



Representative Code of Conduct

Advance Union – Representative Code of Conduct & Expectations

1.0 Purpose

This Code of Conduct sets out the standards expected of all Advance Union Representatives and officials. It reflects our commitment to being “your informed voice at work” and delivering professional, ethical, and effective representation for all members.

2.0 Our Values in Action:

- *Every representative must demonstrate Advance Union’s core values in everything they do:*
- *Passionate – Actively advocate for members, taking ownership and working collaboratively*
- *Trusting – Act with integrity, honesty, and discretion*
- *Knowledgeable – Maintain a strong understanding of policies and procedures*
- *Caring – Treat every member with respect and empathy*
- *Professional – Act ethically, responsibly, and with accountability*

3.0 Expectations of Representatives

3.1 Representation and Advocacy

- *Act in the best interests of members, individually and collectively*
- *Provide fair, unbiased, and consistent representation*
- *Support constructive engagement with employers*
- *Promote positive relationships while defending members’ rights*

3.2 Professional Behavior

- *Demonstrate integrity, honesty, and accountability*
- *Uphold the Union’s professional reputation*
- *Avoid unnecessary conflict or reputational harm*

3.3 Communication and Engagement

- *Communicate clearly, respectfully, and promptly*
- *Ensure members' voices are heard and acted upon*
- *Encourage participation and collaboration*

3.4 Confidentiality and Trust

- *Maintain strict confidentiality*
- *Handle sensitive information securely*
- *Build trust through reliability and transparency*

3.5 Knowledge and Development

- *Maintain up-to-date knowledge of policies, legislation, and union processes*
- *Engage in continuous learning and training*
- *Seek guidance when required*

3.6 Supporting Members

- *Provide accessible, empathetic, and practical support*
- *Treat all members fairly and without discrimination*
- *Explain options clearly and take timely action*

3.7 Equality, Inclusion and Respect

- *Challenge discrimination and promote equality*
- *Treat everyone with dignity and respect*
- *Champion inclusivity in all union activity*

3.8 Accountability

- *Be accountable for actions and decisions*
- *Follow union policies and governance*
- *Accept feedback and strive for improvement*

4.0 Practical Standards

Representatives are expected to:

- *Respond promptly to members*
- *Prepare for meetings and casework*

- *Keep accurate records*
- *Complete relevant training*
- *Follow agreed processes*
- *Work collaboratively*
- *Balance assertiveness with professionalism*
- *Attend all relevant meetings and events on behalf of your members (or provide apologies)*
- *Secure appropriate facility time for duties*
- *Actively gather member feedback and contribute to union activity*
- *Follow our rules as set out in the rulebook*

5.0 Breach of Conduct

- *Failure to meet these standards may result in:*
- *Review of responsibilities*
- *Additional training or support*
- *Action in line with Union governance, including removal from role or membership where appropriate*