



# FACT SHEET

## PSA Support

### What to do if you have an issue at work

The PSA is here to support you if you face issues at work. PSA staff can provide you with support, advice and representation. PSA staff can act as your support person during meetings, make sure that due process is followed and that actions taken are appropriate.

For union support or advice on workplace issues call the PSA on **1300 772 679**.

### Helpful Hints for Members Dealing with Workplace Issues

If you are approached about an issue at work, there are some simple steps to follow to ensure that you are protected and afforded natural justice and procedural fairness.

Be wary of being ambushed by a corridor conversation or an office chat that becomes the beginning of a performance, disciplinary or misconduct matter. The PSA has developed the following helpful hints to assist you if this occurs.

1. If you are called to a meeting/catch up/chat about your work that you did not have advance notice of (preferably at least 48 hours) request in writing the following:
  - purpose of the meeting
  - who will be attending
  - what issues are to be discussed and that an agenda be provided
  - time and venue.
2. If the date and time are unsuitable, you have the right to negotiate a new date and time.
3. If you are concerned about the location of the meeting you can request an alternative location.
4. You have the right to have a support person of your choice attend the meeting with you to ensure principles of procedural fairness are upheld. Your support person can be a PSA representative or local delegate, colleague, family member or friend.
5. Request that minutes are taken and distributed to all in attendance. You or your support person should also take notes.

6. Questions should be open ended rather than leading. The tone of questions should not be intimidating or accusatory. The officers conducting the interview should avoid making comment on or interpretations of answers given.
7. The member should be invited to make comment on any relevant issue, or give their version of events.
8. Request the meeting ceases at any time if you believe you have been ambushed or the issues being discussed are different to those on the agenda, or you are feeling distressed, unsafe and threatened.
9. Your support person is there to support you and not to be a mere observer. They can:
  - request a break during the meeting and have a private conversation with you – this may be about not continuing the meeting if you are distressed or if the meeting has not been conducted in a calm, professional and respectful manner
  - ensure new issues are not introduced about which you had no prior notice
  - seek clarification if questions are irrelevant and/or unfair
  - take notes to assist you in confirming that the minutes are accurate.
10. Either you or your support person can confirm the agreed outcomes of the meeting and request information about any possible next steps and/or future meetings.
11. Don't agree to anything in the meeting that you are unsure about or not comfortable with - you have the right to have time to consider and seek advice.
12. Minutes of meetings may be provided to you on the day, or at a later date. If you don't agree with the minutes, advise the convenor of the meeting in writing. Don't sign the minutes unless you are in agreement that they are a true and accurate record.