



## **Engaging with the union on an issue**

### **All members**

The United Firefighters Union Queensland is structured to operate on a tiered basis, to ensure that the concerns of members are heard from station level right up to federal level.

#### **1. Workplace issue**

**Your first point of call with a workplace issue is your station or communications centre delegate, or your local branch representatives.** There are 16 branches across Queensland, and each has an elected President, Secretary, Officer Representative and Firefighter Representative. The contact details of your station and branch representatives should be on the notice board of your station or communications centre. The contact details of your branch representatives can also be found on the UFUQ website.

Your station or communications centre delegate and/or branch representative will attempt to resolve the issue at a local level.

**If your branch representatives are unable to resolve your problem, they may choose to take the issue to your SCM representative.** The SCM (State Committee of Management) is the governing body of the union and is made up of the union executive and seven firefighter and officer delegates: one of each from every region. There are also two auxiliary firefighter delegates, and one fire communications centre and senior officer delegate. The contact details of your SCM representatives are also listed on the UFUQ website.

**Where your problem is still unresolved, your branch or SCM representative may advise you to contact the UFUQ industrial team directly or refer the matter to them on your behalf.** The union offices are open from 8.30am until 4.30pm Monday to Friday, and industrial officers can advise you, your SCM representative, or your branch representative/station delegate on any issue to do with your employment and entitlements.

## **2. Union membership issue**

For a problem regarding your union membership, including paying your dues or updating your information – you should contact the state office directly on 1800 816 589. You can also update your information through the UFUQ Hotspot App, available to download from the App Store.

## **3. Workplace health and safety issue**

If you have a problem relating to **workplace health and safety**, you should contact the Health and Safety Representative (HSR) or Deputy Health and Safety Representative (DHSR) for your work area in the first instance.

Should any issue remain unresolved you should contact your local UFUQ representative for referral to the UFUQ Health and Welfare Officer or the state office.