



FRIENDS OF THE HELMETED HONEYEATER
POLICY & PROCEDURES

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Introduction

Policy is defined as a documented statement about an issue or a particular position that is relevant to the operation of an organisation. A policy needs to state what the organisation aims to do and why that achievement is desirable. It guides the organisation's actions and operations and states how progress will be monitored to ensure that the policy is achieving its intended aim. A policy creates a consistency of understanding and guides decision-making.



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1 ENVIRONMENTAL PROTECTION AND SUSTAINABILITY POLICY

1.1 Introduction

Protection of the environment is vital for the survival and wellbeing of all the Earth's inhabitants. The environmental impacts of human activities range in scale from local (e.g. habitat degradation) to global (e.g. climate change). While governments are responsible for broad environmental policy, local groups and individuals can implement sound environmental practices in numerous ways (e.g. by reducing consumption of resources; choosing products that have a minimal effect on the environment in their manufacture, transportation, use and disposal) and directly engaging in habitat restoration.

The Friends of the Helmeted Honeyeater (the Friends) recognise the immense value to humans and wildlife of a healthy natural environment. In all their activities the Friends will endeavour to implement practices that promote protection of the environment and conservation of wildlife.

1.2 Purpose

The purpose of this policy is to provide a framework for how the Friends can contribute to environmental health, protection and conservation through sound and sustainable practices.

1.3 Policy Statement

The Friends of the Helmeted Honeyeater will provide activities and run operations with consideration to the impact of its environmental footprint. The Friends recognises the importance of protecting and supporting the environment and is committed to:

- Identifying its environmental impact
- Seeking professional advice on environmentally sound and sustainable practices and promoting these practices throughout all aspects of its activities
- Developing a unified and complete organisational approach within the context of its Business Plan to the delivery of environmentally sound and sustainable practices
- Striving for continuous improvement in its environmental performance
- Communicating its environmental performance to staff, volunteers, members and the broader community.

1.4 Policy Implementation

In working towards sound environmental and sustainable practices the Friends will conduct specific actions targeting environmental management and member education following the principles of the '6Rs':

- Refuse unsustainable products. We may have to shop elsewhere.
- Rethink the use of all resources. Do we really need it?
- Reduce the use of all resources, particularly non-renewable ones
- Reuse resources where possible
- Repair rather than throw away where safe and practical
- Recycle everything we can and complete the process by buying products containing recycled materials.



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These actions will include:

- Assessment of the environmental impacts across all aspects of the Friends operations using environmental, social and economic indicators to provide benchmark data e.g. energy consumption, waste disposal, use of paper products, water use, IT, fuel, use of chemicals and cleaning products and infrastructure planning
- Assessment and monitoring of the Friends environmental performance in order to ensure continuous improvement
- Reporting of environmental performance and annual assessments

1.5 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.

1.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 16 June 2010

Date of Last Review: 13 August 2018

Next due for Review: August 2020



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2 ENVIRONMENTALLY SOUND, SUSTAINABLE AND ETHICAL PURCHASING, REPAIR AND DISPOSAL POLICY

2.1 Introduction

This policy should be read in conjunction with the Friends Environmental Protection and Sustainability Policy.

2.2 Purpose

The purpose of this policy is to provide a framework for the Friends to guide the purchase, upgrade, repair, use and disposal of goods and equipment and the use of services across all activities of the group

2.3 Policy Statement

The Friends will make decisions regarding the purchasing, repair and disposal of products and the use of services with consideration of the impact on the environment.

2.4 Policy Implementation

- Those responsible for procurement across all areas of the Friends operation will aim to purchase sustainable and ethically sourced products and manage group resources to best meet the aims of environmentally and ethically responsible management
- Products must meet as many as possible of the following criteria: they must be made from abundant and/or renewable resources; be necessary, non-polluting, safe, recyclable, organic, made or sourced locally, powered efficiently, durable (i.e., have a long life), produced ethically, reusable
- Paper, other waste products, energy, information technology, equipment, chemicals and cleaning products, water and transport come under this policy. The following factors will be considered in determination of environmentally sound and sustainable procurement and management of resources across the group:
 - comply with occupational health and safety requirements
 - meet environmental best practice in energy efficiency and/or consumption
 - are environmentally sound in manufacture, use and disposal
 - are reusable or recyclable, designed for ease of recycling, remanufacture or otherwise to minimize waste
 - are designed and made for reliability, long life and easy upgrading or updating
 - the supplier/manufacturer is recognised for being environmentally responsible.

2.5 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.

2.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 16 June 2010

Date of Last Review: 13 August 2018

Next due for Review: August 2020



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3 PUBLIC ACCESS TO HELMETED HONEYEATERS POLICY

3.1 Introduction

Protection of the fauna and flora within Yellingbo Nature Conservation Reserve (YNCR), Bunyip State Park and other natural areas is paramount to the activities of the Friends.

3.2 Purpose

The purpose of this policy is to provide a framework to guide the decision making when public access requests are made of the Friends whether they are approved or not approved. Any requests for group access to the YNCR or Bunyip State Park will be determined by, or in line with, the overall policies of the Helmeted Honeyeater Recovery Plan. Group and/or individual access requests will not therefore be routinely approved.

3.3 Policy Statement

The Friends will make decisions regarding public access requests in consultation with Parks Victoria's (PV) Yellingbo Nature Conservation Reserve Ranger (Land Manager), or, in their absence, the Ranger In Charge from the PV Gembrook office and the Department of Environment, Land, Water & Planning (DELWP) Field Ornithologist or, in their absence, the delegated DELWP representative. Two primary considerations are the impact on the environment and the community education benefit.

3.4 Policy Implementation

The Friends will maintain the following position and publish this on their website:

- The Friends of the Helmeted Honeyeater regularly receive requests to take people into the Reserve to see and/or photograph Helmeted Honeyeaters. By taking out membership of the Friends, you not only contribute your voice to conservation of the Helmeted Honeyeater and its habitat but are invited to quarterly member days which amongst other special experiences include a visit into the reserve. We, therefore, advise that as the Helmeted Honeyeater is listed as critically endangered and disturbance of the population can affect breeding success, the Friends of the Helmeted Honeyeater will not provide information about the specific location of the birds for public visits outside our member day events. We trust that you will understand that the needs of the birds must come first. We welcome your membership. Details on the Friends website at www.helmetedhoneyeater.org.au/become_a_member.htm
- The Friends acknowledge the equal importance of other threatened species within the reserve. It is noted that requests to access these species have not been a point of contention to date. In the case where requests to access these species are made, the above statement will stand.
- The Friends also acknowledge the public access rights as documented in the Yellingbo Conservation Area Draft 10-year Plan, due for finalisation late 2018/early 2019.

3.5 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.

3.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 22 April 2009

Date of Last Review: 13 August 2018

Next due for Review: August 2020



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4 PURCHASING POLICY

4.1 Introduction

In all their activities the Friends will endeavor to make purchases that represent good value for money. This policy should be read in conjunction with the Friends Environmental Protection and Sustainability Policy, also the Friends Environmentally Sound, Sustainable and Ethical Purchasing, Repair and Disposal Policy.

4.2 Purpose

The purpose of this policy is to provide a framework to guide the decision making when purchases are made using the Friends own funds and/or grant funds.

4.3 Policy Statement

The Friends will make decisions regarding purchases with sound financial and ethical principles in mind.

4.4 Policy Implementation

Purchases made from Friend's own funds, excluding grant funds, will be made using the following guidelines:

- \$0 to \$499 – No quote required, however a review of items purchased routinely will be undertaken regularly
- \$500 to \$999 – Two written quotes* required and signed approval by one member of the Executive (President, Treasurer or Secretary)
- Over \$1000 – Three written quotes* required and need to be presented to the Treasurer for approval

*pricing information from online sources will be considered as a written quote

Purchases made from funds obtained through grants and/or external bodies will be made using the following guidelines:

- Grant funds will be held in a separate bank account (i.e. Friends of the Helmeted Honeyeater Grant Funds account)
- All donations and gifts will be held in a separate Public Fund account (i.e. Helmeted Honeyeater Protection Fund)
- Purchases will be made, by the person/persons delegated by the Friends committee as the Project Co-Ordinator for each grant, and in line with the relevant grant contract/agreement
- All expenditure will be accounted for and documented, in accordance with the grant agreement and auditor's requirements

Expense reimbursement

- All requests for expense reimbursement are to be supported by appropriate evidence (tax receipts/invoices) attached to an Expense Claim form.
- Expense claims are to be approved by the treasurer if under \$200. Expense claims over that amount must be signed off by the president and the treasurer before reimbursement is made
- For amounts below \$200, reimbursement is to be made by direct deposit into the claimant's bank account. In other instances cheque payment will be made.
- Expense claims without an accompanying tax invoice/receipt will not be reimbursed.

Supplier invoice payment



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- All external invoices and requests for expense reimbursement require signed and dated approval by the person responsible for the order of goods/services so that the invoice is deemed to be approved and that the goods/services have been received in good order.
- For purchases where quotes are required and obtained, copies of these need to be attached to the supplier's final signed invoice.

Contractors and on-ground conservation works

In the instance where Friends of the Helmeted Honeyeater are wishing to engage a contractor in on-ground conservation works within Yellingbo Nature Conservation Reserve, decisions about such contractors will be made in consultation with the Parks Victoria's (PV) Yellingbo Nature Conservation Reserve Ranger or, in their absence, the Ranger In Charge from the PV Gembrook office.

4.5 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.

4.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 26 May 2010

Date of Last Review: 13 August 2018

Next due for Review: August 2020



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5 SEXUAL HARASSMENT POLICY

Reference: Our Community Policy Bank <http://www.communitydirectors.com.au/icda/policybank/>

5.1 Introduction

The Friends of the Helmeted Honeyeater will fiercely defend the right of every employee and volunteer to perform their work without being subjected to sexual harassment. Every employee and volunteer is responsible for providing an environment that is supportive of this aim. Everyone must treat everyone else with respect and must aim to act as a beacon for good behaviour in the workplace.

It is the obligation and responsibility of every employee and volunteer to ensure that the workplace is free from sexual harassment. Everyone working at [insert name of organisation] is responsible for the care and protection of our people and for reporting information about suspected sexual harassment.

The Friends of the Helmeted Honeyeater is fully committed to its obligation to prevent and eliminate sexual harassment in the workplace.

5.2 Purpose

The purpose of this document is to outline The Friends of the Helmeted Honeyeater's position on sexual harassment and to document the process to be followed should any grievances arise.

5.3 Definitions

Sexual harassment means any unwelcome sexual advance, unwelcome request for sexual favours, or other unwelcome conduct of a sexual nature that makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Examples of sexual harassment include, but are not limited to,

- Staring or leering
- unnecessary familiarity, (e.g. deliberate brushing up against you or unwelcome touching)
- suggestive comments or jokes, insults or taunts of a sexual nature
- sending sexually explicit emails or text messages or accessing such internet sites
- behaviour that may be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications
- intrusive questions or statements about your private life
- displaying posters, magazines or screen savers of a sexual nature
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- requests for sex or repeated unwanted requests to go out on dates

5.4 Policy

The Friends of the Helmeted Honeyeater will not tolerate sexual harassment under any circumstances. No employee or volunteer at any level should subject any other employee, volunteer, customer or visitor to any form of sexual harassment. Responsibility lies with every Manager, Supervisor and employee/volunteer to ensure that sexual harassment does not occur. Federal and state Equal Employment Opportunity legislation provides that sexual harassment is unlawful and establish minimum standards of behaviour for all employees. This policy applies to



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conduct that takes place in any work-related context, including social events and functions. A breach of this policy will result in disciplinary action, up to and including termination of employment.

The Friends of the Helmeted Honeyeater strongly encourages employees who feel they have been sexually harassed to take immediate action. If an employee or volunteer feels comfortable in doing so they can raise the issue with the person directly with a view to resolving the issue by discussion. The employee or volunteer should identify the harassing behaviour, explain that the behaviour is unwelcome and offensive and ask that the behaviour stops. However, given the seriousness of sexual harassment, we recommend that this discussion happens in consultation with the relevant manager or an Executive member of the Committee.

Alternatively, or in addition, they may report the behaviour in accordance with the relevant procedure. Once a report is made the organisation has the right to determine how the report should be dealt with in accordance with its obligations and this policy.

Any reports of sexual harassment will be treated seriously and promptly with sensitivity. Such reports will be treated as completely confidential but the person the subject of the complaint must be notified under the rules of natural justice. The organisation will protect all those involved in the process from victimisation.

Complainants have the right to determine how to have a complaint treated, to have support or representation throughout the process, and the option to discontinue a complaint at any stage of the process.

The alleged harasser also has the right to have support or representation during any investigation, as well as the right to respond fully to any formal allegations made. There will be no presumptions of guilt and no determination made until a full investigation has been completed.

No employee or volunteer will be treated unfairly as a result of rejecting unwanted advances. 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.

Managers or Supervisors who fail to take appropriate corrective action when aware of harassment of a person will be subject to disciplinary action.

All employees and volunteers have the right to seek the assistance of the relevant tribunal or legislative body to assist them in the resolution of any concerns.

5.5 Responsibilities

It is the responsibility of the Executive to ensure that:

- they understand and are committed to the rights and entitlements of all employees to attend work and perform their duties, without fear of being sexually harassed in any form;
- they understand what constitutes an act of sexual harassment;
- all reasonable steps are made to eliminate sexual harassment;
- all employees and volunteers are regularly made aware of their obligations in relation to providing a workplace free from sexual harassment;
- they provide an environment which discourages harassment and victimisation and set an example by their own behaviour;



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- Equal Employment Opportunity Contact Officers are appointed, trained and known to all staff;
- They treat all complaints seriously and confidentially and;
- they take immediate and appropriate corrective action if they become aware of any offensive action or illegal behaviour.

It is the responsibility of the committee to ensure that:

- policies and procedures are regularly reviewed and (if necessary) amended;
- policies and procedures are complied with;
- regular guidance and education is provided to employees regarding sexual harassment and inappropriate behaviour in the workplace
- managers are aware of their obligations and responsibilities in relation to sexual harassment, and the rights and entitlements of their employees and volunteers;
- ongoing support and guidance is provided to all employees in relation sexual harassment prevention.

5.6 Procedures

Complaint Process

Sexual harassment can occur at any level of the organisation, can be experienced by both men and women and may involve a co-worker, volunteer, supervisor, manager, service provider, client or customer. Lack of intent is no defense in sexual harassment cases.

Employees or volunteers who believe they are the subject of sexual harassment should take firm, positive and prompt action.

Where possible, the employee or volunteer should make the perceived harasser(s) aware that they find their behaviour offensive, unwelcome, unacceptable, and that it needs to stop immediately.

If the behaviour continues, or if the employee or volunteer feels unable to speak to the person(s) directly, they should contact their Supervisor or Manager. Alternatively, an employee or volunteer may contact the Committee Executive or another Committee member they feel comfortable with.

Committee Executive will provide support and ascertain the nature of the complaint and the wishes of the complainant.

Informal Intervention

The Committee Executive will explain the employee or volunteer's rights and responsibilities under organisation's policy, procedures and Equal Employment Opportunity or anti-discrimination legislation.

Informal intervention may be undertaken through a process of mediation or conciliation, where the alleged harasser will be made aware of the allegations being made against them and given the right to respond.

This procedure will be complete when the complainant and respondent agree on the procedure to be followed.



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Formal Complaints Procedure

The Executive may be obliged to carry out a formal investigation in relation to a complaint of sexual harassment internally or by an external investigator.

The formal procedure will be coordinated by the Committee Executive, who will be guided by the President as appropriate.

Formal investigations may be conducted internally (by a manager or officer) or by an external investigator.

An investigation involves collecting information about the complaint and then making a finding (on the balance of probabilities) based on the available information as to whether or not the alleged behaviour occurred. Once a finding is made, the investigator will make recommendations about resolving the complaint or implementing disciplinary action (including and up to termination of employment).

The investigator may need to interview the parties involved (which may include the complainant, the respondent, and any witnesses) to obtain information regarding the complaint. The investigator will comprehensively and accurately document all information obtained during the interviews including the parties involved, timing, location, and nature of conduct complained against.

If the investigator considers it appropriate for the safe and efficient conduct of an investigation, workplace participants may be stood down from work or provided with alternative duties during an investigation in which case they will be paid their normal pay during any such period.

Throughout the investigation process, all parties involved in the investigation will be regularly kept informed about the investigation.

Records are to be kept and filed in a confidential and secure place. If no confidential area is available, these notes may be sealed and forwarded to the President, and the documents will be maintained, unopened, in a confidential filing system. These records should be kept for a period of seven years. Under no circumstances will records be placed on the complainant's personnel file.

On the basis of the findings, possible outcomes of the investigation may include, but will not be limited to, any combination of the following:

- Counselling;
- Disciplinary action against the harasser (e.g. demotion, transfer, suspension, probation or dismissal);
- Official warnings that are noted in the respondent's personnel file;
- Disciplinary action against the person who complained if there is strong evidence that the complaint was vexatious or malicious;
- Formal apologies and undertaking that the behaviour will cease;
- Conciliation/mediation conducted by an impartial third party where the parties to the complaint agree to a mutually acceptable resolution;
- Reimbursing any costs associated with the harassment;
- Re-crediting any leave taken as a result of the harassment.

On completion of the investigation, all parties will be informed about the investigation findings and the outcome of the investigation – as appropriate and in line with confidentiality obligations.

Following an investigation concerning a sexual harassment complaint (irrespective of the findings), the Executive will:

- consult with the parties involved to monitor the situation and their wellbeing; and
- educate and remind all employees and volunteers of their obligations and responsibilities in relation to providing a workplace free from harassment

If there has been any substantiated victimisation, disciplinary procedures will be followed.



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Procedures for Dealing with Criminal Conduct

Some forms of sexual harassment (e.g. sexual assault, stalking, indecent exposure, physical molestation, obscene phone calls) may constitute criminal conduct.

Such complaints should be dealt with by the relevant authorities (such as the police) as part of the criminal justice system.

5.1 Key resource available

Effectively preventing and responding to sexual harassment: A Code of Practice for Employers by the Australian Human Rights Commission. Download from:

<https://www.humanrights.gov.au/our-work/sex-discrimination/publications/effectively-preventing-and-responding-sexual-harassment-0>

5.2 Key Responsibilities

- The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.
- Every volunteer, staff member and supervisor has a responsibility to ensure that sexual harassment does not occur.

5.3 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 25 May 2011

Date of Last Review: 13 August 2018

Next due for Review August 2020



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6 PRIVACY POLICY

Reference: Our Community Policy Bank

<http://www.ourcommunitydirectors.com.au/icda/policybank/?articleId=5752>

6.1 Introduction

The Friends of the Helmeted Honeyeater (the Friends) are committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

6.2 Purpose

The purpose of this document is to provide a framework for the Friends in dealing with privacy considerations.

6.3 Policy Statement

The Friends collects and administers a range of personal information for the purposes of maintaining a membership & network database, financial records, a list of suppliers and records pertaining to our community education and revegetation programs. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

The Friends recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand and made accessible to them on the other. These privacy values are reflected in and supported by this policy. These privacy values are reflected in and supported by our core values and philosophies and also reflected in our Privacy Policy; which is compliant with the Privacy Act 1988 (Cth).

The Friends are bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information

In broad terms this means that we:

- Collect only information which the organisation requires for its primary function;
- Ensure that individuals are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide individuals with access to their own information, and the right to seek its correction.

Friends of the Helmeted Honeyeater will adhere to the Procedures outlined below.

6.4 Collection of information

The Friends will:

- Only collect information that is necessary for the performance and primary function of Friends of the Helmeted Honeyeater.
- Notify individuals about why we collect the information and how it is administered.
 - Notify individuals that this information is accessible to them.
 - Collect personal information from the person themselves wherever possible.



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- If collecting personal information from a third party, be able to advise the person whom the information concerns, from whom their personal information has been collected.
- Collect Sensitive information only with the person's consent. (Sensitive information includes health information and information about religious beliefs, race, gender and others).
- Determine, where unsolicited information is received, whether the personal information could have collected it in the usual way, and then if it could have, it will be treated normally. (If it could not have been, it must be destroyed, and the person whose personal information has been destroyed will be notified about the receipt and destruction of their personal information).

6.5 Use and Disclosure of information

The Friends will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses we will obtain consent from the affected person.
- In relation to a secondary purpose, use or disclose the personal information only where:
 - a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or
 - the person has consented; or
 - certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- In relation to personal information which has been collected from a person, use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose, and FOHH has provided an opt out and the opt out has not been taken up.
- In relation to personal information which has been collected other than from the person themselves, only use the personal information for direct marketing if the person whose personal information has been collected has consented (and they have not taken up the opt-out).
- State in The Friends [organisation's] privacy policy whether the information is sent overseas and further will ensure that any overseas providers of services are as compliant with privacy as [organisation] is required to be.
- Provide all individuals access to personal information except where it is a threat to life or health or it is authorized by law to refuse and, if a person is able to establish that the personal information is not accurate, then [organisation] must take steps to correct it. [organisation] may allow a person to attach a statement to their information if FOHH disagrees it is inaccurate.
- Where for a legal or other reason we are not required to provide a person with access to the information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.
- Make no charge for making a request for personal information, correcting the information or associating a statement regarding accuracy with the personal information.



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Data Storage

The Friends undertake to;

- Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorized access, interference, unauthorized modification or disclosure.
- Before The Friends discloses any personal information to an overseas recipient including a provider of IT services such as servers or cloud services, establish that they are privacy compliant. The Friends will have systems which provide sufficient security.
- Ensure that The Friends data is up to date, accurate and complete.

6.6 Data Destruction and de-identification

The Friends undertake to;

- Destroy personal information once is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.
- Change information to a pseudonym or treat it anonymously if required by the person whose information The Friends holds and will not use any government related identifiers unless they are reasonably necessary for our functions.

6.7 Data Quality

The Friends will take reasonable steps to ensure the information we collect is accurate, complete, up-to-date, and relevant to the functions we perform.

6.8 Data Security and Retention

The Friends will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Only destroy records in accordance with Australian Taxation Office guidelines.

6.9 Openness

The Friends will:

- Ensure individuals are aware of Friends of the Helmeted Honeyeater's Privacy Policy and its purposes.

6.10 Access and Correction

The Friends will ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up-to-date.

6.11 Anonymity

The Friends will allow people from whom the personal information is being collected to not identify themselves or use a pseudonym unless it is impracticable to deal with them on this basis.

6.12 Making information available to other service providers

The Friends:

- Can release information to third parties where it is requested by the person concerned.

6.13 Key Responsibilities



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The Secretary of the Friends committee is responsible for monitoring changes in Privacy legislation and referring these to the committee for consideration. The committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate. Reference can be made through Justice Connect at <https://www.justiceconnect.org.au> or Institute of Community Directors Australia at <https://www.communitydirectors.com.au> Every volunteer, staff member, supervisor and contractor is responsible for the implementation of this policy. Volunteer/staff orientation and works contracts will request knowledge of and compliance with the policy.

6.14 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 24 August 2011

Date of Last Review: 13 August 2018

Next due for Review: August 2020



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7 COMMITTEE CONFIDENTIALITY POLICY

Reference: Our Community Policy Bank

<http://www.ourcommunitydirectors.com.au/icda/policybank/?articleId=5752>

7.1 Introduction

Committee confidentiality is important. It encourages open and frank discussion at meetings, helps facilitate the development of vision and the implementation of an effective strategy to achieve that vision, and protects information that is confidential, personal, or relates to employment, commercial or legal matters.

7.2 Purpose

The purpose of this policy is to facilitate effective governance of The Friends by ensuring Committee confidentiality.

7.3 Policy statement

Committee members must keep confidential all information pertaining to matters dealt with by the Committee. This includes board meeting minutes, agendas, reports to the Committee and associated documents, and information contained in those documents.

The obligation to maintain confidentiality continues to apply even after a person has left the Committee.

Maintaining confidentiality as a general rule will also help ensure observance by Committee members of the following legal duty:

A person who obtains information because they are, or have been, a member of the Committee must not improperly use the information to:

- *gain an advantage for themselves or someone else; or*
- *cause detriment to the organisation.*

If a request is made for access to one or more Committee Papers*, the Committee may on a case by case basis resolve to provide access to the document/s. In considering this request, the Committee will have regard to:

- the importance of maintaining confidentiality to facilitate effective Committee meetings;
- the importance of complying with the law – including privacy law - and recognizing that the law sometimes creates duties to disclose or protect information;
- whether the person requesting the document is a member, and the important role of members in holding the Committee accountable; and
- the need to be consistent in the way that documents are treated, and the consequence of establishing any precedents or expectations.

Nothing in this policy is intended to prevent the Committee from seeking confidential legal, accounting, financial or other expert advice from independent professionals to assist the Committee in carrying out its functions.

Any person [such as an employee or invited individual] who is not a member of the Committee but is present at a Committee meeting (or part of a meeting) must maintain in confidence all information obtained as a result of their participation in the meeting.



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***Committee Papers** means all written communications to Committee member/s including without limitation monthly/quarterly board papers, submissions, minutes, letters, memoranda, board committee and sub-committee papers and copies of other documents referred to in any of the abovementioned documents made available to the Committee member as a Committee member during his or her time in office.

7.4 Procedures

The Secretary shall ensure that Committee Papers are created, maintained and distributed in a manner which is consistent with their confidential status. They shall be kept separately from other (non-confidential) documents and stored in a manner which limits access to them by unauthorised persons (including employees).

In circumstances where a request for access to Committee Papers has been made, and there is reason to believe that there are laws governing the disclosure or non-disclosure of the document, the Secretary will obtain legal advice on the matter to assist the Committee in its consideration of the request.

7.5 Responsibility

The Chair is responsible for bringing this policy to the attention of prospective Committee members.

The Secretary must ensure that it is included in the induction kit (if such a kit exists) for new Committee members.

Requests for access to Committee Papers should be made to the Secretary who should include consideration of the request as an item on the Committee agenda.

7.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 24 August 2011

Date of Last Review: 13 August 2018

Next due for Review: August 2020



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8 MEDIA & PUBLIC RELATIONS POLICY

Reference: Our Community Policy Bank

<http://www.ourcommunitydirectors.com.au/icda/policybank/?articleId=5752>

8.1 Introduction

Media, the local community and key stakeholders are vital partners in achieving the goals of Friends of the Helmeted Honeyeater (the Friends). In order to maximize the advantages of working with these groups and minimize the risks of misrepresentation it is necessary to establish guidelines for how media & community contacts on the Friends' business will be conducted.

It is not the intention of this policy to curb freedom of speech or to enforce strict rules and regulations. Rather, the intention is to establish a framework for achieving an effective working relationship with the media and broader community. The Friends welcomes the opportunity to talk to the media, community groups and key stakeholders and, through them, to debate issues in the public arena.

This policy should be read in conjunction with the Privacy Policy and Committee Confidentiality Policy.

8.2 Purpose

The Friends works with media, the local community and key stakeholders in order to

- advocate for the goals of the Friends
- promote the work of the Friends
- inform the public of the contact details of the Friends
- assist in fundraising for the Friends

The policy deals with the day-to-day relationship between the Friends, the media and the broader community.

8.3 Principles

The Friends operates on the values of

- **Honesty**; the Friends will never knowingly mislead the public, media, staff or volunteers on an issue or news story.
- **Transparency**; the Friends will promote openness and accessibility in our dealings with the media and broader community, whilst complying with the law and maintaining confidentiality when appropriate.
- **Clarity**; all communications with the media and broader community will be written/spoken in plain English
- **Balance**; information provided to the media and broader community by the Friends will as far as humanly possible be objective, balanced, accurate, informative and timely.

8.4 Policy statement

It is important that the Friends works with the media and broader community to communicate important public information messages about its work and its goals.

It is not possible to provide hard and fast rules about who will speak to the media and broader community on behalf of the Friends in particular situations. Where possible, staff, committee



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members and other volunteers should speak to the media and broader community on any significant matter in the name of or on behalf of the Friends only if

- They have consulted the communications officer nominated by the committee
- They have the required expertise to speak on the issue under discussion
- They have some experience in media relations
- They have been briefed or had information provided

and where any of these criteria do not apply are recommended to exercise extreme caution.

Where, however, media and broader community inquiries concern straightforward provision of information on uncontentious issues responses may be made by any officer or member who knows the facts.

Staff, committee members and other volunteers, and third parties are encouraged to deliver public presentations that discuss the Friends' work and its goals, provided that they make it clear where such presentations are or are not authorized by the Friends.

Staff, committee members and other volunteers must observe the Friends' Privacy Policy and Committee Confidentiality Policy in relation to personal records.

Staff, committee members and other volunteers are advised to ensure they are properly briefed and guided by relevant staff before talking to the media and broader community on any issue related to the Friends.

In dealing with the media and broader community staff, committee members and other volunteers should be conscious that they may be seen as representatives of the Friends and should therefore avoid making comments or participating in photo opportunities that may damage the long-term reputation of the Friends.

Any filming or taping on the Friends property or of the Friends proceedings by the media and broader community is subject to prior permission of the committee or its nominee.

8.5 Procedures

Significant statements on behalf of the Friends shall be made as authorized by the board or its nominee in reference to the principles listed above.

It should always be made absolutely clear whether the views put forward regarding any issue relating to the Friends are those of the Friends or of an individual. At all times consideration should be given as to how the correspondence may affect the reputation of the Friends.

The committee shall nominate a Communication Officer for the Friends.

- The Communications Officer will produce and update a list of key contacts of local press, radio, TV stations and key stakeholders.
- The Communications Officer will be the contact for preliminary discussions on any story or research request, and refer on to other Friends members as appropriate
- The Communications Officer shall make recommendations to the committee on public relations strategies.
- The Communications Officer shall be the key contact for the Friends public relations activities.



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- The Communications Officer shall authorise all media releases from the Friends and be responsible for mounting them on the Friends website. All news releases must also be approved.
- The Communications Officer should, where feasible, be involved in any approaches to the media to feature the Friends work.
- It is important to obtain advice from the Communications Officer (preferably before the issue becomes public knowledge) on any issues that are likely to be complex or contentious or to be sustained for any length of time. In such a situation the Communications Officer will work with the relevant staff and committee members to produce a communications plan which will ensure that balanced, timely information is provided to keep all parties informed.
- No photos of clients, employees, or students should be released to the public via advertising, news media, or web without the approval of the Communications Officer, who shall satisfy themselves that the Friends' confidentiality policy has been observed.
- All digital photos and videos that contain images of wild birds particularly those that are nesting are requested to have metadata removed or altered to avoid disclosure of location.
- The Friends photos & videos waiver statement will be used on all Friends publicity materials where photos and/or video may be taken at an event. It shall read:

Photos & videos

Photos & videos will be taken on the day of your event of those people involved. The Friends use photos & videos in community presentations, their quarterly member newsletter *HeHo Herald* and reporting to funding bodies. By participating in this event, we assume that all participants agree to photos & videos being used for these purposes only. **Please advise us if there are any children or adults who should not appear in photos or videos.** We are happy to email copies of photos to you afterwards where requested. NB. we are only able to supply videos where you have supplied a DVD disc and a stamped, self-addressed DVD package.

- Where a staff member, committee member or volunteer has had any significant interaction with media representatives on issues related to the Friends, it is the responsibility of the person concerned to notify the Communications Officer and to provide the name of the reporter or writer and the media outlet they represent.

Every effort should be made to assist the media in their inquiries. Requests for information that require substantial staff work to produce, will be at the discretion of the Communications Officer/Friends Committee.

The Friends reserves the right to withhold certain sensitive information concerning, say, commercial transactions or governmental negotiations. Any such information will be clearly labelled and clearly notified to relevant staff.

If any unauthorised releases of confidential information do occur, an investigation will take place to establish who was responsible and appropriate action will be taken.

8.6 Responsibility

It is responsibility of the Friends committee to nominate a Communications Officer and to ensure that all relevant information is provided to facilitate the role

8.7 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.



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8.8 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 24 August 2011

Date of Last Review: 13 August 2018

Next due for Review: August 2020



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9. SUN PROTECTION POLICY

Reference: Sun Smart

<http://www.sunsmart.com.au/communities/workplaces>

9.1 Rationale

Australia has one of the highest rates of skin cancer in the world. Despite being an almost entirely preventable disease at least two in every three Australians will develop skin cancer before they reach the age of 70. Of all new cancers diagnosed in Australia each year, 80% are skin cancers.

Workers including all volunteers who work outdoors for all or part of the day have a higher than average risk of skin cancer. This is because ultraviolet radiation in sunlight or 'UVR' is a known carcinogen. All skin types can be damaged by exposure to UVR. Damage is permanent and irreversible and increases with each exposure.

The Friends of the Helmeted Honeyeater has an obligation to provide a working environment that is safe and without risks to health. This obligation includes taking proper steps to reduce the known health risks associated with exposure to UVR for outdoor workers and volunteers

9.1 Aims

This policy aims to provide ongoing organisational support to reduce worker exposure to UVR by implementing appropriate sun protection control measures. All volunteers are considered workers within this policy.

9.2 Our Commitment

- The Friends will conduct a risk assessment in consultation with health and safety representatives and workers to identify workers who have a high risk of exposure to UVR, and work situations where exposure to UVR occurs.
- The Friends will reduce workers' exposure to UVR by requiring the use of sun protection measures by outdoor workers during daily sun protection times and at all times when working outdoors for extended periods, in alpine regions or near highly reflective surfaces.
- The Friends recognises that the SunSmart UV Alert is issued whenever the UV Index is forecast to reach 3 and above, and will use the sun protection times displayed to inform workers when it is necessary to use sun protection control measures while working outdoors.
- The Friends recognises that supervision of outdoor workers and monitoring of the use of sun protection measures is required to ensure compliance.
- The Friends recognises that standard company grievance procedures will be initiated where a worker fails to comply with sun protective measures.
- The Friends will ensure injury reporting procedures are followed when an incident of sunburn or excessive exposure to UVR occurs in the workplace.
- The Friends recognises that a combination of sun protection measures, which includes engineering and administrative controls and personal protective equipment and clothing, provides the best protection to workers from exposure to UVR.



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Management will:

Engineering Controls

- provide shaded areas or temporary shade where possible
- encourage workers to move jobs where possible to shaded areas
- modify reflective surfaces where possible
- identify and minimise contact with photosensitising substances
- provide indoor areas or shaded outdoor areas for rest/meal breaks

Administrative Controls

- schedule outdoor work tasks to occur when levels of UVR are less intense, such as earlier in the morning or later in the afternoon
- schedule indoor/shaded work tasks to occur when levels of UVR are strongest, such as the middle part of the day
- encourage workers to rotate between indoor/shaded and outdoor tasks to avoid exposing any one individual to UVR for long periods of time
- provide daily access to the SunSmart UV Alert

Personal Protective Equipment (PPE) and Clothing

- provide and ensure use of appropriate sun protective PPE in line with SunSmart guidelines including:
 - sun protective work clothing (long-sleeved shirts with collar and trousers/knee-length shorts)
 - sun protective hats that cover the face, head, ears and neck
 - sunglasses that meet Australian standards
 - broad spectrum, SPF 30+, water resistant sunscreen

Education and Training

- provide training to workers to enable them to work safely in the sun
- ensure training is provided as part of induction for new workers
- ensure workers are provided with information to effectively examine their own skin
- ensure managers and supervisors act as positive role models
- adopt sun protection practices during all company social events
- promote the use of sun protection measures 'off the job'.

Workers will:

- cooperate with all measures introduced by management to minimise the risks associated with exposure to solar UVR
- comply with instructions and advice in regards to the use of sun protection control measures
- participate in sun protection education programs
- act as positive role models
- be responsible for their own sun protective practices at work.

9.3 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: June 2016

Date of Last Review: 13 August 2018

Next due for Review: August 2020



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10 SMOKE FREE ENVIRONMENT POLICY

Reference: Quit Victoria

<http://www.quit.org.au/downloads/resource/communities/workplace/going-smokefree-guide-for-workplaces.pdf>

10.1 Rationale

The Friends of the Helmeted Honeyeater recognises that exposure of non-smokers to environmental tobacco smoke is irritating and hazardous to health and that non-smokers should be protected. Even in outdoor areas, where people tend to congregate, the presence of people smoking can present a health risk to non-smokers. There is also evidence to suggest that smoke free areas support smokers who are trying to quit as well as reduce their overall cigarette consumption.

Legislation and the legal duty of care also provide clear reasons to have a smoke free workplace. Under common law The Friends has a legal duty to ensure that employees, volunteers and visitors are not exposed to potentially harmful situations. Occupational health and safety legislation require employers to keep workplaces they are in charge of safe and without risk to the health of any person.

The Friends also recognises that outdoor smoke free areas help to reduce cigarette butt litter and provide a substantial cost saving through reduced clean-up costs and reduced fire risk. Discarded cigarette butts pose a risk to children's health due to swallowing discarded cigarette butts, which has the potential to cause vomiting and other symptoms of nicotine poisoning.

The Friends also recognise that our workplace located as it is within a nature conservation area is a fire sensitive area and requires greater diligence in the reducing any fire risk of discarded cigarette butts. Discarded butts may also be considered a poisoning danger to birds, reptiles and mammals within the reserve.

Accordingly, the following policy has been developed.

10.2 Purpose

This policy is effective from 1st July 2016 and applies to all employees, volunteers, visitors and contracted services of The Friends of the Helmeted Honeyeater while in the reserve or when representing the Friends at any event.

10.3 Policy statement

The Friends of the Helmeted Honeyeater requires the entire area of the reserve to be smoke free. This includes:

- All indoor areas (Victorian legislation states that enclosed workplaces must be smoke free);
- All outdoor areas (both uncovered and covered);
- Car parks;
- In vehicles that are within the boundary of the reserve.

The totally smoke free status of our workplace will be clearly signed at the entrance to, and within the workplace.



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10.4 Support for Staff and Volunteers who Smoke

To help smokers who wish to modify or quit smoking, The Friends of the Helmeted Honeyeater will provide support to help them adjust to the changes. This includes:

- Promote the Quitline;
- Health information will be made available;

10.5 Compliance

For Staff, Contractors and Volunteers;

This smoke free policy is an integral part of our existing workplace health and safety policies. Staff adherence to this policy is a condition of employment at (workplace). Employees are reminded that they are obliged, under the Occupational Health and Safety Act 2004 (Vic), to protect the health of their fellow workers.

The responsibility for enforcing the policy rests with all committee members, supervisors and staff. Any breach of this policy will lead to the normal disciplinary procedures being applied. Any worker or who has a grievance relating to this policy should speak to the Health and Safety Officer or appropriate Representative. Employees cannot be disciplined for smoking away from the workplace, in their own time.

For Visitors:

The following five-step non-compliance strategy will be followed if anyone breaches the Friends smoke free policy:

- 1) Assume that the person is unaware of the smoke free policy.
- 2) A staff member, committee member or PV staff member will approach the person breaching the policy and politely ask them to refrain from smoking and remind them about the smoke free policy.
- 3) If the offence continues, the offending person must be made aware that if they don't stop smoking then they will be required to leave the reserve. The most senior staff member, occupational health and safety officer or PV staff member should verbally warn them, and if possible, hand over a formally written letter. The pre-written letter will be pre-signed by the management committee and kept on the premises so that copies are readily available. It will outline the Friends' policy on smoking and state that if the person continues to breach the policy then she/he will be asked to leave.
- 4) If the offending continues, then the person will be escorted off the premises by staff or PV representative.
- 5) Under no circumstance should the Friends' smoke free policy be breached.

10.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 1st July 2016

Date of Last Review: 13 August 2018

Next due for Review: August 2020