

**STUDENT UNION ADVOCACY SERVICE  
TENDER SUBMISSION**

**APPENDIX A**

MU Student Union Ltd (MUSUL) & UMSU Incorporated (UMSU) Facilities and  
Services Agreement 2007

SCHEDULE 8	1
Interaction PROCEDURES for staff employed by MU Student Union Limited and elected officials of UMSU Incorporated	1
SCHEDULE 9	7
Staffing Principles AND ADMINISTRATION AND SUPPORT SERVICES	7

## **SCHEDULE 8**

### **INTERACTION PROCEDURES FOR STAFF EMPLOYED BY MU STUDENT UNION LIMITED AND ELECTED OFFICIALS OF UMSU INCORPORATED**

#### **Working Together**

There are four key principles informing this policy:

- (a) UMSU believes that students should control student affairs
- (b) UMSU aims to provide MUSUL staff with a satisfying and safe workplace
- (c) MUSUL staff and elected officials<sup>1</sup> must work together co-operatively to ensure that UMSU provides active and effective representation, services and support to students
- (d) MUSUL staff will work with elected officials in a way which fosters elected officials' pride and personal satisfaction in their own work

#### **General Obligations**

MUSUL acknowledges its general duty to provide and maintain for its employees, so far as practicable, a working environment that is safe and without health risks.<sup>2</sup>

Staff employed by MUSUL acknowledge that each staff member must take reasonable care of their own safety and the health and safety of others and must also cooperate with their supervisor and manager in respect of any action taken by MUSUL to comply with its obligations outlined above.<sup>3</sup>

UMSU acknowledges that, in working with MUSUL staff to provide effective representation, services and support to Students, it has an obligation to facilitate compliance with the responsibilities of MUSUL and its staff with regard to the provision of a working environment that is safe and without health risks.

#### **Code of Conduct**

The parties to these protocols will maintain a high standard of conduct and performance, and observe standards of equity and fairness in dealing with Students (including elected officials), members of the public and staff. Staff and elected officials will observe the protocols set out in this document at all times.

At no time will any party to these protocols engage in unreasonable behaviour directed toward an individual or group of individuals that creates a risk to health and safety. Unreasonable behaviour is behaviour that a reasonable person, having regard to all the circumstances, would anticipate to humiliate, intimidate, undermine or threaten. Behaviour includes actions of individuals or a group, and may involve using a system of work as a means of victimising, humiliating, undermining or

---

<sup>1</sup> "Elected Official" means office bearers, members of the Students' Council and Committee Members.

<sup>2</sup> Victorian *Occupational Health And Safety Act 2004*, s21.

<sup>3</sup> Victorian *Occupational Health And Safety Act 2004*, s25.

threatening. Risk to health and safety includes risk to the mental or physical health of an individual.

## **1 REPORTING LINES, DIRECTIONS AND WORKLOADS**

General comments:

MUSUL staff are given direction only by other MUSUL staff (that is, by managers). Elected officials provide direction to MUSUL staff through the UMSU Office Manager or the Chief Executive Officer, MUSUL.

However, some MUSUL staff work closely with elected officials, and elected officials may request that certain MUSUL staff undertake work for them on a day to day basis. For the most part this negotiation process should be very straightforward; however, where it is not working MUSUL staff and elected officials should refer to sections 6 and 7 of this document on the process for resolving problems.

Sometimes there are too many tasks and not enough staffing hours. In this situation, MUSUL staff may need to consult their manager before accepting a job requested by an elected official. MUSUL staff and elected officials should try and work out a solution together, and refer the matter to the Chief Executive Officer, MUSUL or the UMSU Officer Manager or President if necessary.

Expectations:

- 1.1 MUSUL staff and elected officials who will be working closely together should meet and discuss how their relationship will work when they commence their respective positions.
- 1.2 This initial meeting might include discussion of:
  - (a) What times both MUSUL staff and elected officials are available. This may include any long periods when either may be very busy or on leave.
  - (b) How often they should meet, whether regularly and/or on an ad hoc basis.
  - (c) Whether there are any ongoing projects or commitments initiated by the previous elected official.
  - (d) What kinds of activities or projects the elected official may be interested in pursuing.
  - (e) The amount and kind of work the MUSUL staff member has previously done and is able to complete.
  - (f) What types of decisions the elected official would prefer to make and those they are happy to devolve to MUSUL staff.
  - (g) Whether the elected official is happy for the MUSUL staff member to directly lobby the University. This may include meeting with University staff and committee chairs, etc with or without the elected official's prior knowledge.
- 1.3 Except for the Chief Executive Officer, MUSUL, MUSUL staff may only be given formal directions by their direct supervisor or Chief Executive Officer, MUSUL.

- 1.4 Elected officials may request relevant MUSUL staff to perform specific tasks on a day to day basis. MUSUL staff will be as flexible as possible and will try and meet reasonable requests.
- 1.5 Where requests for performing tasks cannot be met by a MUSUL staff member, they may either try to negotiate a compromise or, if they judge that unlikely to succeed, discuss the matter with their supervisor.
- 1.6 If elected officials are unhappy with the amount of work being provided to their area by MUSUL staff they should raise this with the UMSU Office Manager or President, or the Chief Executive Officer, MUSUL.

## **2 DECISION-MAKING**

General comments:

A number of issues can arise in decision-making processes that involve elected officials and MUSUL staff. For example there can sometimes be issues about who has 'ownership' of an event, publication, or program. These issues can be particularly important when an elected official changes part-way through a project.

Expectations:

- 2.1 MUSUL staff would only make a decision against the stated wish of the relevant elected official in rare circumstances, that is:
  - (a) If MUSUL staff are following a decision by an UMSU committee, Council or general meeting that is still in force;
  - (b) If there are other exceptional circumstances which the MUSUL staff member has discussed with their manager.
- 2.2 MUSUL staff who have put in a lot of work on a project or program should have their opinions on the project or program taken seriously by the relevant elected official.
- 2.3 Elected officials should be aware that their predecessors may have had very different requirements or expectations of MUSUL staff members.
- 2.4 When assuming decision-making responsibilities after a project has commenced, elected officials should be aware that their predecessors may have had very different requirements or expectations of MUSUL staff members. If elected officials wish to significantly change a project they should take the following into account:
  - (a) that decisions they make about the direction of or MUSUL staff time spent on the project may have implications for other existing projects or work;
  - (b) that they must take some responsibility for MUSUL staff morale if work already done is to be discarded;
  - (c) that they may have to report to Council and /or other bodies before making changes.

- 2.5 Wherever possible, when a MUSUL staff member and elected official begin working together significantly on a project, program or series of things, responsibility for decision-making should be negotiated between the MUSUL staff member and elected official.
- 2.6 Elected officials or staff who do not meet reasonable deadlines for consultation cannot expect to make final decisions on organising programs or projects.

### **3 REPRESENTATION & POLITICAL ACTIVITY**

Expectations:

- 3.1 MUSUL staff are expected to provide professional advice to elected officials.
- 3.2 MUSUL staff are expected not to lobby elected officials or other participants in UMSU student representative processes.
- 3.3 MUSUL staff should not participate in or work to influence UMSU election nominations, UMSU electoral campaigns or the elections of bodies of which UMSU is a member (except where the election is for a MUSUL staff representative).

### **4 PERSONAL AFFILIATIONS**

General comments:

Affiliations or alignments may develop between elected officials and MUSUL staff, or between Council members and MUSUL staff. These affiliations, alignments or relationships may be:

- political;
- social;
- romantic or sexual;
- gender-based;
- family;
- cultural;
- academic; or,
- a mixture of the above.

There are issues for the organisation and the individual(s) in these affiliations, alignments and relationships. Key issues are:

- power imbalance between the people in the relationship;
- favouritism and preferential treatment, whether actual or perceived;
- conflicts of interest, whether potential or actual;
- confidentiality;
- exclusion: work relationships and work practices are problematic if they exclude others; and,
- privacy.

Expectations:

- 4.1 MUSUL staff and elected officials in personal relationships, affiliations or alignments should be aware of the key issues listed above, and take those issues into account in their work.
- 4.2 MUSUL staff and elected officials are entitled to privacy in relation to romantic relationships, unless the relationship becomes problematic or there is a need for a declaration of conflict of interest.

## **5 ACCOUNTABILITY**

- 5.1 MUSUL staff are accountable for observing this policy through their manager to the Chief Executive Officer, MUSUL.
- 5.2 MUSUL staff and elected officials are accountable to Chief Executive Officer, MUSUL and the Student Council respectively for observing this policy.

## **6 PROCESS FOR DEALING WITH PROBLEMS – WHERE INITIATED BY MUSUL STAFF**

- 6.1 If a MUSUL staff member is in doubt about how to deal with a particular elected official or how the relationship between themselves and a elected official should operate, they should consult their supervisor in the first instance.
- 6.2 If a MUSUL staff member finds that a request from an elected official conflicts with requests from other elected officials or from their supervisor, and the MUSUL staff member can't resolve the problem, then the MUSUL staff member should seek advice from their supervisor.
- 6.3 The supervisor will attempt to resolve the issue, consulting the UMSU Office Manager and/or Chief Executive Officer, MUSUL where necessary. Where necessary the supervisor may refer the matter to the Chief Executive Officer, MUSUL for resolution.
- 6.4 It is expected that MUSUL staff members will occasionally disagree with elected officials or with UMSU policy, for instance on operational, political or ideological matters. However, if a MUSUL staff member finds themselves in significant conflict with an elected official then the MUSUL staff member should approach their supervisor.

## **7 PROCESS FOR DEALING WITH PROBLEMS – WHERE INITIATED BY STUDENTS**

- 7.1 If an elected official or Council member is having difficulties establishing a satisfactory working relationship with a MUSUL staff member, or is concerned about the performance of a MUSUL staff member, then:
  - (a) they should confidentially raise their concern with the UMSU Office Manager or President, or the Chief Executive Officer, MUSUL;

- (b) if the matter has been raised with the Chief Executive Officer, MUSUL, the Chief Executive Officer, MUSUL will seek to resolve the matter;
  - (c) if the matter has been raised with the UMSU Office Manager or President, then that person should seek to resolve the matter, consulting the Chief Executive Officer, MUSUL where suitable;
  - (d) no elected official should raise a criticism of individual MUSUL staff performance in a formally constituted ex camera UMSU meeting, unless the issue has been first discussed with the Chief Executive Officer, MUSUL.
- 7.2 Where an elected official believes that a MUSUL staff member with whom they work is not following this protocol, they should raise this with the MUSUL staff member's supervisor, the Chief Executive Officer, MUSUL or the UMSU Office Manager or President.
- 7.3 Where an elected official is unable to receive sufficient MUSUL staff support due to workload allocation then this should be raised with the MUSUL staff supervisor in the first instance.

## **8 DISPUTE RESOLUTION PROCEDURE**

- 8.1 Where either a MUSUL staff member or an elected official believes that these protocols have been breached, either party may submit a written complaint to the Chief Executive Officer, MUSUL outlining the grounds upon which the MUSUL staff member or an elected official believes a breach has occurred.
- 8.2 On receipt of a complaint lodged in accordance with sub-clause 8.1, the Chief Executive Officer, MUSUL will refer the matter to an independent investigator who shall investigate the complaint and provide a written report on his or her findings to the Board of MUSUL and to the UMSU Office Manager and President for consideration and appropriate action.

## SCHEDULE 9

### STAFFING PRINCIPLES AND ADMINISTRATION AND SUPPORT SERVICES

#### 9 GENERAL PRINCIPLES

UMSU will not employ staff directly. Staff will be employed under the MU Student Union Ltd Enterprise Agreement 2005 and provided on a 'contract for service' to UMSU to perform the duties outlined in their respective Position Descriptions.

Nominated positions from 1 January 2006 as identified in the UMSU Organisation Structure, will be filled by MUSUL in accordance with section 2 below. UMSU will endeavour to commit to these positions until at least 31 December 2007.

The reporting and supervisory relationship between the elected Student Office Bearers and MUSUL staff provided to UMSU will be in accordance with **schedule 9**, and the following principles per section 11 of the MU Student Union Ltd Enterprise Agreement 2005:

#### **11 Employment Relationship with Students**

*11.1 Staff are accountable to, and take direction from immediate supervisor in the first instance, then their appropriate member of the Senior Management Team and ultimately the CEO.*

*11.2 Staff are not accountable to, and do not take direction from students either as individuals, office bearers or as committees.*

*11.3 All decisions of student committees that have implications for the work of staff will be brought to the attention of the CEO who is responsible for the direction of staff work.*

*11.4 Students or student committees that have any concerns or complaints with regard to the work of staff must take these up with the CEO who is responsible for the direction of staff.*

*11.5 MU Student Union Ltd employees, other than student casuals, who wish to stand for elected student office bearer positions, must resign from employment at the time of formal nomination.*

*11.6 MU Student Union Ltd employees with a grievance or concern of any sort connected with his/her employment will follow established procedures as set out in MU Student Union Ltd policies and procedures and in this Agreement and will not seek the intervention or involvement of students elected or otherwise other than pursuant to established policies and procedures.*