



Policy – Membership Terms & Conditions

Introduction

U3A Creswick and District is a voluntary not for profit organisation. Its members are retired or semi-retired and aged 50-plus. U3A Creswick and District is able to function because of the volunteer tutors and organisers.

Purpose

The purpose of this policy is to set out the obligations and Terms and Conditions of being a member of U3A Creswick and District.

Policy

When a member pays the required membership subscription, they become a member of U3A Creswick and District and enter into an agreement with U3A Creswick and District and must follow the Terms and Conditions as listed below.

1. Always act in the best interests of the U3A and never do anything to bring the U3A into disrepute.
2. Abide by the terms and conditions of the constitution.
3. Always treat fellow members with respect and courtesy.
4. Comply with and support the decisions of the elected Committee.
5. Advise the Committee of any changes in your personal details.
6. Your current membership Name Badge must be presented at the time of course or activity attendance. It is not transferable.
7. Ticking 'I agree to the Membership Conditions' on the membership form gives U3A Creswick and District permission to call a medical attendant or ambulance in case of an emergency.
8. U3A Creswick and District reserves all rights to film, photograph and video classes and activities, but will endeavour to respect members' privacy if known. U3A Creswick and District may use photographs and/or videos of members for advertising and/or publicity purposes. If members do not wish for any photographs and/or videos to be used by U3A Creswick and District please ensure that these requests are known at the time the photograph or video is taken.
9. Some classes and activities may attract an additional charge to cover extra costs or outlays. This will usually be stated in the course outline on the website.
10. Due to the popularity of some classes if a member fails to attend three (3) consecutive classes without a valid reason their place may be offered to someone on the waiting list.
11. If a member is going to be absent for more than three (3) consecutive course times they must notify the course leader or the office to maintain their place in the class.
12. Refunds of membership subscriptions and/or payment of trips and events are only available in accordance with the U3A Creswick and District Refund Policy.
13. Any data collected for U3A Creswick and District management activities will be strictly in accordance with U3A Creswick and District Privacy Policy.
14. U3A Creswick and District will use member email address to keep members informed about U3A Creswick and District classes and activities, and community news thought to be appropriate.
15. U3A Creswick and District's usual method of communication with members is email.

16. U3A Creswick and District may provide members with links to other websites and this in no way constitutes an endorsement of those sites or their content and U3A Creswick and District has no control over the conduct of the companies or organisations operating those sites.
17. All members will, in line with Government requirements, be required to provide proof that they are fully vaccinated to participate in any face-to-face classes. Vaccination status will need to be shown to each tutor prior to participating in your first activity. It will not be enough to simply say that you are vaccinated; proof must be shown. This rule to apply as long as Government requirements relating to vaccination proof are in place. Those with a valid medical exemption will be able to continue. Alternatively, proof can be supplied to the Class Coordinator who will advise the tutor.
18. Members also agree to any future policies approved by the U3A Creswick and District Committee of Management.

Authorisation

This Policy was updated and approved by the Committee of Management of U3A Creswick and District on 25 November 2021.

This policy will be published by the Committee of Management of Creswick and District U3A Inc. on its website within 4 weeks of the date of this authorisation.

Policy Review

This Policy will be reviewed at least annually or as circumstances change.



Policy & Procedures – 01 Privacy

Introduction

U3A Creswick and District recognises the importance of protecting members' privacy in relation to their personal information.

Purpose

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

Policy

This policy applies to any information collected by U3A Creswick and District that can be used to identify an individual member. We may collect and record the following types of personal information about members:

- name
 - 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.
1. U3A Creswick and District will collect personal information about each member directly from the member in question. This will be done through membership and course registration processes. Approval to use a member's image/s in U3A Creswick and District publications will be sought on the Membership Application and Membership Renewal forms; members who decline to permit use of their image will be required to opt out of U3A Creswick and District photographs. From time to time, other information may be collected via a survey or by other methods.
 2. U3A Creswick and District 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.
 3. U3A Creswick and District 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.
 4. 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.
 5. U3A Creswick and District 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 Victoria Inc
 - employees, contractors or service providers where it is essential to the service to be provided.

6. As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online and these communications will be at members own risk.

Procedures

7. Members may request access to any personal information U3A Creswick and District holds about them by contacting U3A Creswick and District Membership Officer who will aim to provide a suitable means of accessing the information.
8. Where a member believes that personal information held about him/her is incomplete or inaccurate the member may ask the Membership Officer to amend it.
9. Where a member believes their privacy has been breached, they should contact U3A Creswick and District Secretary and provide details of the incident so that it can be investigated.
10. Any questions or concerns about this policy, or a complaint regarding the treatment of personal information, should be referred to U3A Creswick and District Secretary.
11. U3A Creswick and District 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

12. U3A Creswick and District 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.
13. U3A Creswick and District Secretary is responsible for: receiving enquiries about this policy and complaints about a potential breach of this policy; and, for bringing a complaint before the Committee of Management for investigation and resolution.
14. U3A Creswick and District Membership Officer is responsible for responding to a member's request for access to the personal information held by U3A Creswick and District about that member and for requests to correct personal information that is believed to be inaccurate or out of date.

Authorisation

15. This Privacy Policy was adopted by the Committee of Management of U3A Creswick and District and minuted as such, on May 28 2015.
16. This policy will be published by the Committee of Management of U3A Creswick and District on its website within 4 weeks of the date of this authorisation.



Policy & Procedures 02 – Sexual Harassment

Introduction

U3A Creswick and District 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 Creswick and District environment without being subjected to any form of sexual harassment.

Purpose

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

Policy

1. 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.
2. U3A Creswick and District 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.
3. No member, volunteer or employee will be treated unfairly as a result 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.
4. 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.
5. The principles set out in this policy are intended to apply to any U3A-related context, including classes, auspiced social functions, meetings, conferences, holiday trips and U3A workplaces.
6. A breach of this policy will result in disciplinary action.
7. Some forms of sexual harassment (e.g. sexual assault, stalking and indecent exposure) may constitute criminal conduct. While U3A Creswick and District 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 Creswick and District to report such matters to the police on behalf of the complainant.

Procedures

8. U3A Creswick and District 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.

9. A complaint of sexual harassment may be made to any member of U3A Creswick and District Committee of Management. The Committee Member will inform the President immediately.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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 action/s or outcome/s 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 conduct an investigation into the complaint.
15. The Investigator will:
 - interview the complainant to ascertain the facts and what they expect as a result of the complaint
 - interview the respondent to ascertain their response/defence
 - identify and interview other persons who may be able to assist
 - examine any relevant documents
 - determine relevant previous behaviours or issues.
16. 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, etc
 - 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.
17. 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.
18. 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.
19. Where there is insufficient evidence to determine whether or not the harassment occurred, the Committee of Management will remind those involved of expected standards of conduct and monitor the situation.
20. Any questions about this Sexual Harassment Policy should be referred to the Secretary.

21. U3A Creswick and District 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.
22. A Committee Member who receives a complaint of sexual harassment is responsible for referring the matter to the President immediately.
23. The Secretary is responsible for receiving enquiries about this policy.

Authorisation

24. This Sexual Harassment Policy was adopted by the Committee of Management of U3A Creswick and District, and minuted as such, on May 28 2015
25. This policy will be published by the Committee of Management of U3A Creswick and District on its website within 4 weeks of the date of this authorisation.



Policy and Procedures 03 – Code of Conduct

Introduction

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

Purpose

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

Policy

1. U3A Creswick and District commits itself to operating in accordance with this Code of Conduct for the benefit and protection of the organisation and of members' personal rights.
2. Every member of U3A Creswick and District 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 Creswick and District U3A
 - Every member of Creswick and District U3A has the responsibility to:
 - respect the beliefs, needs and background of others
 - act and speak respectfully
 - understand and follow the organisation's guidelines, policies and procedures
 - carry out all activities in an appropriate manner
 - work cooperatively for the benefit of all members
 - maintain positive relationships
 - care for the property and possessions of the organisation and members
 - help create an inclusive environment
 - report actual or potentially unsafe situations or conduct
 - wear a name badge to assist in the governance of the organisation
3. The principles set out in this Code of Conduct are intended to apply to any U3A-related context including classes, activities, auspiced social functions, meetings, conferences and holiday trips.
4. The principles set out in this Code of Conduct apply equally to all members and volunteers/employees.
5. A breach of this Code of Conduct will result in disciplinary action.

Procedures

6. 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 Creswick and District Secretary. The Secretary will inform the President immediately.
7. Any complaint of a breach of this Code of Conduct will be handled in accordance with Creswick and District Policy
8. Any queries about this Code of Conduct should be referred to U3A Creswick and District Secretary.

Responsibilities

9. U3A Creswick and District Committee of Management is responsible for:
 - developing, adopting, implementing, publishing and reviewing this Code of Conduct
 - investigating and resolving any complaint made about a breach of this Code of Conduct.
10. U3A Creswick and District 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.

Authorisation

11. This Code of Conduct policy was adopted by the Committee of Management of U3A Creswick and District, and minuted as such, on May 28 2015
12. This policy will be published by the Committee of Management of U3A Creswick and District on its website within 4 weeks of the date of this authorisation.



Policy & Procedures 04 – Bullying

Introduction

U3A Creswick and District 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.

U3A Creswick and District 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

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

Policy

1. This policy deals with repeated unreasonable behaviour that constitutes bullying.
2. “Unreasonable behaviour” is behaviour that is offensive, humiliating, intimidating, degrading or threatening. It includes, but is not limited to:
 - verbal abuse
 - excluding or isolating another person/s
 - humiliation through sarcasm, or belittling someone’s opinions
 - constant criticism or insults
 - spreading misinformation or malicious rumours
 - displaying written or pictorial material which may degrade or offend
 - deliberately setting work routines or procedures to inconvenience certain persons
 - disproportionate assignment of unpleasant or meaningless work to certain persons.
3. “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.
4. Bullying can occur between two or more members and/or volunteers.
5. Bullying that directly inflicts physical pain or harm amounts to assault and will not be dealt with under this policy (refer to clause 19).
6. 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.
7. 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.
8. U3A Creswick and District has a duty of care to provide a safe environment and accepts and acts on its duty. Complaints will be treated in confidence, and where confidentiality cannot be guaranteed this will be clearly indicated to the complainant.
9. All parties will be treated with respect.
10. 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

11. 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.
12. 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 Creswick and District Secretary who will notify the President immediately.
13. 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.
14. The complaint will be handled in accordance with U3A Creswick and District Policy.
15. Some forms of severe bullying, for example, physical attack or obscene phone calls, may constitute criminal conduct. While U3A Creswick and District 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 Creswick and District to report such matters to Victoria Police on behalf of the complainant.

Responsibility

16. U3A Creswick and District Committee of Management is responsible for developing, implementing, reviewing and publishing this policy.
17. It is the responsibility of U3A Creswick and District Committee of Management to ensure that:
 - they understand and are committed to the right of all members and volunteers to attend U3A activities and venues without fear of being bullied in any way
 - all reasonable steps are taken to eliminate bullying
 - all members and volunteers are made aware of their obligations and responsibilities to foster a U3A environment that is free from bullying
 - they foster an environment that discourages bullying, and set an example by their own conduct
 - all complaints are treated promptly, seriously and confidentially
 - they are, as far as is practicable, aware of whether bullying is occurring, whether complaints are received or not, relying on such indices as:
 - sudden increases in absenteeism
 - sudden deterioration in participation
 - behavioural changes such as depression
 - they take corrective action when they become aware of any offensive action
 - guidance and education is provided subsequent to decisions relating to bullying
 - ongoing support and guidance is provided in relation to the prevention of bullying
18. 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.
19. U3A Creswick and District 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.
20. U3A Creswick and District President, or his/her delegate, is responsible for interviewing and supporting a complainant.
21. U3A Creswick and District President is responsible for ensuring that a bullying complaint is handled in accordance with U3A Creswick and District Policy.

Authorisation

22. This policy was adopted by the Committee of Management of [U3A Creswick and District and minuted as such, on 28 May 2015
23. This policy will be published by the Committee of Management of U3A Creswick and District on its website within 4 weeks of the date of this authorisation.



Policy & Procedures 05 – Risk Management

Introduction

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

Purpose

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

Policy

1. U3A Creswick and District acknowledges its duty to provide a safe environment for its members and volunteers and a reliable development path for the organisation.
2. U3A Creswick and District will institute procedures that will, as far as is possible, minimise the incidence of risk and mitigate the impact of any risk that eventuates.
3. 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.
4. Risks to be managed by U3A Creswick and District 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 Creswick and District premises
 - loss of, or unauthorised access to members' personal information and related data held by U3A Creswick and District
 - breach of any premises owned, rented or occupied by U3A Creswick and District resulting in damage or theft to property or chattels
 - fire leading to personal injuries and/or property damage.
5. 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 Creswick and District Health & Safety Policies.
 - As many of our activities are held in private homes [we are grateful to the Tutors who offer use of their premises] we are not able to insist on the same standards of Occupational Health and Safety as commercial premises, therefore it is incumbent on the individual members to assess the suitability for themselves.
6. 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 Creswick and District *Privacy Policy*.
7. Risks to the financial standing and assets of U3A Creswick and District and procedures for sound financial management and control may be documented in a separate policy statement and associated procedures.
8. Risks will be managed by U3A Creswick and District 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 Creswick and District activities
 - evaluating the likelihood of each identified risk eventuating
 - establishing practices to avert and/or mitigate the impact of identified risks
 - The Risk Management Officer will coordinate U3A Creswick and District risk management policy by
 - leading the committee's initial and annual risk management analyses
 - documenting identified risks for endorsement by the committee .
 - 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
 - make recommendations to the committee on emerging risk management issues.

Procedures

9. Buildings owned, rented or occupied by U3A Creswick and District 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 (a) hold keys/access codes, and/or
 - (b) 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 Creswick and District records management system.
10. Where U3A Creswick and District 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).
11. To safeguard against injury or damage resulting from fire, and to mitigate the impact of fire:
 - tutors will be provided with the emergency evacuation procedure and be required to familiarise members with these procedures annually.
On days of **Code Red** Fire Danger Ratings all U3A Creswick and District activities without exception are cancelled.
12. A member/volunteer may lodge an enquiry/complaint about risk management with U3A Creswick and District Secretary; the Secretary will agenda the matter for the next meeting of the committee.
13. The Committee of Management will review the enquiry/complaint promptly, and agree on a response to the issue raised.
14. A member/volunteer, who believes they have identified an unrecognised risk, or a deficiency in risk management procedures, is required to notify U3A Creswick and District Secretary.

Responsibilities

15. U3A Creswick and District Committee of Management is responsible for developing, implementing, reviewing and publishing this policy.
16. It is the responsibility of U3A Creswick and District Committee of Management to:
 - regularly conduct risk analyses
 - develop, endorse and apply effective risk management checklists/procedures
 - regularly review risk management checklists/procedures
 - 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.
17. It is the responsibility of U3A Creswick and District Program Coordinator to ensure that volunteers 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.
18. It is the responsibility of the Risk Management Officer 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
 - make recommendations to the Committee of Management on emerging risk management issues.
19. 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.

Authorisation

20. This policy was adopted by the Committee of Management of [name of organisation], and minuted as such, on 28 May 2015
21. This policy will be published by the Committee of Management of U3A Creswick and District on its website within 4 weeks of the date of this authorisation.



Policy & Procedures 06 – Anti-Discrimination

Introduction

U3A Creswick and District recognises that prohibiting discriminatory policies and practices is both a legal obligation and good practice.

U3A Creswick and District endorses diversity, supports equal rights and equal opportunity, and does not advocate, support or practice discrimination based on characteristics such as race, religion, age, national origin, gender, sexual orientation or disability, whether covered by applicable legislation or not.

Purpose

This document sets out U3A Creswick and District 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.

This policy aims to foster an organisation culture that maximises access to membership and grows organisational performance.

Policy

1. *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.
2. *Equal Opportunity* consists of ensuring that all volunteers and members are given equal access to the services and benefits provided by U3A Creswick and District
3. *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.
4. U3A Creswick and District does not advocate, tolerate, condone or practise discrimination and regards as unfair, all forms of unlawful discrimination or vilification, including but not limited to that which relates to:
 - gender
 - pregnancy and potential pregnancy
 - marital/domestic status
 - disability
 - race, colour, national extraction, social origin, descent, and ethnic or national origin
 - age
 - family responsibilities, family status, status as a parent or carer
 - racial classification or caste
 - sexuality, transsexuality or transgender
 - religious or political beliefs or activities
 - trade union or employer association membership or activities
 - physical features
 - occupation or calling
 - medical record, including HIV/AIDS vilification
 - criminal record.
5. U3A Creswick and District 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.

6. U3A Creswick and District will ensure that its programs, policies, procedures, practices, publications and forms accord with the principles expressed in this policy.
7. U3A Creswick and District will make all reasonable accommodations to allow people who experience difficulties in their dealings with it to benefit equally from its activities.
8. All U3A Creswick and District members and volunteers will comply with the principles expressed in this policy.

Procedures

9. U3A Creswick and District Committee of Management will:
 - review the organisation’s practices and processes to ensure that they adequately incorporate precautions against discrimination
 - conduct elections to positions on the Committee of Management that are free from discrimination and provide an equal opportunity for all members to stand for election
 - periodically evaluate the effectiveness of the systems established to remove and/or prevent discrimination
 - make reasonable accommodations to allow diverse groups to access benefits provided by membership of the organisation and its programs and activities
 - monitor the performance of office bearers and volunteers in regard to this policy
 - analyse all reported breaches to identify systematic trends and ensure that any adverse trends are addressed
 - ensure a culture of anti-discrimination and equal opportunity compliance is promoted across the organisation.
10. 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.
11. A person who believes they are being treated unfairly as a result of discrimination may report the matter to U3A Creswick and District Secretary. The Secretary will inform the President immediately.
12. A report of discrimination will be investigated promptly, confidentially and fairly, in accordance with the organisation’s Policy

Responsibility

13. U3A Creswick and District 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.
14. 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.
15. It is the responsibility of U3A Creswick and District Secretary to receive complaints about a breach of this policy and to bring them to the attention of the President.
16. U3A Creswick and District President is responsible for ensuring that a complaint of a breach of this policy is handled in accordance with U3A Creswick and District Policy

Authorisation

17. This policy was adopted by the Committee of Management of U3A Creswick and District and minuted as such, on 28 May 2015.
18. This policy will be published by the Committee of Management of U3A Creswick and District on its website within 4 weeks of the date of this authorisation.



Policy & Procedures 07 – Data Breach Prevention & Response

Introduction

U3A Creswick and District has an ongoing obligation to take steps to handle personal information in accordance with the Australian Privacy Principles.

A data breach is the unauthorized access of the organisation data. The access may compromise the confidentiality, integrity or availability of the data. Good faith access of the data by employees or agents for legitimate purposes is not a breach.

Members' Personal Identifiable data stored in U3A Creswick and District's User Management System (UMAS) includes but is not limited to:

- Name
- Year of birth
- Home address
- Email address
- Phone number
- Emergency contact name and phone number.

Purpose

This document outlines the procedures for U3A Creswick and District to follow to prevent any breach of personal data held by U3A Creswick and District and actions to be taken in the event of a breach of that data being identified.

Policy & Procedures

1. The Committee will consider who within the U3A Creswick and District Committee needs access to the full membership information and restrict access to those who need it.
2. The Committee will ensure that Committee members and tutors who hold information, delete or return all data when relinquishing their roles.
3. The Committee will train / inform Committee members and tutors regarding cybersecurity including the use of strong passwords to protect members' data and secure management of login details (for example regularly changing passwords, and not sharing login details or passwords with others).
4. Upgrades to UMAS, as provided by U3A Network Victoria, will be promptly installed.
5. In the event of a detected data breach:
 - U3A Creswick and District will seek immediate support from the Information Technology experts at U3A Network.
 - All administrator passwords for UMAS and the U3A Creswick and District email accounts will be promptly changed.

Responsibilities

6. The Committee of Management is responsible for:
 - Deciding who needs access to membership data.
 - Ensuring that data is returned or deleted by retiring Committee members or tutors.
7. The UMAS administrators are responsible for:
 - The prompt installation of UMAS upgrades.
 - The training of Committee members and tutors in cybersecurity matters.

Authorisation

This policy was adopted by the Committee of Management of U3A Creswick and District, and minuted as such, on 26 October 2023.

This policy will be published by the Committee of Management of U3A Creswick and District on its website within four weeks of the date of this authorisation.

Related Policies

- Risk Management
- Privacy



Policy & Procedures 08 – Health & Safety (Serious Injury and Incident)

Introduction

U3A Creswick and District 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

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

1. '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.
2. This policy applies to all members, volunteers and visitors under the control of [name of organisation].
3. U3A Creswick and District commits to preventing accidents and minimising dangerous incidents at its premises and will endeavour to achieve a zero accident rate.
4. U3A Creswick and District requires serious injuries and illness resulting from accidents or incidents that occur in a U3A Creswick and District context to be reported and investigated and for a plan to be devised and implemented to address the cause and to prevent recurrence.
5. U3A Creswick and District will respond promptly and decisively to any incident resulting in serious injury or illness.
6. U3A Creswick and District will appoint a volunteer Health and Safety Officer, who may be a member of the committee of Management, to administer this policy.

Procedures

7. A serious injury/illness resulting from an accident/incident within a U3A Creswick and District context must be reported immediately to the Health & Safety Officer, who will inform the President promptly.
8. 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 Form as attached, 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.
9. U3A Creswick and District Committee of Management will implement appropriate remedial actions arising from consideration of the Health and Safety Officer's *Serious Injury or Illness Report*.
10. 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.

11. 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 Form as attached
 - 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.
12. U3A Creswick and District Committee of Management will determine and implement remedial actions arising from consideration of the *Serious Incident Report*.
13. Where an incident results in a death:
 - Emergency Services will be notified (telephone 000) immediately
 - U3A Creswick and District 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

14. 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.
15. Members and volunteers are responsible for immediately reporting
 - a serious injury/ illness or incident to the Health & Safety Officer
 - a death to Emergency Services and to [name of the organisation]'s President.
16. 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.
17. It is the responsibility of all members and volunteers to ensure that incidents and hazards in a U3A Creswick and District context are reported promptly to the Health and Safety Officer.

Authorisation

18. This policy was adopted by the Committee of Management of U3A Creswick and District and minuted as such, on May 28 2015
19. This policy will be published by the Committee of Management of U3A Creswick and District on its website within 4 weeks of the date of this authorisation.

Incident Notification Form



Important

- Fully complete this form, where applicable, to ensure prompt attention.
- If there is not enough space for your answer in any section, please write the details on a separate sheet of paper.
- This form to be completed and emailed to: claims@vmia.vic.gov.au

Insured's details

Organisation Name:

Contact Person:

Address:

Telephone:

Fax:

Email:

Incident details

Incident date:

Incident location:

Type of incident:

- | | |
|--|---|
| <input type="checkbox"/> Property damage | <input type="checkbox"/> Personal accident |
| <input type="checkbox"/> Lost / stolen property | <input type="checkbox"/> Contract works claim |
| <input type="checkbox"/> Employment issue | <input type="checkbox"/> Motor vehicle claim |
| <input type="checkbox"/> Injury to member of public | <input type="checkbox"/> Travel claim |
| <input type="checkbox"/> Injury to volunteers | <input type="checkbox"/> Fraud / misappropriation of funds |
| <input type="checkbox"/> Medical indemnity claim | <input type="checkbox"/> Professional indemnity/director and officers claim |
| <input type="checkbox"/> Other (please specify if known) | |

Description of incident:

Third party details (if relevant)

Gender: Male Female

Age: _____ DOB: / / (if known): _____

Declaration

I declare that to the best of my knowledge and belief the information in this form is true and correct and I have not withheld any relevant information.

I consent to the VMIA using personal information I have provided on this form for the purpose of assessing any future claims that may arise in relation to this notification. However, I understand that if I choose not to provide the required details, this is my choice and that the VMIA may not be able to assess any future claims.

I consent to the VMIA disclosing personal information to other insurers or as required by law. I consent to the VMIA also disclosing personal information to and/or collecting additional information from investigators, legal advisers, medical advisers or other advisers whom the VMIA may engage to assist in processing any future claims. Where I have provided information about another individual (e.g. an employee or client) I declare that the individual has been made aware of the reason for the disclosure of their personal details to the VMIA and of the contents of the VMIA's Privacy Policy.

Name:

Signature:

Date: / /