Member support Members' matters

How can we help you?

The first step is to speak to your school union rep for advice. They can contact the union district organiser for further advice if needed.

Many issues can be settled at the local level as an individual matter or branch matter. Informing and consulting your union rep as a protocol is encouraged.

If you need further assistance then your Member Assist Team is available to offer prompt, professional industrial advice.

Member Assist can be contacted on 9210 6060 or 1800 106 683. You can also reach the team via email: memberassist@sstuwa.org.au

During school terms the Member Assist Team is available from 10am-4.30pm Monday and 8.30am to 4.30pm Tuesday to Friday. During term breaks, Member Assist is available 10am-2pm Monday to Friday.

When contacting Member Assist, please have the following ready:

- Your membership number – Member Assist support is available to financial members only.
- A brief summary of your issue – write down some dot points to either include in your email or discuss during your call.
- A summary of what you have done to try and resolve your issue. (eg email trail, contact with the Department of Education, etc).

Member Assist will then be able to offer prompt, professional advice and if necessary, refer you to specialist staff.

Remember if you have already been allocated a case manager or advocate it is crucial that you speak to them in the first instance about any material relating to your case.

When should you contact the Department of Education first?

Questions about issues such as salary and leave entitlements should first be raised with the department.

If you contact the department by phone, get the name of the person you speak to. Note the time and date of the call. Make notes of the conversation and if necessary, ask for a written response.

To ensure a written response, send an email or letter that outlines your issue and ask for a response to specific questions.

Authorised by Sally Dennis, General Secretary, The State School Teachers' Union of W.A.
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