



University of the Third Age
Sunshine Coast
'Life, Learning, Laughter'

Policy and Procedure Manual

*We acknowledge the traditional custodians of the lands on which we meet
and pay our respects to the Elders, past present and emerging*

OUR VISION

An association of healthy, happy, empowered and socially integrated seniors.

OUR MISSION

Facilitate physical, intellectual and social activities that promote wellbeing for seniors on the Sunshine Coast.

OUR VALUES

Respect - for all people we encounter in our daily lives

Inclusiveness – a welcoming, friendly culture that encourages seniors to engage in programs that are affordable

Creativity – new ideas and innovative practices that enrich people's lives

Accountability – the highest level of open and good governance

OUR GOALS

Communicate and market U3A internally and externally

Provide members with varied activities and learning opportunities

Develop, nurture and sustain tutors and volunteers

Establish new external partnerships and nurture existing ones

Ensure a viable and sustainable organisation

Preamble

U3A Sunshine Coast is part of a worldwide voluntary organisation, with each group operating autonomously. It is an association of people linked by the common desire to learn, and engage in activities with others having similar interests.

U3A in Australia began in 1984 and we were formed in 1986. We have over 2000 members and our area follows the Sunshine Coast Regional Council LGA extending from Caloundra in the south to Coolumb in the north and from the range to the coast. We are attached to, but not academically part of, University of the Sunshine Coast, Sippy Downs.

We are a self-managed, not for profit organisation. Members cannot benefit financially from U3A, thus all members who support the activities of the organization and our members do so in a voluntary capacity. Our programs and courses are developed and run for our members, who can join as many courses and activities as they wish, subject to availability

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1. ADVERTISING

Policy Aim

This policy outlines guidelines regarding advertising and U3A Sunshine Coast.

Scope

U3A Sunshine Coast will not advertise any commercial material for any individual or organisation as U3A is a not for profit organisation.

This means that such advertising may not appear in the newsletter.

Advertisements for events for fund raising charity groups such as Cancer Foundation etc may be displayed on the notice board and on the website.

USC events may also be displayed on the noticeboard and/or in the newsletter and on the website.

It follows that, as an extension of this policy, the U3A membership list is not to be made available to any individual or organisation.

Should any complaint be received alleging a breach of this policy the complainant should be requested to submit the complaint in writing indicating the nature of the breach. Any written complaint should be forwarded to the Secretary of the Management Committee.

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2. ANTI-DISCRIMINATION

Background

The Anti-Discrimination Act aims to protect people in Queensland from unfair discrimination (direct or indirect), sexual harassment and other objectionable conduct and provides a means to bring a complaint and have it resolved. Protections under the legislation include but are not limited to sex, sexuality, age, race, religious beliefs or activity, impairment, political beliefs or activity, family responsibilities, discriminatory advertising or unlawful requests for information. The Act prohibits discrimination in areas which may apply to U3A such as Education, Goods and Services and Club Membership and affairs.

U3A associations are not for profit bodies managed by volunteers. U3As deliver their programs through the service of volunteer tutors. However, the objective of the U3A movement is to provide programs to those in their third age (that period in life of active retirement, following middle age) with activities designed to offer intellectual stimulation, improved physical health and well-being and opportunities for social engagement.

Purpose of the Policy

The policy is intended to encourage understanding of the obligations of U3A personnel under the Anti-Discrimination Act which requires the equal treatment of all members and potential members of U3A regardless of impairment or attributes such as sex, race, religion or individual circumstance. However, the The University of the Third Age is defined by its aims, being the education and stimulation of mainly retired members of the community—those in their third 'age' of life.

Policy

U3A will provide an accepting, caring, friendly, inclusive, safe and comfortable environment for all members, in which every person will be treated without bias or prejudice and where every practicable endeavor will be made to accommodate those with impairments or special needs.

Procedures for the Management of Access for People with Impairments or Disabilities

Responsibilities

The Management Committee will:

- promote a culture of effective policy compliance across the organisation;
- actively promote anti-discrimination policy and practice and monitor performance in enactment of the policy;
- appoint a liaison officer whose role is to facilitate the accommodation and acceptance of persons with a disability and to initially deal with issues raised by those feeling discriminated against and/or those who have been accused of discriminatory behaviour;
- ensure that any adverse practice or performance is addressed;
- identify the need for and provide additional support for those who require it, discuss the need with the applicant and make changes provided that those changes do not impose unjustifiable hardship on U3A and its tutors running classes out of private homes; and
- investigate all insurance requirements and ensure that they have been met.

All office holders, tutors and members will:

- ensure that they are aware of the organisation's policy against discrimination;
- refrain from acting in a manner which could be considered discriminatory;
- offer assistance and where necessary, mentoring, to those who require it; and

- report immediately to the Liaison Officer any instances of behaviour that may need to be addressed.

Applicants with a disability or special need, or their agents:

- will identify, where necessary, any potential adjustment required to courses or premises to enable participation in activities and/or classes;
- discuss the special needs of the applicant with the U3A Liaison Officer and with the permission of the applicant the Liaison Officer will review details with relevant people such as the tutor;
- may be accompanied at a class or activity by a carer who can facilitate their participation in the activity;
- must if they rely on a carer, have their carer present at all times during a U3A class or activity.
- Will pay for the full U3A membership of their carer; however, will not be required to pay for individual courses chosen for their carer to accompany them, in accordance with the Queensland Government's companion card scheme which allows the carer to accompany their clients for free
- May be accompanied by a substitute carer in the event of their main carer being unavailable on a given day, who will be recognised as an honorary member for that day.

Processes

- The Membership application forms either paper or online will provide an opportunity for a prospective member with a disability to identify any special needs using words such as: *Do you need adjustments to accommodate a disability? (response optional)*;
- With the tutor's cooperation, any necessary adjustments will be made to the course/es in which the applicant seeks to enrol, provided that: the adjustments can be reasonably accommodated, do not change the basic nature of the course, do not require a change of venue that cannot be accommodated because of cost or unavailability or do not require a change to the timetable that cannot be reasonably accommodated;
- If adjustments would require structural modifications to premises, the matter should be referred to the Management Committee;
- The Management Committee will assess the request for adjustment and determine whether it is a reasonable adjustment that can be accommodated, or an unjustifiable hardship that cannot be accommodated. The Committee may seek legal advice in such a determination;
- In the event that the applicant/member feels that his/her special needs have not been adequately made provision for, he/she can take their grievance to the Liaison Officer who will attempt to resolve the grievance;
- If the Liaison Officer is unable to resolve the situation it will be dealt with by the Management Committee in accord with the Grievance Policy and Procedures/Constitution and By-Laws/ Code of Conduct;
- A person who believes that their complaint about discrimination has not been adequately addressed by the U3A is able to take their complaint to the Anti-Discrimination Commission Queensland.

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3. CASUAL VISITOR POLICY

Policy Aim

This policy gives casual visitor rights to members of other U3As visiting to the Sunshine Coast. This allows them to attend Courses at U3A Sunshine Coast while holidaying. U3A members from other U3As can participate for two months without having to join U3A Sunshine Coast.

Eligibility

This Policy applies for proven current members of other U3As (Australia & overseas). Like any member they can be accepted to any class at the discretion of the Tutor.

Note: The applicant must produce Proof of current membership status with another U3A.

Term

Maximum Term: 2 months

(Over 2months visit, then they must join)

Cost

Membership fee: Nil Administration Cost: \$5 Normal Venue Fees apply

Records

Visitor members will not be put into the membership Data Base, but will be recorded in a separate guest register. They must fill in a dedicated form which includes our indemnity signing section.

Identification

There is a Casual Visitor Member Card, which must be worn to class in a lanyard.

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4. CODE OF CONDUCT

Policy Aim

This Code of Conduct has been compiled to establish acceptable ethical and legally compliant standards of conduct for all members, employees and non-member Tutors of U3A Sunshine Coast Inc. when involved in U3A activities. The intention of the Code is to provide guidelines to allow efficient, lawful and harmonious interaction outcomes.

Scope

U3A Sunshine Coast expects that all members, employees, and also non-member tutors, behave in a courteous and civilized manner when involved in all U3A activities. When participating in any and all U3A activities you agree to abide by this Code of conduct by:

1. Participating in U3A Sunshine Coast in a friendly and positive way at all times.
2. Behaving honestly and with integrity in all U3A Sunshine Coast matters, between members, employees, with other organizations and with the general public.
3. Treating everyone with respect and courtesy and without harassment, bullying or intimidation in all dealings. With respect to correspondence, the detail outlined in the U3A Sunshine Coast Unpleasant Communications Policy, shall be observed.
4. Observing strict confidentiality regarding members’ and employee’s personal information consistent with the detail set out in the U3A Sunshine Coast Privacy Policy.
5. Avoiding all forms of discriminatory behavior in regard to nationality, ethnicity, gender, sexuality, culture, religion, age and mental or physical disability.
6. Supporting a safe, healthy and secure environment by:
 - a. Reporting any incidents and unsafe conditions or practices.
 - b. Promoting safety and well-being.
 - c. Responding to the direction of the Tutor, or other person in charge of U3A classes, events or activities in the event of an emergency or any identified risk.

Further detail is contained in U3A Risk Management Policy and the Safety, Health and Wellbeing policy.

7. Promoting the U3A Sunshine Coast in a positive way.
8. Complying with all relevant laws, and abiding by this Code and U3A Sunshine policies and procedures.

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4.1 Complaint handling policy

Policy

Preamble

This policy statement is underpinned by U3A Sunshine Coast Inc. ("U3ASC") Constitution and Code of Conduct which applies to all members and Tutors, (member or honorary tutors). The Complaints Handling Process seeks to provide a mechanism to deal with issues that may arise regarding the activities or operations of the organization, internally, especially those matters arising from non- observance of the Code of Conduct.

The Management Committee and its members aim to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of procedural fairness.

We understand our obligation to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against any person making a Complaint.

We also understand that Complaints should be dealt with quickly where possible and fairly.

Our process is compliant with requirements of the Incorporated Associations Queensland Act.

Complaints from sources outside U3ASC will be directed to the Complaints Officer who will investigate the complaint and report the findings and recommendations to the Management Committee ("MC") for consideration.

Complaints may be resolved informally or formally. Our Procedure provides for resolution of complaints in a variety of ways outlined in the Complaint Procedure Document

Scope

There is an expectation that parties should first seek to directly resolve any concerns or grievances between themselves in an amicable manner. If the issue is not resolved, the parties may elect to follow a process outlined in the Complaints Handling Procedure

Policy

U3ASC is committed to providing good relations based upon goodwill, consultation and discussion. Any matters of complaint concerning the activities, tutors, volunteers or members (including the MC) of U3ASC should be addressed and resolved as soon as possible.

Related Documents

The Constitution

The Code of Conduct

The Complaint Handling procedure

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Approved by:	INTERNAL COMPLAINTS POLICY AND PROCEDURE V2.0 Reviewed by the Management Committee Meeting July 2021 V2.0 Approved by the Management Committee Meeting July 2021		

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Background

The Management Committee and its members aim to provide a simple, confidential and trustworthy procedure for resolving complaints based on the principles of procedural fairness.

We understand our obligation to ensure that our complaints procedure has integrity and is free of unfair repercussions or victimisation against any person making a Complaint.

We also understand that Complaints should be dealt with quickly where possible and fairly.

This procedure is compliant with requirements of the Incorporated Associations Queensland Act.

Complaints may be resolved informally or formally. This Procedure provides for resolution of complaints in a variety of ways. These range between:

- low key informal resolution where both parties accept the basic facts of a situation and it is possible to counsel the party who has acted inappropriately about a better way to have acted;
- situations where the complainant wishes to make a formal complaint in writing and further investigation is required; (See Attachment 1)
- resolution through mediation; (See Attachment 2) Mediation is a confidential process that allows those involved in a complaint to discuss the issues or incident in question and come up with mutually agreed solutions. Mediation can occur before, after or instead of the investigation of a Complaint.
- Hearings by a Tribunal. (See Attachment 3) The Tribunal can investigate and/or determine Complaints referred to it by the Management Committee; or conduct appeals requested by a Complainant or a Respondent to a Complaint.

There are some complaints, for example those related to discrimination or unlawful activity, where the complainant/s may wish to have their complaint handled by an external agency under antidiscrimination, child protection, criminal or other relevant legislation.

Responsibilities

The Management Committee is responsible for appointing a Complaints Officer at the first meeting after election of the Management Committee.

The Management Committee will when necessary, appoint a Tribunal to be comprised of at least three people who possess a particularly useful skill – such as human resources management, business management, corporate governance or like skills - to convene if and as required.

The Complaints Officer is responsible for receiving complaints and managing the process for resolution.

The Management Committee and members must take all necessary steps to make sure that the people involved in a Complaint are not victimised.

The Management Committee will discipline a person who harasses or victimises another person for making a Complaint or supporting another person's Complaint.

The Complainant is responsible for ensuring that their complaint is true, not maliciously motivated or intended to cause distress to the Respondent. Persons making such complaints can be subject to disciplinary action.

Who Can Lodge a Complaint?

Any person (Complainant) may report a complaint (Complaint) about a person, people or organisation bound by the policy (Respondent) if they feel that they have been discriminated against, harassed, bullied or there has been any other serious breach of our policies or Code of Conduct.

Complaints are preferred in writing but this is not essential.

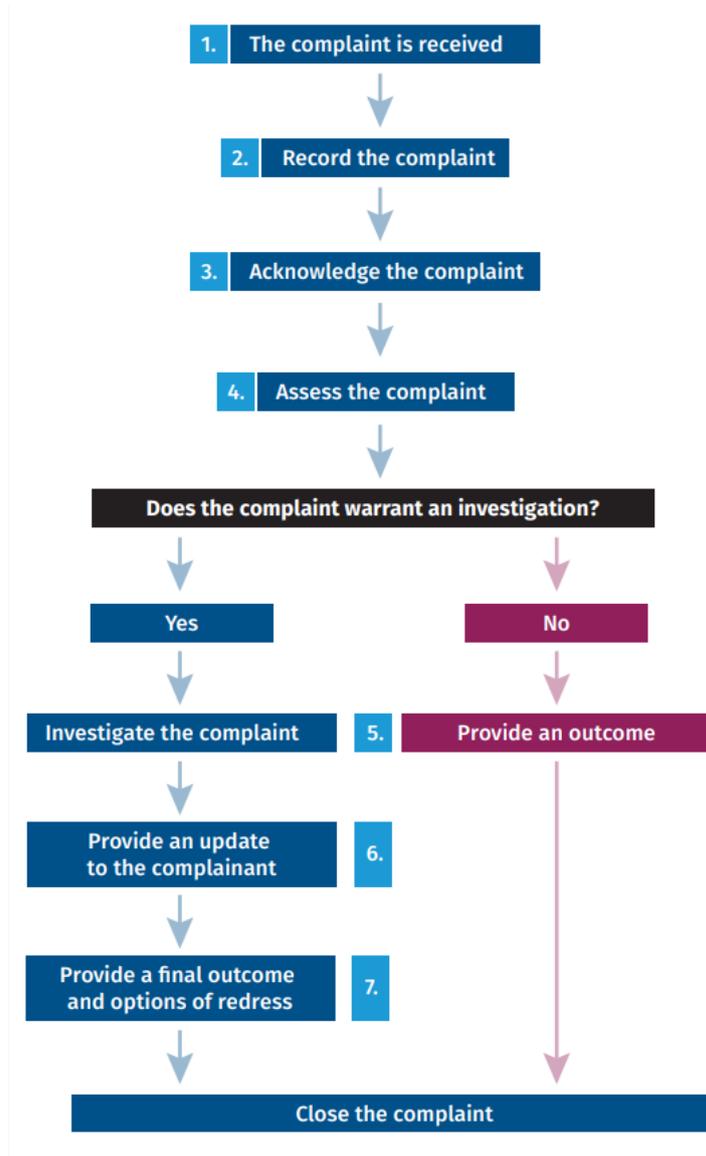
The Complaints Handling Process

1. In the first instance, Complaints should be reported to the Complaints Officer.
2. A Complaint may be dealt with formally or informally. An example of an informal process would be a low-key conversation where the Complaint is resolved by agreement between the people involved with no need for disciplinary action.
3. The Complainant may indicate his or her preference and the Complaints Officer should consider whether the preferred process is an appropriate way to handle the particular complaint, for example the law may require that the Complaint/allegation be reported to an appropriate authority.
4. If a Complaint is not resolved to the Complainant's satisfaction through an informal process the Complainant may make a formal Complaint in writing. Individuals or organisations may seek to have their Complaint handed by an external agency under relevant legislation.
5. Where a Complaints Officer decides that a complaint should be the subject of an investigation process, it should take place in accordance with **Attachment 1**.
6. Once the Complaints Officer receives a written report from the investigator (in accordance with **Attachment 1**), the Complaints Officer will determine what, in any, further action to take. This action may include: (a) A direction to the investigator to make further enquiries and obtain additional information; (b) Disciplinary action; or (c) Referring the Complaint to an informal or a formal mediation session, a hearings tribunal and/or the police or other appropriate authority. The Complaints Officer may also determine to take no further action and dismiss the complaint.
7. If a Complainant wishes to resolve the complaint with the help of a mediator, the Complaints Officer will, in consultation with the Complainant, arrange for an independent mediator where possible. Lawyers will not be permitted to participate in the mediation process. The Complaints Officer will determine which party or parties (e.g. the Complaints Officer, the Complainant or the Respondent) are responsible to pay any costs of the mediation process.
8. Where a Complaints Officer refers a complaint to mediation, the mediation should proceed in accordance with the process in **Attachment 2**.
NB: Mediation might not be a suitable method for resolution of a Complaint in all cases
9. The Tribunal may be convened to hear a proceeding referred to it by the Complaints Officer. Where the Complaints Officer refers a Complaint to the Tribunal, the Tribunal should proceed in accordance with **Attachment 3**.
10. If at any point in the Complaint handling process the Complaints Officer considers that a Complainant has knowingly made an untrue Complaint, or the Complaint is malicious or inappropriately intended to cause distress to the Respondent, the matter may be referred in writing to the Tribunal for review and appropriate action, including disciplinary action against the Complainant.
11. Every Complaints Officer bound by this policy will recognise and enforce any decision of a Tribunal.

Attachment 1. Investigation process

Attachment 2. Mediation Process

Attachment 3. Hearing and Appeals Tribunals Process



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Attachment 1. Investigation process

There will be times when a complaint will need to be investigated and evidence gathered. An investigation helps determine the facts relating to the incident, as well as produce findings and recommendations. Any investigation that a Complaints Officer conducts should be fair to all parties involved.

If a Complaints Officer decides that a Complaint should be investigated the following steps should be followed:

1. A written brief will be provided to the investigator to ensure the terms of engagement and scope of the investigator's role and responsibilities are clear.
2. The Complainant will be interviewed by the investigator and the complaint documented in writing.
3. The details of the complaint will be conveyed to the person/people complained about (Respondent(s)) in full. The Respondent(s) will be given sufficient information to enable them to properly respond to the Complaint.
4. The Respondent(s) will be interviewed by the investigator and given the opportunity to respond. The Respondent'(s)' response to the Complaint will be documented in writing.
5. If there is a dispute over the facts, statements from witnesses and other relevant evidence will be obtained to assist in a determination.
6. The investigator will determine whether the complaint is: a. substantiated (there is sufficient evidence to support the complaint); b. inconclusive (there is insufficient evidence either way); c. unsubstantiated (there is sufficient evidence to show that the complaint is unfounded); and/or d. mischievous, vexatious or knowingly untrue.
7. The investigator will produce a report documenting the complaint, investigation process, evidence, and findings and, if requested, recommendations. This report will be given to the relevant Complaints Officer.
8. The relevant Complaints Officer will provide a report documenting the complaint and summarising the investigation process and key points that were found to be substantiated, inconclusive, unsubstantiated and/or mischievous will be provided to the parties
9. Both parties are entitled to support throughout this process from their chosen support person (who is not empowered to speak on their behalf).
10. The parties may have the right to appeal against any decision based on the investigation. Any appeal should be in accordance with the appeals process provided in this Complaints Procedure.

Attachment 2. Mediation Process

Mediation is a process that allows all people involved in a Complaint to talk through the issues with an impartial person – the mediator – and work out a mutual solution.

The mediator does not decide who is right or wrong and does not tell either side what they must do. Instead, he or she helps those involved talk through the issues making sure that the process is as fair as possible for all concerned.

The following is the general procedure for the conduct of mediations under this procedure.

1. The people involved in a formal Complaint (Complainant and Respondent(s)) may work out their own resolution of the Complaint or seek the assistance of a neutral third person or a mediator. Mediation may occur at any time.
2. Mediation will only be recommended:
 - a. after the Complainant and Respondent have had their chance to tell their version of events to the relevant Complaints Officer; and
 - b. the relevant Complaints Officer does not believe that any of the allegations warrant any form of disciplinary action - proven serious allegations will not be mediated, no matter what the Complainant desires; and
 - c. mediation looks like it will work (i.e. the versions given by the Complainant and Respondent align or almost align and/or at the very least, it looks as though it will be possible for each party to understand the other party's point of view).
3. Mediation will **not** be recommended if:
 - a. the Respondent has a completely different version of the events and they won't deviate from these;
 - b. the Complainant or Respondent are unwilling to attempt mediation;
 - c. when the issues raised are sensitive in nature;
 - d. when there is a real or perceived power imbalance between the people involved;
 - e. matters that involve serious, proven allegations; or
 - f. the Complaint is not suitable for mediation due to the nature of the Complaint, the relationship between the Complainant and the Respondents and any other relevant factors.
4. If mediation is chosen to try and resolve the Complaint the relevant Complaints Officer will, in consultation with the parties arrange for a mediator to mediate the Complaint.
5. The relevant Complaints Officer will notify the Respondent(s) that a formal Complaint has been made, provide them with details of the Complaint, and advise them that it has decided to refer the matter to mediation.
6. The mediator's role is to assist the parties reach an agreement on how to resolve the issues between them. The mediator, in consultation with the parties, will determine the procedures to be followed during the mediation. An agenda of issues for discussion will be prepared by the mediator.
7. The mediation will be conducted confidentially and without prejudice. The rights of the parties to pursue an alternative process if the Complaint is not resolved will be preserved.
8. If the Complaint is resolved by mediation, the mediator will prepare a document that sets out the agreement reached between the parties and it will be signed by them as their agreement. The relevant Complaints Officer will be advised of the resolution of the matter. MC expects parties involved to respect and comply with the terms of the agreement executed.
9. If the formal Complaint is not resolved by mediation, the Complainant may:
 - a. write to the relevant Complaints Officer within 14 days of the mediation to request that they reconsider the Complaint, particularly whether they refer the Complaint to a resolution process other than mediation; or
 - b. approach an external agency such as an anti-discrimination or equal opportunity commission to resolve the matter.

Attachment 3. Hearing and Appeals Tribunals Process

The following hearing procedure will be followed where a Complaints Officer convenes a hearings tribunal (Hearings Tribunal) in Queensland.

1 HEARINGS

Where MC receives a Complaint referred to it under the above procedure(s) the procedure set out below shall be followed:

1. Upon receipt of the Complaint the relevant Complaints Officer shall appoint a Hearings Officer. It is preferable that the Hearings Officer is fresh to the details of the complaint and the resolution steps already taken, though this may not be possible in all situations. The Hearings Officer shall, as soon as possible, do the following:
 - a. determine the composition of the Hearings Tribunal, as set out in clause 1(2) below; and
 - b. send to the Complainant(s) and Respondent(s) a notice setting out the alleged breach (collectively referred to as **Notice of Alleged Breach**) in accordance with clauses 1(4) and 1(5) of this Attachment; and
 - c. send a copy of the Notice of Alleged Breach to the chairperson of the Hearings Tribunal.
2. The Hearings Tribunal for each hearing shall be that appointed by the Management Committee in each year and may include:
 - a. a barrister or solicitor or if after reasonable attempts have been made to obtain such person without success, then a person with some experience in disciplinary/hearings tribunal;
 - b. a person with a thorough knowledge of the relevant issues (Eg safety); and
 - c. a person of experience and skills suitable to the function of the Hearings Tribunal, provided that such persons do not include: i.a person, who would, by reason of their relationship with any of the parties, be reasonably considered to be other than impartial.
3. Frivolous, vexatious or malicious Complaints
 - a. If within 48 hours of receiving the Notice of Alleged Breach, the Respondent alleges in writing to the Hearings Officer that the Complaint is frivolous, vexatious or malicious, the chairperson of the relevant Complaints Officer shall as a preliminary issue, determine whether or not such Complaint is frivolous, vexatious or malicious and advise the parties of his or her determination.
 - b. The Hearings Officer shall provide to the other parties to the hearing (see clause 6) a copy of the written allegation made by the Respondent that the Complaint is frivolous, vexatious or malicious. c. The chairperson shall determine the preliminary issue of whether the Complaint is frivolous, vexatious or malicious as soon as practicable and in whatever manner the chairperson considers appropriate in the circumstances provided that he or she does so in accordance with the principles of natural justice.
 - d. If the Complaint is determined to be frivolous, vexatious or malicious by the chairperson, then the Complaint will be dismissed.
 - e. The decision of the chairperson under this clause 1(3) is not subject to appeal.
4. The Hearings Tribunal will send a Notice of Alleged Breach to the Respondent(s) in writing informing them that a Hearings Tribunal hearing will take place. The notice will outline:
 - a. that the Respondent has a right to appear at the Hearings Tribunal to defend the Complaint/allegations;

- b. the details of the Complaint and of all allegations, as well as the provision or clause of any policy, rule or regulation that has allegedly been breached;
- c. the date, time and venue of the Hearings Tribunal hearing;
- d. that verbal and/or written submissions can be presented at the Hearings Tribunal;
- e. that witnesses may attend the Hearings Tribunal to support the position of the Respondent/s;
- f. an outline of any possible sanctions that may be imposed if the Complaint is found to be substantiated;
- g. that legal representation will not be allowed.
- h. that the respondent may be assisted by a support person at a Hearings Tribunal. For example, where the respondent is a minor, he or she should have a parent or guardian present. However a person cannot be a support person if he or she has been admitted to practice as a lawyer or worked as a trainee lawyer.
- i. A copy of any information/documents that have been given to the Hearings Tribunal (e.g. investigation report findings) will be provided to the Respondent(s)

5. The Hearings Tribunal will send a Notice of Alleged Breach to the Complainant(s) in writing informing them that a Hearings Tribunal hearing will take place. The notice will outline:

- a. that the Complainant has a right to appear at the Hearings Tribunal to support their Complaint/allegations;
- b. the details of the Complaint, including any relevant rules or regulations the Respondent is accused of breaching;
- c. the date, time and venue of the Hearings Tribunal hearing;
- d. that verbal and/or written submissions can be presented at the Hearings Tribunal hearing;
- e. that witnesses may attend the Hearings Tribunal hearing to support the Complainant's position; and
- f. that legal representation will not be allowed.
- g. A copy of any information/documents that have been given to the Hearings Tribunal (e.g. investigation report findings) will be provided to the Complainant.

6. The Hearings Tribunal shall hear and determine the alleged breach in whatever manner it considers appropriate in the circumstances (including by way of teleconference, video conference or otherwise) provided that it does so in accordance with the principles of natural justice. The purpose of the hearing shall be to determine whether the Respondent has committed a breach of any relevant rule, regulation or policy of MC. If the Hearings Tribunal considers that the Respondent has committed such a breach of this Policy, it may impose any one or more of the sanctions set out in clause 3 below.

7. The parties to the hearing shall include the Complainant, the Respondent, the relevant Complaints Officer and any relevant witnesses which the Hearings Tribunal considers necessary.

8. If upon receipt of the Notice of Alleged Breach the Hearings Tribunal considers that pending the determination of the matter the Respondent may put at risk the safety and welfare of the Complainant or others it may order that the Respondent be:

- a. suspended from any role they hold with MC;
- b. banned from any event or activities held by U3A Sunshine Coast; and/or
- c. required not to contact or in any way associate with the Complainant or other person about whom the alleged breach relates, pending the determination of the hearing.

9. There is no right of appeal of the decision by a Hearings Tribunal under clause 1(8).

10. No party to the hearing may be legally represented. The chairperson of the Hearings Tribunal may grant leave for a party to the hearing to be legally represented where their livelihood or a proprietary right is at risk. The onus is on the party seeking representation to prove that livelihood or a proprietary right is at risk.

11. Each party to the hearing shall bear their own costs in relation to the hearing.

12. The Hearings Tribunal shall give its decision as soon as practicable after the hearing and the

Hearings Officer will deliver to the following a statement of the written reasons: a. the Complainant; b. the Respondent; and any other party represented in the hearing.

13. Each member of each Hearings Tribunal established under this Policy shall be indemnified by the Complaints Officer which appointed them from any claim or action for loss, damages, or costs made against them arising out of, or in connection with, their function as a member of the Hearings Tribunal. Each party appearing before a Hearings Tribunal shall release each member of that tribunal from any claim or action for loss, damages, or costs made against them arising out of, or in connection with, their function as a member of the Hearings Tribunal. If required by the tribunal each party will sign a document giving effect to such release.

14. All members of the Hearings Tribunal shall keep all matters relating to the hearing (including but not limited to the nature of the Complaint, information obtained before and during the hearing, and the decision of the Hearings Tribunal) confidential.

2 APPEALS

A party represented at a Hearings Tribunal may appeal a decision of that Hearings Tribunal on the sole ground that natural justice has not been provided at the hearing of the Hearings Tribunal.

1. An appeal against a decision of a Hearings Tribunal established by a Complaints Officer, shall be made to the appeals tribunal established by MC (Appeals Tribunal). Subject to the discretion of the chairperson of the Appeals Tribunal all appeals shall be heard at the principal place of business of MC.

2. There is only one right of appeal following the decision of the initial Hearings Tribunal. Any appeal must be solely and exclusively resolved by the Appeals Tribunal and the decision of such Appeals Tribunal is final and binding on the parties. There is no further right of appeal. It is agreed that no party to such appeal may institute or maintain proceedings in any external court or tribunal until they have exhausted their appeal rights under these procedures.

The process for such appeal is as follows:

a. the party wishing to appeal ("Appellant") shall within 72 hours of a Hearings Tribunal delivering its decision advise, in writing, the Hearings Officer of MC of their intention to appeal (**Notice of Intention to Appeal**);

b. as soon as possible after receipt of the Notice of Intention to Appeal, the Hearings Officer of MC shall advise the Management Committee; who will act as the Appeals Tribunal to hear and determine the appeal (which shall comprise of persons in accordance with clause 1(2) above but not the same persons who were part of the Hearings Tribunal that made the decision to which the appeal relates); and

c. within 5 days of lodging the Notice of Intention to Appeal, (or such shorter time as determined by the Appeals Tribunal if there is urgency) the Appellant shall:

i. pay a non-refundable appeal fee of \$550.00 (including GST) to the Hearings Officer of MC; and

ii. submit to the Hearings Officer of MC, four written copies of the grounds of appeal. The Hearings Officer of MC shall provide a copy of the grounds of appeal to the other party, to the chairperson of the Hearings Tribunal who made the decision which is the subject of the appeal and the chairperson of the Appeals Tribunal. If either of the requirements in this sub-clause are not met by the required time the appeal shall be deemed to be withdrawn;

d. Upon completion of the procedures in clauses 2(3)(a)-(c) above, the Hearings Officer of MC (as the case may be) shall determine a time and date for the hearing of the appeal and as soon as possible thereafter notify all parties to the appeal in writing of such details; and

(a) The procedure for the appeal shall be the same as the procedure for the Hearings Tribunal as set out in clause 1 of the Hearings section of this Attachment provided above.

4. An Appeals Tribunal may reject an appeal on the basis that the grounds of appeal are not satisfied.

5. Upon hearing the appeal the Appeals Tribunal may do any one or more of the following:

- dismiss the appeal;
- uphold the appeal;
- impose any of the sanctions set out in clause 3 below; and/o
- reduce, increase or otherwise vary any sanction imposed by the initial Hearings Tribunal.

6. Every member shall recognise and enforce any decision and penalty imposed by an Appeals Tribunal under this policy.

7. The Appeals Tribunal has no power to award costs and each party shall bear their own costs in relation to any appeal.

8. The hearing and appeal procedures set out above prevail over any other rules, regulations and policies of MC.

3 SANCTIONS

1. Any disciplinary measure imposed by a Hearings Tribunal or Appeals Tribunal must:
 - a. conform to the principles of natural justice;
 - b. be fair and reasonable;
 - c. be based on the evidence and information presented; and
 - d. be within the powers of the Hearings Tribunal and Appeals Tribunal to impose the disciplinary measure.
2. If a Hearings Tribunal or Appeals Tribunal considers that a person or organisation has breached a rule, regulation or policy of MC it may impose any one or more of the following penalties:

For breaches committed by individual persons. If the Hearings Tribunal or Appeals Tribunal considers that an individual person has breached a rule, regulation or policy, it may impose any one or more of the following penalties on such person:

 - i. direct that the offender attend counselling to address their conduct;
 - ii. recommend that MC terminate the appointment of the role which the offender holds with such organisation;
 - iii. (where there has been damage to property) direct that the offender pay compensation to the relevant organisation which controls or has possession of the damaged property;
 - iv. impose a monetary fine for an amount determined by the Hearings Tribunal;
 - v. impose a warning;
 - vi. consider termination of membership under the association's constitution;
 - vii. any other such penalty as the Hearings Tribunal considers appropriate.
3. When imposing any form of discipline it will be accompanied by a warning that a similar breach of policy by that individual in the future may result in the imposition of a more serious form of discipline.

5. COMMUNICATION/PUBLICATION POLICY

Note: this policy is out of date and needs changes

Policy Aim

This policy provided guidelines for communicating about U3A with our members and also with the general public, raising awareness about U3A Sunshine Coast courses, events and activities.

Communications Officer

We have a designated Communications Officer, who reports to the Management Committee. This officer is responsible for approval of all/any communication from U3A Sunshine Coast. They are the information conduit. The Communications Officer leads the Communication Sub-Committee.

The Communication Officer submits an annual Communication Plan to the Management Committee for approval.

Approvals

The Communication Officer must approve any published piece of media purporting to be from U3A, including the website, social media and media outlets.

Tutors and Members are encouraged to submit U3A stories or articles to local media outlets, and on social media; the Communications Officer must approve these articles.

The Communications Officer must also approve the use of the U3A logo.

This requirement for approval applies equally to members or volunteers, and includes Management Committee members.

If deemed necessary the Communications Officer will consult with the Executive (President, Vice President, Secretary and Treasurer) before publication.

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		Print Date:	16 May 2022
Approved by:	Management Committee		

Document No:	P05
Version No:	V1
Issue Date:	12/07/2016
Page No:	19 of 37

6. DONATIONS TO CHARITIES POLICY

Policy Aim

This policy provides guidance for when members are approached to raise money for charitable purposes appropriately.

Scope

As an organisation, funds raised under the U3A banner are entirely the property of U3A and can only be used to further the activities laid down in the constitution. They cannot be disbursed without the authority of the U3A Management Committee under any circumstances.

Requests must be referred to the Management Committee. These will be given sympathetic, pragmatic consideration if the proposal meets U3A criteria and is submitted prior to any agreement or arrangements being made.

Guidelines

This is a sensitive matter and the organisation must avoid inappropriate distribution of funds; therefore:

- 1) No money can be raised to support any religious, political or otherwise sectarian objective.
- 2) No money can be raised to support any project that might be controversial in the context of the aims and objectives of U3A as stated in the constitution or defined as controversial by the U3A management committee.
- 3) In general, any approved donation would be expected to be linked to bodies or organisations already cooperating with U3A and where the aims, objectives and goodwill between those organisations and U3A may be enhanced by financial support.
- 4) Central funds are generally not available for charitable purposes. Any disbursement from central funds is severely restricted to educational objectives e.g. the bursaries provided to selected and defined USC students, the details of which and the criteria for their granting being available separately.
- 5) Members are obliged to discuss possible involvement in fund raising with the Course Tutor or a Management Committee member at the conception stage of any project to avoid later complications, disappointment or embarrassment.

Summary

In summary, U3A is not an organisation where fund raising for charity is appropriate. Very rarely, members might find themselves in a position where, while operating under the U3A banner, a goodwill financial gesture seems appropriate. The U3A Management Committee must first approve any proposals.

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Page No:	20 of 37

7. EXCURSIONS POLICY

Policy

This policy provided guidelines for excursion organisers.

Scope

U3A conducts various bus trips/excursions for members from time to time. These are generally of a cultural nature and often involve coach transport to Brisbane to theatres or art galleries.

- The Management Committee must approve all excursions in advance. The proposing member should research, then inform on venue, cost, transport and any other relevant details
- The excursion should be cost neutral to U3A, i.e. all entry, bus fare, catering etc. to be shared equally by the participants
- The organiser(s) will prepare an outline to be advertised via Web, Facebook and bulk mail as required
- The invitation to attend is to be sent to *all members* via Bulk mail.
- Participants must pay in full, in advance
- Bus trips are excursions, not classes. non-U3A members (that includes spouses/partners) will not be permitted to attend. Participants must be financial U3A Sunshine Coast members
- If a popular excursion fills quickly, a second excursion to the same event may be arranged. If the member-organiser is required to attend the second excursion as escort, they do not have to pay, but will be paid for by U3A
- If a member withdraws for any reason:
 - there is no refund for the bus, an
 - there is no refund for other components of the outing, unless their spot is taken by another member.

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		Print Date:	16 May 2022
Approved by:	Management Committee , May 2020		

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Version No:	V2
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8. HONORARY MEMBER POLICY

Policy

This policy outlines the terms for granting Honorary Membership.

Scope

- Honorary Membership can be granted to members who give exceptional service to the organisation, such as tutors or office volunteers, but do not participate in any U3A activities.
- Honorary members may not join any classes or, participate in member excursions or events
- Honorary Members do not have voting rights
- Nominations for Honorary Members, which will generally be brought forward by the Tutor and Courses Coordinator, must be ratified by the Management Committee
- The offer will be made to the individual who will be an Honorary member for insurance purposes.

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9. MEETING PROCEDURES

Note: this policy is incomplete, only addresses AGM

Preamble

This document provides guidelines for the conduct of official Meetings of the Organisation:

- Annual General Meeting (AGM)
- General Meeting
- Management Committee Meeting

These guidelines are in accordance with the U3A Sunshine Coast Constitution.

Annual General Meeting (AGM)

The Annual General Meeting (AGM) must be held within 6 months of the end of U3A Sunshine Coast’s financial year, which is 31 December.

The Secretary calls the AGM and notifies members of the date, time & place, and calls for nominations for the MC, one month prior to the AGM. Candidates’ profiles, the Agenda, Minutes of the previous meeting, and audited financial statements are made available no later than 14 days prior to the AGM.

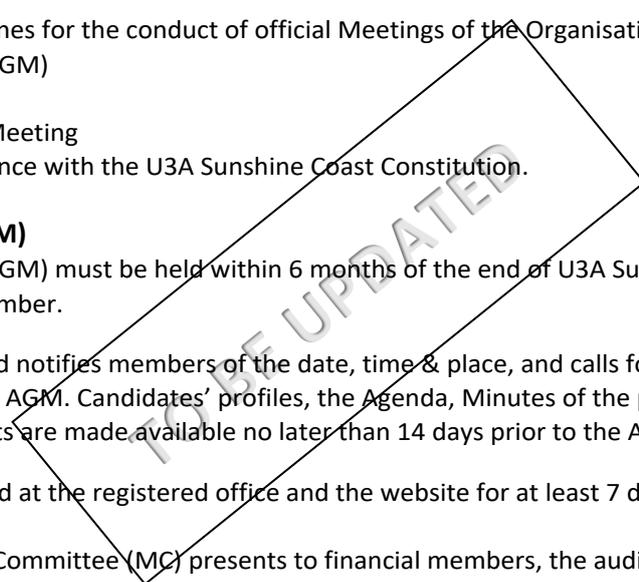
Nominees’ profiles are displayed at the registered office and the website for at least 7 days prior to the meeting.

At the AGM, the Management Committee (MC) presents to financial members, the audited financial report for adoption, and reports on the activities & achievements for the year.

At the entrance to the AGM venue, attending members must sign the Attendance register. All apologies are noted in the Apologies register. The Secretary maintains an Attendance register for all meetings.

Following the opening welcome by the President, bursaries are presented to the recipients; the guest speaker &/or patron gives an address (guests are then invited to take their leave of proceedings so that the AGM can commence in earnest).

Apologies for absence are accepted from the floor; the President seeks permission from attending members to adopt the previous AGM’s minutes; the President presents the annual report; motions



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10. NURSING VOLUNTEER PROGRAM PROCEDURES

Note: this committee has been disbanded, the Policy is not currently required

Policy

At a meeting between U3A Sunshine Coast and the USC School of Nursing in 2015, it was agreed that the following procedures will be followed in when recruiting U3A members as volunteers.

Scope

- School of Nursing will contact the U3A Secretary when volunteers are required.
- The Secretary informs U3A management of the request and gets approval to proceed.
- The membership will be notified of the call for volunteers.
- All contact will then be directly between volunteers and USC, not through U3A.
- Volunteers will be contacted by School of nursing and sent a timetable. They then choose when they are available to volunteer.
- U3A members will be expected to attend a preparative session at School of Nursing before they are accepted for volunteering.
- Volunteers recruited through must be current members.
- U3A members may also choose to volunteer at USC in response to public advertising and be “recruited as a member of the public”, not recruited specifically as a member of U3A.
- Particular details regarding parking refund arrangements will be organised by School of Nursing and will be further explained to volunteers at time of participation.
- Any feedback from U3A volunteers will be directly with the School of Nursing, not through U3A.
- U3A will have little further involvement until a new recruitment drive may be required in the future. This will be on a needs basis and may vary from year to year.
- A general courtesy report will be sent by School of Nursing to U3A Management annually. It will not contain any volunteer details.
- A courtesy feedback report from the U3A Management or the coordinator back to the School of Nursing may also be appropriate.
- U3A Management has agreed that the relevant points in the **U3A Policy-Participation in USC Research Projects**

document have been met.

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11. OUTSIDE REQUESTS POLICY

Policy

This policy covers guest speaker and event/product promotion from commercial businesses and non-commercial organisations.

Scope

- 1 No outside requests for access to our members be accepted from commercial entities either for group email or as guest speakers
- 2 Outside requests from humanitarian/NFP organisations/government bodies for access to our members as guest speakers be considered on their merits by the Management Committee
- 3 When approved by the Management Committee, the request be passed on to the appropriate person (e.g. Lecture Series Coordinator) to make arrangements.
- 4 These guest speaker opportunities are to be scheduled in the normal way in the Courses List and e-Voice and not by special group email.
- 5 When approved by the Management Committee, the events can only be publicised on the Website or e- Voice.
- 6 These events are not to be promoted individually by group mail to members.
- 7 Individual Tutors/Classes may invite outside guest speakers to classes and they will be treated as any other visitor to a class. Invited guests are welcome, while unsolicited visitors are not.
- 8 If U3A Sunshine Coast seeks/accepts sponsorship from any corporate/commercial organisation for a special event or project, we will pay back in kind by providing promotional opportunities such as exhibition space and display of advertising or logo in event programs.
- 9 The membership database will not be used for unsolicited direct advertising.

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12. PARTICIPATION IN RESEARCH PROJECTS

Policy

This policy provides the procedures to be followed when requests are made for U3A Sunshine Coast members to take part in academic research.

Requests

We will only accept requests for our members to participate if:

- The Project has the approval of the Human Resources Ethics Committee
- There is a guarantee of Confidentiality/Privacy for our members
- U3A Sunshine Coast is indemnified against any possible claim directly related to the Project
- We receive a feedback report on the level of U3A participation (except when the research is entirely online) and the result of the research.

Procedure

When a request is made for our Participation in a Research Project:

- Requests are to made via the Secretary
- The request will be considered by the full Management Committee for Approval
- An email with full details will be sent to all members on our membership data base
- All further communication will be directly between the researcher(s) and the participating members
- Feedback report to be forwarded to U3A via our Secretary

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13. PRIVACY POLICY

Policy

This policy outlines the protection of members and their personal information.

Scope

1. U3A Sunshine Coast collects personal information from tutors and members including their names, postal and email addresses and phone numbers for the purpose of informing members of U3A activities.
2. Members who volunteer to assist the organisation may be asked to provide details of their qualifications and experience to the Management Committee; such details however will not be published in any way without the express permission of the individual named.
3. The Management Committee may reveal such personal information about tutors as is necessary to inform members about relevant courses, unless instructed by tutors not to do so. Where the tutor has requested privacy, access to the personal information of that tutor will be restricted to members of the Management Committee.
4. The gathering of personal information will be carried out by accessing the organisation's database or any form that the Management Committee prescribes.
5. No personal information will be gathered about a person from a second party, unless that person provides written permission.
6. Disclosure of personal information will be restricted to the primary purpose of conducting classes for members and such other activities as the Management Committee may determine, and maintaining a database of member and tutor information for administration purposes.
7. Personal information of members will not be made available for any marketing exercise external to the organisation, or for any surveys of any kind.
8. The total database of members information may be used to make a general appeal to all members inviting them to participate in surveys or other activities approved by the Management Committee.
9. All reasonable steps will be taken to ensure that the personal information collected is accurate, complete, up- to-date, and that the information is not misused
10. Access to the database is restricted to persons authorised by the Management Committee.
11. This policy document will be available on the U3A Sunshine Coast website or obtainable from the office upon request. In addition, all tutors will be informed of this policy.

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14. REFUND POLICY AND PROCEDURES

Policy Aim

This policy aims to provide guidance for members requesting a refund of venue fees, It is to assist members and volunteers understand where refunds are applicable and how to apply for a refund. It is our aim to accommodate member's requests at all times dealing with fairness to both the member and the organisation

Legislative Framework

The following frameworks and advice were reviewed and considered in developing this policy
Australian Competition and Consumer Commission – Consumer Rights
Australian Consumer Law – Consumer Guarantee Guide Queensland Government, Office of Fair Trading

Try Before You Enroll

If you are unsure that the class outline will suit your requirements, we offer this option where you may attend the activity twice before enrolling, to see if it meets your expectation and level of involvement. However, this can only be accommodated if there is a vacancy in the class and the Tutor has been informed and agrees.

Refunds will be given for the following:

Tutor Action Course Cancelled

If a class has been cancelled prior to the beginning of team due to the Tutor being unavailable you may apply for a refund. Your request should be emailed to the Treasurer, giving your name, your membership number, the class number and your bank account details. Refunds will only be processed through a direct debit into your bank account

Course Withdrawn

If a Tutor withdraws from a class during the semester, a refund will apply if the remaining fee is \$10.00 or more. The same process outlined above applies, a request to the Treasurer with the relevant details.

Member Action Change of Mind

If a member has changed his/her mind and wishes to withdraw from a class, refunds will only be given prior to the commencement of the class at the beginning of the semester, and with a venue fee over \$20. Refund requests are to be made in writing to the Treasurer, giving your membership name and number, the course number, the venue fee and your bank account details for a direct debit. Refunds will be paid in 21 days of the request.

Transfer from One Class to Another

Members may transfer from class to class, if there is a vacancy. Members are advised to enroll in the new class without paying the venue fee and then advise the Student Services Coordinator by email of the transfer. Information to be provided, your name and membership number the course number you are withdrawing from and the new course you have enrolled in. In this case refunds will only be given if the difference is \$20 or more

Special Circumstances

Refunds may be given in a situation which is totally beyond the control of our member and would make it impossible for the member to attend or participate in their intended course. In such a case the member should apply, in writing by email, to the Treasurer giving the reason for the request. All such requests will be considered sympathetically by the Treasurer.

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		Print Date:	16 May 2022
Approved by:	Management Committee		

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Issue Date:	
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15. RISK MANAGEMENT POLICY

Policy

U3A Sunshine Coast is committed to managing and minimising potential risks for the care of our members and our property.

Scope

Injuries to Members & Visitors:

- In consultation with tutors, all classes and activities should be examined to identify areas of potential risk
- All Tutors at the start of every class should conduct a safety audit when fittings, lighting, furniture and equipment are checked for safe working order. Any repairs needed should be reported and dealt with promptly
- All Tutors should be aware of the risks specific to their particular activity and take special care in order to avoid them
- In the event of an accident or incident, tutors should follow the guidelines provided to them and an Accident/Incident Report must be completed and promptly forwarded to the Secretary
- A First Aid Kit should be located in an accessible place and emergency telephone numbers prominently displayed
- Special care should be taken in kitchens. Hot water urns, electrical and gas appliances should be checked regularly and food-handling procedures must be implemented to ensure food safety
- Members' personal medical information should only be held by them and any relevant medical details and telephone numbers listed either on the reverse side of their name-badge (which should be worn at all times) or on a credit card sized Emergency Card to be kept in their wallet or purse
- In the event of an emergency, using the information listed on the card can save valuable time.

Information Security and Potential Loss of Data:

- All personal details of members are to be protected, only accessed by personnel as required in their duties, and personal contact details never given out if requested
- Our contact Data Base is for U3A communication only i.e. the e-Voice or information emails and letters to members. We cannot communicate messages from any other organisation to our members via the Data Base
- All membership and enrolment data must be regularly backed-up and located in at least three separate locations

Security of Buildings:

We occupy around 45 different venues for courses and can presume that each venue, apart from our rooms at USC, is responsible for their own security.

- Tutors using other venues should respect the security arrangements of the venue and generally leave the venue as they found it
- Tutors and volunteers using our rooms at USC should ensure that all is secure at the end of the day
- Rooms must never be left open and unattended
- Cash must be kept locked up and only minimal amounts kept in the office at any time
- Volunteers and class members are responsible for their own personal belongings and must not leave them unattended.

Fire Safety:

- All U3A-occupied spaces are to be kept clean, well ventilated and free of combustible materials
- Adequate fire extinguishers should be available and updated as required
- Personnel using USC rooms should familiarise themselves with the USC Fire and

Emergency Evacuation Procedure and comply with any orders.

Insurance:

- U3A must ensure that appropriate insurance is held to cover all risks to persons and property
- The policies should be kept in the office and available for reference
- All accidents or incidents should be reported promptly and accurately on the Accident/Incident Form in case of future insurance claims.

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16. SAFETY, HEALTH & WELLBEING POLICY

U3A is committed to providing and maintaining, as far as is reasonably practicable, a safe and healthy environment for all members, volunteers, employees and contractors.

All members, volunteers, employees and contractors are responsible for ensuring their actions and behaviour does not adversely affect the physical and psychological safety and wellbeing of themselves and others.

GUIDELINES

1. Management Committee

WH&S laws require organisations that engage workers to ensure as far as is reasonably practicable, the physical and mental health and safety of all workers including volunteers. To comply with these laws, all members of the Management Committee will:

- 1.1. Familiarise themselves with their WH&S obligations
- 1.2. Understand the nature of the work U3A does and stay aware of the risks workers and volunteers may face when working for U3A.
- 1.3. Ensure employees, tutors, volunteers', members and contractors are aware of, and have access to, U3A policy and relevant guidelines
- 1.4. Provide relevant training, information and instructions to employees, tutors, volunteers and contractors
- 1.5. Welcome feedback on safety and health issues and have in place a process to address issues and communicate outcomes
- 1.6. Include safety, health and wellbeing as an ongoing meeting agenda item

2. Tutors and Volunteers

Under the WH&S Act you are a volunteer if you are working without payment or financial reward (but you may be receiving out of pocket expenses) for an organisation that also engages paid workers.

If you are a volunteer under the WH&S Act you are also a worker. This means that the U3A should provide you with the same protections as its' paid workers as far is reasonably practicable. It also means that U3A does not have to guarantee that no harm will occur, but must do what is reasonably able to be done to ensure your health and safety. As a worker, you have obligations under the WH&S Act. The following is a guide for how you might meet your obligations:

- 2.1. Take reasonable care of your own health and safety
- 2.2. Take reasonable care to ensure you don't affect the health and safety of others
- 2.3. Carry out your tasks in a safe way
- 2.4. Follow any reasonable work health and safety instructions given to you by U3A
- 2.5. Cooperate with the reasonable policy, guidelines and procedures of U3A that relate to work health and safety

Essentially what is reasonable care would be what a reasonable person would do in the circumstances considering things like:

- Your knowledge
- Your role
- Your skills and resources available to you
- Your qualifications
- The information you have
- The consequences to health and safety of a failure to act in the circumstance

Other ways of making sure you take reasonable care are:

- Carrying out activities within the role you have been given
- Not carry out activities that you don't have the skills or physical ability to undertake

- To not do anything that would seem to be unsafe

3. U3A Classes and Work in Private Homes

As a volunteer you may carry out work, including tutoring, for U3A from your own home. If this is the case, you still have a duty as a volunteer worker under the WHS Act when carrying out your volunteer work. If you do volunteer work from your own home, U3A does not own, control or manage the place that you are working from. This means that U3A has a limited ability to ensure your health and safety when at work. U3A must still comply with their duty to ensure your health and safety but what is reasonably practicable for them to do will be different if you work in a workplace that they have control over.

You still need to:

- Take reasonable care of your own health and safety
- Ensure that what you are doing for the organisation does not affect others, and follow the reasonable instructions and policies and procedures of U3A.

If you are doing volunteer work at your home and other volunteers or members will be working there with you or attending a class, you also need to make sure your home is safe for them to come into. This is the same common law, day to day duty, you have with any visitor who comes to your home.

You are required to:

- Put controls in place to mitigate any hazards or risks of people entering your home so far as reasonably practicable (e.g. electrical cords will be out of the way to prevent trip hazards, animals will be kept out of the house during tutoring, seats will be checked for sturdiness, etc)
- Communicate emergency procedures
- Consider access requirements for people with ambulatory difficulties
- Provide toilet facilities
- Provide drinking water

4. Employees

As an employee, you should expect to work in a safe and healthy environment where facilities and equipment provided by U3A are conducive to meeting that environment.

You also have a personal responsibility under the WH&S laws to:

- take reasonable care for your own health and safety take reasonable care that you do not adversely affect the health and safety of others
- comply, so far as reasonably able, with any reasonable instruction that is given by U3A
- cooperate with any reasonable U3A policy, guideline and procedure relating to health and safety
- While U3A has overall responsibility for the provision of a safe and healthy workplace, employees also have a responsibility to raise any concerns regarding their work environment that they consider is, or may lead to, a safety or health issue. Being proactive in looking after themselves and others in the environment will help ensure that everyone goes home safely.

5. Members

- 5.1. Take reasonable care of your own health and safety
- 5.2. Take reasonable care to ensure you don't affect the health and safety of others
- 5.3. Carry out your activities in a safe way, following any reasonable work health and safety instructions given to you by your tutor
- 5.4. Be willing to accept your tutor's advice concerning your physical capability in your chosen activity
- 5.5. Be aware of the consequences to your health and safety of a failure to follow up such advice

6. Harassment and Discrimination

6.1. Workplace bullying

The work health and safety responsibility of U3A requires us to prevent workplace bullying, stress and harassment. Workers, including volunteers, also have a duty to ensure that their actions do not constitute a risk to their own health and safety or that of other people in the workplace.

6.2. WHS discrimination

The WHS Act also expressly prohibits the discrimination or unfair treatment of workers, including volunteers, because they have raised a work health and safety concern. A person found to be engaging in this type of discrimination may be liable to criminal penalties.

If you consider you are being harassed, bullied or discriminated against, the first course of action is to approach the perpetrator to overcome the unacceptable behavior. If the unacceptable behavior does not cease after approaching the alleged perpetrator then the procedure set out in the Code of Conduct should be followed. If you feel that U3A has not satisfactorily addressed the complaint you can contact your state or territory regulator for information and advice.

PROCEDURES

1. Training and Instruction

- 1.1.** Annual safety, health and wellbeing refresher training will be provided for Management Committee members. This will be scheduled as early as practicable at the beginning of each calendar year. The refresher training will include W H & S obligations, duty of care, and due diligence as a minimum. All new Management Committee members will be provided with safety, health and wellbeing induction within 1 month of their appointment to the Committee.
- 1.2.** Annual safety, health and wellbeing refresher training will be provided for employees, tutors and volunteers who work regularly. This will include the on-line USC safety module and updated safety and health instructions and advice specific to U3A classes and activities.
- 1.3.** All new tutors will be issued with a Tutors' Guide, that sets out class conduct requirements, including safety, health and wellbeing responsibilities and procedures.
- 1.4.** Safety, health and wellbeing information, advice and instructions will be issued to tutors, employees and volunteers from time to time on a needs basis.

2. Learning & Meeting Environments and Equipment

- 2.1.** In all U3A classes, offices and at U3A events employees, tutors and event coordinators shall check and ensure that the venue where the class, work or event is being held and equipment are safe and appropriate for that class, work or activity.
- 2.2.** Should the venue and/or equipment be unsafe the employee, tutor or event coordinator shall take action to remedy the condition before class, work or activity proceeds.
- 2.3.** The employee, tutor or event coordinator has the authority not to proceed with the class or activity if it is considered unsafe to do so.

3. Incident Reporting and Safety Feedback

- 3.1.** In the event of an incident/accident or observed unsafe workplace or practices, employees, tutors and volunteers are expected to report the incident and/or condition to relevant management personnel as soon as practicable and within 24 hours of the incident/accident happening. In the case of an employee or volunteer this will be the person's immediate supervisor. In the case of tutors this will be the Course and Tutors Coordinator.
- 3.2.** All incident/accidents shall also be reported in writing using the U3A Accident/Incident Report Form. The form should be completed in full and submitted to the Secretary, Management Committee.
- 3.3.** Employees, tutors and volunteers are encouraged to offer suggestions to improve safe work practices and safe work environments. Feedback and suggestions should be submitted to the person's supervisor or Course and Tutors Coordinator.

- 3.4.** The Management Committee shall maintain a standing agenda topic, WH&S, receive incident/accident reports and safety and workplace improvement suggestions. The Management Committee shall address all reports and suggestions and Minute remedial actions taken.
- 3.5.** For grievances the procedure outlined in the Code of Conduct and Grievance Policy should be followed.

4. Emergency and First Aid

- 4.1.** Employee supervisors, tutors and event coordinators shall ensure that employees and members are familiar with the emergency procedures relevant to the facility or venue of the work, class and/or event they are in. This will require a reminder to employees and members from time to time and shall at least take place whenever the class or event is in a new venue or facility.
- 4.2.** Employee supervisors, tutors and event coordinators should know where the nearest first aid cabinet and/or facilities are located and how to access materials.
- 4.3.** Members should be encouraged to carry with them medical information, including emergency contact numbers, to be accessed in the event of any emergency.
- 4.4.** In the event of an emergency the employee’s supervisor, tutor or event coordinator shall assume responsibility and take appropriate action in accordance with the seriousness of the emergency.

DEFINITIONS OF TERMS USED

PCUB A person conducting a business or undertaking (PCUB) is the main duty holder under the Workplace Health and Safety Act. They are usually the employer and may be a partnership, company, unincorporated body or association, a sub trader, a government department or statutory authority.

A volunteer organisation is a PCBU if it employs one or more paid workers. PCUB (U3A Sunshine Coast) will be referred to as the organisation or U3A in this document.

WH&S laws The Work Health and Safety Laws applicable to U3A Sunshine Coast include the:
 - Work Health and Safety Act 2011
 - Work Health and Safety Regulations 2011
 - Codes of Practice
 - Any amendments to the above Acts and Regulations

Reasonable Care: This term describes the standard of care that workers, including volunteers, must meet. It means doing what a reasonable person would do in the circumstances having regard to things like:
 - your knowledge
 - your role
 - your skills and resources available to you
 - your qualifications
 - the information you have, and
 - the consequences to your health and safety and that of others of a failure to act in the circumstances

Volunteer: A person working without payment or reward

Worker: A worker is a person who carries out work for a PCUB in any capacity, including as a volunteer

U3A: University of the Third Age Sunshine Coast

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Approved by:	Management Committee		

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17. UNPLEASANT COMMUNICATIONS POLICY

Policy

This policy outlines the expectation of considerate communication.

Scope

In the event of any member of the U3A Management Committee receiving correspondence of an unpleasant nature or overly critical, the response will be:

1. In the first instance, the recipient must advise the sender that their correspondence will be tabled at the next Management Committee meeting
2. If necessary, there will be an investigation as to the legitimacy of any complaint and followed up by contacting the complainant with a possible resolution
3. Any correspondence response to the complainant will be purely formal and preferably delayed by 24 hours to prevent any response based on emotions
4. In the event of any further unpleasant or overly critical correspondence being received by any member of the Management Committee, the complainant will be advised that no further correspondence will be entered into
5. Any such unpleasant or overly critical correspondence should be circulated amongst the Management Committee but not discussed outside the committee
6. Wherever possible, the Management Committee will seek a peaceful and just resolution to any issues raised. There will be no emotive or patronising or put down response.

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18. VENUE FEES AND CLASS SIZES

Policy

This policy outlines the type of Venue fees. Tutors decide the number of participants for their course and venues where held, according to the requests for course. Some courses are held in public parks (Tai Chi), cafes (book groups), and private homes (piano lessons, craft activities, book groups) and third party free of charge venues, none of which incur a fee.

Scope

Venue fees were introduced so that everyone attending courses in rented premises would have the same obligation to cover costs incurred through rent.

Courses in rented premises are required to contribute 100% of the cost of rent each term.

Management Committee sets the Venue fees for the beginning of each year, after review

by the Venue Fee Review Committee. Members can choose to go only to courses in free

venues if they wish.

The Venues Coordinator may recommend an increase in the venue fee if numbers drop and members wish to continue the class.

If numbers drop below a critical mass, a Tutor can decide to discontinue the class even if there is no fee to pay.

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