

## Initial Servicing Period

Our Union's most important role is to protect and support the individual and collective needs of our financial members' industrial interests. This is made possible by the collection of annual membership fees and levies. These funds are expended solely on activities and services that directly benefit our Union's membership and meet the goals and objectives that are set by the Union's governing bodies under our Union's rules and constitution.

The Branch Executive has the responsibility to ensure that all resources are used as efficiently as possible, keeping in mind that they represent assets that have been built up over time by the collective contributions of our Union members, and their use should be strictly controlled and limited. The conscientious use of members' funds ensures that our union remains financially strong and able to defend our members' rights.

We encourage all workers to join our Union and enjoy the benefits that membership provides.

For new members there is an initial servicing period that applies to persons who have joined our Union with pre-existing problems and unresolved disputes.

For these members we have a clear policy in place to explain how you can deal with those issues after you join our Union.

- New members become entitled to all the benefits of membership from the date their application is received by the Union, with the exception of matters relating to a problem or dispute which is pre-existing or which arises during the first three months of membership.
- As a general principle, our Union cannot divert resources away from existing members' funds to take up these types of problems and disputes. However, members who fall within these categories will have access to valuable and relevant advice in the form of:
  1. An initial consultation session with an Industrial Officer from The Services Union.
  2. Referral to an appropriate external agency if one exists and access to Union Law, for an initial consultation, if the matter is relevant.
  3. Full or partial assistance may be provided at the discretion of the Branch Secretary in special circumstances such as where more than one member is affected by a workplace problem depending on the nature of the issue or the issue is one of general importance to our membership or there is some other reason accepted by the Branch Secretary.

For point 3 to be considered, it is incumbent upon the new member to disclose the nature of any existing problems and/or disputes at the time of making the application for membership. Failure to do so may result in any subsequent approach to the Branch Secretary, under the provisions of point 3, failing a discretionary ruling.

**FOR MORE INFORMATION CALL**  
**Services Connect on**  
**(07) 3844 5300.**