



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

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Table of Contents

Introduction.....	1
1 ENVIRONMENTAL PROTECTION AND SUSTAINABILITY POLICY.....	2
2 ENVIRONMENTALLY SOUND, SUSTAINABLE AND ETHICAL PURCHASING, REPAIR AND DISPOSAL POLICY.....	4
3 PUBLIC ACCESS TO HELMETED HONEYEATERS POLICY.....	5
4 PURCHASING POLICY.....	6
5 SEXUAL HARASSMENT POLICY.....	8
6 PRIVACY POLICY.....	13
7 COMMITTEE CONFIDENTIALITY POLICY.....	17
8 MEDIA & PUBLIC RELATIONS POLICY.....	19
9. SUN PROTECTION POLICY.....	23
10 SMOKE FREE ENVIRONMENT POLICY.....	25
11 CHILD SAFETY POLICY.....	27
12 OVERTIME AND TIME-IN-LIEU POLICY.....	29
13 WORK HEALTH AND SAFETY POLICY.....	31
14 BULLYING POLICY.....	32

**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.



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

# 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 recognise the importance of protecting and supporting the environment and are 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.



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

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: 31<sup>st</sup> October 2023

Next due for Review: October 2025



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

---

## 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: 31 October 2023

Next due for Review: October 2025



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

---

### 3 PUBLIC ACCESS TO HELMETED HONEYEATERS POLICY

#### 3.1 Introduction

Protection of the fauna and flora within Yellingbo Nature Conservation Area (YNCA), 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 YNCA will be determined by, or in line with, the overall policies of the Helmeted Honeyeater Recovery Plan. Group 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 Energy, Environment and Climate Action (DEECA) Field Ornithologist or, in their absence, the delegated DEECA 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 <https://www.helmetedhoneyeater.org.au/get-involved/become-a-member/>
- 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.

#### 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: 31 October 2023

Next due for Review: October 2025



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

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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.

Note: In some instances obtaining multiple quotes may be impractical. For example, there may only be a single supplier of a products or service within an accessible distance to the Yellingbo Nature Conservation Area. In these instances' the Executive may choose to accept a single 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

#### **Use of FoHH Debit Cards**

- The Treasurer will maintain a 'Statement Account' that can be accessed via the use the Friends 'Debit Cards'. The Treasurer will maintain a balance in the account from \$200 to \$1000.
- The Treasurer will be responsible for requesting Debit Cards from the Friends Bank and cancelling Debit Cards when they are no longer required.



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

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- The Executive will decide which staff and committee members will be provided with Debit Cards.
- Any single purchase made using the Debit Card must not exceed \$500.
- For any purchase exceeding \$200, the person making the purchase must notify the Treasurer, President or Secretary prior to the purchase to verify that there are adequate funds in the 'Statement Account'.
- Tax receipts must be sent to the Treasure for all purchases made using the Friends Debit Card.

### **Expense reimbursement**

- All requests for expense reimbursement are to be supported by appropriate evidence (tax receipts/invoices) attached.
- Expense claims are to be approved by the Treasurer if under \$500. Expense claims over that amount must be signed off by the Treasurer, President or Secretary before reimbursement is made.
- Reimbursements will be made by direct deposit into the claimant's bank account.

### **Supplier invoice payment**

- 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 Area, decisions about such contractors will be made in consultation with the Parks Victoria's (PV) Yellingbo Nature Conservation Area 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: 14<sup>th</sup> March 2020

Date of Last Review: 31 October 2023

Next due for Review: October 2025



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

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## 5 SEXUAL HARASSMENT POLICY

Reference: Our Community Policy Bank

<https://communitydirectors.com.au/tools-resources/policy-bank>

### 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 or volunteering at The Friends 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





## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

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 or volunteers 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 who is 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 victimization.

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 victimizes 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 victimization and set an example by their own behaviour;



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

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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**

#### **5.6.1 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.

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

#### **5.6.2 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.



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

---

### 5.6.3 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 victimization, disciplinary procedures will be followed.



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

### **5.6.4 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.

### **5.7 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>

### **5.8 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.

### **5.9 Quality Assurance Mechanisms**

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 25 May 2011

Date of Last Review: 31 October 2023

Next due for Review: October 2025



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

### **6 PRIVACY POLICY**

Reference: Our Community Policy Bank

<https://communitydirectors.com.au/tools-resources/policy-bank>

#### **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 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.



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

- 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 been collected 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 the Friends 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 privacy policy whether the information is sent overseas and further will ensure that any overseas providers of services are as compliant with privacy as the Friends 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 the Friends must take steps to correct it. The Friends may allow a person to attach a statement to their information if the Friends disagrees that the information 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.



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

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### **6.6 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.

### **6.7 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.

### **6.8 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.

### **6.9 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.

### **6.10 Openness**

The Friends will:

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

### **6.11 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.

### **6.12 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.

### **6.13 Making information available to other service providers**

The Friends:

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



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

---

**6.14 Key Responsibilities**

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.

**6.15 Quality Assurance Mechanisms**

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 24 August 2011

Date of Last Review: 31 October 2023

Next due for Review: October 2025





FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

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## 7 COMMITTEE CONFIDENTIALITY POLICY

Reference: Our Community Policy Bank

<https://communitydirectors.com.au/tools-resources/policy-bank>

### 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.



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

**\*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 their 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: 31 October 2023

Next due for Review: October 2025



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

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### 8 MEDIA & PUBLIC RELATIONS POLICY

Reference: Our Community Policy Bank

<https://communitydirectors.com.au/tools-resources/policy-bank>

#### 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 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



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

- 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 whether 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.
- 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.



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

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- 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*, the web 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.
- 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.

### **8.8 Quality Assurance Mechanisms**

Biennial review of the policy by the Friends committee.



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

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Date of Implementation/Endorsement: 24 August 2011

Date of Last Review: 31 October 2023

Next due for Review: October 2025



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

### 9. SUN PROTECTION POLICY

Reference: Sun Smart

<https://www.sunsmart.com.au/advice-for/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.

**Management will:**



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

### **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: 31 October 2023

Next due for Review: October 2025





## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

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### 10 SMOKE FREE ENVIRONMENT POLICY

Reference: Quit Victoria  
<https://www.quit.org.au/taking-action-office>

#### 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 requires 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 1<sup>st</sup> 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.

#### 10.4 Support for Staff and Volunteers who Smoke



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

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 Yellingbo NCA. 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 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 they 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: 1<sup>st</sup> July 2016

Date of Last Review: 31 October 2023

Next due for Review: October 2025



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

---

## **11 CHILD SAFETY POLICY**

### **11.1 STATEMENT OF COMMITMENT**

The Friends of the Helmeted Honeyeater (FoHH) is a Child Safe organisation with a commitment to children's best interests, and with no tolerance for child abuse. All children and young people under the age of 18 years who participate in our activities have a right to feel and to be safe. We encourage them to express their views and we listen to their suggestions, especially on matters that directly affect them.

Physical or sexual abuse of a child, including grooming for sexual contact with a child under 16 years of age, is a crime and will be reported to police. All adults who form a reasonable belief that such a sexual offence has occurred have an obligation to report it to police.

### **11.2 PURPOSE**

The purpose of this policy is to keep children and young people under the age of 18 years safe at FoHH activities.

### **11.3 CONTEXT**

This policy complies with the Child Safe Standards. FoHH recognises that there are key risks to Child Safety, including:

- physical or sexual abuse;
- grooming (abuse of trust usually occurs where there is an ongoing relationship of trust);
- inappropriate child-to-child or adult-to-child physical or verbal contact and
- circulation of sexually explicit material.

### **WE WILL:**

- Take all reasonable steps to protect children from abuse
- Model appropriate adult behaviour
- Listen to children and respond to them appropriately
- Welcome all children in the company of their carers
- Report any complaints, concerns or disclosures regarding Child Safety to the President of FoHH. Alternate contact is the Commission for Children and Young People (CCYP) 1300 78 29 78.
- Respect the privacy of children and only disclose information to people who need to know.

### **WE WILL NOT:**

- Ignore or disregard any complaints, concerns or disclosures regarding child safety
- Allow "special" relationships between staff/volunteers and specific children to be developed, or allow favouritism with gifts or inappropriate attention.
- Allow the exchange of personal contact details such as phone numbers, social networking site or email addresses with children.



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

---

#### 11.4 RISK MANAGEMENT

The FoHH will:

- accept children at its activities only if at all times they are in the company of, and under the direct supervision of, their carers (eg parents, guardians, teachers, scout leaders).
- where possible, communicate this requirement in writing to participating organisations and individuals prior to the event or activity, and state that the organisation must ensure that it has sufficient suitably qualified adults to provide adequate supervision and care, given the age, number and particular needs of the children.
- brief carers at the commencement of any FoHH activity which they are responsible for, that they must directly supervise the child(ren) at all times. Failure to do so may result in not being able to participate in FoHH activities.
- Ensure our Child Safety Policy is on our website
- Make sure children and adults know where to go for assistance
- Take all reasonable steps to ensure that no child is alone with only one person (other than their carer)
- Include an under-18 checkbox on our activity participation sheet
- Design activities so that there are clear sightlines, and obstruct any hidden places that could conceal inappropriate conduct
- Ensure awareness of our Child Safety Policy among our staff, members and volunteers
- Require staff or volunteers managing activities at which children are present to have current Working with Children Checks. (Adults who are participating in the event in the same way as a child do not need a current WWCC).

#### 11.5 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 1<sup>st</sup> January 2020

Date of Last Review: 30 October 2023

Next due for Review: October 2025



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

---

## 12 OVERTIME AND TIME-IN-LIEU POLICY

### 12.1 Introduction

As the Friends grows as a business, we need to ensure we have appropriate financial controls in place so that the business is not adversely impacted by unforeseen expenses or liabilities. Accordingly, we need to ensure that we manage staff overtime in a manner that allows staff to perform their duties while the Friends maintain control over expenses and liabilities.

### 12.2 Purpose

The purpose of this policy is to provide some basic guidelines that allow both the staff and the executive of the Friends to understand their rights and obligations in relation to working overtime, paying overtime and taking Time-In-Lieu (TIL).

### 12.3 Policy Statement

The Friends will make decisions regarding overtime that:

- allows staff to perform their required duties
- is fair to both staff and the Friends
- allows the Friends executive and committee to maintain control over expenses and liabilities

### 12.4 Policy Implementation

Overtime will be managed according to the following rules:

- Before working overtime, staff must consider other options. For example, rescheduling and re-prioritizing other work.
- No more than 4 hours overtime per fortnightly pay cycle will be paid unless approved by the executive.
- Time in excess of 4 hours per week will be recorded as TIL.
- Maximum accrued TIL must be no more than 2 work weeks for any staff member.
- TIL must be taken within 6 months of being accrued for Nursery staff and within 3 months of being accrued for other staff (as defined in the relevant awards) – unless the executive approves otherwise.
- TIL will be accrued at the rates defined in the relevant award.
- When possible, before working overtime staff must notify the executive of the need to work overtime, what the nature of the overtime work is and how much overtime they anticipate working.
- In the circumstance where a staff member could not provide prior notice of overtime worked they should, as soon as possible, notify the executive of the nature of the overtime work and the amount of overtime worked.
- The executive (Treasurer) will keep staff informed of over time paid, overtime not paid, overtime recorded as TIL, TIL balance and any TIL that is about to expire.
- Staff will notify the executive of the intention to take TIL.
- The executive will monitor overtime and TIL.  
If the amount of overtime being worked or TIL being accrued appears to be excessive then the executive will consider actions to reduce staff work requirements.

### 12.5 Key Responsibilities



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

---

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

**12.6 Quality Assurance Mechanisms**

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 08 August 2020

Date of Last Review: 30 October 2023

Next due for Review: October 2025



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

---

## 13 WORK HEALTH AND SAFETY POLICY

The Friends of the Helmeted Honeyeater Inc is committed to providing and maintaining a safe and healthy workplace for all workers (including contractors and volunteers) as well as clients, visitors and members of the public. Hazards and risks to health and safety will be eliminated or minimised, as far as is reasonably practicable.

We are committed to complying with the *Occupational Health and Safety Act 2004*, the *Occupational Health and Safety Regulations 2017*, codes of practice and other safety guidance material.

As a Committee of Management we will:

- ensure the organisation complies with all legislation relating to health and safety;
- eliminate or minimise all workplace hazards and risks as far as is reasonably practicable;
- provide information, instruction and training, where necessary, to enable all staff to work safely;
- consult with and involve staff on matters relating to health, safety and wellbeing;
- provide appropriate safety equipment and personal protective equipment; and
- in the case of injury, provide a suitable injury management and return to work program.

Staff are expected to:

- take reasonable care for their own health and safety;
- follow safe work procedures, instructions and rules;
- where deemed appropriate, participate in safety training;
- report health and safety hazards;
- report all injuries and incidents;
- where necessary, use safety equipment and personal protective equipment as instructed.

Our goal is to provide a safe and healthy work environment that is free from workplace injury and illness. This will only be achieved through the participation, co-operation and commitment of everyone in the workplace.

### 13.1 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 15<sup>th</sup> March 2021.

Date of Last Review: 30 October 2023.

Next due for Review: October 2025.



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

### 14 BULLYING POLICY

Reference: Our Community Policy Bank

<https://communitydirectors.com.au/tools-resources/policy-bank>

#### 14.1 Introduction

The Friends of the Helmeted Honeyeater (the Friends) believes that all people should work in an environment free from bullying.

The Friends understands that workplace bullying is a threat to the health and wellbeing of its staff, volunteers and customers.

Accordingly, the Friends are committed to eliminating, so far as is reasonably practicable, all forms of workplace bullying by maintaining a culture of openness, support, and accountability.

#### 14.2 Purpose

The purpose of this document is to communicate that the Friends does not tolerate any form of workplace bullying and to set out the process which is to be followed should any instances of workplace bullying be reported.

#### 14.3 Definitions

**“Bullying”** is repeated and unreasonable behaviour directed towards a person or group of persons that creates a risk to health and safety. It includes behaviour that could be expected to intimidate, offend, degrade, humiliate, undermine or threaten.

**“Repeated behaviour”** refers to the persistent nature of the behavior and can involve a range of behaviours over time.

**“Unreasonable behaviour”** is behaviour that a reasonable person, having considered the circumstances would see as unreasonable, including behavior that is victimising, humiliating, intimidating or threatening.

Examples of behavior, whether intentional or unintentional, that may be considered to be workplace bullying if they are repeated, unreasonable and create a risk to health and safety include but are not limited to:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- deliberately excluding someone from workplace activities
- withholding information that is vital for effective work performance
- setting unreasonable timelines or constantly changing deadlines
- setting tasks that are unreasonably below or beyond a person’s skill level
- denying access to information, supervision, consultation or resources to the detriment of the worker
- spreading misinformation or malicious rumours
- changing work arrangements such as rosters and leave to deliberately inconvenience a particular workers or workers.





## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

---

Workplace bullying can be carried out in a variety of ways including through email, text or social media channels.

Workplace bullying can occur between workers (sideways), from managers to workers (downwards), or workers to supervisors/managers (upwards).

Reasonable management action is not considered to be workplace bullying if it is carried out lawfully and in a reasonable manner in the circumstances. Examples of reasonable management action include but are not limited to:

- setting reasonable performance goals, standards and deadlines
- deciding not to select a worker for promotion where a reasonable process is followed
- informing a worker about unsatisfactory work performance in an honest, fair and constructive way
- taking disciplinary action, including suspension or terminating employment.

Differences of opinion and disagreements are generally not considered to be workplace bullying. Bullying that directly inflicts physical pain, harm, or humiliation amounts to assault and should be dealt with as a police matter (see below).

### **14.4 Policy**

The Friends has a duty of care to provide a safe workplace, and ensure, so far as is reasonably practicable, that workers and other people are not exposed to health and safety risks.

The Friends accepts and acts on its duty of care. Any reported allegations of workplace bullying will be promptly, thoroughly, and fairly investigated.

Bullying complaints will be handled in a confidential and procedurally fair manner. Where confidentiality cannot be guaranteed this will be clearly communicated to the relevant parties.

All parties will be treated with respect.

The person against whom the allegation is made has the right to natural justice (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).

### **14.5 Procedures**

#### **14.5.1 Responsibilities**

It is the obligation and responsibility of every person to ensure that the workplace is free from bullying. The responsibility lies with every manager, supervisor, employee and volunteer to ensure that bullying does not occur in the workplace.

All workers have:

- an entitlement to work in a safe and healthy workplace and to be treated with dignity and respect
- an entitlement to make a complaint in respect of any bullying behaviour
- a responsibility to take reasonable care for their own health and safety
- a responsibility to ensure they do not promote or engage in bullying and otherwise take reasonable care that their acts or omissions do not adversely affect the health and safety of other people



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

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- a responsibility to co-operate and comply with this policy and any other relevant policy.

It is the responsibility of all managers to ensure that:

- they understand, and are committed to, the right of all employees and volunteers to attend work and perform their duties without fear of being bullied in any form
- all reasonable steps to eliminate bullying are made so far as is reasonably practicable
- all applicable occupational health and safety legislation is observed
- all employees and volunteers are regularly educated and made aware of their obligations and responsibilities in relation to providing a workplace free from bullying
- they provide an environment which discourages bullying, and set an example by their own behaviour
- all complaints are treated seriously and confidentially
- they are as far as practicable aware of whether bullying is occurring, whether complaints are received or not, relying on such indices as:
  - sudden increases in absenteeism
  - unexplained requests for transfers
  - behavioural changes such as depression
  - sudden deterioration in work performance
- they take immediate and appropriate action if they become aware of any bullying or offensive behaviour
- any reported allegations of workplace bullying are promptly, thoroughly, and fairly investigated
- guidance and education is provided, where requested and/or appropriate, to cases and subsequent decisions relating to bullying
- ongoing support and guidance is provided to management, employees and volunteers in relation to the prevention of bullying
- this policy is displayed in the workplace and easily accessible to all workers and volunteers.

### **14.5.2 Complaints Procedures**

If an employee or volunteer feels comfortable in doing so, it is preferable to raise the issue with the person directly with a view to resolving the issue by discussion. The employee or volunteer should identify the offensive behaviour, explain that the behaviour is unwelcome and offensive and ask that the behaviour stops.

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, a human resources officer, or any other manager with whom they feel comfortable. The manager or officer will provide support and ascertain the nature of the complaint.

### **14.5.3 Informal Intervention**

The manager will explain the rights and responsibilities of the employee or volunteer under the relevant policy and procedures.

Informal intervention may be done through a process of either mediation or conciliation. During informal intervention the respondent will be made aware of the allegations being made against them and given the right to respond. Interventions at this stage should adopt a confidential, non-confrontational approach with a view to resolving the issue.

This procedure will be complete when the alleged harasser respects the individual's request to cease unwanted and unwelcome behaviour, or when the complainant accepts that the behaviour is



## FRIENDS OF THE HELMETED HONEYEATER POLICY & PROCEDURES

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not properly described as bullying. If neither of these outcomes occurs, the organisation's formal procedure should be followed.

### **14.5.4 Formal Complaints Procedure**

The formal complaint procedure involves a formal investigation of the complaint. 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 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. 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.

The findings as to whether bullying has occurred will be determined on the basis of the evidence, and on the balance of probabilities.

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 (including and up to termination of employment)
- Official warning
- Formal apology and/or an undertaking that the behaviour will cease
- Mediation where the parties to the complaint agree to a mutually acceptable resolution.

On completion of the investigation, all parties will be informed about the investigation findings and the outcome of the investigation.

Following an investigation concerning a bullying complaint (irrespective of the findings), the manager concerned 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 bullying

### **14.5.5 Procedures for Dealing with Criminal Conduct**

Some forms of severe bullying (physical attack, for example, or obscene phone calls) may constitute criminal conduct. While the Friends is committed to treat most complaints about bullying at an organisational level as far as possible, this type of conduct is not suited to internal resolution. Such complaints should be treated by the criminal justice system. Employees or volunteers should be advised of the option of police support or intervention. It is not the obligation or duty of the organisation to report such matters to the police on behalf of the complainant.



FRIENDS OF THE HELMETED HONEYEATER  
POLICY & PROCEDURES

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## 14.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.  
Date of Implementation/Endorsement: 31<sup>st</sup> October 2023  
Date of Last Review: 31 October 2023  
Next due for Review: October 2025