairperson by someone standing up and saying 'point of order' or 'I wish to raise a point of order'. This means that the person making the challenge is saying the speaker should stop because he or she has breached a principle of ordered debate. The chairperson

takes the point of order, listens to the reasons why the point of order has been raised and can ask for discussion on the order (for and against). Previous debate is stopped while the point of order is discussed. It is the task of the chairperson to rule on the point of order and his or her decision is final.

### Examples where a point of order may be called are where:

- the speaker is addressing issues outside the subject matter of the motion;
- fair rules of debate are not being followed;
- time limits have been reached;
- a quorum is not present; or
- the language is offensive or abusive.



## Voting methods

When a meeting wants to decide on a matter, it does so by voting. Each member is entitled to one vote to indicate whether they are in favor of or against a motion. Various voting methods can be used such as a:

- show of hands: members vote by raising their hand. The chairperson calls for those in favor of the motion to raise their hand and a count is taken. The process is repeated for those voting against. The method is suitable for small meetings as counting can become difficult with large groups;
- voice vote: a simple method by which members indicate their vote by saying 'yes' or 'no' (historically 'aye' or 'nay'). The decision is based on the volume of sound. The disadvantage of this method is there is no clear count of those in favor and those against;

The above comments apply primarily to general meetings of members.

Most member meeting decisions are often made by consensus. Where voting is required it is usually by voices or show of hands.

## Minutes

It is essential to keep accurate minutes of all member's meetings, whether general, committee or sub-committee meetings. Apart from being a record of what transpired, the minutes are also evidence and can provide protection for individuals who act on the decisions of the members.

A good process to ensure the minutes are accurate is to:

- make sure that someone is nominated to take the minutes. Generally, this will be the association's secretary and that responsibility will be allocated in the Unions rules.
- keep a record of proceedings during the meeting. It is important the minutes record any resolutions or decisions made at a meeting. **Minutes should be as brief as possible without jeopardising accuracy and credibility of the record.**
- make sure that attendances and any apologies are noted. Usually done at the beginning of a meeting, although if people leave early or arrive late it is a good idea to also keep a note of this.
- present previous minutes for approval. Often, draft minutes for the previous meeting will be circulated in advance of the next meeting, giving people time to consider whether the minutes accurately reflect their recollection of the meeting. The minutes should be presented for approval at the next meeting of a similar kind.
- keeping the approved minutes. It is useful to keep the approved minutes in one place for easy access. Some people keep the original copy pasted into a numbered ledger (book) and others use a ring binder. Storage may be dealt with in the association's rules. It may be useful for your records, for originals, copies of any correspondence or other documents tabled at the meeting also are kept as attachments to the official minutes.





## Tips on how to ensure our Sub-Branch/Workplace Committee stays relevant

In this day and age, people cannot always attend Sub-Branch or workplace meetings. But just because we don't get a lot of people to our meeting, it doesn't mean we can't be representative of the entire workplace.

We need to consider that not all of our members or potential members understand what a union is and how it works. This also means that many members may struggle to understand the significance of union meetings.

### Here are some basic tips on how to encourage people to attend:

1. Don't just rely on meeting notices. Talk one on one with people about the upcoming meeting.
2. Make the meeting notice attractive to each member. List classifications and sections on the meeting notice (example in the resources section) and invite reports and input.
3. Encourage particular geographic sections or classifications to conduct their own workplace meetings to discuss what should be raised at the Sub-Branch. Ask a representative from each section to attend.
4. Set a time limit on people talking. This allows everyone to have something to say and means new attendees don't have to listen to long discussions about issues that might not impact on them.
5. Everyone is part of the Sub-Branch whether they attend the meeting or not, so even if particular classifications or sections don't attend, discuss how we may get input through other forms of communication (reports, etc.).
6. Remember, it's not necessarily the number of people at the meeting that counts; rather, it is the broad cross section of representation that is far more important.
7. Headline the minutes! When posting the minutes of the meeting, make sure you have a cover page that highlights what's important to people who may not have attended, like classifications and sections.
8. Make sure you have had an executive meeting prior to the Sub-Branch meeting so you can plan how the Sub-Branch meeting will run.
9. Always put a start time and a finish time on the meeting notice.



# Chapter 5

## Work Health and Safety

Work Health and Safety is core union business. Safety laws in Australia came about after many years of agitation from the union movement. The first real safety laws were not put in place until the 1980's.

It is important as a delegate that you have a basic understanding of workplace safety because there are many things in the workplace that can put you and your colleagues at risk.

The key to Workplace Health and Safety is that your workplace has a Health and Safety Representative (HSR). A HSR is trained and has the power to do certain things, including intervening in safety related problems at your workplace.

### How can I get an HSR for my workplace?

Follow the Work Health and Safety flyer in the resources section of this kit to commence the process of having a strong WHS presence in your workplace. It's as simple as having you and your colleagues formally requesting the commencement of negotiations and giving your union permission to negotiate on your behalf.

The skills you gain from being a Health and Safety Representative will help you in your delegate's role!





## Workplace Bullying

Bullying in the workplace is nothing new. Bullying has been going unchecked for many years. It is vitally important that as representatives we understand what workplace bullying is!

Workplace bullying is repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

It can occur in any workplace and can be harmful to you if you experience or witness it.

Examples of potential unreasonable behaviour include:

- offensive language or comments
- unjustified criticism
- deliberately excluding someone from workplace activities
- withholding information that is needed for work.

Everyone at work can help ensure that bullying does not occur. It is important to respond quickly because the longer bullying continues, the more difficult it is to address and the harder it becomes to repair working relationships.

Remember that Bullying is repeated unreasonable behaviour.

For advice on how to deal with Bullying you can contact our **Member Services Division on 1300 478 679** or contact your organiser.

The union has a range of resources that can help you if you have a bullying claim, including our Workplace Bullying Guide which can be found in the resources section of this kit.



## Discrimination and/or Harassment

Discrimination and harassment are prevalent in many workplaces despite attempts to eradicate them. Although discrimination and harassment are different things one can lead to the other.

The important thing about discrimination is to remember that you can't be discriminated against on any grounds. That is, you can be discriminated against because of your gender or race but you can't be discriminated against because of the football team you follow. There are specific categories of discrimination.

In NSW, it is against the law to harass you because of your:

- sex
- pregnancy
- breastfeeding
- race (including colour, nationality, descent, ethnic or ethno-religious background)
- age
- marital or domestic status

- homosexuality (actual or perceived)
- disability (actual or perceived, past, present or future)
- transgender status (actual or perceived)
- carer's responsibilities (actual or presumed).

**Anti-discrimination law defines harassment as any form of behaviour that:**

- you do not want
- offends, humiliates or intimidates you
- creates a hostile environment.

It is also against the law for you to be harassed because of the sex, pregnancy etc of any of your relatives, friends, work colleagues or associates. For example, it is harassment if someone behaves in this manner towards you because your husband comes from another country, or because you have a friend who is homosexual.

If you believe you or your colleagues believe you are being discriminated against or harassed then contact our **Member Services Division on 1300 478 679** or contact your organiser.



# DELEGATE RESOURCES

# NEW YORK HOSPITAL SUB-BRANCH MEETING NOTICE

**WHEN:** Wednesday, 3rd April 2017

**WHERE:** Main Meal Room

**TIME:** 1pm to 2pm

## Agenda

REPORT FROM ORGANISER: **Anti Privatisation Campaign**

REPORT FROM SUB-BRANCH EXECUTIVE: **Sub-Branch plan update**

GUEST SPEAKER: **Gerard Hayes HSU Secretary**

## Sectional Reports

Joint Consultative Committee Report: **FRED WHITE**

Staff Consultative Report: **SANDRA BULL**

Union Specific Consultative Report/s **JOE GARY** (Roster dispute Kitchen)

**ALICE STANFORD** (Allowance dispute Admin)

Wards **BILL JODY**

Admin **ALICE STANFORD**

Kitchen **JOE GARY**

Allied Health **NATALIE SMITH**

Environmental Services **BETTY WHITE**

Security **BOB CROW**

(List as many areas as you can)

## GENERAL BUSINESS AND PROPOSED MOTIONS

(Please note there will be a 5 minute limit to ensure everyone can have input)

If you can't attend please make sure your section is represented

## ORGANISING COMMITTEE

[illegible]



# WORKPLACE MAP

[illegible]

# Notice of Workplace Change

DateV

Delegate name

Mobile noE

## Nature of workplace change

[illegible]

Number of workers impacted | ...med of change and how

When is the change proposed to take place?

Organiser name

Are you aware of any consultation regarding this change? YES

If yes explain

[illegible]

# DISPUTE NOTIFICATION

Dear John,

## **Re: Roster changes New York Hospital Kitchen**

I wish to advise you of the existence of a dispute regarding the above mentioned matter.

The details of the dispute are:

***On the 30th May 2016 management proposed to change the rostering arrangements in the Kitchen at New York Hospital. A meeting was conducted with management on the 6th June 2016 regarding the change and our union outlined our concerns including the impacts that such a change would have on our members. These included:***

***Fatigue Management (Members are required to double back 3 times in the fortnight)***

***Un-family friendly rostering (Some of our members have individual rostering arrangements due to their family responsibilities)***

***Removal of positions without proper consultation (The new roster have removed the 11am and the 230pm shift and the work associated has not been reallocated)***

***You have now posted the roster without changes and have not properly considered or addressed our unions concerns.***

***As this matter is now in dispute can you please arrange a meeting within 7 days at a mutually convenient time in an attempt to settle this dispute.***

***Your urgent attention to this matter is very much appreciated.***

Yours Faithfully

**Fred Angler**

Secretary

HSU Workplace Co-Ordinator

New York Food Services

CC: Jan Mona, HSU Organiser

**Note: The words in bold italic are just a sample of a dispute. You need to insert the details of the actual dispute you are dealing with.**





ABN 85 037 751 682

**Health Services Union**Level 2, 109 Pitt Street  
Sydney, NSW 2000Phone: **1300 478 679**  
Fax: **1300 329 478**Web: [www.hsu.asn.au](http://www.hsu.asn.au)  
E-mail: [info@hsu.asn.au](mailto:info@hsu.asn.au)Twitter: <https://twitter.com/hsunsw>facebook: <https://www.facebook.com/HealthServicesUnionNSW>**I wish to become a member of the  
HSU New South Wales Branch and Health Services Union**Surname  Given Name(s) DOB  Occupation/Classification Worksite **Employment Status** (please tick ☒ one box below):Full Time ☐ Part Time ☐ Casual ☐ Hours worked per week Home Address  Postcode \*E-mail 

(Your e-mail address will only be used for union messages and WILL NOT be disclosed to any third parties.)

Home Phone  Mobile Work Phone Signature 

Date

DAY / MONTH / YEAR

HSU Delegate Name HSU Delegate Membership No 

\* By signing this membership form, you agree to the terms and conditions of our privacy policy, which can be accessed at <http://www.hsu.asn.au/privacy-policy/> and you consent to us collecting, using, holding and disclosing your information as detailed therein. If you do not consent to any aspect of our privacy policy as it applies to you, please notify the Privacy Officer in writing attention to Privacy Officer - HSU Locked Bag 3 Australia Square NSW 1215

**Payment Method: Direct Debit Request** ☒

Please debit my Bank or Debit/Credit Card account

☐ FortnightlyPlease start my Fortnightly Debit on  (day/month/year)☐ Monthly

All Monthly debits occur on the first of every month.

*Note: where your debit day (fortnightly / monthly) falls on a public holiday, your account will be debited on the next business day*

I request you, until further notice in writing, to debit my/our account described in the schedule above, any amount which HSU (user ID No. 017797) / HSU NSW Branch (user ID 428556) may debit or charge me through the Direct Debit System.

**ORGANISER NOTES****Bank Account Details - Name of the account holder (Schedule)**Surname:  Given(s): BSB Number:       Account Number:          Name of Financial Institution: **or****Debit/Credit Card Payment**Please charge my: Mastercard ☐ Visacard ☐ American Express ☐Card No:               \$  Expiry Date:  / Authorised by: **Gerard Hayes - Secretary HSU NSW/ACT/QLD**