



# Member Services

## Australian Education Union ACT Branch Policy

Policy Number	POL038	Version	2.0
Last Reviewed	15/08/2018	Next Review	15/08/2021

### INTRODUCTION

The Union will offer services to support members in accordance with its objectives and the priorities of the membership.

### PURPOSE

The purpose of this policy is identify how member services will be provided and accessed.

### POLICY

Member services will be determined by the Branch Executive and will be available to all financial members of the Union.

Individuals seeking to join the Union with a pre-existing issue requiring individual support may be required to make an additional upfront payment to access member services.

Unfinancial members may be provided with access to members services based on criteria identified in this policy.

### RESPONSIBILITIES

It is the responsibility of the Branch Secretary to ensure that employees and members are aware of this policy.

It is the responsibility of Branch Executive to determine the range of services to be provided to members.

It is the responsibility of the Business Manager, Lead Organiser and Senior Industrial Officer to oversee the provision of services to members in accordance with this policy.

### PROCEDURES

#### 1) Provision of Member Services

- Any recommendation to alter the range of member services provided by the Union will be presented by the Branch Secretary to Branch Executive for a decision.
- The range of services available to members and mechanisms for accessing them will be advertised on the Union's website.

#### 2) Pre-existing Individual Support Issue

- In recognition of the principle of solidarity, people who wish to join the Union and request assistance with matters that are established to have occurred prior to the person joining the Union will be allowed to access Union support for those matters once they have paid upfront a fee equivalent to three months of their normal Union subscriptions calculated at the time of joining.



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- The Branch Secretary may waive this fee based on exceptional personal circumstances or where pursuing the matter is in the interest of the broader membership, such as if the new member is in the first twelve months of employment within public education.

### 3) Unfinancial Members Accessing Member Services

- The Union will provide member services to unfinancial members in the following circumstances:
  - A member participating in an unfinancial member repayment plan in accordance with the policy *Management of Unfinancial Members - POL059*.
  - A previous member seeking return to work assistance after a period of unpaid leave, conditional to them having paid membership fees up until the date they commenced unpaid leave.
  - As approved by the Branch Executive.

### RESOURCES

Operational activities related to this policy are to be delivered within budgeted office resources.