

REPRESENTATION – WHAT WORKS WELL IN A BRANCH

Contact with members

1. The Branch does its utmost to ensure members know how to contact their local representative or branch office by ensuring
 - a. Communications sent to members include branch contact details
 - b. Members are aware when a new Workplace representative is elected in their workplace
2. Calls into the office are dealt with efficiently by
 - a. Logging calls in a call log, allocating the call to the local representative, full time Branch Officer or Branch Employed Organiser to call the member back within 24 hrs but within 48hrs at the most.
 - b. Monitoring the call log on a daily basis by the Branch Secretary/Branch Chair to ensure all cases have been allocated and members called back.

Casework

3. Full time branch officers and branch employed organisers have regular meetings to discuss cases.
4. Branch office staff has team away days to review what they are doing well/what they could do better.
5. Full time Branch Officers and Organising staff brief the Branch Secretary regarding their “live” cases before going on annual leave.
6. The Branch manages members’ expectations by being open and realistic with them from the outset and not raising false hopes.

Support for Stewards

7. The Branch ensures local representatives are involved in casework from their first day as a rep
 - a. The Branch runs an in-house one day induction/training course to bridge the gap between members becoming reps and taking the initial training course.
 - b. Local representatives should be involved in all cases in their workplace either by taking on the case or by shadowing the allocated rep.

- c. Local reps are allocated a mentor or a buddy when they are elected
 - d. The Branch Secretary and Regional Organiser run an in-house course to update experienced reps.
8. The branch office has a good working relationship with all reps.
9. The Branch Secretary is in the office regularly/frequently and is well supported by Branch Chair.
10. Branch Officers and staff have a good attitude which is encouraged by
- a. being part of same team
 - b. no one bettering than anyone else
 - c. willingness to take responsibility/pick up calls/cases
 - d. not letting members or colleagues down