

APEX and NZMLWU

Delegates Training Course

August 2, 3 and 4
2016



Welcome

- Introduction to CNS staff.
- Why are “YOU” here?
- Why are “WE” here?
 - To reflect.
 - To capture opportunities
 - To learn.
 - To network.
 - To plan.
 - To be energised.
- Effectiveness of our professions, our unions.....

What did the Advocates say?



Day two: Taking Ownership; Being Valued; Our place in Health.

- Joined by employers
- DG of Health: The Health Strategy.
 - Do we agree with the vision?
 - How do we fit into or take advantage of that vision?
- Executive Chair HWNZ: The Role of AST.
 - Opportunities (e.g. navigators) and challenges
 - Changing roles, scopes and locations of practice
- Chair of the AST Directors: New Opportunities.
 - How can they help?
 - What about the name “Allied”?
- Workshops

Day one: refreshing the basics and bargaining opportunities ahead.

- Active growth strategy: passive to date, so why change to active now?
- Basics of Union organisation.
- Rights, responsibilities, opportunities.
- Industrial trends

Day Three: Your time, individually, divisionally, collectively.

- Divisional Time
 - Growth of your division and APEX as a whole
 - Industrial Trends: impact for you
 - Support for change
 - Your own agenda
 - Whole of workplace collaboration
- Health and safety for the individual and the collective
- Question time – open forum

....So who are “we”?

The Basics

- Union Structure
- Role and Rights of the delegate
- Internal and External Communications
 - Members
 - Delegates
 - Staff
 - Media
 - Employers
- Maintaining Membership
- Where to get help
- Role of the members
- New Employees

Union Structure

- Members
- Workplace Delegates
- Regional representatives / divisional representatives
- National Executive
- CNS

Role of the Delegate

- To be brave
 - Go to meetings
 - Speak up at meetings
 - Just because there is a hierarchy, it isn't always right
- Communication
 - The lynch pin between workplace and office
- Monitoring

Role of the Delegate

- Participation (e.g. bargaining, staff meetings....)
- Membership
 - To be members
 - To participate
 - To encourage members to engage
- Support
- Representation
- Leadership
- Information and Intelligence

Delegates Resources and Rights

- The right to be a delegate!
- To have the time to do the work
 - To meet
 - To communicate (members, potential members, other delegates, union officers)
- But How?
 - Time after staff meetings
 - Union meetings
 - Notice Board
 - New employees orientation
 - Written comm's
 - One on one comm's

Delegates Rights

- Employers Must:
 - respect your role and level of responsibility
 - meet with you
 - be preemptive in communications
 - be free from discriminatory actions
- To have the members support and trust
- Media
- Challenge: Being proactive (e.g. Union Notice Boards)

Delegates Resources

- APEX Nationally
- Website
- Publications
- Delegates Updates
- Advocates
- Union information
 - Membership data, lists and information
 - Trends (health, industrial, employers)

Communicating with Members

Hold regular meetings with the membership at work

- As separate meetings
 - 10 minutes at the end of each weekly department meeting
 - 30 minutes once a month...
 - Orientation for new employees
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- ✓ Give members the ability to raise matters that are important to them and which could be taken not only to the Union but also to hospital, practitioner and other meetings.
 - ✓ It gives you an opportunity to raise matters with members, seek feedback and also inform them of progress on issues.

Communicating with Members

Attend departmental, service level and professional meetings

- ✓ Speak at these meetings to express member concerns and also take the information back to the membership as well as the Union. This way there can be a visible, on-going channel of communication.
- ✓ Provides a separate avenue to raise issues

Ensure that members are up to date with information e.g.:

- ✓ Newsletters
- ✓ Journals
- ✓ Negotiations
- ✓ Notice Boards

Don't forget members outside your immediate workplace

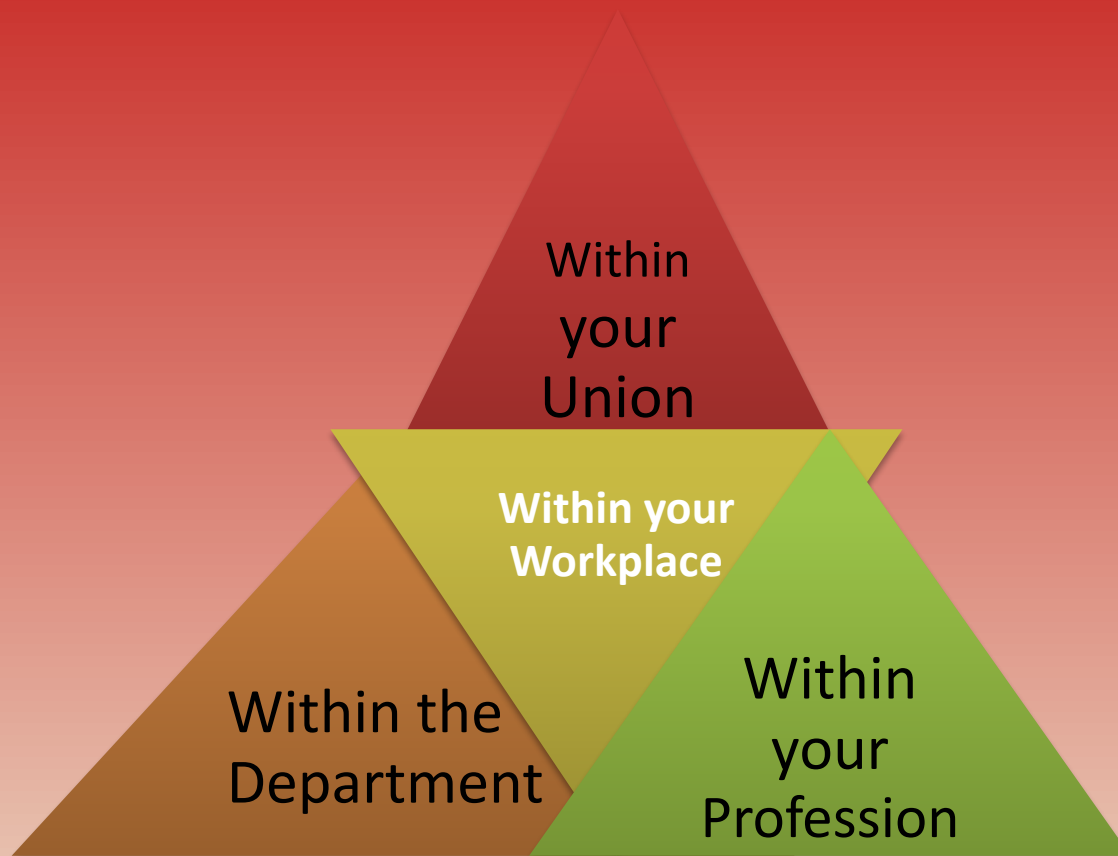
Members

**DON'T ASK WHAT YOUR UNION
CAN DO FOR YOU
BUT WHAT YOU CAN DO
FOR YOUR
UNION**

Non Members

- Are not neutral
- Are everyone's responsibility
- Passing on policy

New Members





MAPPING THE WORKPLACE; a tool for recruiting

1. Draw the layout of your workplace including major features, working and gathering rooms, and approximate distances (or time) between important features.
2. Add in where all the people are:
 - use numbers and designations e.g. in admin '5 clerical staff, 2 receptionists, 3 managers and 42 HR advisors who do heavens only know what.'
 - Some people will be in different places at different times.
 - Note the FTEs and/or numbers of part-timers / casuals.

New Members

- **Mandatory Information**
 - Union members / non-union members who are eligible to join
 - Delegates / activists / motivators / recruiters
 - Barriers?
 - Members of other unions (as much as known)
 - Covered by a CA or IEA
- **Maybe**
 - Local connections to other members

New Members

- **Discussion Points:**

- Where do people gather to talk?
- When do people have time to talk?
- Are there particular times or places that are free from management interference?
- What are the ‘widely and deeply’ felt issues affecting people at work?
- Who are the communicators and influencers?

MAPPING THE WORKPLACE

- Split into groups by employer and map the workplace
- Where are there union members (ours and others)
- Non Union Members
- Potential benefits of greater union membership
 - intra union
 - Inter divisional

New Members

- **Professionalism**

You are representing the Union and the membership, be professional, just as you would when speaking and acting in the capacity of area of practice

- **Confidence**

Display confidence in every way. People are looking at you to be their (Union) leader in the workplace so they need to feel assured that you, with the backing of the Union, can support them

• Knowledge

- ✓ Be informative about the many benefits of belonging to the Union.
- ✓ Know the relevant collective agreement and be able to answer questions for them about membership issues.
- ✓ Ensure that if there is anything more technical that you tell them that you can get that advice or find it out for them very quickly – and follow through!
- ✓ Show them our journals, newsletters and most importantly, our website with membership enrolment forms

- **Charm**

Be enthusiastic about the Union, the work that it performs, and its membership. Think of it like a new friendship – you wouldn't want to get to know someone who didn't smile, was boring, and didn't have much to say

- **Availability**

Make sure they know where and how they can reach you at work

Members in trouble

DON'T PANIC

Membership of Union

Don't get pressured into meetings

Call us

Documentation

Personal file

Patient notes

Letter / details of complaint

DHB letter inviting to meeting

Members response to the allegations

Support, do not judge or gossip