



KYNETON
UNIVERSITY OF THE THIRD AGE

Because your brain does not want to retire.

Policies 2021

Version 1.5

The background of the cover is a photograph of a paved road winding through a dense forest. The trees are tall and thin, with their leaves appearing in shades of green and yellow, suggesting an autumn setting. The road is dark and has white dashed lines on either side. The overall atmosphere is serene and natural.

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INTRODUCTION

1. These Policies were adopted by the Committee of Management of U3A Kyneton, and minuted as such, on 12th October 2020.
2. They are to be reviewed on an annual basis and approved Committee of Management of U3A Kyneton not later than the 31st December of each year.
3. They incorporate, in one document, all the previous individual policies with the addition of some new policies.
4. The following superior documents are listed in order of precedence, if there is any conflict between these policies and those documents, the superior documents take precedence in order:
 - **Legislation:**
 - **Freedom of Information Act 1982 (Vic).**
 - **Associations Incorporation Reform Act 2012 (Vic).**
 - **Privacy and Data Protection Act 2014 (Vic).**
 - **The Model Rules (Reform Act), available on the U3A Kyneton web site.**
 - **Contains the Grievance Policy which is why there is no Grievance Policy in these policies.**
 - **U3A Kyneton's Security Practices and Procedures available from the U3A Kyneton Technology Officer.**
5. Any inconsistencies in the documentation should be brought to the attention of the Technology Officer at the first available opportunity.

01 - PRIVACY

Introduction

7. U3A Kyneton recognises the importance of protecting members' privacy in relation to their personal information.

Purpose

8. The purpose of this policy is to set out members' privacy rights and to document the framework that U3A Kyneton will apply when collecting, storing and using members' personal information.

Policy

9. This policy applies to any information collected by U3A Kyneton that can be used to identify an individual member. We may collect and record the following types of personal information about members:
 - Name
 - Year of birth
 - Postal, street and/or email addresses
 - Telephone contact number/s
 - Previous profession or occupation
 - Skills or interests
 - Emergency contact details
 - Image (photo or video)
 - Other information you provide to us through member surveys or for other purposes
10. U3A Kyneton will collect personal information about each member directly from the member in question. This will be done through membership and course registration processes. Approval to use a member's image/s in U3A Kyneton publications will be assumed on completion of the Membership Application and Membership Renewal forms; members who wish to decline to permit use of their image are to indicate so on the Membership Application and Membership Renewal forms.
11. From time to time, other information may be collected via a survey or by other methods.
12. U3A Kyneton collects personal information from members so that we can provide services and perform functions that are consistent with our constitution, including:
 - To make classes and other activities available to members
 - For communication, administrative, marketing, and planning purposes
 - For program development, quality control and research purposes
 - To maintain accurate and up-to-date membership records

13. U3A Kyneton will:
 - Only collect information that is consistent with our primary purpose and constitution
 - Inform members of the reason why information is collected and how it is administered
 - Inform members that any personal information held about them is accessible to them
 - Take all reasonable steps to ensure that personal information held is accurate and up to date
 - Take all reasonable steps to ensure that personal information held is protected from misuse, loss and unauthorised access
14. Members' personal information will not be shared or disclosed other than as described in this policy. Personal information will not be made available to others for direct marketing purposes.
15. U3A Kyneton may disclose your personal information, for purposes that are directly relevant to our constitution, to:
 - Volunteers, for example, tutors and members of the Committee of Management
 - Related organisations, for example, U3A Network Inc
 - Employees, contractors or service providers where it is essential to the service to be provided.
16. As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online and these communications will be at members own risk.

Procedures

17. Members may request access to any personal information U3A Kyneton holds about them by contacting U3A Kyneton's Secretary who will aim to provide a suitable means of accessing the information.
18. Where a member believes that personal information held about him/her is incomplete or inaccurate the member may ask the Secretary to amend it.
19. Where a member believes their privacy has been breached, they should contact U3A Kyneton's Privacy Officer and provide details of the incident so that it can be investigated.
20. Any questions or concerns about this policy, or a complaint regarding the treatment of personal information, should be referred to U3A Kyneton Privacy Officer.
21. U3A Kyneton will treat confidentially all requests or complaints lodged regarding this policy. We will contact you within a reasonable time after receipt of your complaint to discuss your concerns and to outline options regarding how they may be resolved. We

will aim to ensure that your complaint is resolved in a timely, impartial and appropriate manner.

Responsibilities

22. U3A Kyneton Committee of Management is responsible for:
 - Developing, adopting, implementing and publishing this policy.
 - Collecting, storing and using members' personal information in accordance with this policy.
 - Investigating complaints about the handling of personal information.
 - Approving access to personal information consistent with this policy.
 - Monitoring and revising this policy as and when the need arises.
23. U3A Kyneton Privacy Officer is responsible for: receiving enquiries about this policy and complaints about a potential breach of this policy; and, for bringing a complaint before the Committee of Management for investigation and resolution.
24. U3A Kyneton Secretary is responsible for responding to a member's request for access to the personal information held by U3A Kyneton about that member and for requests to correct personal information that is believed to be inaccurate or out of date.

02 – SEXUAL HARASSMENT

Introduction

1. U3A Kyneton recognises it is the right of every member, volunteer and employee to attend classes, activities or functions, and / or to perform their duties as a volunteer or employee within a U3A Kyneton environment without being subjected to any form of sexual harassment.

Purpose

2. The purpose of this document is to set down U3A Kyneton's policy on sexual harassment and the process that will be followed should any complaint of sexual harassment be received.

Policy

3. Sexual harassment can be experienced by both men and women. Sexual harassment refers to any unwelcome sexual advance or request for sexual favours, or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Lack of intent is no defence in sexual harassment cases. Examples of sexual harassment include, but are not limited to:
 - Intrusive enquiries into a person's private life
 - Reference to their physical appearance or sexuality
 - Unwanted brushing against another person's body, body touching or physically molesting a person
 - Standing too close
 - Obscene, suggestive or offensive communications, including electronic mail
 - Pornographic or offensive posters, handouts or screensavers
 - Sexual jokes or anecdotes
 - Leering or staring
 - Unwanted sexual compliments or excessive flirting
4. U3A Kyneton will not tolerate sexual harassment. Responsibility lies with every member, volunteer or employee to ensure that sexual harassment does not occur. No member, volunteer or employee should be subject to any form of sexual harassment.
5. No member, volunteer or employee will be treated unfairly because of lodging a complaint. Disciplinary action may be taken against anyone who victimises or retaliates against a person who has complained of sexual harassment or against any employee or volunteer who has been alleged to be a harasser.
6. All employees and volunteers have the right to seek assistance from the Victorian Equal Opportunity and Human Rights Commission in the resolution of a sexual harassment incident.

7. The principles set out in this policy are intended to apply to any U3A-related context, including classes, auspiced social functions, meetings, conferences, holiday trips and U3A workplaces.
8. A breach of this policy will result in disciplinary action.
9. Some forms of sexual harassment, such as sexual assault, stalking and indecent exposure, may constitute criminal conduct. While U3A Kyneton is committed to handling most sexual harassment complaints at the local level, more extreme forms of harassment are not suited to internal resolution and should be handled by the criminal justice system. It is not the duty of U3A Kyneton to report such matters to the police on behalf of the complainant.

Procedures

10. U3A Kyneton strongly encourages any member, volunteer or employee who feels sexually harassed to take immediate action. Where circumstances permit, the aggrieved person should make it clear that such behaviour is unwelcome and offensive. Alternatively, or in addition, they may follow the procedures for reporting the behaviour.
11. A complaint of sexual harassment may be made to any member of U3A Kyneton's Committee of Management. The Committee Member will inform the President immediately.
12. We will handle a complaint of sexual harassment promptly, seriously and sensitively. There will be no presumption of guilt and no finding will be made until an investigation has been completed.
13. A Case Manager will be appointed by the Committee of Management. The Case Manager will contact the complainant to: provide support; explain his / her rights and responsibilities under this policy; ascertain the details of the complaint and the complainant's expectations of the complainant process.
14. The complainant has the right to influence how the complaint is handled; have support or representation throughout the process; discontinue a complaint at any stage of the process.
15. The alleged harasser has the right to be made aware of the allegations; have support or representation throughout the process; respond fully to any formal allegation made.
16. Where agreed with the complainant, informal intervention will be initiated by the Case Manager, using conciliation and/or mediation techniques. The informal intervention will be complete when the parties agree on actions or outcomes to be implemented. When agreement is not reached, a formal intervention will be initiated, and the Committee of Management will appoint a person ('the Investigator') to investigate the complaint.
17. The Investigator will:

- Interview the complainant to ascertain the facts and what they expect as a result of the complaint
 - Interview the respondent to ascertain their response / defence
 - Identify and interview other persons who may be able to assist
 - Examine any relevant documents
 - Determine relevant previous behaviours or issues
18. The Investigator will reach a finding, assemble all of the evidence gathered and provide these to the Case Manager. The assembled evidence may include, but is not limited to:
- Records of interviews conducted
 - Supporting evidence provided by a doctor, counsellor, family member, and so on
 - Relevant reports and personnel records, where the respondent is an employee
 - Complaints / information provided by other employers or persons about the respondent's behaviour
 - Records kept by the complainant
 - Information on whether the evidence appears credible and consistent
19. The Case Manager will submit the Investigator's findings and evidence to the Committee of Management and recommended a course of action to follow. Recommended actions will be influenced by:
- The wishes of the complainant
 - The severity and frequency of the harassment
 - The weight of the evidence
 - The level of contrition
 - Whether there have been any prior incidents or warnings
20. Possible disciplinary actions may include but are not limited to:
- Formal apology and undertaking that the behaviour will cease
 - Counselling
 - Official warnings
 - Cancellation of membership
 - Removal from a volunteer or leadership role
 - Dismissal from paid employment.
21. Where there is insufficient evidence to determine whether the harassment occurred, the Committee of Management will remind those involved of expected standards of conduct and monitor the situation.
22. Any questions about this Sexual Harassment Policy should be referred to the Secretary.

Responsibilities

23. U3A Kyneton's Committee of Management is responsible for:
 - Developing, adopting, implementing and publishing this policy
 - Ensuring that all members, volunteers and employees are aware of this policy and of their obligations in relation to contributing to a U3A environment that discourages harassment and victimisation and set an example by their own behaviour
 - Treating all complaints seriously and confidentially
 - Taking immediate and appropriate corrective action if they become aware of any offensive action
 - Investigating complaints about sexual harassment
 - Monitoring and revising this policy as and when the need arises.
24. A Committee Member who receives a complaint of sexual harassment is responsible for referring the matter to the President immediately.
25. The Secretary is responsible for receiving enquiries about this policy.

03 – CODE OF CONDUCT

Introduction

1. The ethical climate of an organisation is an essential element in establishing its credibility and furthering its mission. The U3A movement in Victoria is dedicated to providing a competent and ethical service to Third Age members of the community and undertakes to provide its members with a trustworthy, fair, honest environment based upon equal opportunity to participate in U3A programs and activities.

Purpose

2. The purpose of this policy is to document U3A Kyneton Code of Conduct for members and the processes that will be followed where a breach of the Code of Conduct is reported.

Policy

3. U3A Kyneton commits itself to operating in accordance with this Code of Conduct for the benefit and protection of the organisation and of members' personal rights.
4. Every member of U3A Kyneton has the right to:
 - Feel safe and respected
 - A supportive and positive learning environment
 - Participate in learning, social and recreational opportunities
 - Receive services fully compliant with U3A norms
 - Make a complaint and receive prompt and fair resolution thereof
 - Have access to guidelines, policies and procedures adopted by U3A Kyneton
5. Every member of U3A Kyneton has the responsibility to:
 - Respect the beliefs, needs and background of others
 - Act and speak respectfully
 - Understand and follow the organisation's guidelines, policies and procedures
 - Carry out all activities in an appropriate manner
 - Work cooperatively for the benefit of all members
 - Maintain positive relationships
 - Care for the property and possessions of the organisation and members
 - Help create an inclusive environment
 - Report actual or potentially unsafe situations or conduct
 - Wear a name badge to assist in the governance of the organisation
6. The principles set out in this Code of Conduct are intended to apply to any U3A-related context including classes, activities, auspiced social functions, meetings, conferences and holiday trips.

7. The principles set out in this Code of Conduct apply equally to all members and volunteers / employees.
8. A breach of this Code of Conduct will result in disciplinary action.

Procedures

9. Where a person believes they have been subject to treatment or conduct that is in breach of this Code of Conduct he/she may lodge a complaint with U3A Kyneton Secretary. The Secretary will inform the President immediately.
10. Any complaint of a breach of this Code of Conduct will be handled in accordance with Model Rules Grievance Policy.
11. Any queries about this Code of Conduct should be referred to U3A Kyneton Secretary.

Responsibilities

12. U3A Kyneton Committee of Management is responsible for:
13. Developing, adopting, implementing, publishing and reviewing this Code of Conduct
14. Investigating and resolving any complaint made about a breach of this Code of Conduct
15. U3A Kyneton Secretary is responsible for
 - Receiving and responding to enquiries about this Code of Conduct
 - Receiving complaints about an alleged breach of this Code of Conduct and for bringing the matter before the Committee of Management promptly

04 – BULLYING

Introduction

1. U3A Kyneton regards the dignity and autonomy of all people as a core value of the organisation. Bullying behaviour is based on the misuse of power in human relationships and negates the dignity and autonomy of its victims.
2. U3A Kyneton is fully committed to eliminating, as far as is possible, all forms of bullying in its operating environment and relationships, through a culture of openness, support, and accountability.

Purpose

3. The purpose of this document is to outline U3A Kyneton position on bullying and to document the process for responding to a report of bullying.

Policy

4. This policy deals with repeated unreasonable behaviour that constitutes bullying.
5. 'Unreasonable behaviour' is behaviour that is offensive, humiliating, intimidating, degrading or threatening. It includes, but is not limited to:
 - Verbal abuse.
 - Excluding or isolating another person/s.
 - Humiliation through sarcasm, or belittling someone's opinions.
 - Constant criticism or insults.
 - Spreading misinformation or malicious rumours.
 - Displaying written or pictorial material which may degrade or offend.
 - Deliberately setting work routines or procedures to inconvenience certain persons.
 - Disproportionate assignment of unpleasant or meaningless work to certain persons.
6. 'Bullying' is repeated, unreasonable behaviour directed towards a person or group of persons. It includes behaviour that could be expected to intimidate, offend, degrade, humiliate, undermine or threaten.
7. Bullying can occur between two or more members and/or volunteers.
8. Bullying that directly inflicts physical pain or harm amounts to assault and will not be dealt with under this policy (refer to clause 19).
9. There will be occasional differences of opinion, conflicts and problems. Only when the treatment of another person is repeated, unreasonable, offensive or harmful does bullying exist.
10. Formerly accepted behaviour may be found to be bullying when it continues after a request from the complainant for the behaviour to stop, or at the point it becomes intimidating, offensive or humiliating.

11. U3A Kyneton has a duty of care to provide a safe environment and accepts and acts on its duty of care. Any allegations of bullying that are reported to the Committee of Management will be investigated promptly, thoroughly, and fairly.
12. Complaints will be treated in confidence, and where confidentiality cannot be guaranteed this will be clearly indicated to the complainant.
13. All parties will be treated with respect.
14. The person against whom the allegation is made has the right to natural justice – that is, the right to know what is alleged against them, the right to put their case in reply, and the right for any decision to be made by an impartial decision-maker.

Procedures

15. A person who believes that he / she is the subject of bullying should take firm, positive and prompt action. Where appropriate, the perceived bully/bullies should be made aware that their behaviour is offensive, unwelcome and unacceptable, and that it needs to stop immediately.
16. Where the behaviour continues, or the person who feels bullied feels unable to speak directly to the perceived bully, he / she should report the matter to U3A Kyneton Secretary who will notify the President immediately.
17. The President or his / her delegate will provide support to the complainant and ascertain the nature of the complaint and the wishes of the complainant. The complainant may opt to have the matter dealt with by formal investigation or by less formal means.
18. The complaint will be handled in accordance with the Grievance Policy contained in the Model Rules.
19. Some forms of severe bullying, for example, physical attack or obscene phone calls, may constitute criminal conduct. While U3A Kyneton is committed to treat most complaints about bullying at an organisational level as far as is possible, potentially criminal conduct is not suited to internal resolution and should be handled by the criminal justice system. Complainants will be advised of the option of police support or intervention. It is not the obligation or duty of U3A Kyneton to report such matters to Victoria Police on behalf of the complainant.

Responsibility

20. U3A Kyneton Committee of Management is responsible for developing, implementing, reviewing and publishing this policy.
21. It is the responsibility of U3A Kyneton Committee of Management to ensure that:
 - They understand and are committed to the right of all members and volunteers to attend U3A
 - Activities and venues without fear of being bullied in any way
 - All reasonable steps are taken to eliminate bullying

- All members and volunteers are made aware of their obligations and responsibilities to foster a U3A environment that is free from bullying
 - They foster an environment that discourages bullying, and set an example by their own conduct
 - All complaints are treated promptly, seriously and confidentially
 - They are, as far as is practicable, aware of whether bullying is occurring, whether complaints are received or not, relying on such indices as:
 - Sudden increases in absenteeism
 - Sudden deterioration in participation
 - Behavioural changes such as depression
 - They take corrective action when they become aware of any offensive action
 - Guidance and education is provided subsequent to decisions relating to bullying
 - ongoing support and guidance is provided in relation to the prevention of bullying
22. It is the responsibility of all members and volunteers to ensure that:
- They understand and are committed to the rights and entitlements of all members and volunteers to attend U3A premises and activities without fear of bullying
 - They help foster an environment that discourages bullying.
23. U3A Kyneton Secretary is responsible for
- Receiving and responding to enquiries about this policy
 - Receiving complaints about bullying and for bringing a complaint to the immediate attention of the President.
24. U3A Kyneton President, or his/her delegate, is responsible for interviewing and supporting a complainant.
25. U3A Kyneton President is responsible for ensuring that a bullying complaint is handled in accordance with other U3A Policies as applicable.

05 – RISK MANAGEMENT

Introduction

1. U3A Kyneton will endeavour to minimise the risk our operations pose to our organisation, members and volunteers.

Purpose

2. The purpose of this document is to identify potential risks to U3A Kyneton and its members and to document our approach to managing identified risk.

Policy

3. U3A Kyneton acknowledges its duty to provide a safe environment for its members and volunteers and a reliable development path for the organisation.
4. U3A Kyneton will institute procedures that will, as far as is possible, minimise the incidence of risk and mitigate the impact of any risk that eventuates.
5. For the purposes of this policy 'risk' is defined as the probability that an occasion or event will arise that presents a danger to our organisation, members or volunteers. This policy encompasses, but is not limited to physical, financial, reputational and legal hazards.
6. Risks to be managed by U3A Kyneton in the context of this policy include risk of:
 - Physical injuries to members, volunteers and visitors while participating in U3A auspiced activities and / or attending U3A Kyneton premises
 - Loss of, or unauthorised access to members' personal information and related data held by U3A Kyneton
 - Breach of any premises owned, rented or occupied by U3A Kyneton resulting in damage or theft to property or chattels
 - Fire leading to personal injuries and/or property damage
7. Potential hazards to the physical safety of members and volunteers; and, procedures for maintaining a safe operating environment for U3A activities; are documented in U3A Kyneton's Health & Safety Policies.
8. Risks to the privacy of members and volunteers due to loss or misuse of personal information, or breach of records security and procedures for safeguarding privacy, are documented in U3A Kyneton's Privacy Policy.
9. Risks to the financial standing and assets of U3A Kyneton and procedures for sound financial management and control may be documented in a separate policy statement and associated procedures.
10. Risks will be managed by U3A Kyneton's Committee of Management by:
 - Appointing a volunteer Risk Management Officer, who may be a member of the Committee of Management
 - Identifying the risks associated with U3A Kyneton's activities

- Evaluating the likelihood of each identified risk eventuating
 - Establishing practices to avert and/or mitigate the impact of identified risks
 - Publishing an annual Risk Management Plan on its website and maintaining a Risk Register.
11. The Risk Management Officer will coordinate preparation of U3A Kyneton's annual Risk Management Plan and maintain the Risk Register by:
- Leading the committee's initial and annual risk management analyses
 - Documenting identified risks for endorsement by the committee and inclusion in the Risk Register
 - Drafting risk management checklists for identified risks, for endorsement by the committee
 - Scheduling annual reviews by the committee of risks and the endorsed risk management checklists
 - Preparing an annual Risk Management Plan comprising —
 - Long term risk management aims
 - Targets / objectives for the year
 - Identified risks (extracted from Risk Register) and checklists / procedures to address each risk
 - Evaluation of previous annual Risk Management Plan
 - Make recommendations to the committee on emerging risk management issues.

Procedures

12. Buildings owned, rented or occupied by U3A Kyneton, together with furniture, equipment and other chattels, will be safeguarded by the Committee of Management by:
- Controlling access to keys and/or access codes to buildings, and to secure storage within buildings
 - Maintaining an accurate and up-to-date register of persons who
 - Hold keys / access codes, and / or
 - Have access to secure storage
 - Appropriately and adequately securing valuable items, especially valuable portable items, against theft or damage in accordance with insurance coverage, where applicable
 - Storing insurance policies in U3A Kyneton's records management system
 - Recording all valuable items in U3A Kyneton's Asset Register and storing the Asset Register in U3A Kyneton's records management system.

13. Where U3A Kyneton property is stolen or damaged due to vandalism, burglary or attempted entry, the damage will be photographed, reported immediately to Victoria Police, and reports will be prepared for insurance purposes (where applicable).
14. To safeguard against injury or damage resulting from fire, and to mitigate the impact of fire:
 - Fire extinguishers will be installed in each room and maintained in accordance with MFB or CFA standards
 - Smoke alarms will be installed in each room and maintained in accordance with MFB or CFA standards
 - Emergency evacuation procedures will be displayed prominently in each classroom
 - Evacuation drills will be conducted with members and volunteers on an annual basis
 - Tutors will be provided with the emergency evacuation procedure and be required to familiarise members with these procedures annually
 - Emergency exits will be identified by prominent signage.
15. A member / volunteer may lodge an enquiry/complaint about risk management with U3A Kyneton's Secretary; the Secretary will agenda the matter for the next meeting of the committee. The Committee of Management will review the enquiry / complaint promptly, and agree on a response to the issue raised.
16. A member / volunteer, who believes they have identified an unrecognised risk, or a deficiency in risk management procedures, is required to notify U3A Kyneton's Secretary.

Responsibilities

17. U3A Kyneton's Committee of Management is responsible for developing, implementing, reviewing and publishing this policy.
18. It is the responsibility of U3A Kyneton's Committee of Management to:
 - Regularly conduct risk analyses
 - Develop, endorse and apply effective risk management checklists/procedures
 - Regularly review risk management checklists/procedures
 - Endorse the annual Risk Management Plan
 - Evaluate recommendations arising from risk management processes and implement changes to procedures where appropriate
 - Ensure members and volunteers are aware of the risk management policy and procedures
 - Respond to members' enquiries, complaints and suggestions about risk management

19. It is the responsibility of U3A Kyneton's Course Coordinator to ensure that volunteers are briefed on U3A Kyneton's venues emergency evacuation procedure; are aware of their responsibilities if an emergency evacuation is initiated; familiarise members of their classes/groups with the emergency evaluation procedures on an annual basis.
20. It is the responsibility of the Course Coordinator to:
 - Lead the committee's annual risk management analyses and to document identified risks
 - Draft risk management checklists for identified risks
 - Schedule annual reviews of risks and checklists
 - Draft U3A Kyneton's annual Risk Management Plan and maintain the Risk Register
 - Make recommendations to the Committee of Management on emerging risk management issues.
21. It is the responsibility of all volunteers and members to inform the Committee of Management about any risk of which they become aware that is not covered by existing procedures.

06 - ANTI DISCRIMINATION

Introduction

1. U3A Kyneton recognizes that prohibiting discriminatory policies and practices is both a legal obligation and good practice.
2. U3A Kyneton endorses diversity, supports equal rights and equal opportunity, and does not advocate, support or practice discrimination based on characteristics such as race, religion, age, national origin, gender, sexual orientation or disability, whether covered by applicable legislation or not.

Purpose

3. This document sets out U3A Kyneton anti-discrimination policy and the governance structures, responsibilities and processes to give effect to the policy and ensure the organisation complies with its obligations under legislation.
4. This policy aims to foster an organisation culture that maximises access to membership and grows organisational performance.

Policy

5. Discrimination consists of treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. It can also involve seeking to impose a condition or requirement on a person with an attribute who does not or cannot comply, while people without that attribute do/can comply.
6. Equal Opportunity consists of ensuring that all volunteers and members are given equal access to the services and benefits provided by U3A Kyneton.
7. Victimisation happens where a person is treated harshly or suffers detriment because they have made a complaint of discrimination. Victimisation will also happen if a person suffers detriment because they have provided information or evidence in connection with a complaint.
8. U3A Kyneton does not advocate, tolerate, condone or practise discrimination and regards as unfair, all forms of unlawful discrimination or vilification, including but not limited to that which relates to:
 - Gender
 - Pregnancy and potential pregnancy
 - Marital/domestic status
 - Disability
 - Race, colour, national extraction, social origin, descent, and ethnic or national origin
 - Age
 - Family responsibilities, family status, status as a parent or carer

- Racial classification or caste
 - Sexuality, transsexuality or transgender
 - Religious or political beliefs or activities
 - Trade union or employer association membership or activities
 - Physical features
 - Occupation or calling
 - Medical record, including HIV / AIDS vilification
 - Criminal record.
9. U3A Kyneton is an equal opportunity manager of volunteers. In all cases no factors other than performance and competence will be used as the basis for training and development opportunities for volunteers and/or intending volunteers.
10. U3A Kyneton will ensure that its programs, policies, procedures, practices, publications and forms accord with the principles expressed in this policy.
11. U3A Kyneton will make all reasonable accommodations to allow people who experience difficulties in their dealings with it to benefit equally from its activities.
12. All of U3A Kyneton members and volunteers will comply with the principles expressed in this policy.

Procedures

13. U3A Kyneton Committee of Management will:
- Review the organisation's practices and processes to ensure that they adequately incorporate precautions against discrimination
 - Conduct elections to positions on the Committee of Management that are free from discrimination and provide an equal opportunity for all members to stand for election
 - Periodically evaluate the effectiveness of the systems established to remove and / or prevent discrimination
 - Make reasonable accommodations to allow diverse groups to access benefits provided by membership of the organisation and its programs and activities
 - Monitor the performance of office bearers and volunteers in regard to this policy
 - Analyse all reported breaches to identify systematic trends and ensure that any adverse trends are addressed
 - Ensure a culture of anti-discrimination and equal opportunity compliance is promoted across the organisation
14. All members, volunteers and employees will be made aware of the organisation's anti-discrimination policy by its publication on the organisation's website and/or newsletter.

15. A person who believes they are being treated unfairly as a result of discrimination may report the matter to U3A Kyneton Secretary. The Secretary will inform the President immediately.
16. A report of discrimination will be investigated promptly, confidentially and fairly, in accordance with the organisation's Grievance Policy contained in the Model Rules.

Responsibility

17. U3A Kyneton Committee of Management is responsible for:
 - Establishing, implementing, publishing, and reviewing this policy
 - Fostering equal opportunity and setting an example by their own behaviour
 - Ensuring that the organisation's practices and processes incorporate precautions against discrimination in such areas as selecting volunteers, admitting members and providing access to programs
 - Ensuring reasonable accommodations are made to allow diverse groups to become members and participate in the organisation's programs and activities
 - Ensuring that allegations of discrimination or vilification are properly investigated.
 - It is the responsibility of all members and volunteers to:
 - Treat each other with respect and without regard to non-relevant criteria or distinctions
 - Familiarise themselves with this anti-discrimination and equal opportunity policy
 - Where appropriate, suggest ways in which practices, systems and procedures could be improved to reduce the likelihood of discrimination occurring
18. It is the responsibility of U3A Kyneton Secretary to receive complaints about a breach of this policy and to bring them to the attention of the President.
19. U3A Kyneton President is responsible for ensuring that a complaint of a breach of this policy is handled in accordance with the Grievance Policy contained in the Model Rules.

07 - HEALTH AND SAFETY

Introduction

1. U3A Kyneton recognises that the health and safety of its members and volunteers is important and that injuries or illnesses resulting from accidents or incidents should be reported and investigated to minimise the risk of recurrence.

Purpose

2. This policy documents the procedures to be applied:
 - Where a serious injury or illness results from an accident or incident
 - Where an incident occurs that has the potential to recur and to cause serious injury or illness.

Policy

3. 'Incident' refers to any event that caused, or could have caused, serious injury or illness. Such events include fire, explosion, non-compliance with environmental regulatory requirements, vehicle accidents, equipment failure etc.
4. This policy applies to all members, volunteers and visitors under the control of U3A Kyneton.
5. U3A Kyneton commits to preventing accidents and minimising dangerous incidents at its premises and will endeavour to achieve a zero accident rate.
6. U3A Kyneton requires serious injuries and illness resulting from accidents or incidents that occur in a U3A Kyneton context to be reported and investigated and for a plan to be devised and implemented to address the cause and to prevent recurrence.
7. U3A Kyneton will respond promptly and decisively to any incident resulting in serious injury or illness.
8. U3A Kyneton will appoint a volunteer Health and Safety Officer, who may be a member of the Committee of Management, to administer this policy.

Procedures

9. A serious injury/illness resulting from an accident/incident within a U3A Kyneton context must be reported immediately to the Health & Safety Officer, who will inform the President promptly.
10. Within 24 hours of a serious injury/illness occurring the Health and Safety Officer will:
 - Investigate the cause and devise a plan to prevent a recurrence of the incident
 - Present a Serious Injury or Illness Report to the President in the VMIA found at <https://www.vmia.vic.gov.au/claim/make-a-claim>, with appropriate supporting documentation.
 - Ensure that a copy of the completed Serious Injury or Illness Report is stored in the organisation's records management system and laid before the next meeting of the Committee of Management.

11. U3A Kyneton's Committee of Management will implement appropriate remedial actions arising from consideration of the Health and Safety Officer's Serious Injury or Illness Report.
12. Any accident/incident that has the potential to result in injury or illness will be reported to the Health and Safety Officer within 24 hours of the incident or accident.
13. Within 48 hours of an accident or incident that has the potential to recur and cause injury or illness, the Health and Safety Officer will:
 - Investigate the incident and present a report to the President in the VMIA claim found at <https://www.vmia.vic.gov.au/claim/make-a-claim>
 - Ensure that the completed report is stored in the organisation's records management system
 - Lay the report before the next meeting of the Committee of Management.
14. U3A Kyneton's Committee of Management will determine and implement remedial actions arising from consideration of the Serious Incident Report.
15. Where an incident results in a death:
 - Emergency Services will be notified (telephone 000) immediately
 - U3A Kyneton's President will be notified immediately
 - The site of the incident will be secured until a Victoria Police officer arrives unless disturbance to the site of a fatality is for the purpose of aiding a person injured in the incident

Responsibilities

16. It is the responsibility of the Committee of Management to ensure that:
 - Members and volunteers are aware of this policy
 - All serious injuries / illnesses/incidents are investigated, and corrective action implemented
 - All matters relating to members health and safety are dealt with promptly and decisively
17. Members and volunteers are responsible for immediately reporting
 - A serious injury / illness or incident to the Health and Safety Officer
 - A death to Emergency Services and to [name of the organisation]'s President
18. The Health and Safety Officer is responsible for:
 - Immediately informing the President following a report of a serious injury / illness
 - Investigating and documenting the circumstances surrounding a serious injury / illness / incident, in consultation with the injured person
 - Devising a plan to prevent further injuries / incidents
 - Providing a written report to the President, in the VMIA form as attached

19. It is the responsibility of all members and volunteers to ensure that incidents and hazards in a U3A Kyneton context are reported promptly to the Health and Safety Officer.

08 - CONFLICT OF INTEREST

Introduction

20. This policy will apply to situations where the personal interests of an individual or group of individuals directly conflict with the best interests of U3A Kyneton, its members or clients or where the decisions or actions of individuals may be influenced by their personal interest rather than those of the organisation.
21. This will include situations in which:
 - Close personal friends or family members are involved, such as decisions about employment, discipline or dismissal, service allocation or awarding of contracts
 - An individual or their close friends or family members may make a financial gain or gain some other form of advantage
 - An individual is involved with another organisation that is in a competitive relationship with U3A Kyneton and therefore may have access to our plans or financial information
 - An individual is bound by prior agreements or allegiances to other individuals or agencies that require them to act in the interests of that person or agency or to take a particular position on an issue

Purpose

22. Actions and decisions taken at all levels in U3A Kyneton need to be informed, objective and fair. A conflict of interest may affect the way a person acts, decisions they make, or the way they vote in group decisions. Conflicts of interest need to be identified and action taken to ensure that personal or individual interests do not affect the services, activities or decisions of U3A Kyneton.

Policy

23. U3A Kyneton is committed to ensuring that personal or individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation. Specifically, we will:
 - Require those members with a conflict, or those who think they may have a conflict, to disclose the conflict / potential conflict, and
 - Prohibit those members from voting on any matter in which they are in conflict
24. Often people are unaware that their activities or personal interests are in conflict with the best interests of the organisation so a necessary goal is to simply raise awareness, encourage disclosure and discussion of anything that may be a conflict, and constantly encourage a 'culture of candour'.

Procedures

25. U3A Kyneton will make it a regular practice to take time at a Committee Meeting at least once a year to discuss the types of hypothetical situations that could result in a

conflict of interest, and then discuss how the Committee would manage that potential conflict so that when a real conflict arises, the Committee will be ready to handle it with more ease. The minutes of that Committee Meeting should briefly indicate that the matter of conflict of interest was raised and discussed.

26. All members are to be made aware of this policy.

09 - SOCIAL MEDIA

Introduction

1. U3A Kyneton recognises that access to technology allows greater opportunities to learn, engage and communicate. We are committed to helping our members develop current technology and communication skills.
2. We encourage all U3A members and contributors to our social media accounts to use social networking or media such as Twitter, Facebook, and so on as a way to connect with others, share educational resources, create and curate educational content, and enhance the learning experience.
3. While social networking is fun and valuable, there are some risks you should keep in mind when using these tools. In the social media world, the lines are blurred between what is public or private, personal or professional. We have created these social networking and media guidelines for you to follow when representing your U3A in the virtual world.

Do

4. Use good judgment:
 - We expect you to use good judgment in all situations.
 - You must know and follow the U3A Kyneton's Code of Conduct and Privacy Policies.
 - Regardless of your privacy settings, assume that all the information you have shared on your social network is public information.
5. Be respectful:
 - Always treat others in a respectful, positive and considerate manner.
6. Be responsible and ethical:
 - Unless you are specifically authorised to speak on behalf of U3A Kyneton as a spokesperson, you should state that the views expressed in your postings are your own. Stick with discussing matters that are within your area of responsibility.
 - Be open about your affiliation with U3A Kyneton and the role / position you hold
7. Be a good listener:
 - Keep in mind that one of the biggest benefits of social media is that it gives others another way to talk to you, to ask questions directly and to share feedback.
 - Be responsive to others when conversing online. Provide answers, thank people for their comments, and ask for further feedback.
 - Always be doing at least as much listening and responding as you do 'talking'.

Do Not Share

8. Confidential information
 - Do not publish, post or release information that is considered confidential or not public. If it seems confidential, it probably is. Online conversations are never private. Do not use your birth date, address, and mobile phone number on any public website.
9. Private and personal information
 - To ensure your safety, be careful about the type and amount of personal information you provide. Avoid talking about personal schedules or situations
 - Never give out or transmit personal information of co-workers or Committee members
 - Do not take information you may receive through social networking, such as e-mail addresses, customer names or telephone numbers, and assume it is the most up-to date or correct
 - Always respect the privacy of community members
10. Images
 - Respect brand, trademark, copyright information and / or U3A Kyneton images (if applicable)
 - It is generally not acceptable to post pictures of members without their written consent
 - Do not post pictures of others without their permission
 - Sharing images published on other Member U3A sites or in the media is acceptable with acknowledgement
11. Other sites
 - A significant part of the interaction on blogs, Twitter, Facebook and other social networks involves passing on interesting content or linking to helpful resources. However, the Network is ultimately responsible for any content that is shared. Do not blindly repost a link without looking at the content first
 - When using Twitter, Facebook and other tools, be sure to follow their printed terms and conditions

Mistakes

12. Be sure to correct any mistake you make immediately, and make it clear what you have done to fix it
13. Apologise for the mistake if the situation warrants it.
14. If it is a major mistake such as exposing private information or reporting confidential information, please report to an administrator immediately so the proper steps to help minimise the impact it may have can be taken. You can also seek advice from U3A Network's Development and Support Officer via dso@u3avictoria.com.au or Network's Administrator via info@u3avictoria.com.au).

Cyberbullying

15. Cyberbullying will not be tolerated. Harassing, denigrating, impersonating, outing, tricking, excluding, and cyberstalking are all examples of cyberbullying. Do not be mean. Do not send emails or post comments with the intent of scaring, hurting, or intimidating someone else. Engaging in these behaviours, or any online activities intended to harm, whether physically or emotionally of another person, will result in disciplinary action. In some cases, cyberbullying can be a crime. Remember that your activities are monitored and retained by others.
16. Please be aware that while administrators are responsible for moderating a social media account, they cannot immediately review every comment posted on a page. Opinions expressed in non-Network posts are not necessarily those of the U3A and its volunteers, and we cannot guarantee the accuracy of these posts.

10 - REFUND

Introduction

1. This policy will apply to situations where members or clients may seek a refund of monies paid to the U3A Kyneton.

Purpose

2. To ensure fair and equitable financial treatment of all members and clients.

Policy

3. Payment of membership subscriptions are neither refundable nor transferrable.
4. Course and other enrolments are not refundable or transferable unless the course is cancelled prior to its commencement.
5. Partial refund may be made for courses that are cancelled after the course has commenced with the approval of the Course Coordinator.
6. Course enrolments may be transferrable to another member in certain, limited, circumstances (e.g. expensive cooking/wine courses) but must be approved by the Course Coordinator in each circumstance before the transfer occurs.
 - For example, attendance at a particular course cannot be shared between partners paying only a single enrolment fee.

Authority

7. The Course Coordinator is to advise the Treasurer on the recommended course of action in each case.
 - Should there be a disagreement between the two as to the appropriate action then the matter is then to be taken to the Committee of Management for resolution.

Responsibilities

8. The Treasurer is authorised to make payments in accordance with this policy.
9. The Committee of Management of U3A Kyneton will establish, implement, publicise and review this policy.
10. The Committee of Management of U3A Kyneton may amend the implementation of this policy on a case by case basis due to individual circumstances on the recommendation of the Course Coordinator and Treasurer.

11 - NEWSLETTER

Purpose

1. To establish standards for the production of the newsletter (Wotzon) and to inform members on a regular basis of the activities of U3A Kyneton.

Publisher

2. Wotzon is published by the U3A Kyneton Inc.

Editor

3. The editor is the Secretary of U3A Kyneton, with input from the Committee of Management and Tutors.

Editions

4. Wotzon is a weekly newsletter published every Sunday afternoon with a short break over the Christmas holiday period.

Distribution

5. It is distributed via email to all active members of U3A Kyneton using MailChimp. Distribution is managed by U-MAS (U3A Kyneton Membership Administration System).

Content

6. Content is limited to advice to members of important committee decisions, courses for the upcoming week and advice of upcoming events and activities of interest to members. It is not to provide comment on political matters or local community issues.

Standards

7. Wotzon maintains the highest editorial standards and will not publish political, controversial, discriminatory, or defamatory content.

12 - COURSE COSTING

Purpose

1. To establish the basis for the costing for courses.

Course Costing

2. Course costs are based on a user pays principle and course cost recovery.
3. Courses conducted in the principle venue (Red Brick Hall) are charged at the following rates:
 - Two semesters - \$20.00.
 - One semester - \$10.00.
 - 1 - 3 sessions – free.
 - Plus any materials/costs required for the course.
4. Courses conducted at other venues must pay for the venue hire.
5. Course fees are determined by the Course Coordinator in consultation with the President.

Notification

6. Changes to courses will be advised via U-MAS, Wotzon and email at the first available opportunity.

13 - MAILCHIMP

Purpose

1. To establish standards and rules for the use of Mailchimp.

Mail Chimp

2. U3A Kyneton uses Mailchimp as its email host to send emails to members in a secure environment.

Authority

3. The Secretary and the Technology Officer are the authorised users of the system but may authorise other members (normally only Committee Members) to have access to the system to send emails.

Use

4. Mail Chimp is only to be used for official correspondence from U3A Kyneton.

Distribution

5. Email addresses are to be extracted from the U-MAS database of 'Active' members and added to 'Audiences' (Mailchimp speak for distribution lists).
6. Email addresses are not to be divulged to other members or other persons.

Unsubscribing Emails

7. Members requesting to 'unsubscribe' from Mailchimp are also to have the email address in U-MAS changed to 'noemail@x.com' the default no email address in U-MAS, this is to ensure that U3A Kyneton adheres to relevant Privacy Legislation (Commonwealth and Victorian).
8. Email addresses are only to be reinstated at the expressed wish of the member and with the U-MAS Administrators approval in each and every case.

14 - BRING YOUR OWN DEVICE

Purpose

1. At U3A Kyneton we acknowledge the importance of mobile technologies in improving business communication and productivity. In addition to the increased use of mobile devices, staff members and volunteers need to be able to connect their own devices to U3A Kyneton's network.
2. The term 'Network' has evolved over time, where it used to refer to routers, servers and cables etc. Now it refers to the 'cloud' or more correctly the 'clouds' where the majority of our data is stored and can be accessed by devices remotely.
3. This policy provides guidelines for the use of personally owned notebooks, smart phones, tablets and personal computers used to access U3A Kyneton stored information. Personnel who have administrative rights and have access to U3A Kyneton's network are bound by the conditions of this Policy. This generally only applies to Committee members.
4. This policy does not cover equipment owned by U3A Kyneton. Refer to Policy 09 for U3A Kyneton's business rules relating to using U3A Kyneton owned and provided infrastructure.
5. This policy should be read and carried out by all staff, volunteers and committee members who have administrative rights to the network.

Policy

6. Any staff, volunteer or committee members connecting devices to the U3A Kyneton facilities will take full responsibility for maintenance and security of their own equipment.
7. All software installed on Bring Your Own Device (BYOD) equipment shall be maintained to meet appropriate standards of good practice, including anti-virus protection and strong passwords.
8. Password manager software is encouraged to protect data privacy, including U3A Kyneton's data.
9. Any U3A Kyneton related personal data stored on personal devices should be maintained in line with agreed guidelines or removed following use. As related to U-MAS this only applies to those personnel who can download .csv files (due to the large amount of data that can be downloaded by these files) from the data base; (System Administrator, Level 1 or Level 2).

Registration of Personal Mobile Devices for Network Access

10. The following personally owned mobile and fixed devices may be approved to be used for access to U3A Kyneton network. They include but are not limited to:
 - Smartphones
 - Laptops

- Tablets
 - Personnel Computers
11. Everyone who wishes to use a personal device or devices for access to the network will be required to register the device with U3A Kyneton's Technology Officer. It is the owner's responsibility to keep the software including security software is up to date.
 12. Personal mobile and fixed devices can only be used for the following business purposes:
 - Email access.
 - Business internet access.
 - Telephone calls and texts.
 - Access to U3A Kyneton's Microsoft 365 (MS365) products.
 - U-MAS, with access levels of System Administrator, Level 1 or Level 2.
 - Administrator access to the website.
 13. Everyone who uses a personal fixed or mobile device for U3A Kyneton business agrees:
 - Not to download or transfer business or personal information to the device outside of U3A Kyneton authorised applications. This information includes intellectual property, other employee or volunteer details and financial information.
 - Not to use the registered mobile or fixed device as the sole repository for U3A Kyneton's information.
 - To make every reasonable effort to ensure that U3A Kyneton's information is not compromised through the use of mobile equipment in a public place. Screens displaying confidential or critical information should not be seen by unauthorised persons and all registered devices should be password protected.
 - To maintain the device with current operating software and current security software.
 - Not to share the device with other individuals to protect the business data access through the device.
 - To abide by U3A Kyneton's preference for appropriate use and access of internet sites.
 - To notify U3A Kyneton immediately in the event of loss or theft of the registered device.
 14. Everyone who has a registered personal mobile or fixed device for business use acknowledges that U3A Kyneton:
 - Owns all the U3A Kyneton intellectual property held on the device.
 - May request access to all U3A Kyneton's data held on the device.

- May regularly back-up U3A Kynetron data held on the device to a U3A Kynetron controlled data storage device.
- Will remove access to U3A Kynetron associated accounts when the individual's involvement and access requirements change.
- Require the user to remove any U3A Kynetron stored data.
- Has the right to deregister the device for business use and remove access to business systems at U3A Kynetron's discretion.

Keeping Mobile Devices Secure

15. The following should be observed when handling mobile computing devices:

- Mobile devices must never be left unattended in a public place. Wherever possible they should be kept on the person or securely locked away, and system locked when not in use.
- Cable locking devices should also be considered for use with laptop computers in public places, such as in a seminar or conference, even when the laptop is attended.
- Mobile devices must be carried as hand luggage when travelling by aircraft.
- Ensure all portable devices use a strong unique passphrase, password, fingerprint, PIN, facial identification or multi-factor authentication where available.
- Remind people to lock, or lock away, their portable devices when not in use, even if it is for a short period of time.
- Be aware of who can overhear phone conversations.
- Do not access confidential information if it can be observed by others.
- Do not use public Wi-Fi hotspots. Use secure home or U3A Kynetron Wi-Fi (if available), private mobile data hotspots or private mobile data instead.
- Keep device software, the operating system, and anti-virus systems up to date.
- Enable remote tracking, locking or wiping where applicable.
- Back up the device to an external hard drive or the cloud regularly.
- U3A Kynetron data must be backed up using the U3A Kynetron approved backup drive.
- Only download legitimate software and applications.
- Use screen lock.
- Turn Bluetooth off when it is not in use.

Hard Drives, USBs and Memory Cards

16. U3A Kynetron recommends that data be backed up into a cloud-based service like OneDrive or SharePoint because hard drives, USBs and memory cards can fail.
17. If using a physical device as the primary back up:

- Routinely scan devices for malware with an antivirus program.
- Block access to physical ports.
- Encrypt data.
- Use password protection.
- Always keep a close eye on your device wherever you are and whatever you are doing.

Exemptions

18. This policy is mandatory unless the Technology Officer grants an exemption. Any requests for exemptions from any of these directives should be referred to the Technology Officer.

Breach of this Policy

19. Any breach of this policy will be referred to the Technology Officer to review the breach and determine adequate consequences be recommended to the Committee. These can include termination of access or volunteering.

15 – PRIVACY OFFICER ROLES

Purpose of the Policy

1. The Privacy Officer is part of the responsibilities of U3A Kyneton's Technology Officer. They are the first point of contact within the organisation for all matters related to privacy, data security and personal information. They play an important role in promoting an awareness of privacy within the organisation and ensuring that the organisation upholds its privacy and data security obligations.

Key responsibilities

2. The Privacy Officer assists U3A Kyneton in complying with the Privacy and Data Protection Act 2014 (Vic) (PDP Act), the associated Information Privacy Principles (IPPs) and our obligations to our Government funding agencies through U3A's Network Services Agreements. The Privacy Officer is responsible for maintenance of U3A Kyneton's Security, Practices and Procedures document and updating it annually.
3. This position is also to respond to privacy enquiries and complaints from employees or volunteers within the organisation, and members of the public.

Other responsibilities

4. Other responsibilities include:
 - Developing policies around the management of personal information and data security.
 - Training volunteers about our privacy obligations and data security considerations.
 - Developing and reviewing the organisation's Privacy Impact Assessments (PIAs) on a six monthly basis in line with U3A Kyneton's risk management review processes.
 - Co-ordinating the handling of internal and external privacy enquiries, privacy complaints, and requests for access to, and correction of, personal information.
 - Engaging with the Office of the Victorian Information Privacy Commissioner (OVIC) in relation to training and changes to the legislation, regulations and IPPs.

Relationships with others

5. Working effectively with the U3A Kyneton Committee is essential.
6. The U3A Kyneton Committee holds overall responsibility for ensuring that we achieve our data privacy and security obligations. This includes:
 - Approving business rules, policies and procedures.
 - Monitoring compliance to the legislation and IPPs.
 - Aspects of the role performed in conjunction with the Technology Officer include:

- Advising U3A Kyneton Committee on privacy and data security related matters.
- Recommending strategies to U3A Kyneton Committee.
- Managing the organisation's response to data breaches.

Reporting

7. The role reports to the U3A Kyneton Committee.

16 – DEBIT CARD USE

Background and Purpose

1. While the U3A Kyneton operating account has cheque, BPay and Electronic Funds Transfer (EFT) facilities, the requirement for two signatures precludes direct debit at the point of sale via EFTPOS terminal or online. To minimise the use of members' personal funds for direct debit, a U3A Kyneton debit card account has been opened.
2. The debit card account has linked debit card/s. One debit card is issued to the Treasurer and a backup debit card is issued to the President.
3. Funds transfer from the debit card account requires only one authorization, funds transfer to the debit card account will require two authorizations are in place before funds are expended by the debit card account.

Policy

4. Payments from the debit card account are made only where neither EFT nor BPay is available. Funds transfer into the debit card account requires two prior authorizations from: President, Vice-President, Treasurer and/or Secretary. Subscriptions plans and other periodic debits must be in the name of U3A Kyneton, not individuals.
5. The 4-digit Personal Identification Number (PIN) is managed by the debit card holder who is the sole user of the debit card. No others are allowed direct access to the debit card, the card number, expiry date, 3-digit Card Verification Code (CVC) or PIN.
6. In the absence of the Treasurer, the President or his or her delegate may authorize payments from the debit card account. The committee may authorize the Treasurer to expend funds up to a limit of \$1,000 without individual authorization of each item.

Procedure

7. The payment initiator supplies the relevant documents to the Treasurer.
8. Following approval, funds are transferred from the operating account to the debit card account. Payment is then made from the debit card account.
9. The Treasurer reconciles the debit card account statement against receipt/s and documentation held to support the payments made.
10. Before the debit card expiry date, the card holder organises a new card.

17 – UNSOLICITED PROPOSALS

Background

1. U3A Kyneton frequently receives requests from external organisations for support or participation in research and requests to ‘partner’ in project work. The proposals usually require access to U3A Kyneton members in some form or other, either directly via email, by newsletters or the website. U3A Kyneton also receives requests to distribute material and information to members.
2. The role and purpose of U3A Kyneton is not to provide a conduit to members for external organisations seeking to undertake projects or research involving members. However, U3A Kyneton acknowledges that certain projects or proposals will have benefits for the U3A Kyneton, U3A movement and for senior Victorians; that justify support or involvement from the U3A Kyneton in certain circumstances. This policy provides guidelines for dealing with such requests and sets out the processes to be followed.

General Principles

3. Requests for support or involvement in research and other projects will only be considered where:
 - The proposal aligns with the values and priorities of U3A Kyneton and the U3A movement in general.
 - There are demonstrable potential benefits that will flow to some or all of the following:
 - U3A Kyneton.
 - U3A Network Victoria.
 - The U3A movement.
 - The older adult population.
 - The proposal represents an efficient use of U3A Kyneton resources and does not impose undue workloads or resource commitments or conflict with other existing commitments.
 - Any research proposals must demonstrate a clear ethics framework as part of the research design.
4. Requests for distribution of information or other materials to members will only be considered where the request complies with the criteria outlined above and where the benefits from distribution of the material are clearly definable and achievable and are in the members’ interests.

Process for Requests

5. Proposals from organisations requesting support or involvement in research or other projects or requesting that U3A Kyneton material to members or U3As on their behalf, are to include the following information.
- Name of the organisation and role of the organisation.
 - Contact details.
 - Nature of the proposed project / research / information distribution proposal:
 - What are the purposes of the proposal?
 - Provide details of the design of the project / research.
 - What are the timeframes of the project / research? For information distribution requests, detail the nature of the material to be circulated, provide copies of the material.
 - Describe how the proposal aligns with the values and priorities of the U3A movement and of U3A Kyneton.
 - Define the benefits of this proposal for:
 - U3A Kyneton.
 - U3A Network Victoria.
 - The U3A movement.
 - The older adult population.
 - What support or resources would be required from U3A Kyneton during the course of this project?
 - Ethics approval – for research projects; provide confirmation that the proposal has received appropriate ethics approval.
6. Request for support in distribution of information to members of U3A Kyneton:
- Name of the organisation and role of the organisation.
 - Contact details.
 - Outline the nature of the material to be circulated to Member U3As and provide copies of the material.
 - What is the rationale for distribution of the material to U3As?
 - Describe how the material to be distributed aligns with the values and priorities of the U3A movement and of U3A Kyneton.
 - Define the benefits of this material for:
 - U3A Kyneton.
 - The U3A Movement.
 - The older adult population.
 - What support or resources would be required from U3A Kyneton or the broader U3A movement?

Approval of Requests

7. The Privacy Officer has the sole responsibility, in the first instance, to reject or approve the application. Any disagreements are to be referred to the Committee. Requests refused should be directed to the Macedon Ranges Shire Council Healthy Ageing Engagement Team as a more appropriate avenue for support.

18 – ZOOM

Background and Purpose

1. U3A Kyneton holds multiple Zoom Pro licences that are shared among authorised Tutors and committee members.

Policy

2. The Technology Officer is responsible for managing and authorising the use of the U3A Kyneton's Zoom licence/s.

Procedure

3. Tutors/committee members wishing to book a Zoom session need to contact the Technology Officer with the date and time of the session. The Technology Officer will then schedule the session sending invitations to participants approximately 24 hours before the meeting.
4. Tutors must have a valid course registered in U-MAS to avail themselves to U3A Kyneton Zoom licence.
5. The Technology Officer is to keep a record of allocated sessions.
6. Recurring meetings using the same Zoom link are not allowed except with the approval of the Technology Officer.
7. The licence is not to be used for any other purpose other than the authorised session.

Guidelines

8. The following are guidelines for the conduct of Zoom meetings.
 - The meeting will be recorded. If you do not want to be recorded, turn off video stream. You can do this by clicking on the camera icon bottom left of your screen on a PC and top right of the screen for a Mac.
 - All participants will be muted upon commencement of the meeting. Please don't interrupt those speaking.
 - It is preferable to use the 'Chat Feature' to ask a question or raise your hand and keeping it raised to gain the attention of the Chair. (The chat host will keep a record of those who have raised their hand and the order in with they have.)
 - If you need to unmute yourself, press and hold the space bar down.
 - Please do not speak without acknowledgement from the Chair.
 - After each agenda item we will review the 'chat log' to ensure all queries have been answered. All participants can view the 'chat log' or you can raise your hand.
 - When a vote is called for by the Chair there will be two possible responses, raise your hand (so it is clearly visible on the screen) for the appropriate response:
 - Those for the motion
 - Those against the motion

19 – DATA RETENTION

Background and Purpose

1. To establish guidelines regarding data retention.

Policy

2. The following are the retention times for documents:

COVID – 19 Attendance details	28 days
Attendance documents	2 years
Personal records	5 years
Financial records	7 years

3. The source for these times was the Home Affairs website, see the link below.

The source was <https://www.homeaffairs.gov.au/about-us/our-portfolios/national-security/lawful-access-telecommunications/data-retention-obligations>

Data Retention Obligations

4. The Telecommunications (Interception and Access) Act 1979 requires telecommunications companies to retain a particular set of telecommunications data for at least 2 years.

20 - TECHNOLOGY OFFICER

Purpose of the Policy

1. The Technology Officer is responsible for all aspects of U3A Kyneton's technology resources especially security both physical and electronic.

Key responsibilities

2. The Technology Officer has overall responsibility for the security of U3A Kyneton's data recording systems and their administration.
3. These include but are not limited to:
 - U-MAS.
 - Website.
 - Social media sites e.g. Facebook, Twitter.
 - Other data recording and storage devices.
4. They must work closely with the Privacy Officer and may indeed be the same person fulfilling the two roles.

Other responsibilities

5. Other responsibilities include:
 - Advising on password security.
 - Advising on data retention and backups.
 - Advising on hardware and software upgrades.
 - Liaising with U3A technology support groups in particular U-MAS and the website Template teams.

Relationships with others

6. Working effectively with the U3A Kyneton Committee is essential.
7. The U3A Kyneton Committee holds overall responsibility for ensuring that we achieve our technology requirements and complying with current legislation. This includes:
 - Approving business rules, policies and procedures applying to technology.
 - Monitoring compliance to the legislation and IPPs.
 - Aspects of the role performed in conjunction with the Privacy Officer include:
 - Advising U3A Kyneton Committee on privacy and data security related matters.
 - Recommending strategies to U3A Kyneton Committee.
 - Managing the organisation's response to data breaches.

Reporting

8. The role reports to the U3A Kyneton Committee.

21 - NOTIFIABLE DATA BREACH (NDB)

Purpose of the Policy

1. The Privacy Act requires certain entities to notify individuals and the Commissioner about data breaches that are likely to cause serious harm.
2. The requirements of the NDB scheme are contained in Part III C of the Privacy Act and apply to breaches that occur on or after 22nd February 2018.

Key Points

3. Entities that have existing obligations under the Privacy Act to secure personal information must comply with the NDB scheme.
4. This includes Australian Government agencies, businesses and not-for profit organisations that have an annual turnover of more than AU\$3 million, private sector health service providers, credit reporting bodies, credit providers, entities that trade in personal information and tax file number (TFN) recipients.
5. Entities that have security obligations pursuant to the Privacy Act in relation to particular types of information only (for example, small businesses that are required to secure tax file number information) do not need to notify about data breaches that affect other types of information outside the scope of their obligations under the Privacy Act.

Notifiable Data Breaches

6. The NDB scheme in Part III C of the Privacy Act requires entities to notify affected individuals and the Privacy Commissioner of certain data breaches.
7. The NDB scheme requires entities to notify individuals and the Commissioner about eligible data breaches. An eligible data breach occurs when the following criteria are met:
 - There is unauthorised access to or disclosure of personal information held by an entity (or information is lost in circumstances where unauthorised access or disclosure is likely to occur).
 - This is likely to result in serious harm to any of the individuals to whom the information relates.
 - The entity has been unable to prevent the likely risk of serious harm with remedial action.
8. Entities must also conduct an assessment if it is not clear if a suspected data breach meets these criteria. The assessment will determine whether the breach is an 'eligible data breach' that triggers notification obligations.
9. The primary purpose of the NDB scheme is to ensure individuals are notified if their personal information is involved in a data breach that is likely to result in serious harm. This has a practical function: once notified about a data breach, individuals can take steps to reduce their risk of harm. For example, an individual can change passwords to compromised online accounts, and be alert to identity fraud or scams.

The NDB scheme also serves the broader purpose of enhancing entities' accountability for privacy protection. By demonstrating that entities are accountable for privacy, and that breaches of privacy are taken seriously, the NDB scheme works to build trust in personal information handling across industries.

What is a Data Breach?

10. A data breach occurs when personal information that an entity holds is subject to unauthorised access or disclosure or is lost.
11. Personal information is information about an identified individual, or an individual who is reasonably identifiable. Entities should be aware that information that is not about an individual on its own can become personal information when it is combined with other information, if this combination results in an individual becoming 'reasonably identifiable' as a result.
12. A data breach may be caused by malicious action (by an external or insider party), human error, or a failure in information handling or security systems.
13. Examples of data breaches include:
 - loss or theft of physical devices (such as laptops and storage devices) or paper records that contain personal information
 - unauthorised access to personal information by an employee
 - inadvertent disclosure of personal information due to 'human error', for example an email sent to the wrong person
 - Disclosure of an individual's personal information to a scammer, as a result of inadequate identity verification procedures.

Consequences

14. Data breaches can cause significant harm in multiple ways.
15. Individuals whose personal information is involved in a data breach may be at risk of serious harm, whether that is harm to their physical or mental well-being, financial loss, or damage to their reputation.
16. An entity can reduce the reputational impact of a data breach by effectively minimising the risk of harm to affected individuals, and by demonstrating accountability in their data breach response. This involves being transparent when a data breach, which is likely to cause serious harm to affected individuals, occurs. Transparency enables individuals to take steps to reduce their risk of harm. It also demonstrates that an entity takes their responsibility to protect personal information seriously, which is integral to building and maintaining trust in an entity's personal information handling capability.

Business Practices

17. Data Breaches at U3A Kyneton Inc has business practice standards to reduce the risk of a data breach. These practices are contained within the policy documents available for office bearers, members and volunteers on the web site u3akyneton.org.au.