

SERVICE STANDARD POLICY STATEMENT

Council Approval: 17 July 2018	Issue Date: 17 July 2018	Review Date: 17 February 2019	Date Last amended: 21 August 2018
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Purpose

This policy sets out the standards that ASMOF staff are expected to follow in carrying out their work.

1. Our Vision

ASMOF is an active, member driven union that successfully asserts members' interests and advocates for the provision of quality health services. We have a proud history of acting on behalf of members in all aspects of their working lives, providing support, expert advice and collective as well as individual representation.

2. Background

Members contact ASMOF for a variety of reasons and with varying expectations. We believe that all members have a right to receive the best possible information, advice and, if necessary, representation and for this to be undertaken in a prompt and efficient manner.

However, there are certain limits, including legal limits which we must operate within.

Although members should be assured we will do our utmost to support them they also need to be advised that it is not always possible to achieve the expectation that they wish for.

After an initial assessment of the issue it may be possible to give member/s an indication of what outcomes to expect but this should be 'in principle' advice – if all the information given is accurate and there are no other complications – and may include the range from worst to best case scenarios.

3. What are the things ASMOF cannot help with?

ASMOF exists to help our members in respect of employment related matters. We do not provide support in respect of matters such as the following:

- criminal proceedings
- actions by members for damages
- defamation
- general civil proceedings.

If a member has a non-employment related legal matter ASMOF may refer the member to our recommended law firm. However, once the referral is made the carriage of the matter and any resultant costs/action etc. is entirely a matter between the member and the law firm.

4. Who will provide the service?

Workplace advice and support is provided by a team of experienced industrial officers and ASMOF will make sure that the most appropriate person handles each case.

5. What can a member expect from ASMOF?

When a member contacts ASMOF they can expect the following:

- that their confidentiality will be respected
- that there will be a timely response to their request for information and advice

- that they will be consulted about any proposed action that will be taken on their behalf.

Further information is in the ***ASMOF Member Representation Policy & Procedure***.

6. What are ASMOF's expectations?

A positive collaborative approach facilitates communication between members and ASMOF staff. ASMOF staff will treat all members with dignity and respect, likewise, ASMOF staff expect to be treated with dignity and respect by members. Abusive, hostile or threatening behaviour towards union staff will not be tolerated, nor will sexual harassment of ASMOF staff. Industrial assistance for a member may be withdrawn if it is considered the member's conduct towards ASMOF staff is inappropriate.

To be able to provide effective service ASMOF expects that members will:

- provide the Union with all available relevant information
- maintain full financial membership of ASMOF
- follow ASMOF'S verbal and written advice.

7. Work Allocation

Industrial staff will be allocated work in accordance with the ***Work Allocation Framework Policy*** and the ***Managing Incoming Enquiries / Requests for Assistance from Members Policy***.

8. Clarifying and Managing member expectations and good communication

We will maintain a high standard in communication - it is a sign of respect and professionalism. Poorly structured and untimely responses make members feel underappreciated and undervalued and can potentially result in lost members.

It is important that staff establish clear, regular communications and provide timely updates and feedback.

All ASMOF staff will observe proper etiquette for responding to email, and phone calls. This includes responding to an email or phone call no later than the next working day. Responding sooner is better because members will be assured their concerns are being heard and their needs attended to. The response may simply be an acknowledgement with a commitment to provide more detail later.

9. Responsibilities to members

Once a case has been allocated to an industrial officer, they will:

1. provide representation in accordance with the ***Member Representation Policy & Procedure***
2. request that the member provides all relevant information regarding the matter
3. give advice and explain all available options to the member together with the consequences of any decision made by the member
4. discuss with the member, as early as possible, the member's expectations and possible remedies and advise the member about process, prospects and realistic time frames

5. explain to the member what they are expected to do to assist their case
6. provide regular communication at appropriate intervals as the matter progresses to keep the member(s) informed.
7. promptly comply with reasonable requests by a member for information regarding their matter
8. provide a meaningful reply to all correspondence, reply promptly to all urgent matters and advise members that a detailed response for advice may require more time
9. provide or make available to the member copies of relevant documents.
10. respond to all telephone inquiries from the member promptly.
11. obtain prior support from the member before escalating their case either internally or externally
12. advise the member at the first reasonable opportunity, if a possible delay in the progress of the matter becomes apparent. The Industrial officer will update the matter allocation sheet at the same time summarising the reason for the delay and indicating that the member was provided an update.
13. attend all meetings in a timely manner - allowing adequate time to prepare and debrief
14. consider options for settlement at every stage of the matter
15. Conduct all communication in a courteous, prompt and professional manner.

10. Response target standards

ASMOF staff will continuously strive to ensure that 100 per-cent of all enquiries are responded to or updated no later than the next working day. All potential members with a pre-existing issue are to be notified within four working days of receipt of their application and supporting documentation that their application will be considered by the State Council at their next meeting.

ASMOF staff will continually strive to ensure that in 100 per-cent of all ongoing matters related to enquiries from existing member(s) the relevant Industrial Officer will communicate with the member(s) via email or phone call/message, at least every four weeks to keep the member(s) informed as the matter progresses.

11. Complaints in relation to industrial assistance

ASMOF takes its commitment to providing quality representation to members very seriously and therefore has a mechanism for resolving situations where members may be dissatisfied with the industrial assistance they have received. Where a member has issues with the service provided to them by the union then they can refer the issue to the Executive Director of the union for review.

This Policy may be varied, withdrawn or replaced by ASMOF State Council at any time. The Council may, at its discretion but subject to the rules of the Union, vary any part of this Policy on a case by case basis.