

*Because your brain does not want to retire.*

# Policies

Version 4.5

13<sup>th</sup> April 2022

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## INTRODUCTION

1. These Policies were adopted by the Committee of Management of U3A Kyneton, and minuted as such, on 12<sup>th</sup> October 2020. They are subsequently reviewed at each Committee Meeting and updated accordingly.
2. They are to be reviewed on an annual basis and approved by the Committee of Management of U3A Kyneton not later than the 31<sup>st</sup> 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).**
    - **Chief Health Officers Directives.**
  - **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. **Policy**- a high level document that is subservient only to the Constitution or Rules that provides broad details and advice on how the organisation will function and how specific matters will be dealt with e.g., Refund Policy, T&Cs etc.
6. **Plan** - a medium level document, subservient to policies, that is a detailed instruction on how to deal with a particular situation, it complies with approved Policies and refers to appropriate Policies where applicable e.g., a COVID Safe Plan which has advice amongst other things on how to deal with a COVID incident.
7. **Delegation of Authority** - is the process by which the Committee transfers responsibility for a task or accountability to a single member or subcommittee. This document lists those delegations.
8. Any inconsistencies in the documentation should be brought to the attention of the Technology Officer at the first available opportunity.

# 01 - PRIVACY

## Introduction

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

## Purpose

2. 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

3. 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.
4. U3A Kyneton will collect personal information about each member directly from the member in question. This will be generally done through membership and course registration processes.
5. U3A Kyneton reserves the right to film, photograph and video classes and activities, but will endeavour to respect a member's privacy when they inform U3A Kyneton of their preferences in writing.
6. From time to time, other information may be collected via a survey or by other methods.
7. 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.
8. 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.

9. 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.
10. 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.
11. 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 member's own risk.

## **Procedures**

12. 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.
13. Where a member believes that personal information held about him/her is incomplete or inaccurate the member may ask the Secretary to amend it.
14. 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.
15. Any questions or concerns about this policy, or a complaint regarding the treatment of personal information, should be referred to U3A Kyneton Privacy Officer.
16. 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**

17. 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.
18. U3A Kyneton Privacy Officer is responsible for:
  - Receiving enquiries about this policy and complaints about a potential breach of this policy.
  - Bringing a complaint before the Committee of Management for investigation and resolution.
19. 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, 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 because 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 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 provides 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.

### U3A Kyneton Purpose

3. The following is extracted from the Model Rules (Constitution) which can be found on the web site.  
***The purposes of the association are - U3A Kyneton is to provide continuing learning, physical activity, and social and community interaction. Wherever possible this will be achieved by utilising members' skills, contribution, and resources. U3A Kyneton primarily caters for members in the third age of life and no educational qualifications are required or given.***

### Policy

4. 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.
5. 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
6. 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
  - Provide accurate and up to date information on members details
  - 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

7. The principles set out in this Code of Conduct are intended to apply to any U3A-related context including classes, activities, sponsored social functions, meetings, conferences, and holiday trips.
8. The principles set out in this Code of Conduct apply equally to all members and volunteers / employees.
9. A breach of this Code of Conduct may result in disciplinary action.

## **COVID – 19**

10. All meetings and activities conducted must comply with the current Health Directives issued by the Victorian Chief Health Officer.
11. Any person who attends any face-to-face activity or course organised by U3A Kyneton must be fully vaccinated in accordance with the Victorian Government and Public Health Emergency Orders
12. Vaccination details will be entered into U-MAS in the 'Notes' field as 'COVID Vaccinated' this indicates that a Victorian Government approved certificate indicating that the named member has been fully vaccinated (double dose), and the certificate has been sighted by a committee member.
13. The above requirements do not apply to online activities or courses.

## **Procedures**

14. 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.
15. Any complaint of a breach of this Code of Conduct will be handled in accordance with Model Rules Grievance Policy.
16. Any queries about this Code of Conduct should be referred to U3A Kyneton Secretary.

## **Responsibilities**

17. U3A Kyneton Committee of Management is responsible for:
18. Developing, adopting, implementing, publishing, and reviewing this Code of Conduct
19. Investigating and resolving any complaint made about a breach of this Code of Conduct
20. 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.
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 are provided after decisions relating to bullying
  - ongoing support and guidance are 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 put the matter on the agenda 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, 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
  - 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 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 regarding 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 because 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

1. 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.
2. 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

3. 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

4. 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
5. Often people are unaware that their activities or personal interests' 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

6. 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.
7. 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 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 Administration Officer via [info@u3avictoria.com.au](mailto: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 may seek a refund of monies paid to the U3A Kyneton.

### Purpose

2. To ensure fair and equitable financial treatment of all members and tutors abiding by the following principles:
  - The general principle of “user pays” is applied I.E., course members pay any costs of the course.
  - The general membership is not subsidising the course.
  - The tutor is not out of pocket.

### 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. A refund or credit (to be acquitted (within 12 months) may be made for courses that have not commenced.
6. Partial refund may be made for courses that are cancelled after the course has commenced with the approval of the Course Coordinator.
7. 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.
8. In lieu of a refund, a credit towards other course enrolments for the calendar year may be offered. Unused credits would be paid out as refunds. Members may elect to donate in lieu of a refund or credit.

### Authority

9. 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

10. The Treasurer is authorised to make payments in accordance with this policy.
11. The Committee of Management of U3A Kyneton will establish, implement, publicise, and review this policy.
12. 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 to produce 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. Fundamentally course costs are based on a user pays principle and course cost recovery.
3. Courses conducted in the principal 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. There may be situations where a professional instructor may be employed to conduct the course, the cost for this is normally to be borne by the participants unless there is significant benefit to U3A Kyneton.
6. Course fees are determined by the Course Coordinator in consultation with the President.

### Notification

7. 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 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 most 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 using 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 Kyneton data held on the device to a U3A Kyneton controlled data storage device.
  - Will remove access to U3A Kyneton associated accounts when the individual's involvement and access requirements change.
  - Require the user to remove any U3A Kyneton stored data.
  - Has the right to deregister the device for business use and remove access to business systems at U3A Kyneton'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 either 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 Kyneton 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 Kyneton data must be backed up using the U3A Kyneton 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 Kyneton recommends that data be backed up into a cloud-based service like OneDrive or SharePoint because hard drives, U3Bs 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 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 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 which 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	1 year
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.
  - U-MAS for Members
  - Website template.
  - Other data recording and storage devices.
4. They must work closely with the Privacy Officer and those Committee Members responsible for managing the website and social media pages.

### 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 IIIC of the Privacy Act and apply to breaches that occur on or after 22<sup>nd</sup> 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 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 IIIC 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, because 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](http://u3akyneton.org.au).



## 22 – TUTORS

### Purpose of the Policy

1. To define categories of Tutors and payment requirements.
2. There are two types of tutors, Tutor Member and Tutor Leader. Tutor Members are full members of U3A Kyneton. Tutor Leaders provide courses on a voluntary basis but are not paying members of U3A Kyneton.

### Definitions

3. **Tutor Members.** Are full members who also tutor a course in the current year a U-MAS data base requirement. They pay the membership subscription as determined by the AGM each year and have full voting rights.
4. **Tutor Leaders.** Are not members of U3A Kyneton and have no voting rights, they provide tutor services in a particular unique area and may have a commercial interest. They are not able to attend other U3A Kyneton courses, only their own course. They pay no fees and receive no privilege from U3A Kyneton.

### Tutor Payments

5. Tutors are not to enrol in their own courses, to do so, if a charge was imposed would be liable for that fee and in addition reduce the number of possible enrollees by one.

### Reporting

6. The roles reports to the Course Coordinator.

## 23 – EMERGENCIES

### Workplace Health and Safety

1. All of us at U3A Kyneton need to be consciously aware of any potential risk or threat to personal health and safety of our members. It is imperative that we understand and implement policies and practices in line with 'best practice'. Even seemingly simple things, like electrical extension cords running across the floor, may result in serious injury. Please be actively vigilant in setting up or altering arrangement of furniture and equipment.
  - [Occupational Health and Safety Act 2004](#)
2. A **safety assessment** must be conducted before the commencement of classes on each occasion that class is conducted. See appendix B

### Emergencies

3. The Emergency Triple 0 Service (dial 000) should be contacted for any life-threatening medical emergency or for attendance of the fire service or police. When you dial the number, you will be asked to nominate which service you want, and you should then stay on the line until you are connected to the appropriate authority. You will then be questioned about the location and nature of the emergency. Please ensure that you fill out an Accident/Incident Report, template is at A.
4. There is a free Smart phone application called **Emergency +** which is particularly useful: it gives your location (street address), Latitude and Longitude and allows you to call 000, SES 131 500 or Police 131 444. It is a government initiative and can be found at <https://emergencyapp.triplezero.gov.au/>.

### In the Event of an Incident

5. An incident can be stressful for all those involved and therefore it is better to have formulated a plan, consider what would I do if? The following are some suggestions:
  - Take charge of the situation and make sure everyone knows who is in charge.
  - Follow DRSABCD (trained First Aiders understand this mnemonic).
  - Detail off a person to ring triple zero, don't do it yourself unless there is no alternative, do not delay, the triple zero operator may keep the caller engaged for some considerable time, most likely until Emergency Services arrive.
  - Get someone to look after the patient (if there is one), preferable a first aider but if not the best qualified person available even if it is just for reassurance – **never leave the patient unattended**.
  - Get someone to take notes of **times** of significant events and the patients' details, the more detail the better.
  - If Emergency Services have been called get someone to stand on the footpath (or other suitable location) and direct them to the most suitable access point, this can save considerable time.
  - Give people a job to do, keep them occupied and helpful or if not required move them away from the scene.
  - Remember you are responsible until have been relieved by a more suitably qualified person, just because an ambulance has arrived it may take them some time to set up or they may ask you to continue what you are currently doing. If someone is/has been reassuring a patient, they should continue in this role as they have already built up a rapport with them.

### Injury or Accident

6. In the event of any injury or accident occurring on or about premises which are used for our classes, whether the person is a member of U3A Kyneton, please notify the Secretary and complete an Incident

Report Form at Appendix A so that details are recorded. First Aid kits are in the Red Brick Hall, make sure you know where they are located.

## **In Event of Fire**

7. All doors to the building can be opened from the inside even when locked from the outside. Battery operated Exit Lights are installed at all exits and will illuminate in case of power failure.
8. Fire extinguishers are installed in the Hall. In the event of emergency, follow the site instructions and the direction of staff and Tutors. For other venues, please familiarise yourself with their emergency procedures. These will most likely be summarised on signs erected on the premises.

## **DRSABCD**

### **D - Danger**

To yourself first, then others, then the casualty

### **R - Response**

Talk and Touch - ask them to open their eyes and/or squeeze your hands

### **S- Send for Help**

Call for an Ambulance 000

### **A - Airway**

Check that the airway is clear

### **B - Breathing**

Look, Listen and Feel for 10 seconds to check if the casualty is breathing

If normal breathing, place them into the recovery position and monitor their condition constantly

### **C - CPR**

With no visible signs of life, commence CPR at 30 chest compressions followed by two breaths

### **D - Defibrillator**

Attach defibrillator (AED) as soon as possible and follow the prompts


Continue CPR until qualified personnel arrive or signs of life return.

### **What should you do?**

Whether trained or untrained, some of us are afraid we will do the wrong thing and make the situation worse.

**The worst thing to do is to do nothing.**

## Appendix A: Accident/Incident Report

 <b>KYNETON</b> UNIVERSITY OF THE THIRD AGE	Accident / Incident Report
<p>This report must be completed when any accident or incident involving a person has occurred in relation to any U3A course or activity, whether on U3A rented premises or elsewhere, and regardless of whether an injury or illness is apparent as a result. The report must include enough details of the accident or incident and the surrounding circumstances. The report can be prepared by the person involved or another person who knows the facts (such as a witness to the event) and should be completed as soon as possible after the event. This report will provide U3A Kynetton with a record of the event in the case of any insurance claim arising from the accident or incident.</p>	
Date and time of accident/incident:	
Name of person involved (including contact details if known):	
Location of accident/incident (including U3A class or activity details):	
Describe fully the nature of the accident/incident:	
Describe any injury/illness because of the accident/incident:	
What medical or other assistance, if any, was given following the accident/incident:	
If possible, indicate the names and contact details of at least 2 people who witnessed the accident/incident:	
Name of the person preparing this report (please give contact details):	
Date of this report:	

If space is insufficient for any entry, please continue the back of the sheet. Please forward completed report to Secretary.

## Appendix B: Risk Management Template

1. Background Information			
School/Workplace:		Date:	
Title of Assessment:		Name of person conducting assessment:	

2. Risk Assessment			
Identify and list Hazards	List Current Risk Controls	Risk Rating	List Additional Controls <i>(if any - where current controls are not adequately managing the level of risk)</i>
1			
2			
3			
4			
5			

**1. Likelihood** - Evaluate the likelihood of an incident occurring according to the ratings in the left hand column

Descriptor	Level	Definition
<b>Rare</b>	<b>1</b>	May occur somewhere, sometime (once in a hundred years")
<b>Unlikely</b>	<b>2</b>	May occur somewhere within the extended period
<b>Possible</b>	<b>3</b>	May occur several times across the over a period
<b>Likely</b>	<b>4</b>	May be anticipated multiple times May occur once every few repetitions event
<b>Almost Certain</b>	<b>5</b>	Prone to occur regularly It is anticipated for each repetition

**2. Consequence** - Evaluate the consequences of a risk occurring according to the ratings in the top row

Descriptor	Level	Definition
<b>Insignificant</b>	<b>1</b>	No injury
<b>Minor</b>	<b>2</b>	Injury/ ill health
<b>Moderate</b>	<b>3</b>	Injury/ill health attention
<b>Major</b>	<b>4</b>	Injury/ill health admission
<b>Severe</b>	<b>5</b>	Fatality

**3. Risk Matrix** – Using the matrix calculate the level of risk by finding the intersection between the likelihood and the consequences

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Severe
Almost Certain	Medium	High	Extreme	Extreme	Extreme
Likely	Medium	Medium	High	Extreme	Extreme
Possible	Low	Medium	Medium	High	Extreme
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Medium	Medium

**4. Risk Level/Rating and Actions**

Descriptor	Definition
<b>Extreme:</b>	Notify <b>Workplace Manager and/or Management OHS Nominee</b> immediately. Corrective actions should be taken immediately. Cease associated activity.
<b>High:</b>	Notify <b>Workplace Manager and/or Management OHS Nominee</b> immediately. Corrective actions should be taken within 48 hours of notification.
<b>Medium:</b>	Notify <b>Nominated employee,</b>

		<p><b>HSR / OHS Committee.</b> Nominated employee, OHS Representative / OHS Committee is to follow up that corrective action is taken within 7 days.</p>
	<p><b>Low</b></p>	<p>Notify <b>Nominated employee, HSR / OHS Committee.</b> Nominated employee, HSR / OHS Committee is to follow up that corrective action is taken within a reasonable time.</p>

## 24 – LOAN OF SMART DEVICES

### Introduction

1. U3A Network has provided a grant to selected U3As to purchase a 'smart device' to loan to members on a 'try before you buy' basis.
2. U3A Kyneton has been successful in applying for this grant and have one device for loan to U3A members.
3. The device is an iPad 10.2 inch with Wi-Fi + Cellular with 128GB memory. In addition, a Telstra 5GB per month data plan has been provided to allow connection to the internet. This is what is called a shaped service, if you go over the 5GB limit in a month the service slows but does not stop.



4. This is a joint U3A Network and U3A Kyneton initiative with the bulk of the funding being provided by Network.
5. This policy may be amended at any time.
6. Application for loan of the device can be made via U-MAS courses.

## Management

7. The U3A Kyneton Technology Manager is responsible for all aspects of this initiative and the development, management, and implementation of associated policies and agreements.
8. Members borrowing the device will be given instruction in its use.
9. Any applications or data downloaded to the device are the members responsibility and will be deleted at the end of the loan period.

## Conditions

10. The member must agree to the terms of the loan set out in this policy.
11. The loan is for 4 weeks but may be extended with the approval of the Technology Officer.
12. A \$10.00 charge is payable per 4 weeks of loan, this is to cover costs incurred to U3A Kyneton.
13. The device is intended for loan to as many members as practical so members must not put personal information on the device particularly account names, pin numbers and passwords. Further, U3A Kyneton has no liability for personal information left on the device falling into the public domain.
14. The device may be withdrawn at any time at the direction of the Technology Officer.
15. The device must not be used for illegal or unsavoury purposes and its use is to comply with **all U3K Kyneton's and U3A Network's policies.**
16. On return the device will be reset to 'factory settings' which will wipe any stored data and applications.

## Application

17. Application can be made to the Technology Officer at [info@u3akyneton.org.au](mailto:info@u3akyneton.org.au).

## Decision

18. The decision of the Technology Officer on all matters related to the loan of smart devices is final and not subject to appeal.

# Device Borrowing Agreement

## Borrower Information

Name (please print): \_\_\_\_\_

Contact number: \_\_\_\_\_

Email: \_\_\_\_\_

I understand that I am responsible for the safe and timely return to U3A Kyneton of this borrowed device.

If the device is damaged or stolen while it is on loan to me, I understand that I am responsible for all repairs or replacement of the device and the connectivity provided.

I have read and understand the Conditions of Use below.

Borrower Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Conditions of Use

- Smart Devices are provided and maintained by U3A Kyneton. Please contact John Taubman 0417 933 886 or info@u3akyneton.org.au if you have any problems with the device or if it has been damaged or lost.
- You are responsible for ensuring the smart device and any accessories are not damaged, lost or stolen while on loan to you.
- Replacement fees are: \$1,000.00 for the device; \$100.00 for the case, \$200.00 for the data card; \$50.00 power cord and adaptor.
- The device is intended for temporary use and is to be shared with other U3A members. The loan period is for 4 weeks with a charge of \$10.00 for each 4-week period.
- The device is to be returned to Technology Officer, Red Brick Hall 23 Yaldwyn Street West, Kyneton 3444 on expiry of the loan period.
- Do not install software on the device without approval.
- The device will be returned to factory settings on return, any data or applications stored on the device will be therefore lost.

**Date device loaned:** \_\_\_\_\_

**Date device due back:** \_\_\_\_\_

<b>Items</b>	<b>Out</b>	<b>In</b>
Device	<input type="checkbox"/>	<input type="checkbox"/>
Power cord & adaptor	<input type="checkbox"/>	<input type="checkbox"/>
Data	_____	_____

**Signature (U3A representative):** \_\_\_\_\_

**Date:** \_\_\_\_\_

## 25 – QUICK START GUIDE TO RBH AUDIO-VISUAL EQUIPMENT

### Introduction

1. The U3AKyneton AV equipment includes laptop PCs, data projectors and a Smart TV. This guide covers the most common applications. For more info, refer to the detailed descriptions following this guide. Contact the course co-ordinator, technical officer, or a committee member prior to use to ensure that the equipment is available and compatible with the intended content, media, and devices.
2. To run a presentation from a laptop PC with HDMI output through the Samsung TV
3. Connect the power board to a wall socket and connect the laptop, TV, and sound bar power supplies. Connect the wireless subwoofer power supply to a wall socket.
4. Do not turn the TV on yet; get the signal cables connected and the laptop logged on first.
5. Connect the cable from the TV HDMI1 socket to the laptop.
6. Check the cable from the TV HDMI-ARC socket is plugged into the sound bar HDMI-ARC input.
7. Turn on the laptop and log on. The U3AK Acer laptop has a 4-digit PIN and runs Windows 10 while the HP laptop has a plain text password and runs Windows 7. Contact the committee for help to log on.
8. Now turn on the TV with the remote control. The TV display should briefly show the previously selected input HDMI1, if not select Source (top right button on the remote) and scroll through, then hit OK. The content from the laptop should be duplicated on the TV.
9. When the TV is turned on, the sound bar display should light up briefly 'HDMI-ARC'. The subwoofer is already paired to the sound bar and will come on automatically.
10. Adjust the sound level with the TV remote, a display on the TV 'Soundbar HDMI-ARC' and a number 1-100 will briefly appear, similarly 'HDMI-ARC' on the sound bar display.
11. To run a presentation from a tablet through the TV
12. If the tablet has a full-size HDMI output, connect the same as a laptop. If a mini-HDMI output, use a cable adapter. For an Apple tablet with Lightning or USB-C, use an adapter from the cabinet.
13. To play the Samsung Blu-ray and DVD player through the TV
14. Connect the Blu-ray player to the TV HDMI2 input. Select HDMI2 with the TV remote control.
15. Operate the player with the DVD remote control, otherwise per laptop above.
16. To use the Focus PA system with DigiTech wireless lapel microphone
17. Plug in the power adapter, a red light indicates the battery is charging. Switch the PA on and it will be ready to accept mic and other inputs. Set the volume, tone, and echo controls to their mid-point first and adjust as required. Plug in and turn on the receiver with a small pushbutton; a green light will come on provided that the battery is sufficiently charged. The transmitter has a rotary on/off-volume control. The transmitter and receiver are paired before use (if the receiver blue light is not on, ensure the transmitter is on and push the Pair button). For good reception, ensure the microphone is close to the presenter's mouth and not obscured by clothing, paperwork etc. A USB charger is available to keep the transmitter and receiver charged up. After use, ensure the devices are turned off.
18. To use the PA system with Sony wireless hand-held microphone
19. Plug in the power adapter and switch the PA on as above. Check the microphone batteries are ok and installed then slide the switch to the on position. Rotate the PA system WR2 knob

halfway and the sound should come from the microphone. Fine adjust volume, tone, and echo as above.

20. After use, ensure the devices are turned off.

## Description and use of the RBH AV equipment

21. This guide covers the Audio-Visual (AV) equipment – unless otherwise noted - located in the Red Brick Hall (RBH) for use in U3A courses and activities. The equipment unless otherwise noted is kept in the metal cabinet in alcove on the west wall. The key to the cabinet is locked in a lockbox and the lockbox code available from a committee member. Computers, projectors and audio equipment and their ancillary attachments, cords etc are stored in separate bags - please keep them apart and pack them up on completion as you found them. All equipment is to be locked in the cabinet on completion. Lock the cabinet and return the key to the lockbox after use. Allow at least 30 minutes to set up your equipment
22. Please contact the course co-ordinator, technical officer, or a committee member prior to use to ensure that the equipment is available and compatible with the intended content, media, and devices. Refer to the equipment manuals for further information.
23. Please also refer to U3A Kyneton policies, available at <https://u3akyneton.org.au/information/>

### Samsung UA75NU7100 75” Smart TV

24. The TV is mounted on a mobile stand. Note: the stand and TV together weigh over 50kg and must remain on the floor; do not attempt to lift the stand onto the dais.
25. The TV has three High-Definition Multimedia Interface (HDMI) inputs, each fitted with an HDMI cable.
26. One HDMI input is intended for the DVD player.  
The second dedicated HDMI Audio Return Channel (ARC) input is connected to a Samsung HW-N650 sound bar mounted on the stand under the TV. A Samsung PS-WN30 subwoofer wirelessly connects to the sound bar and has its own power cable. To ensure the best sound ensure the TV Sound setting is ‘HDMI Sound Bar’ rather than ‘TV Speaker’. Ensure that the sound bar is placed with the SAMSUNG logo is located on the top and the display is on the right facing the audience. Power, source, and volume controls are located on the right end of the sound bar.
27. The third HDMI input is suitable to connect to PCs and devices with full-size HDMI outputs. Devices with the smaller Mini-HDMI output require a cable adapter. Devices with non-HDMI output e.g., Lightning, USB-C also require an adapter.
28. Two USB inputs are available with the TV, one for USB memory sticks (‘thumb drives’) and one for low-power USB hard- or solid-state state drives. The load capacity is printed on the respective USB sockets. If USB sticks or drives are used ensure the content (e.g. .jpg photo files) is in a readily accessible folder for navigation with the TV remote control.
29. The TV remote control has a label ‘TV’ to distinguish it from the DVD (see below). Use the TV remote control to select the source HDMI, USB etc. and control the picture and sound
30. The TV has a facility to receive wirelessly streamed content from a compatible device e.g., Smartphone, first contact the course coordinator to determine if this facility is available and suitable for the application.
31. The TV, DVD player and sound bar power cables are connected to a power board with Residual Current Device (RCD) protection

### Samsung BD-J4500R Blu-ray / DVD player

32. The DVD player is connected via an HDMI output to one of the cables already connected to the TV and has its own remote control labelled ‘DVD’.

33. Please note when a DVD is inserted in the player, auto-play commences to bring up the scene, mode, and subtitle selection menu (depending on the DVD) but if the player is then not operated for some time (approx. 10 minutes) it goes into a sleep mode. To wake the player up, push the OK or Play button on the DVD remote.

## **Epsom Projector**

34. The data projector has HDMI input for more recent devices including Windows laptops and VGA input for older devices.  
Apple devices, Lightning, USB-C etc. require an adapter, see below for available adapters. Use the HDMI cable if possible as this also provides sound. If not use the VGA cable. There is also a sound cable in this case.  
Press the 'on' button and the light on top will flicker and confirm connection. If no image source is found, check the cable, and press the 'source search' button on the projector.  
Alternately press F8 or F5 on the computer keyboard depending on the make or right click on the desktop and use the Display Settings but leave the screen resolution as is. If you are using a memory stick it needs to be used via the PC (not plugged directly into the projector).

## **Acer P1201B Projector**

35. The projector model DNX1022 has HDMI input for more recent devices including Windows laptops, USB A, B for memory cards and VGA input for older devices. Coaxial video and 3.5mm audio connections are available – note the sound is limited by the internal speaker, consider using the PA speaker. A LAN input is also available for wired networks.

## **NOBO Projector Screen**

36. The stand-mounted projector screen is 2000mmW x 1513mmH in 4:3 format. If safe and practical, mount the screen on the dais to aid visibility from the audience.

## **Lenovo ThinkPad E690 laptop**

37. The ThinkPad laptop runs Microsoft Office on Windows 10. PowerPoint, Windows Photo Viewer and Windows Media Player applications are available. Please check your content is compatible with the app version. Log on with plain text password obtained from a committee member.

## **Acer Aspire S5-371T laptop**

38. The acer laptop runs Windows 10 Home and is fitted with an HDMI output to connect to the TV or Data Projector. Internet access (as at the date of this guide) is not available at the RBH; bring a portable Wi-Fi device. Log on with 4-digit PIN obtained from a committee member.

## **HP EliteBook 8470p laptop**

39. The HP laptop runs Windows 7 Professional, has a USB-C output ??? to connect to the TV via an adapter and a VGA output to connect to the Data Projector. Internet access (as at the date of this guide) is not available at the RBH; bring a portable Wi-Fi device. Log-On via password

## Focus 505 PA System

40. The PA system consists of a battery-powered speaker with CD player and inputs for wireless microphones. For best audibility to the audience and minimum feedback squeaks, point the speaker towards the audience and away from the presenter. Plug in the power adapter and a red light indicates the battery is charging. Switch the PA on and it will be ready to accept mic and other inputs. Set the volume, tone, and echo controls to their mid-point first and adjust as required.

## Sony ECM463 wireless hand-held microphone

41. Ensure the alkaline (non-rechargeable) batteries are ready for use. To select the microphone, use the WR2 rotary switch on the rear of the PA system. Push up the switch on the microphone to turn it on. After use, ensure the microphone is turned off.

## DigiTech AM4045 wireless lapel microphone

42. A rechargeable battery-powered receiver plugs into the Focus 505 PA system mike input and the lapel microphone plugs into a rechargeable battery-powered transmitter. Turn on the receiver with small pushbutton; a green light will come on provided that the battery is sufficiently charged. The transmitter has a rotary on/off-volume control. The transmitter and receiver are paired before use (if the receiver blue light is not on, ensure the transmitter is on and push the Pair button). For good reception, ensure the lapel microphone is close to the presenter's mouth and not obscured by clothing, paperwork etc. After use, ensure the devices are turned off.

## Lucas Nano 300 Amplified Sound System

43. The unit consists of a bass sound unit and a treble sound unit which is attached. To set apart click each side of the bass unit to release the units. Set the base unit so that the speaker is facing the audience and then reattach the speakers with a click to connect.
44. Power on is indicated by a green light. Connect the sound cable to the headphone socket of the PC. Connect the orange and grey sockets to same. Start CD/DVD.

## Adapters

45. Currently in the cabinet are:
  - Lightning to HDMI, Mini HDMI to HDMI.

## Lectern

46. This is in pieces in the cupboard and only needs to be assembled.



## 26 - PASSWORD POLICY

### Introduction

1. U3A Kyneton runs a membership management system to record and manage membership records.

### Purpose

2. The access to membership details is limited to those who need to know to run and operate U3A Kyneton. This access may be for the purposes such as:
  - Joining new members,
  - Renewing memberships,
  - Enrolling members in courses, and
  - Confirming member details.
3. Other access to member's details may be required in the day-to-day maintenance and operation of the management system. The membership management system is known as the U3A Membership Administration System (U-MAS).

### Policy

4. U3A Kyneton will take all reasonable steps to protect member's information from loss, misuse and unauthorized access, disclosure, alteration, and destruction. U3A Kyneton will only process personal information in a way that is compatible with and relevant for the purpose for which it was collected. The U- MAS allows members access to their personal information and allows them to correct, amend or delete inaccurate information.
5. Members can be allocated different security levels within the membership management system according to their need for access.

### Members

6. Members are provided secure passwords to their member details held in U-MAS. Although members can change their password, they are strongly encouraged to select a secure password.

### Elevated Security

7. Several members have "elevated" security access levels to U-MAS to perform their roles with U3A Kyneton. The elevated access within U-MAS is shown in the table below. These members have access to sensitive details such as member records and payment details. As such, these members must maintain secure passwords to ensure the security of members' details and the integrity of the membership system is maintained.

**Levels of System access by different Administrators (the security is at Member level)**

<b>Administrator Password</b>	<b>Admin Tier 1</b>	<b>Admin Tier 2</b>	<b>Reception 3</b>	<b>Tutors 4</b>	<b>Treasurer 5</b>
All areas	All areas except: System settings Database Control Miscellaneous	Admin Tier 1 except: In View Member Details no "Edit" of Courses View or Select Courses read only	View Member Details, read only View or Select Courses, read only Not Cash Receipts reports	Only Courses and Enrolments reports. Reports are read only View Member Details, read only	View My Details "Edit" Subscription only Reports: Members & Cash Receipts
<b>Menu Items</b> Home Contact Us View Member Details Edit Member Details View or Select Courses Add Courses Search Members Add Members System settings Database Control Miscellaneous Reports Other Reports  Logout	<b>Menu Items</b> Home Contact Us View Member Details Edit Member Details View or Select Courses Add Courses Send Emails Search Members Add Members  <b>Reports</b> Members, Courses, Subscriptions, Enrolments, Cash Receipts Other Reports Logout	<b>Menu Items</b> Home Contact Us View Member Details Edit Member Details View or Select Courses  Send Emails Search Members Add Members  <b>Reports</b> Members, Courses, Subscriptions, Enrolments, Cash Receipts Other Reports Logout	<b>Menu Items</b> Home Contact Us View Member Details Edit Member Details View or Select Courses  Send Emails Search Members Add Members  <b>Reports</b> Courses (Read only)  List Unpaid Enrolments  Logout	<b>Menu Items</b> Home Contact Us View Member Details Edit Member Details View or Select Courses  Send Emails Search Members  <b>Reports</b> Courses (Read only) Enrolments (Read only)  Logout	<b>Menu Items</b> Home Contact Us View Member Details Edit Member Details View or Select Courses  Send Emails Search Members  <b>Reports</b> Cash Receipts  Logout

8. U3A Kyneton members with elevated access are shown in the table below.

<b>Access Level</b>	<b>Typical user</b>	<b>Member</b>
<b>Admin Password</b>	Systems administrators	John Taubman Veronica Taubman
<b>Admin Tier 1</b>	Access to members and courses in edit mode	Andrew McDowell John Taubman Veronica Taubman
<b>Admin Tier 2</b>	Access to members edit mode, view courses in read mode	Heather Potter Janet McColl Paul Reid Stephen Carisbrook Alan Moor
<b>Reception Tier 3</b>	Reception desk to assist members. Access to members details and Courses/Enrolments Reports	None
<b>Tutor Tier 4</b>	Tutors and Leaders access to their courses and enrolments. No edit.	Tutors.
<b>Treasurer</b>	Treasurer access to subscription payments	None

Tier 5		
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## **Changes to Personnel/Duties**

9. Any changes to personnel and/or duties with elevated access will require a review of their access. If necessary, the security access will be adjusted.

## **Responsibilities**

10. Members with elevated security access will be reviewed at least quarterly by the Systems Administrator. Changes will be performed by the Systems Administrator.

## 27 - COVID Safe Plan

### Introduction

1. This plan is based on the Red Brick Hall where most of our courses are held, it is also applicable to other venues that we use, ignoring the RBH specifics.
2. Our obligations may be stricter than other venues due to our unique requirements and situation. These rules are the minimum acceptable standard for courses and activities conducted by U3A Kyneton.
3. QR Codes are available for all venues and must comply with the current health directives issued by the Chief Health Officer.
4. All meetings and activities conducted must comply with the current health directives issued by the Chief Health Officer.
5. Details of acceptable proof of vaccination certificates can be found here:  
<https://www.coronavirus.vic.gov.au/vaxproof#showing-proof-of-vaccination-at-businesses-and-venues>

### Tutor Responsibility

6. It is the Tutors' responsibility to ensure that the protocols for the conduct of the class are safe and adequate in their own situation. No plan, such as this, can cover every situation or class type and the general advice provided here needs to be adapted to the individual class.
7. In essence we need to be flexible and adaptable to each situation.

### Ensure Physical Distancing

#### SOCIAL DISTANCING

8. Signs at the entrance show member limits.
9. The Red Brick Hall is only used by one community group per day; there are some exceptions to this.
10. U3A Kyneton has exclusive access to the RBH Mondays, Wednesday, Thursday, and Friday from 0900 to 1700.
11. Members who have tested positive to COVID -19 or are a close contact of someone who has COVID-19, are not to attend the hall or any other U3A facility under any circumstances.

#### ENTRY

12. The front and rear doors should be pinned open to allow increased airflow.
13. Members showing any symptoms of COVID-19 are not to be permitted entry.
14. The RBH toilets are classed as Public Toilets and are cleaned daily by MRSC. There is no requirement for U3A members to clean the toilets.

### COVID – 19 Vaccination

15. Any person who attends any face-to-face activity or course organised by U3A Kyneton must be fully vaccinated (double dose). This does not apply to online activities or courses.

## **Wearing of a Face Covering**

16. Wearing of face covering can change at short notice, members are to comply with current DHHS instructions on the wearing of face masks.
17. DHHS advice can be found here <https://www.coronavirus.vic.gov.au/face-masks>.
18. Tutors should inform members that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet; the mask needs to be washed immediately.

## **Air quality:**

19. The ideal is to bring outdoor air inside to improve air quality (opening windows and doors or using HEPA filters). Air conditioners and heaters recycle air rather than draw outside air in. Carbon meters provide a measure of when to leave a room. It is generally agreed that 800 parts per million is the limit.

## **Masks:**

20. Current research is indicating cloth masks are not as protective as surgical-type masks or better still N95 or NK95 masks.

## **Practise Good Hygiene**

21. You must, before and after each class, clean and disinfect shared spaces, including high-touch communal items such as doorknobs, light switches, tables, chairs, and other 'touch' items such as playing cards. If a chair or table is used, for example, they must be disinfected before and after use, but not all the chairs and tables in the hall if they have not been used.
22. You must:
  - Clean surfaces with appropriate cleaning products, including detergent and disinfectant.
  - Cleaning before and after the class is the responsibility of the Tutor and class members.
23. A cleaning log is to be kept, filled in and signed by either the Tutor or a responsible class member on each use of the hall.
24. Soap and hand sanitiser are available throughout the hall and participants are encouraged to regular wash hands or use hand sanitiser.
25. The hall will be cleaned daily by MRSC.
  - Cleaning of the toilets is not the responsibility of U3A Kyneton members.
  - Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so.
  - Tutors must sanitise access keys before returning them to the lock box and take appropriate precautions (gloves/hand sanitizer) when retrieving them.

## **Keep records and act quickly if members become unwell:**

26. Support members to get tested and stay home even if they only have mild symptoms.
27. In the case of a potential case of COVID-19 at the RBH, the RBH is to be evacuated immediately and closed.
28. Advise the Course Coordinator immediately on 0417 933 886 or 5422 2552.
29. Leave all records and communal items in the RBH; do not take any communal items with you as these may be contaminated.
30. Identify and notify close contacts.
31. Keep a detailed record of actions taken.

32. Contact MRSC and DHHS notifying the actions taken and contact details of any close contacts.
33. Consider notifying WorkSafe Victoria, be advised by MRSC.
34. MRSC will advise steps to be taken to re-open the hall.
35. Contact numbers:
  - DHHS 1800 675 398
  - MRSC 5422 0333
  - WorkSafe 13 23 60
  - Emergency 000
  - Course Coordinator 0417 933 886 or 5422 2552.

### **Avoid Interactions in Enclosed Spaces:**

36. Enhancing airflow by opening windows and doors where practicable.
37. Optimising fresh air flow to allow air flow through the building.

### **Review:**

38. The Course Coordinator is responsible for implementation of the policy, monitoring its effectiveness and reviewing any amendments required.
39. This policy is to be reviewed and endorsed at the monthly U3A Committee Meeting.

## 28 - COVID Safe Vaccine Policy

### Introduction

1. U3A Kyneton is a voluntary not for profit organisation. Its members are retired or semi-retired and generally aged 50 plus. Kyneton U3A can function because of the volunteer tutors and organizers.

### Purpose

2. The purpose of this policy is to set out the rules relating to COVID-19 that fall within Terms and Conditions of being a member of Kyneton U3A. The policy can change at short notice due to changing Federal and State Government Policy, Government Policy always takes precedence.

### Policy Statement

3. U3A Kyneton complies with all State Government and venue provider regulations regarding COVID-19 attendance in courses and activities particularly regarding vaccination status.

### Rules

4. U3A Kyneton has developed rules to sit within our COVID-19 policy statement. These rules will be updated as Government regulations are updated.
5. Based on the Victorian roadmap, future face-to-face classes may be held in accordance with State and local Government restrictions. Zoom classes can continue throughout without restrictions.
6. The various conditions included in the roadmap have effectively been decided by the Victorian Government, Macedon Ranges Council, and other venue operators. Anyone who does not wish to abide by the restrictions will not be permitted to attend face-to-face classes.
7. In line with Government requirements, all individuals will need to identify that they are fully vaccinated before attending classes, ideally with an additional booster shot where applicable.
8. Vaccination status is recorded on U-MAS, members who are not fully vaccinated are not able to enrol in face-to-face classes. Note: all U3A Kyneton classes (indoor or outdoor) are classed as face to Face.

### Responsibilities

9. All members, including Tutors registered to hold face-to-face classes must follow the above rules as per the Terms and Conditions of Kyneton U3A membership.
10. The Course Co-ordinator will ensure that all Tutors meet the rules of this policy.
11. The Course Coordinator will ensure that the U-MAS database is maintained with the required COVID vaccination data.

## 29 – U3A Mobile Phone Policy

### Introduction

1. U3A Kyneton funds a mobile phone number 0439 360 763, this is our official contact number and used on all correspondence, flyers, and the web site. The advantage is we can keep the same number regardless as to has custody of it.

### Purpose

2. The purpose of this policy is to set out the procedures on the use of the U3A phone.
3. Due to the plan, we are on it should not be used for outgoing calls. In fact, its only purpose in life is to divert calls to another phone number.
4. The phone is not intended to be passed from one committee member to another, rather it should remain in static location and the number 'call forwarded' to the current committee member responsible for managing call at that time.
5. The important issue is that the number is diverted to a committee member who can take the call on a reliable basis in normal hours 0800 – 2000 daily.

### Procedures

6. To call forward, the phone custodian (notionally the Technology Officer) is to enter the following code on the handset:
7. To cancel the existing call forwarding:
  - ##002# then press send
8. To set up a new call forwarding:
  - \*\*21\*(phone number to forward call to including area code) \*10# then press send.

### Responsibilities

9. The Technology Officer is responsible for the management of this Policy/Procedure.



## 30 – Code RED Days

### Introduction

1. Each day, the Bureau of Meteorology provides a Fire Danger Rating for each weather district in Victoria. You can find out what weather district you're in and what the Fire Danger Ratings mean by visiting [cfa.vic.gov.au](http://cfa.vic.gov.au) Code Red (and Catastrophic in other Australian states) is the highest level of rating in Victoria, and it signifies the worst conditions for grassfires or bushfires.
2. Kyneton is in the Central District of Victoria.
3. A Code Red Fire Danger Rating means that if a fire were to start:
  - It will be uncontrollable, unpredictable, and fast moving,
  - Fire services will find it difficult to put out,
  - There is a high likelihood that people in the path of a fire will be killed or seriously injured,
  - Homes are not designed or constructed to withstand in these conditions - even the best prepared homes will not be safe,
  - Leaving high risk bushfire areas, the night before a Code Red Day or early in the morning of a Code Red Day is the safest option for your survival – do not wait and seeConditions will also be extremely hot and windy and you need to take care of yourself in the heat.
4. For more information see:
  - How can I stay healthy in the heat?
  - There is also an increased risk of power outages on Code Red days.
  - Extreme weather and fires have the potential to damage or destroy electricity infrastructure, which may disrupt power supplies to your area.

### Procedures

5. All U3A Kyneton activities, without exception will cease on Code RED days.

### Responsibilities

6. The President is responsible for the management of this Policy.

## 31 – Membership

### Introduction

1. U3A Kyneton have various types of membership.
2. Management of membership is by U-MAS and is strictly controlled by the data base.

### Membership Types

3. **Full Members.** Are members who have paid the current years membership fees and meet the current guidelines for full membership in accordance with the Model Rules. They pay the membership subscription as determined by the AGM each year and have full voting rights.
4. **Tutor Members.** Are full members who also tutor a course in the current year a U-MAS data base requirement. They pay the membership subscription as determined by the AGM each year and have full voting rights.
5. The following ‘members’ listed in U-MAS are not Members in accordance with the Model Rules:
  - **Tutor Leaders.** Are not members of U3A Kyneton and have no voting rights, they provide tutor services in a particular unique area and may have a commercial interest. They are not able to attend other U3A Kyneton courses, only their own course. They pay no fees and receive no privilege from U3A Kyneton.
  - **No Subs Members.** Are not members of U3A Kyneton and have no voting rights they are supporters or members of affiliated U3As that may attend or participate in U3A Kyneton courses on an irregular basis. They pay no fees and have no voting rights.

### Responsibilities

6. The Membership Secretary/Secretary is responsible for the management of this Policy.

## 32 – Committee Responsibilities

### Introduction

1. The U3A Kyneton Committee is made up of the President, Secretary, Treasurer and Course Coordinator, and the number of Committee Members decided at the Annual General meeting.
2. Typically, the Committee consists of 8 to 10 members.
3. Much of this Policy has been adapted from and is consistent with the Model Rules, with additions unique to U3A Kyneton's circumstances.
4. There is no Executive Committee formally or informally.

### Duties and Responsibilities of Committee Members

5. The business of the Association must be managed by or under the direction of a committee.
6. The Committee may exercise all the powers of the Association except those powers that these Rules or the Act require to be exercised by general meetings of the members of the Association.
7. The Committee may:
  - appoint and remove staff.
  - establish subcommittees consisting of members with terms of reference it considers appropriate.
8. The Committee may delegate to a member of the Committee, a subcommittee, or staff, any of its powers and functions other than:
  - this power of delegation.
  - a duty imposed on the Committee by the Act or any other law.
9. The delegation must be in writing and may be subject to the conditions and limitations the Committee considers appropriate.
10. The Committee may, in writing, revoke a delegation wholly or in part.
11. The Committee consists of:
  - President.
  - Vice-President.
  - Secretary.
  - Treasurer.
  - Course Coordinator, and
  - ordinary members (if any) elected (number to be determined at the AGM).
12. As soon as practicable after being elected or appointed to the Committee, each committee member must become familiar with the Policies of U3A Kyneton, the Model Rules, and the Act.
13. The Committee is collectively responsible for ensuring that the Association complies with the Act and that individual members of the Committee comply with this policy.
14. Committee members must exercise their powers and discharge their duties with reasonable care and diligence.
15. Committee members must exercise their powers and discharge their duties.
  - in good faith in the best interests of the Association; and
  - for a proper purpose.
16. Committee members and former committee members must not make improper use of.
  - their position; or

- information acquired by virtue of holding their position, to gain an advantage for themselves or any other person or to cause detriment to the Association.
17. In addition to any duties imposed by these Policies, a committee member must perform any other duties imposed from time to time by resolution at a committee or general meeting.
  18. Committee members are responsible for their individual responsibilities as laid out in their statements of duties and responsibilities, elevating problems to more senior members of the Committee and the President and finally to the Committee where appropriate.

## **Responsibilities**

19. The President is responsible for the management of this Policy.

## **33 – Approval of Expenditure**

### **Introduction**

1. At times approval needs to be granted to expend monies outside formal committee meetings.

### **Approval**

2. Any two Committee Members may approve expenditure of up to \$500.00 without reference to the committee, however it is always preferable that the Treasurer is involved in approval of any expenditure:
  - President.
  - Vice-President.
  - Secretary.
  - Treasurer; and
  - Course Coordinator.

### **Responsibilities**

3. The Treasurer is responsible for the management of this Policy.

## **34– Out of Session Motions**

### **Introduction**

1. From time to time the Committee needs to make decisions out of the general committee cycle.
2. The following is the procedure which this can be undertaken.
3. This is typically a process where emergency expenditure of funds can be approved.

### **Process**

4. The Secretary or any Committee member may propose a motion by email to all Committee members.
5. From receipt of the email, Committee members have 48 hours to respond, a non-response is regarded as abstaining from the decision.
6. If unanimous agreement cannot be reached (excluding those considered abstaining), the matter is to be referred to the next Committee meeting for resolution.

### **Responsibilities**

7. The Secretary is responsible for the management of this Policy.

## 35 - Committee Position Descriptions and Delegations

### Introduction

1. The General Instructions and the roles of President, Vice President, Secretary and Treasurer (items 1 to 4) are taken from the Model Rules, paragraphs 42 to 48 and cannot be changed, but they can be added to.
2. The Model Rules can be found here:

<https://www.consumer.vic.gov.au/clubs-and-fundraising/incorporated-associations/running-an-incorporated-association/rules#model-rules>.

3. The Act referred to in this document can be found here:

<https://www.legislation.vic.gov.au/in-force/acts/associations-incorporation-reform-act-2012/017>

4. The roles of Course Coordinator, Technology Officer and Privacy Officer have been adapted from the U3A Kyneton Policies Document and the U3A Tutors Handbook and the roles have previously been approved by the Committee.
5. The roles of Website and Facebook Manager, and the Publicity Officer are descriptions for newly created and evolving positions.

### General Instructions to All Committee Members

6. As soon as practicable after being elected or appointed to the Committee, each committee member must become familiar with these Rules and the Act.
7. The Committee is collectively responsible for ensuring that the Association complies with the Act and that individual members of the Committee comply with these Rules.
8. Committee members must exercise their powers and discharge their duties with reasonable care and diligence.
9. Committee members must exercise their powers and discharge their duties—
  - in good faith in the best interests of the Association and for a proper purpose.
10. Committee members and former committee members must not make improper use of:
  - their position; or
  - information acquired by virtue of holding their position - to gain an advantage for themselves or any other person or to cause detriment to the Association.
11. In addition to any duties imposed by these Rules, a committee member must perform any other duties imposed from time to time by resolution at a general meeting.

### President and Vice-President

12. The President or, in the President's absence, the Vice-President is the Chairperson for any general meetings and for any committee meetings.
13. If the President and the Vice-President are both absent, and are unable to preside, the Chairperson of the meeting must be:
  - (a) in the case of a general meeting - a member elected by the other members present;or

- (b) in the case of a committee meeting - a committee member elected by the other committee members present.

## Secretary

14. The Secretary must perform any duty or function required under the Act to be performed by the secretary of an incorporated association.
15. The Secretary must:
  - maintain the register of members in accordance with rule 18; and
  - keep custody of the common seal (if any) of the Association and, except for the financial records referred to in rule 70(3), all books, documents, and securities of the Association in accordance with rules 72 and 75; and
  - subject to the Act and these Rules, provide members with access to the register of members, the minutes of general meetings and other books and documents; and
  - perform any other duty or function imposed on the Secretary by these Rules.
16. The Secretary must give to the Registrar notice of his or her appointment within 14 days after the appointment.

## Treasurer

17. The Treasurer must:
  - receive all moneys paid to or received by the Association and issue receipts for those moneys in the name of the Association; and
  - ensure that all moneys received are paid into the account of the Association within 5 working days after receipt: and
  - make any payments authorised by the Committee or by a general meeting of the Association from the Association's funds; and
  - ensure cheques are signed by at least 2 committee members.
18. The Treasurer must:
  - ensure that the financial records of the Association are kept in accordance with the Act; and
  - coordinate the preparation of the financial statements of the Association and their certification by the Committee prior to their submission to the annual general meeting of the Association.
19. The Treasurer must ensure that at least one other committee member has access to the accounts and financial records of the Association.

## Course Coordinator

20. The Course Co-ordinator/s provide a pivotal role in linking the Tutors with the U3A Kyneton Management Committee, the members of Kyneton U3A and U-MAS.
  - As a Tutor your first point of contact should always be the Course Co-Ordinator, if there is more than one, then email them all and the most appropriate will respond. Email to [info@u3aKyneton.org.au](mailto:info@u3aKyneton.org.au).
  - The role of the U3A Kyneton Course Coordinator is to:
    - Develop and approve all courses.
    - Upload course details to the U-MAS; scheduling classes - both short and on-going.
    - Publishing details in the annual Course Program.



- Liaise with prospective Tutors about all aspects of tutoring within the Kyneton U3A.
- Liaise with Tutors about any issues which arise during the year.
- Managing the updating of the Tutors Handbook.
- Managing enrolments on enrolment day.
- Schedule new classes as they occur during the year.
- Update course dates and times.
- Organise meetings and workshops for Tutors.
- Organise promotion of new courses in newsletters and on the web site.
- Contribute to the identification of accommodation for classes.
- Manage appropriate audio-visual facilities for the various courses.
- Assist in the use of U-MAS.
- Report to the Committee of Management monthly.

## **Technology Officer**

21. The Technology Officer is responsible for all aspects of U3A Kyneton's technology resources especially security both physical and electronic.
22. The Technology Officer has overall responsibility for the security of U3A Kyneton's data recording systems and their administration.
23. These include but are not limited to:
  - U-MAS.
  - Website.
  - Social media sites e.g., Facebook, Twitter etc.
  - Other data recording and storage devices.
24. They must work closely with the Privacy Officer and may indeed be the same person fulfilling the two roles.
25. Other responsibilities include:
  - Advice on password security.
  - Advice on data retention and backups.
  - Advice on hardware and software upgrades.
  - Liaise with U3A technology support groups in particular U-MAS and the website Template teams.

## **Privacy Officer**

26. The Privacy Officer is 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.
27. 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.

28. This position is also to respond to privacy enquiries and complaints from employees or volunteers within the organisation, and members of the public.
29. Other responsibilities include:
  - The development of policies around the management of personal information and data security.
  - Appropriate training of volunteers regarding our privacy obligations and data security considerations.
  - Ongoing development and revision of the organisation's Privacy Impact Assessments (PIAs) on a six-monthly basis in line with U3A Kyneton's risk management review processes.
  - The coordination with the handling of internal and external privacy enquiries, privacy complaints, and requests for access to, and correction of, personal information.
  - Engagement with the Office of the Victorian Information Privacy Commissioner (OVIC) in relation to training and changes to the legislation, regulations and IPPs.

## **Website and Facebook Manager**

30. Is responsible for managing the content and security of the website and Facebook page and to manage the following responsibilities:
  - Plan, implement, manage, monitor, and upgrade the website and Facebook page.
  - Respond to and troubleshoot all website and Facebook issues.
  - Identify and respond to all website Facebook security breaches.
  - Ensure that the website Facebook is protected by enabling the appropriate security measures.
  - Update HTML, CSS, and JavaScript regularly.
  - Conduct content audits to eliminate redundant and/or duplicate information.
  - Create appropriate website content aligned to the organization's strategy.
  - Ensure website quality and efficiency by conducting regular test plans.
  - Improve the user experience of the website regularly.
  - Collaborate with all Committee and members to ensure that the website and Facebook pages aligns with brand strategy and meets the organization's standards.
  - Create strategies to grow subscriber base and web traffic metrics.
  - Ensure full compliance on the website with all laws and regulations.
  - Keep up to date with industry best practice and monitor competitor websites.

## **Publicity Officer**

31. To gain greater visibility in the Macedon Ranges community as to our goals and what we provide to the over 55's as follows:
  - Planning publicity strategies and campaigns.
  - Writing and producing presentations and media releases.
  - Dealing with enquiries from the public, the media, and related organisations.
  - Organising and attending promotional events such as media conferences, open days, exhibitions, tours, and visits.
  - Speaking publicly at interviews, media conferences and presentations.

- Providing clients with information about new promotional opportunities and current PR campaigns progress.
- Analysing media coverage.
- Commissioning or undertaking relevant market research.
- Liaising with clients, managerial and journalistic staff about budgets, timescales, and objectives.

## Approval

Committee Meeting 7/12/2020

The Committee endorsed the "*Positions Descriptions V1.0.docx*" provided that the word 'Press' be replaced by 'Media' in the Publicity Officer section of the document.

Proposed      Alan Moor      Seconded      Paul Reid      Carried

## Model Rules Associations Incorporations Act 2012 state:

### 43 Delegation

- (1) *The Committee may delegate to a member of the Committee, a subcommittee, or staff, any of its powers and functions other than—*
  - (a) *this power of delegation; or*
  - (b) *a duty imposed on the Committee by the Act or any other law.*
- (2) *The delegation must be in writing and may be subject to the conditions and limitations the Committee considers appropriate.*
- (3) *The Committee may, in writing, revoke a delegation wholly or in part.*

The following are approved incumbents of committee positions.

### Delegations

Delegations		
Position	Incumbent	Date Appointed
President	Alan Moor	February 2022 Committee Meeting
Vice President	John Taubman	February 2022 Committee Meeting
Secretary	Roni Taubman	August 2021 AGM
Treasurer	Andrew McDowell	August 2021 AGM
Course Coordinator	John Taubman	August 2021 AGM
Technology Officer	John Taubman	October 2020 Committee Meeting
Privacy Officer	John Taubman	October 2020 Committee Meeting
Website and Facebook Manager	Heather Potter	October 2020 Committee Meeting
Publicity Officer	Veronica Taubman	February 2022 Committee Meeting

### Approval

Committee Meeting 7/12/2020

The Committee endorsed the "*Positions Descriptions V1.0.docx*" provided that the word 'Press' be replaced by 'Media' in the Publicity Officer section of the document.

Proposed      Alan Moor      Seconded      Paul Reid      Carried