

Advocacy Code of Conduct: Ethical Guidelines

- Do not represent as a legal service
- Respect AUWU Demands list and Guiding Principles
- Work within person limits and set boundaries
- Promote human dignity and fair treatment, and treat all callers with dignity and respect.
- Protect individual's privacy
- Do not engage in conduct that might damage the reputation of the union and the services its provides

Advocacy Code of Conduct: Practice Guidelines

The AUWU seeks to provide advice, support, and guidance through provision of an advocacy service for unemployed and underemployed persons who have difficulties with job agencies within an ethical framework, including respect for diverse community, non-discrimination against any person and respect for member privacy.

- 1. Provide one on one non-legal advice that provides information, support, and referral as needed in a non judgemental, confidential setting which empowers and encourages self advocacy.**

(i) Confidentiality

- caller information goes into a password protected database
- no caller information goes to a third party (beyond the internal workings of the AUWU) without permission

(ii) Listen with respect and communicate clearly

(iii) Make appropriate referral if necessary

(iv) To work with members to ensure that they are aware of his or her rights and assist them in asserting those rights

- 2. Keep accurate records of calls in order to provide appropriate and consistent advice; and work toward change in unfair legislation, policy and practices on a national level.**
- 3. To take care of AUWU hotline volunteers to create a safe, productive, enjoyable workspace.**

Volunteers are encouraged to work within their capacity, and have the right to terminate any call at any time they are feeling uncomfortable with the call.

AUWU Advocacy Support officer and Advocacy rostering officer to offer assistance