

# HEARTBEAT VICTORIA COUNCIL INC. POLICY AND PROCEDURES MANUAL



# Heartbeat Victoria Council Inc. Policy and Procedures Manual

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## Introduction and Background

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### About Heartbeat Victoria Council Inc.

Heartbeat Victoria Council Inc. (“**Heartbeat Victoria**”) is an Australian not for profit organisation for ex-cardiac patients, relatives, carers, the health profession and friends. At Heartbeat Victoria all volunteers share something in common ... a desire to give much needed support and assistance to people with a heart condition throughout Victoria.

Heartbeat Victoria was established in 1984 to:

- **Assist** in the further development of Cardiothoracic Care by raising funds to provide cardiac and emergency equipment.
- **Provide** information and reassurance to individuals, their families and friends following a cardiac event or the diagnosis of heart disease and when a surgical or medical procedure may be necessary.
- **Promote** friendship and peer support between individuals, their families and friends through meetings, social activities, walking and/or exercise groups and educational events.

### Vision

To be an excellent and well-recognised peer support organisation which assists in improving the emotional, social, and physical wellbeing of people living with heart disease or a heart condition.

### Purpose/Mission

To advise and promote associated support groups in conducting peer support activities for people living with heart disease, to ensure they have a better understanding of the impact of their heart disease or heart condition, how they might seek ongoing services and support in their local area and how to raise funds to improve cardiac services.

### Values

**Availability:** We are dedicated to being there for people, listening to their stories, providing hope and enabling input into our work.

**Honesty, Fairness and Respect:** We treat our members, volunteers, staff and the organisations we work alongside, with honesty, fairness and respect.

**Empowerment:** We are committed to fostering help seeking behaviours, building capability and empowering individuals through raising awareness and providing information and support.

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**Diversity:** We seek to understand and value the diverse circumstances and cultures of the people and communities with whom we work.

**Work Collaboratively:** We deliver accessible and responsive programs in collaboration with others in communities and continually seek to broaden our impact through strategic partnerships and collaborations.

**Accountable:** We are accountable to our stakeholders and transparent in the way we do business aspiring to do what we do on well based evidence and achieving maximum benefit from our resources while reflecting our charitable status, ethos and commitment to sustainability.

## Policy and Procedures Manual

In 2015, Heartbeat Victoria reviewed and updated its Rules of Association to comply with the *Associations Incorporation Reform Regulations 2012*, which came into effect in November 2012. Additionally, Heartbeat Victoria developed and adopted the *Heartbeat Victoria Council Inc. Strategic Plan 2015-2017* and with the assistance of The Heart Foundation has developed *Heart to Heart-A guide to fostering successful Heartbeat Victoria peer support groups*.<sup>1</sup>

This Policy and Procedures Manual supports the implementation of these documents. It is important that policies and procedures are used in an organisation to influence and guide decision making, actions and activities, particularly related to an organisations Rules of Association, the management of risks and to provide transparency<sup>2</sup>.

The Heartbeat Victoria Policy and Procedures Manual is relevant to Board of Management members, Branch and Affiliate committee members and Branch and Affiliate members.

### What are Policies?

A policy is mainly used to regulate organisational affairs. A set of policies are principles, rules, and guidelines formulated or adopted by an organisation to reach its long-term goals and typically published in a booklet or other form that is widely accessible (e.g. website). Good policies should be broad, current, comprehensive, unaltered, written to specify responsibility for action and used frequently.

### What are Procedures?

Procedures set out the steps that will be taken to implement a policy. Procedures are usually more detailed than policies and will often specify a timeframe within which something must be done or include specific forms to assist in gathering all information required to perform a step properly. Procedures can change as a result of new ideas, improvements in equipment or technology and how an organisation uses resources, particularly its people.

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<sup>1</sup> Produced by Amanda Spillare of Amanda Spillare Social Work Services and Tess Pryor of Heart Foundation Victoria and Robyn Fennell, President of Heartbeat Victoria Inc. in partnership between Heart Foundation Victoria and Heartbeat Victoria Inc. with support from the Ian Potter Foundation and the Joe White Bequest.

<sup>2</sup> Adapted from <http://www.businessdictionary.com/definition/policies-and-procedures.html>



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## The Benefits of using a Policy and Procedures Manual

The primary purpose of policies and procedures is to provide an agreed, documented framework within which consistently high quality Heartbeat programs and activities will be delivered. This includes:

- ❖ It is a reference manual that provides a framework for action and helps people get on with the job they need to do
- ❖ Providing a smooth transition of responsibilities when key and/or trained people are absent or need to suddenly take leave
- ❖ Enabling legal and other requirements to be met;
- ❖ Documenting who does what, where, when, why and how
- ❖ A guide to providing consistency and efficiency:
  - the same regular function to be performed each time correctly
  - a reduction in time discussing the same issues each time they arise
- ❖ Enhanced participation: people support what they help create
- ❖ A central source for information, processes and forms
- ❖ A sense of unity around a set level of expectations and procedural means
- ❖ A tool in quality improvement.

## Importance of easy access to and regular review of policies and procedures

Policies are only as good as the people who use them; the most common mistake made by organisations is not actively referring to their policy to guide decisions. It is therefore essential that Heartbeat Victoria ensure that all Board of Management members Branch and Affiliate committee members and Branch and Affiliate members are aware of the relevant policies that impact on their participation.

Additionally, once policies and procedures are in place it is important that they are bi-annually reviewed and updated where needed. Changes to related legislation, government policy and/or Heartbeat Victoria's goals or operations are examples of circumstances that can trigger the need to review a policy document before its normal review date. All comments and suggestions will be appreciated and acted upon as quickly as possible by Heartbeat Victoria.

## What do you need to read and understand?

All members of Heartbeat Victoria and Branches and Affiliates must be familiar with the major policies and procedures of Heartbeat Victoria and be able to use the Policy and Procedures Manual to look up and use appropriate policies and procedures when circumstances arise.

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## Who can access the Policy and Procedure Manual?

**Nothing is Secret!** All policies and procedures of Heartbeat Victoria are to be made readily and easily accessible to any member or potential member. Each Branch and affiliate will have an up-to-date hard copy available and the Policy and Procedures Manual will be available on the Heartbeat Victoria website. A hard copy can also be obtained on request from the Secretary of the Board of Management or Secretary of a Branch or Affiliate Committee of Management. A small fee may be charged to cover the cost of printing.

## Where is the Policy and Procedures Manual kept?

A copy of the Policy and Procedures Manual is to be kept by the:

- ❖ Board of Management members, and
- ❖ Branch and Affiliate Committees of Management members.

An accessible version will also be available on the Heartbeat Victoria website.

It is the responsibility Board of Management members and Branch and Affiliate Committees of Management members to ensure that all additions, deletions and revisions to the Policy and Procedures Manual that may be periodically issued by the Secretary of the Board of Management are incorporated in the Manual and brought to the attention of all appropriate members and their representatives.

## How is the Policy and Procedures Manual organised?

The Policy and Procedures Manual includes 3 sections:

- ❖ Section 1 Organisational Governance
- ❖ Section 2 Financial Management and Control
- ❖ Section 3 Administration and Asset Management

Each policy and procedure in the Manual provides:

- ❖ a **Policy Statement** including what the policy and procedures aim to achieve, and
- ❖ the **Procedures** that need to be followed and any other documentation for example forms or templates that help to implement the procedure.

Each policy and procedure cites a date when it was produced or last reviewed and/or amended.

All policies and procedures will be reviewed at least annually by the Heartbeat Victoria Board of Management and earlier if requested by a Branch or Affiliate or their members.

## Relationship with Heart to Heart: A Guide to Fostering Successful HBVC Peer Support Groups

*Heart to Heart*<sup>3</sup> complements this Policy and Procedures Manual.

The Policy and Procedures Manual provides the policy, procedure and a range of templates to assist in collecting and/or providing the correct information and enabling Heartbeat Victoria follow its Rules of Association and comply with legislative requirements of the Victorian and Australian Governments.

*Heart to Heart* provides some summary information in relation to policy and procedure but aims to provide more hands on, operational tips, ideas and advice for the day-to-day running of peer support groups. In doing so, it provides suggested words or approaches to use in different situations and guidance in establishing new groups, developing relationships with individuals and other organisations as well as how the leadership team can look after itself.

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<sup>3</sup> Heart to Heart: A Guide to Fostering Successful Heartbeat Victoria Inc. Peer Support Groups - Produced by: Amanda Spillare, Amanda Spillare Social Work Services, Tess Pryor, Heart Foundation Victoria and Robyn Fennell, Heartbeat Victoria Inc. - © 2015 National Heart Foundation of Australia, ABN 98 008 419 761

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## Policy and Procedure Checklist

Policy and Procedure Title	Tailored to specific needs of HBVC		Don't have but need		Not required	
	Policy	Procedure	Policy	Procedure	Policy	Procedure
<b>Organisational Governance</b>						
1.1 Rules of Association	√	√				
1.2 Role of the Board	√	√				
1.3 Office Bearers Roles and Responsibilities	√	√				
1.4 Board Code of Conduct	√	√				
1.5 Meeting arrangements	√	√				
1.6 Dispute Resolution	√	√				
1.7 Grievance	√	√				
1.8 Conflict of Interest	√	√				
1.9 Strategic and Operational Planning	√	√				
1.10 Risk Management	√	√				
<b>Financial Management and Control</b>						
2.1 Organisational Funding and Donations	√	√				
2.2 Financial Management, Monitoring and Report	√	√				
2.3 Financial Audit Arrangement	√	√				
2.4 Bank Accounts & Banking Arrangements	√	√				
2.5 Signatories, Expenditure Authorities and Arrangements	√	√				
2.6 Petty Cash	√	√				
<b>Administration and Asset Management</b>						
3.1 Membership	√	√				
3.2 Recognition of Service and Honorary Life Membership	√	√				

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Policy and Procedure Title	Tailored to specific needs of HBVC		Don't have but need		Not required	
3.3 Branch and Affiliates ... Managing Peer Support Group Activities	√	√				
3.4 Insurance	√	√				
3.5 Involvement with the Media	√	√				
3.6 Corporate Image and Communications	√	√				
3.7 Social Media Policy for Website	√	√				
3.8 Terms of Use Policy for Website	√	√				
3.9 Privacy Policy for Website	√	√				
3.10 Member Terms Policy for Website	√	√				

## Section 1 Organisational Governance

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### Policy 1.1 ~ Heartbeat Victoria Council Inc. Rules of Association

#### Relevant Documents:

- ❖ *Associations Incorporation Reform Act 2012*
- ❖ Heartbeat Victoria Council Inc. Rules of Association August 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement

The Rules of Association are Heartbeat Victoria's most important document. The Rules underpin all of the organisation's management and activities, and specifies the legal framework within which Heartbeat Victoria and its Branches operate and the relationship between Heartbeat Victoria Inc. and the affiliate organisations.

The purpose of this policy is to confirm that the Rules of Association:

1. Guide all of Heartbeat Victoria's operations
2. Is used as the key document when there is uncertainty or conflict about Heartbeat Victoria Council Inc.'s legal requirements and obligations, and
3. Will be reviewed from time to time to ensure that its requirements remain consistent with Heartbeat Victoria's changing needs and practices.

### Procedures

All Heartbeat Victoria Board of Management Members and Committee of Management members of Branches and Affiliates are required to familiarise themselves with the Rules of Association, to ensure that at all times they act according to its requirements and to ensure that organisational Policies and Procedures are consistent with its requirements.

All new Board of Management and Committee of Management members will be provided with a copy of the Rules of Association as part of their orientation to Heartbeat Victoria. This may be hard copy or an electronic copy.

The Rules of Association will be available at every Board and Committee meeting and at meetings of any sub-committee that may be convened by either the Board of Management or a Committee of Management of a Branch or Affiliate.

## **Heartbeat Victoria Council Inc. Policy and Procedures Manual**

The Board of Management will review the Rules of Association at intervals of no more than every three years to ensure that it remains current and relevant to the changing environment in which Heartbeat Victoria operates.

## Policy 1.2 ~ Role of the Board of Management

### Relevant Documents:

- ❖ *Associations Incorporation Reform Act 2012*
- ❖ Heartbeat Victoria Council Inc. Rules of Association August 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement

Heartbeat Victoria aims to have a Board of committed members whose personal and professional backgrounds collectively reflect the spectrum of attributes required for the successful management of a voluntary state based Incorporated Association.

The authorities of the Board are set out in Heartbeat Victoria's Rules of Association.

The role of the Board of Heartbeat Victoria is to be responsible for the governance of the organisation by:

- ❖ Ensuring achievement of the organisations vision purposes (mission) and objects
- ❖ Upholding its values
- ❖ Setting its strategic directions
- ❖ Setting and maintaining a framework of delegation and internal control
- ❖ Monitoring and ensuring:
  - progress towards the achievement of outcomes
  - that the organisation is performing well, is solvent and is complying with legal, financial and ethical obligations, and
  - the Board is performing as required, its composition is appropriate and it undertakes succession planning
- ❖ Managing risks including organisational, reputational, financial or other risks that may arise
- ❖ Managing disputes and grievances
- ❖ Considering the social, ethical and environmental impact of all activities and operations and ensuring that these are acceptable<sup>4</sup>.

In carrying out their duties, it is expected that Board members will act according to the Board's Code of Conduct.

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<sup>4</sup> Adapted from Institute of Community Directors Australia, Policy Bank, Governance Policy.  
<https://www.communitydirectors.com.au/icda/policybank/>



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## Procedures

Board members are required to be familiar with the:

- ❖ *Associations Incorporation Reform Act 2012*
- ❖ Heartbeat Victoria Council Inc. Rules of Association August 2015
- ❖ Board's Code of Conduct
- ❖ Strategic Plan
- ❖ Branches and Affiliates
- ❖ Budgeting, financial management arrangements and regulatory financial requirements, and
- ❖ Obligations expected of a Board member of an incorporated Association and as an employer.

New Board members will be provided with an Induction Package, which will include the:

- ❖ Associations Incorporation Reform Act 2012
- ❖ Heartbeat Victoria Council Inc. Rules of Association
- ❖ Strategic Plan
- ❖ Summary of the current budget and Board's financial obligations including incoming and outgoing contractual arrangements
- ❖ Heartbeat Victoria Council Inc. Policy and Procedure Manual
- ❖ Heart to Heart-A guide to fostering successful Heartbeat Victoria peer support groups, and
- ❖ Governance for good - the ACNC's guide for charity board members  
[https://www.acnc.gov.au/acnc/manage/tools/acnc/edu/tools/GFG/GFG\\_Intro.aspx](https://www.acnc.gov.au/acnc/manage/tools/acnc/edu/tools/GFG/GFG_Intro.aspx)

The Board Chair will provide new Board members with orientation to Heartbeat Victoria within 3 months of the new Board member's appointment to the Board.

In setting Heartbeat Victoria's **strategic directions** and ensuring **good governance** the Board will:

- ❖ ensure it has the information it needs to make decisions that are in Heartbeat Victoria's best interests
- ❖ work to ensure a positive public perception of Heartbeat Victoria. and its branches and Affiliates

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ❖ develop and work to a three-year Strategic Plan which identifies the key outcomes that Heartbeat Victoria wants to achieve
- ❖ develop and adopt an annual operational plan to support the implementation of the Strategic Plan and monitor progress towards achievement
- ❖ ensure that Heartbeat Victoria has policies and procedures that support good governance, the provision of quality peer support activities and continuous organisational improvement
- ❖ ensure organisational risks are identified, managed (i.e. take action to mitigate the risks identified) and reviewed at least annually so as to minimise those risks (this includes occupational health and safety, volunteer management and support, public indemnity)
- ❖ ensure financial viability through approving annual Budgets, maintaining accurate financial records and exercising appropriate accountability for expenditure at Board meetings, and
- ❖ act honestly and ensure compliance with all legal and contractual obligations and reporting requirements<sup>5</sup>.

The Board's Agenda for its meeting in the January-March quarter of each year shall specifically include provision for the Board to review its understanding of and performance in relation to its governance responsibilities.

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<sup>5</sup> Adapted from Institute of Community Directors Australia, Policy Bank, Governance Policy.  
<https://www.communitydirectors.com.au/icda/policybank/>

## Policy 1.3 ~ Board Member Roles and Responsibilities

### Relevant Documents:

- ❖ *Associations Incorporation Reform Act 2012*
- ❖ Heartbeat Victoria Council Inc. Rules of Association August 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement

Office bearers must understand the responsibilities of the office they hold and demonstrate the necessary commitment, skills and personal attributes to fulfil their obligations according to the requirements of the Rules of Association.

### Procedures

#### Recruitment to the Board of Management<sup>6</sup>

Good boards mostly do not happen to develop by themselves. While the Board could rely on nominations from Registered Members at AGM time, it is also valuable to be proactive in recruiting candidates for the Board, rather than simply relying on expressions of interest from individuals. This approach supports good succession planning and can help ensure that a Board has the right mix of Competencies and Characteristics to best serve Heartbeat Victorian.

To achieve this requires a planned approach to recruitment that includes examining the range of personal qualities, character and reputation, knowledge, skills and specialist expertise required. This means understanding the skill set required. It may be helpful to:

- ❖ Carry out an assessment of the personal qualities, skills and specialist expertise of the existing Board, both as a whole and as individual members of the Board. This also assists in identifying and prioritising skills and competencies that the Board may wish to develop in its existing members. If there is a need to have a specific knowledge or

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<sup>6</sup> Adapted from:

- Victorian Public Sector Commission, Recruitment and Appointment to the Board A Governance Officers' Toolkit. <http://vpssc.vic.gov.au/wp-content/pdf-download.php?postID=5511>
- Victorian Aboriginal Community Controlled Health Organisation (VACCHO), Recruiting To The Board: A resource kit for Board members and CEOs for Aboriginal Health council of South Australia <http://ahcsa.org.au/content/uploads/mp/files/resources/files/ahcsa-resource-kit-recruiting-to-the-board-2014.pdf>
- Australian Charities and Not for Profit Commission, Quick tips: Choosing a new board member [https://www.acnc.gov.au/ACNC/Manage/Tools/ACNC/Edu/Tools/QT\\_002.aspx](https://www.acnc.gov.au/ACNC/Manage/Tools/ACNC/Edu/Tools/QT_002.aspx)

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skill then the Board may look for a Registered Member with that experience to fill a vacancy (or ask them to nominate). Examples would be:

- seeking a person with a financial or accounting background for the role of Treasurer, or
- if fundraising is a strategic priority, the Board may seek a person who has:
  - experience raising funds through digital and social media
  - a creative flair for appeals/retention packs, and
  - proven experience acquiring, cultivating and retaining donors.

This is also where the role of an independent person or specialist can be useful to add to Board capacity. However, if an independent person were to be recruited they would need to become a Registered Member in order to be eligible for Board of Management Membership.<sup>7</sup>

- ❖ Consider the current and emerging priorities of the Board and the operating environment to determine the personal qualities, knowledge, skills and specialist expertise required for effective oversight of the Heartbeat Victoria, and
- ❖ Consider if there is change taking place in Heartbeat Victoria. If there is, what personal qualities, knowledge, skills and specialist expertise are required for effective oversight of this/these change(s)?

Consider carefully how a candidate could be found amongst the Registered Members, networks, the health organisations connected to Heartbeat Victoria or its Branches and Affiliates or consider placing a public advertisement. There are websites where you can post free notices for board vacancies:

- ❖ Our Community's [Board Matching Service](#)
- ❖ Pro Bono Australia's [Volunteer Match](#)
- ❖ Volunteering Australia's [GoVolunteer](#)
- ❖ Women on Board
- ❖ Women's Business Register, and
- ❖ Institute of Community Directors

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<sup>7</sup> Refer to Rules of Association Section 38

A member is eligible to be elected or appointed as a Board member if the member:

- a. is a nominated delegate of a Branch or Affiliate
- b. is a current registered member of a Branch or Affiliate, and
- c. is 18 years or over.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Individual and group assessment tools can be used for both the review of the Board of Management's development requirements as well as identify the types of skills required to fill a vacancy. The Board of Management can choose to facilitate these exercises or they can manage the process amongst themselves if they feel that is the best approach.

The **individual assessment tool** can provide guidance regarding people's sense of their own skills and knowledge and can help the Board to decide which areas people might need further training and development.

A review of the Board may include consideration of the mix of skills, knowledge and experience of the range of individuals at the table. The **organisational assessment tool** identifies a number of the key areas the Board may wish to analyse to identify areas of Board development that can be undertaken.

### Appointment to the Board of Management

Individuals are appointed as a Board of Management member at the Annual General Meeting unless a vacancy occurs mid-term when the Board of Management will seek nominations for the position.

All nominees will complete an "Application for Membership" of the Board of Management. Where specialist skills and competencies are required, the Board of Management may require additional information to that required in the Application Form.

Where possible the Application for Membership should be submitted prior to the Annual General Meeting with sufficient time for referee and other checks to be undertaken (2 weeks). Refer to:

- ❖ ***1.3 Board of Management Reference Check Template, and***
- ❖ ***1.3 Board of Management Other Probity Checks to Consider Template***

Where there is more than one nominee, a vote will be taken at the Annual General Meeting or in the latter case after careful consideration by the Board of Management. Where an appointment is made outside the Annual General Meeting, a letter of appointment will be sent to the successful applicant. The appointee on accepting the position will complete a Declaration of Interest and return it to the Board of Management Secretary.

Role Statements providing the requirements for Board Members and each office bearer role will be provided to all new Board members as part of their organisational induction and to each Board member prior to them accepting nomination to an Office Bearer position.

On confirmation of election to an office bearer position, each office bearer will affirm in writing that they understand the requirements of the role and that they will meet their obligations. Refer to template.

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At least 2 members of the Board of Management will be replaced annually. A former member shall again be eligible for appointment after a lapse of one or more years.

Role statements will be reviewed every three (3) years.

## **Please note:**

- ❖ The ***Role Statement Board Member*** applies to all members of the Board including Office Bearers.
- ❖ Refer to Section 3.3 ~ Branches and Affiliates: Managing Peer Support Group Activities for relevant role statements

## **Induction for new Board of Management Members**

The first Board of Management meeting will have time allocated for induction purposes. Prior to this meeting, the newly elected members will be provided with access to a range of documents and resources, including but not limited to:

- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015
- ❖ Current Strategic Plan
- ❖ Current Policy and Procedures Manual
- ❖ Heart to Heart: a guide to fostering successful Heartbeat Victoria peer support groups
- ❖ Link to the website and access to Board Member or Member only sections, and
- ❖ Any other documents or resources which are relevant at that time.

At this meeting new Board of Management members will be provided with:

- ❖ Background discussion about the history of the organisation and the current challenges
- ❖ An opportunity to meet all other Board Members and hear from them about the work they do for the Board and in their community
- ❖ An overview of the current financial status of the organisation
- ❖ An opportunity to raise any queries in relation to the presentations and/or resources provided.

Should a Board Member be inducted at another time of the year:

- ❖ The Secretary will provide access to the resources
- ❖ The President or a delegated Board Member will arrange to meet with the new Board Member(s) to provide the relevant background information. This may be immediately prior to the next scheduled Board of Management meeting, and

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ❖ The new Board Member will be provided with an opportunity to raise any queries in relation to these discussions and/or the resources provided.

## Board Member Roles and Responsibilities Templates

- 1.3 Board of Management **Skills Analysis Individual** – page 24
- 1.3 Board of Management **Skills Analysis Organisational** – page 26
- 1.3 Board of Management **Application for Membership Template** – page 29
- 1.3 Board of Management **Reference Check** – page 32
- 1.3 Board of Management **Other Probity Checks to Consider** – page 36
- 1.3 Board of Management **Appointment Letter** – page 37
- 1.3 Board of Management **Declaration of Interest** – page 41
- 1.3 Board of Management **Office Bearer Nomination Template** – page 43
- 1.3 Board of Management **Office Bearer Acceptance and Commitment Template** – page 44
- 1.3 Role Statement **Board President** – page 45
- 1.3 Role Statement **Board Vice-President** – page 48
- 1.3 Role Statement **Board Secretary** – page 50
- 1.3 Role Statement **Board Assistant Secretary** - page 53
- 1.3 Role Statement **Board Treasurer** – page 55
- 1.3 Role Statement **Board Assistant Treasurer** – page 58
- 1.3 Role Statement **Board Member**- page 60

## Board of Management Skills Analysis - Individual Template



### Board of Management Skills Analysis - Individual

This grid can be used to assess the skills and knowledge of potential Board Members or as a reflective instrument for existing Board Members.

Existing and potential Board Members should rank their personal view of their characteristics.

	Excellent	Very Good	Average	Fair	Poor
Understands the broad role of the organisation within the local Aboriginal community					
Sees how the organisation fits in to the wider service delivery system					
Supports the long term strategic vision for the organisation					
Can see the 'big picture' rather than focusses on specific issues					
Is familiar with funding and reporting processes in the health/social services sector					
Understands the difference between 'governance' and 'management' issues					
Has the capacity to see possible risks to the organisation and can help to reduce negative impact					
Understands the role of Board Member and the relationship with the community					
Has the capacity to understand the legal, financial and regulatory requirements affecting the organisation					
Has the ability to read and interpret financial reports					
Ability to be a team player, both contributing to and valuing the contributions of all Board Members					
Can communicate thoughts, ideas and opinions clearly					
Has the ability to listen, process and understand key information					
Has a professional approach to being a Board Member (e.g. attends meetings regularly and on time, reads required materials before meetings)					



## Heartbeat Victoria Council Inc. Policy and Procedures Manual

	Excellent	Very Good	Average	Fair	Poor
Is prepared to participate in professional development activities to improve their performance as a Board Member					

### Review/Approval Date

Review the Secretary Role Statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

## Board of Management Skills Analysis - Organisational Template



### Board of Management Skills Analysis - Organisational

This grid can be used to assess the skills and knowledge of potential Board Members or as a reflective instrument for existing Board members.

Existing and potential Board Members should rank their personal view of their characteristics.

	Excellent	Very Good	Average	Fair	Poor
Understands the broad role of the organisation within the local Aboriginal community					
Sees how the organisation fits in to the wider service delivery system					
Supports the long term strategic vision for the organisation					
Can see the 'big picture' rather than focusses on specific issues					
Is familiar with funding and reporting processes in the health/social services sector					
Understands the difference between 'governance' and 'management' issues					
Has the capacity to see possible risks to the organisation and can help to reduce negative impact					
Understands the role of Board Member and the relationship with the community					
Has the capacity to understand the legal, financial and regulatory requirements affecting the organisation					
Has the ability to read and interpret financial reports					
Ability to be a team player, both contributing to and valuing the contributions of all Board Members					
Can communicate thoughts, ideas and opinions clearly					
Has the ability to listen, process and understand key information					
Has a professional approach to being a Board Member (e.g. attends meetings regularly and on time, reads required materials before meetings)					

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

	Excellent	Very Good	Average	Fair	Poor
Is prepared to participate in professional development activities to improve their performance as a Board ember					

### Review/Approval Date

Review the Secretary Role Statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification. A review of the Board may include consideration of the mix of skills, knowledge and experience of the range of individuals at the table. The table highlights a number of the key areas Boards may wish to analyse to identify areas of Board development than can be undertaken.

Board Skills Analysis	Skills Current	Desired Skills (based on gaps or strategic plan requirements)
<b>Skills</b>		
Organisational and financial management		
Special program focus (eg. disability)		
Strategic planning		
Finance-accounting, investments		
Fundraising		
Government regulations/law		
Government representation		
Marketing/PR		
Risk		
Personnel/Human Resources		
<b>Representation</b>		
Age		
Gender		
Race/Ethnic Background		
Geographic location		
<b>Life Skills</b>		
<b>Self employed</b>		
<b>Employed</b>		
<b>Retired</b>		
<b>Experience - other boards/committees</b>		
<b>Person with cardiac condition</b>		

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Board Skills Analysis	Skills Current	Desired Skills (based on gaps or strategic plan requirements)
Carer/Family/Friend – person with cardiac condition		
Other (describe)		
<b>Personal Attributes</b>		
Networks		
Business experience		
Organisational awareness		

### Review/Approval Date

Review the Secretary Role Statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

**Board of Management Application for Membership Template**



**Board of Management Application for  
Membership**

**Title**

**Surname**

**Given Names**

**Address**

**Phone Private**

**Phone Business**

**Phone Mobile**

**Email**

**Areas of Interest/Expertise (Please tick where applicable)**

- ☐ Personal experience of a heart condition or disease as an individual, carer, friend, professional in the field
- ☐ Specialist knowledge of heart conditions or heart disease
- ☐ Culturally and linguistically diverse background
- ☐ Policy
- ☐ Finance and/or business
- ☐ Strategic planning
- ☐ Program and service planning, development and/or evaluation and/or review
- ☐ Human resource management
- ☐ Pastoral care
- ☐ Community Development
- ☐ Peer Support
- ☐ Risk management
- ☐ Legal skills
- ☐ Fundraising
- ☐ Partnership development (including corporate/business, non-government, community)
- ☐ Experience as Director or Board/Committee of Management Member

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

☐ Other (please detail)

### Education and Qualifications

Education and Qualifications	Education Institution	Year achieved

### Relevant Work Experience

Position and Organisation	Date	Nature of Role

### Relevant Board/Committee of Management Experience

Name of Organisation	Position and Nature of role	Year

**Involvement, connection to or interest in people with a heart condition or heart disease (approx. 1/4 page)**

--

**Experience, skills and involvement in community organisations you believe are particularly relevant to Heartbeat Vic Inc. (approx half page)**

--

**Why do you want to join the Board of Management and what do you believe you can add to the Board? (approx. ¼ page)**

--

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

**Provide and/or attach further information (please list), if you feel it is appropriate**

**Please provide two referees**

**Name**

**Position**

**Relationship to applicant**

**Phone Number (s)**

**Email**

**Name**

**Position**

**Relationship to applicant**

**Phone Number (s)**

**Email**

### **Declaration of Interest**

I declare that I have an interest in assisting Heartbeat Victoria Council Inc. in meeting its Vision, Mission and Objectives for its communities of interest including the Branches and Affiliates and to do this in a manner consistent with the Heartbeat Victoria Council Inc. Code of Conduct and Values.

**Signature of Applicant**

**Date**

*Thank you for your application. This application will be assessed by the Heartbeat Victoria Council Inc. Board of Management.*

*A formal letter of acceptance/non acceptance will be forwarded in a timely manner.*

### **Review/Approval Date**

Review the Board of Management Application Form every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

## Board of Management Reference Check Template

### Board of Management Reference Check



Name of applicant	
Position they have applied for	

Referee name	
Referee's position & Company	
Referee Phone Number (s)	
Referee Email	
Check Conducted by	

<b>Introduction</b>	
My name is <your name> and I'm calling to conduct a reference check for <name of applicant> who is being considered for the Board of Management with Heartbeat Victoria Council Vic. Inc. Your details have been provided to me by <applicant's name> and I would first like to check if you are prepared to provide a reference?	No, thank them for their time Yes, proceed to next question
The reference check will take approximately 10-15 minutes to complete. Is this a good time for you? If not, when is a convenient time for us to continue this conversation?	No, call back Yes, proceed to next question
<b>Your</b> reference will be used in the overall evaluation of the applicant and will affect whether they are selected for the position. The information you provide may be given to the candidate (if requested) <b>under Privacy Laws.</b> Do I have your permission to proceed?	No, thank them for their time Yes, proceed
<b>Provide the Referee with an overview of the Board of Management position and/or if there is time send a copy of the Board Member position description and an Officer Bearer position description, if appropriate. Also summarise the factors you will be assessing.</b>	

<b>What is/was your working relationship with the applicant?</b> Confirm job title and dates the referee worked with the applicant.	
--	--



How would you characterise your experience working with the applicant?	
What kind of personal qualities come to mind when you think of the applicant?	
<p>What skills and competences and specific responsibilities have you witnessed in the applicant's role/work?</p> <p><b>Prompts if needed...</b></p> <p><i>What were the main duties and responsibilities carried out by him/her?</i></p> <p><i>How did s/he perform in the role?</i></p> <p><i>What would you say are some of the applicant's key strengths?</i></p> <p><i>What would you say are some of her/his key achievements?</i></p>	
How would you describe <Insert the candidate name here's> level of technical skills and knowledge <insert any specific technical skill if trying to fill a gap e.g.: accountancy, marketing and promotion, grant writing>?	
<p>How would you characterize him/her as a leader?</p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• Style and approach</li> <li>• Approach</li> </ul>	

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

<ul style="list-style-type: none"> <li>• Capacity to increase visibility of organisation?</li> <li>• Creative?</li> </ul>	
<p><b>Can you tell me how the applicant works and participates with others and as part of a team?</b></p> <p><b>How would their team describe them?</b></p>	
<p><b>How would you describe their approach when faced with something new, challenging or a problem?</b></p> <p><b>If conflict or differences have not been identified...</b></p> <p><i>How does the applicant deal with conflict and /or difficult people?</i></p> <p><i>What is his/her conflict resolution protocol?</i></p> <p><i>How well does the applicant build consensus among others with different opinions?</i></p>	
<p><b>Have you had any concerns with the applicant's performance (that required reprimanding, disciplinary action or closer supervision than believed necessary for the position?)</b></p> <p><b>If yes</b>, can you please tell me when these issues were identified? When were they discussed with the individual? What work are they doing/did they do to improve and what progress has been made?</p> <p><b>If No...</b> Do you think there are any areas that s/he could develop in/or improve?</p>	
<p><b>Can you comment on the applicant's?</b></p> <ul style="list-style-type: none"> <li>• reliability</li> <li>• punctuality</li> <li>• attendance</li> <li>• professionalism</li> </ul>	

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

<ul style="list-style-type: none"><li>• &lt;insert other factors where relevant&gt;</li><li>•</li></ul>	
<b>Considering what I have told you in relation to the Board of Management position, do you think the applicant is suitable and what would you summarise as their key attributes that make them suitable?</b>	
<b>Are there any other comments you would like to make?</b>	
<b>Thank you for taking the time to provide feedback, we appreciate it very much. If you wish to provide any further information, you can contact me on &lt;interviewer phone and/or email details.</b>	

### **Review/Approval Date**

Review the Board of Reference Check every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

## Board of Management Other Probity Checks to Consider Template



### Board of Management Other Probity Checks to Consider

Name of applicant	
Position they have applied for	

Check Conducted by	
Date	

Probity Checks	
National Criminal Record Check.	<p>Some Boards Require all members to provide a National Criminal History Check.</p> <p>If a Criminal History Check is undertaken the information collected in the application process, and any information received in the assessment process, is only for the purpose of assessing a person's suitability for the Board or other position in the organisation, unless:</p> <ul style="list-style-type: none"><li>• statutory obligations require otherwise, or</li><li>• the member/potential member consents to the use by of that information for another purpose.</li></ul> <p>The accuracy and quality of National Police History Check (NPHC) depends on accurate identification of the Applicant (including aliases) according to the information provided in the Application Form and the comprehensiveness of police records.</p> <p>The NPHC is a point in time check and should not be relied upon for an unreasonable amount of time.</p> <p>Victoria Police provides a service to all Victorians who wish to obtain a National Police Certificate for employment, voluntary work and occupation-related licensing or registration purposes.</p> <p><b>Eligibility for reduced fee</b></p> <p>Volunteers and student can obtain a National Police Certificate at a reduced fee. A valid Community Volunteer Fee (CVF) number must be provided by an organisation registered with Victoria Police to claim the reduced fee. For further details please download <u>'Procedure for obtaining a National Police Certificate'</u>.</p>

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	<p>The reduced application fee only applies to organisations registered with Victoria Police. Organisations need to download, complete and submit the <u>application form to obtain a CVF number</u>.</p> <p>For more information go to:  <a href="http://www.police.vic.gov.au/content.asp?Document_ID=274">http://www.police.vic.gov.au/content.asp?Document_ID=274</a></p>
<p>Check of the Australian Securities and Investment Commission (ASIC) Register of persons prohibited/disqualified by ASIC under the provisions of the Corporations Act 2001 (Cth).</p>	<p>The 'Banned and disqualified' search provides information about people who have been:</p> <ul style="list-style-type: none"> <li>• disqualified from involvement in the management of a corporation</li> <li>• disqualified from auditing self-managed superannuation funds (SMSFs) and</li> <li>• banned from practising in the Australian financial services (AFS) or credit industry.</li> </ul> <p>Although Heartbeat Victoria Council Inc. is not a corporation it would be pertinent to check applicants, particularly those seeking a role in budget, finance, fundraising etc. as it speaks to the integrity of the person. However, this information should be considered as part of the overall assessment process.</p> <p>It also provides information about organisations that have been:</p> <ul style="list-style-type: none"> <li>• banned from the AFS or credit industry and</li> <li>• banned from the credit industry by a state or territory.</li> </ul> <p>Should Heartbeat Victoria Council Inc. be seeking to engage an organisation in relation to financial advice or to obtain credit etc, it may also be pertinent to obtain a check of this register.</p> <p>The following details can be obtained free of charge:</p> <ul style="list-style-type: none"> <li>• name and address of the person or organisation</li> <li>• details of the banning or disqualification including: <ul style="list-style-type: none"> <li>○ type</li> <li>○ date of commencement</li> <li>○ date of cessation (or whether it is permanent).</li> </ul> </li> </ul> <p>You can buy documents that provide further information about the person's banning or disqualification.</p> <p>For more information, go to:  <a href="http://asic.gov.au/online-services/search-asics-registers/banned-and-disqualified/">http://asic.gov.au/online-services/search-asics-registers/banned-and-disqualified/</a></p>
<p>Check of the Insolvency and Trustee Service Australia (ITSA) National Personal Insolvency Index which contains</p>	<p>The National Personal Insolvency Index (NPII) is the public record of personal insolvency proceedings in Australia.</p> <p>The NPII provides publicly available information about the insolvency status of individuals. <u>Schedule 8 of the Bankruptcy Regulations</u> outlines the information contained on the NPII. Any person can pay a fee to conduct a search of the NPII.</p>

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information about proceedings and administrations under the Bankruptcy Act 1966 (Clth).	An 'extract' of the NPII shows name and other personal information that identifies a debtor, the type of insolvency proceeding, the date it started, the administration number and the name and contact details of the trustee or administrator of the proceeding. Heartbeat Victoria Council Inc. may consider checking applicants, particularly those seeking a role in budget, finance, fundraising etc. as it speaks to the integrity of the person. However, this information should be considered as part of the overall assessment process.
Working with Children Check (Victoria)	The Board may require this if the strategic directions included specific activities and/or programs that related to children (i.e. people under the age of 18 years) and volunteers were working directly with them. For more information, go to: <a href="http://www.workingwithchildren.vic.gov.au/home/about+the+check/who+needs+a+check/">http://www.workingwithchildren.vic.gov.au/home/about+the+check/who+needs+a+check/</a>

### Review/Approval Date

Review the Board of Management Other Checks to Consider every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Board of Management Appointment Letter Template

Heartbeat Victoria Council Inc.  
Box 144  
Parkville 3052



President: "Click and Insert Name"  
Treasurer: "Click and Insert Name"  
Secretary: "Click and Insert Name"  
"Click and Insert Phone Number(s) and email"

ABN: 073229523  
INC.NO: A0015737N

Dear "Click and Insert Name"

I am delighted to confirm that the Board of Management of Heartbeat Victoria Council Inc. wishes to appoint you as a Board of Management Committee Member.

We believe that your experience, specific skills and personal attributes, particularly in the "Click and Insert 1 or more specific areas as appropriate" area(s) will enhance the progress of our organisation as we work through the actions of our Strategic Plan and other goals into the future with your focus on the "Click and Insert 1 or more specific areas as appropriate" area(s).

I have attached the following documents for you to ensure familiarity with these documents include in the Heartbeat Victoria Council Inc. Policy and Procedure Manual:

- 1.3 Organisational Governance
- 1.3 Role of Board of Management
- 1.3 Board Members Role and Responsibilities
- 1.3 Board Code of Conduct
- 1.3 Board Meeting arrangements
- 1.3 Office Bearer Role Statement Board Member

Please read these documents and consider the Declaration of Interest prior to signing and returning it to the Heartbeat Victoria Council Inc. secretary.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Heartbeat Victoria Council Inc. has current Association Indemnity Insurance currently through "Click and Insert Insurance Company" which covers the Board of Management in its work.

If you accept this appointment, you are invited to attend the next Board of Management meeting. This meeting will held on "Click and Insert Day Date Month Year" at the "Click and Insert Venue and address" , lunch will be provided.

The Heartbeat Victoria Council Inc. Annual General Meeting will be held on "Click and Insert Day Date Month Year" at the "Click and Insert Venue and address" .

The Board members look forward to meeting you and sincerely thank you for the keen interest shown in contributing to the sustainability and further development of peer support for people with heart disease across our state.

Yours sincerely

**"Click and Insert Name"**

**Secretary**

**Heartbeat Victoria Council Inc.**

**"Click and Insert Date"**



## Board of Management Declaration of Interest Template



I declare that I have an interest in assisting Heartbeat Victoria Council Inc. in meeting its Vision, Mission and Objectives for its communities of interest including the Branches and Affiliates, and to do this in a manner consistent with the Heartbeat Victoria Council Inc. Code of Conduct and Values.

I have read and understood the Heartbeat Victoria Council Inc. documents provided to me with my letter of appointment, there were:

- 1.3 Organisational Governance
- 1.3 Role of Board of Management
- 1.3 Board Members Role and Responsibilities
- 1.3 Board Code of Conduct
- 1.3 Board Meeting arrangements
- 1.3 Office Bearer Role Statement Board Member
- <delete or insert documents as required>

I commit to reading and seeking to understand Heartbeat Victoria Council Inc. documentation which will be provided during my induction period and throughout my tenure on the Board of Management.

I agree to take responsibility for ensuring I participate in training and development activities to continue to develop the competencies required of Heartbeat Victoria Council Inc. Board members throughout my tenure on the Board of Management.

I understand that some information supplied in my Application for Membership may be used in publications, submissions and/or reporting to funding bodies where details of the expertise of the Board of Management is required.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

**I accept the voluntary Board Member position on the Heartbeat Victoria Council Inc. Board of Management.**

**Signature of Appointee**

.....

**Date**

.....

### **Review/Approval Date**

Review the Board of Management Declaration of Interest every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

**Officer Bearer Nomination Template**



**ELECTION OF BOARD OF MANAGEMENT OFFICE BEARERS**

**Nomination Form**

**Annual General Meeting "Click and Insert Meeting Date"**

Name \_\_\_\_\_

Position \_\_\_\_\_

Nominated by \_\_\_\_\_

Seconded by \_\_\_\_\_

I hereby confirm my nomination for the above position

Signature \_\_\_\_\_

Date \_\_\_\_\_

Please return your nomination form to the Secretary, "Click and Insert Name" , email "Click and Insert email address" or post to "Click and Insert Postal Address"

**Nominations must be received by no later than "Click and Insert Date and Time"**

**Officer Bearer Acceptance and Commitment Template**



**ELECTION OF BOARD OF MANAGEMENT OFFICE BEARERS**

**Acceptance and Commitment**

**Annual General Meeting/Board of Management Meeting**

**"Click and Insert Meeting Date"**

Name

---

Position

---

I hereby confirm that I understand the roles and responsibilities of this position and accept my election to this position.

I commit to fulfilling these roles and responsibilities to the best of my abilities and advising the Board of Management should I need additional support and/or training to achieve this.

I also understand that I will be supported in this role by other members of the Board of Management and pro bono or contracted support when agreed by the Board of Management.

Signature

---

Date

---

Witness Name

---

Signature

---

Date

---

## Role Statement President Template



### Authority and Function

The President provides leadership to the Board of Management, ensuring that the Board of Management's processes and actions are consistent with its policies.

As appropriate the President represents the Board of Management and the organisation to outside parties.

The President is also responsible and accountable to the branches, affiliates and membership.

### Term

The President is appointed by the Board of Management to serve a minimum two (2) year term and may be appointed for additional terms up to five years

### Desirable attributes

- Well informed of all Heartbeat Victoria Council Inc. activities and able to provide oversight
- A person who can develop good relationships internally and externally
- Forward thinking and committed to meeting the vision, purposes (mission), objects and values of Heartbeat Victoria Council Inc.
- Good working knowledge of the Rules of association, rules and duties of office bearers
- Able to work collaboratively with other Board Members, Branch and Affiliate representatives
- Good listener and attuned to the interests of members and other interest groups
- A good role model and a positive image for Heartbeat Victoria Inc. in representing the Board in other forums (e.g. delegate meetings)
- A competent public speaker
- Commitment to approximately 8-10 hours per month (includes Board preparation, meeting and committee meeting time)
- Willing to participate in training and development opportunities that are made available and which match Governance Committee member needs.

### Specific duties

- Chair Board and delegate meetings ensuring that they are run efficiently and effectively

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- Act as a signatory for the Heartbeat Victoria Council Inc. in all legal purposes and financial purposes
- Regularly focus the Board's attention on matters of governance that relate to its own structure, role and relationship to volunteers, consultants and other organisations
- Periodically consult with Board members and Branch and Affiliate Committee of Management members on their role, to see how they are going and help them to optimize their contribution
- Work with the Board of Management to ensure:
  1. The necessary skills are represented on the Board and that a succession plan is in place to help find new Board members when required
  2. Strategic and operational plans and budgets are developed in order to achieve the vision and purposes (mission) of Heartbeat Victoria Council Inc.
- Report to the Board of Management on their activities and any issues of concern or interest that may affect the effective operation of Heartbeat Victoria Council Inc.
- Lead and/or contribute to the development of the Annual Report in collaboration with other Board of Management members and the Branches and Affiliates
- Lead and/or contribute to the preparation of funding applications and/or proposals for the Board or Management and/or provide support to a Branch or Affiliate for same
- In collaboration with the Secretary, oversee and/or coordinate and contribute to the organisation of meetings and special events including but not limited to:
  - Catering
  - Venue hire
  - Setting up and packing up, and
  - Media.
- In collaboration with the Secretary, oversee and/or coordinate, and contribute to the preparation of materials including but not limited to:
  - Regular newsletters
  - the website
  - Annual Written reports
  - Policy and Procedure Manual, and
  - Volunteer Manual.
- Work with the Executive to manage any paid consultants or employees
- Serve as a spokesperson for Heartbeat Victoria Council Inc. when required
- Communicate regularly and systematically with the Presidents of Branches and Affiliates
- Lead the development of partnerships with organisations having a similar heart health focus, including sponsors, potential funding sources, government, and other organisations that are relevant to the vision and purposes (mission) of Heartbeat Victoria Council Inc. For example, Vic super Blackburn Branch, The Heart Foundation and other heart health support groups, and

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- Adhere to general duties outlined in the Board of Management Member Role Statement<sup>8</sup>.

### **Review/Approval Date**

Review the President Role Statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

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<sup>8</sup> Adapted from:

- a. UnitingCare Cutting Edge, 2009, Governance Policies and Processes Manual
- b. Leisure Networks, Club Help website, <http://www.clubhelp.org.au/governance/committee-positions-and-role-descriptions>
- c. Institute of Community Directors Australia, Policy Bank, Governance Policy. <https://www.communitydirectors.com.au/icda/policybank/>

## Role Statement Vice President Template



### Authority and Function

The Vice President shadows the President in providing leadership and responsibility for the organisation and the Board of Management.

As appropriate the Vice-President steps into the President's roles where needed.

It is often considered that the Vice President will succeed the President and that this role is in preparation.

### Term

The Vice-President is appointed by the Board of Management to serve a minimum two (2) year term and may be appointed for additional terms up to five years

### Desirable attributes

- Well informed of all Heartbeat Victoria Council Inc. activities and able to provide oversight
- A person who can develop good relationships internally and externally
- Willing to step in for the President where needed including chairing meetings
- Forward thinking and committed to meeting the vision, purposes (mission), objects and values of Heartbeat Victoria Council Inc.
- A good working knowledge of the Rules of Association, roles and duties of office bearers
- Able to work collaboratively with other Board Members, Branch and Affiliate representatives
- A good listener and attuned to the interests of members and other interest groups
- A good role model and a positive image for Heartbeat Victoria Inc. in representing the Board in other forums (e.g. delegate meetings)
- A competent public speaker
- Commitment to approximately 5-8 hours per month (includes Board preparation, meeting and committee meeting time)
- Willing to participate in training and development opportunities that are made available and which match Governance Committee member needs
- Able to raise concerns with the President where they arise.



# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Specific duties

- In the event of the President being unable to fulfill his/her duties to step into that role
- In the absence of the President, chair Board of Management or delegate meetings ensuring that they are run efficiently and effectively
- Be an alternate signatory for Heartbeat Victoria Council Inc. for legal and financial purposes
- Assist the President in deciding which matters are dealt with by the Executive, the full Board of Management, delegate meetings and Sub-Committees or working groups
- Assist the President to ensure appropriate plans are developed, presented to and reviewed by the Board of Management, and enacted, monitored and reviewed as required
- Report to the Board of Management on their activities and any issues of concern or interest that may affect the effective operation of Heartbeat Victoria Council Inc.
- Represent Heartbeat Victoria Inc. at meetings and forums as agreed with by the President
- Adhere to general duties outlined in the Board of Management member role statement
- Other duties as nominated by the President and / or Board of Management<sup>9</sup>.

## Review/Approval Date

Review the Vice-President Role Statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

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<sup>9</sup> Adapted from:

- d. UnitingCare Cutting Edge, 2009, Governance Policies and Processes Manual
- e. Leisure Networks, Club Help website, <http://www.clubhelp.org.au/governance/committee-positions-and-role-descriptions>
- f. Institute of Community Directors Australia, Policy Bank, Governance Policy. <https://www.communitydirectors.com.au/icda/policybank/>

## Role Statement Secretary Template



### Authority and Function

The Secretary acts in a position of trust and will provide secretarial support that facilitates good governance for the Heartbeat Victoria Council Inc. in accordance with the requirements of Victorian and Australian legislation<sup>10</sup> and the Heartbeat Victoria Council Inc. Rules of Association.

### Term

The Secretary is appointed by the Board of Management to serve a minimum two (2) year term and may be appointed for additional terms up to five years

### Desirable attributes

- Good communication and written skills
- Proficiency in word processing and ability to establish email groups, manage web based correspondence
- Understanding of and commitment to maintaining confidentiality and privacy
- Knowledge of the requirements of the Association Incorporation Reform Act 2012 (Vic), The Australian Charities and Not-for-profit Commission Act 2012 and the Fundraising Appeals Act 1999, an advantage
- Forward thinking and committed to meeting the vision, purposes (mission), objects and values of Heartbeat Victoria Council Inc.
- Able to work collaboratively with Board Members, Branch and Affiliate representatives
- Commitment to approximately 8-10 hours per month (includes Board preparation, meeting and committee meeting time)
- Willing to participate in training and development opportunities that are made available and which match Governance Committee member needs
- Able to raise concerns with the President where they arise.

### Specific duties

- Manage Minutes of Board of Management and delegates meetings, including either recording attendance at meetings, noting apologies, discussion points, resolutions, and agreed actions (the Minutes) or ensuring the Minutes Secretary does so, and ensuring

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<sup>10</sup> Including but not limited to:

- Association Incorporation Reform Act 2012 (Vic)
- The Australian Charities and Not-for-profit Commission Act 2012
- Fundraising and Appeals Act 1999

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

minutes are distributed to members shortly after each meeting with the aim of being no later than 7 days

- Develop agenda in consultation with the President and other Board of Management members and ensure that the agenda, minutes and any other papers are distributed in sufficient time for them to be considered before meetings
- Be sufficiently familiar with all current Heartbeat Victoria Council Inc. documents to note applicability during meetings
- Provide support to sub-committees when appropriate
- Liaise with the minute taker of branches, sub-committees and working parties of the Heartbeat Victoria Council Inc. to ensure appropriate documentation is maintained;
- Ensure that accurate and sufficient documentation exists to meet legal requirements and that these are maintained and made available when required by authorised persons. These records include:
  - founding documents
  - up to date membership records: names, contact details, joining date and membership status
  - minutes of meetings: Board of Management, delegate meetings sub-committee or working groups and Branches and Affiliates
  - Reports and plans: strategic financial, quarterly branch and affiliate, annual
  - Agreements: contracts, sponsorship, funding, memorandum of understanding, protocols
  - Police Check records or Working with Children documentation, if appropriate
  - any other official records
- Keep custody of the common seal
- Ensure that official records are available when required for reports, elections, referenda, other votes, etc. and are lodged in a timely manner with Consumer Affairs Victoria<sup>11</sup>, the Australian Charities and Not for profit Commission<sup>12</sup>,

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<sup>11</sup> For example:

- a) Notify Consumer Affairs Victoria of the Secretary appointment or a change of the Secretary's details
- b) Notify Consumer Affairs Victoria of a change of the association's registered address by lodging a Change of Association Details form. No fee is required.
- c) Within 1 month after the annual general meeting, lodge an Annual Statement and other required financial documents with the prescribed fee.
- d) Obtain from Treasurer Annual Income and Expenditure Statement and Assets and Liability Statement
- e) Apply to Consumer Affairs Victoria for approval to alter your rules within 28 days after the alteration was passed by special resolution. An Application for Alteration of Rules or Purpose must be lodged with the prescribed fee.
- f) Apply to the Registrar for approval of a name change within 1 month after passing a special resolution. An Application for Change of Association Name must be lodged with the prescribed fee.
- g) Notify the Consumer Affairs of a special resolution in relation to wind up and distribution of the assets of the association.

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au) for forms and details of fees etc.

<sup>12</sup> For example:

- a) submit the Annual Information Statement once a year, within six months of the end of Heartbeat Victoria Council Inc.'s reporting period
- b) notify the ACNC of changes to key details such as: legal name, address for service, 'responsible persons' (such as board members), governing documents (such as the rules of association) and also provide a copy of the changed documents as soon as possible but no later than 60 days of the change
- c) meet minimum governance standards for a small charity (less than \$250,000 per annum) to remain eligible to be registered as a charity

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

Australian Tax Office<sup>13</sup> and other organisations as required.

- Ensure an up-to-date copy of the Rules of Association and the Policy and Procedure Manual are available at all meetings
- Ensure that proper notification is given of Board of Management and delegate's meetings as specified in the Rules of Association
- Manage the general correspondence of the Board of Management and delegate's meetings except for any correspondence assigned to others
- Help and lead the Board of Management in providing systematic communication from the Board to Branches and Affiliates and other relevant stakeholders
- Be an alternate signatory for Heartbeat Victoria Council Inc. for legal and financial purposes
- Report to the Board of Management on their activities and any issues of concern or interest that may affect the effective operation of Heartbeat Victoria Council Inc.
- Adhere to general duties outlined in the Board of Management member role statement
- Other duties as nominated by the President and / or Board of Management<sup>14</sup>.

## Review/Approval Date

Review the Secretary Role Statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

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d) Notify the ACNC within 28 days Heartbeat Victoria Council Inc. becomes aware that it may not be complying with its obligations to the ACNC in a significant way.

e) Submit any other information to the ACNC that they request

[www.acnc.gov.au](http://www.acnc.gov.au) for more details

<sup>13</sup> For example:

a) Lodging an activity statement for each reporting period for any PAYG, FBT or GST tax obligations, even if the amount to report for that period is nil. This may be done monthly, quarterly or annually

<https://www.ato.gov.au/Non-profit/> for more details

<sup>14</sup> Adapted from:

g. UnitingCare Cutting Edge, 2009, Governance Policies and Processes Manual

h. Leisure Networks, Club Help website, <http://www.clubhelp.org.au/governance/committee-positions-and-role-descriptions>

i. Institute of Community Directors Australia, Policy Bank, Governance Policy.  
<https://www.communitydirectors.com.au/icda/policybank/>

## Role Statement Assistant Secretary Template



### Authority and Function

The Assistant Secretary acts in a position of trust and will shadow the Secretary and assist in providing secretarial support that facilitates good governance for the Heartbeat Victoria Council Inc. in accordance with the requirements of Victorian and Australian legislation<sup>15</sup> and the Heartbeat Victoria Council Inc. Rules of Association.

As appropriate the Assistant Secretary steps into the Secretary's roles where needed.

It is often considered that the Assistant Secretary will succeed the Secretary and that this role is in preparation.

### Term

The Assistant Secretary is appointed by the Board of Management to serve a minimum two (2) year term and may be appointed for additional terms up to five years

### Desirable attributes

- Good communication and written skills
- Proficiency in word processing and ability to establish email groups, manage web based correspondence
- Understanding of and commitment to maintaining confidentiality and privacy
- Knowledge of the requirements of the Association Incorporation Reform Act 2012 (Vic), The Australian Charities and Not-for-profit Commission Act 2012 and the Fundraising Appeals Act 1999, an advantage
- Forward thinking and committed to meeting the vision, purposes (mission), objects and values of Heartbeat Victoria Council Inc.
- Able to work collaboratively with Board Members, Branch and Affiliate representatives
- Commitment to approximately 5-8 hours per month (includes Board preparation, meeting and committee meeting time)
- Willing to participate in training and development opportunities that are made available and which match Governance Committee member needs, and
- Able to raise concerns with the President and Secretary, as appropriate and where they arise.

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<sup>15</sup> Including but not limited to:

- Association Incorporation Reform Act 2012 (Vic)
- The Australian Charities and Not-for-profit Commission Act 2012
- Fundraising and Appeals Act 1999

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Specific duties

- Develop a thorough understanding of the role and responsibilities of the Secretary required under law (Refer to Role Statement: Secretary)
- Assist the Board Secretary in discharging their duties as required
- Perform the duties of the Board Secretary in a relief capacity in the absence of the Board Secretary
- Be an alternate signatory for Heartbeat Victoria Council Inc. for legal and financial purposes
- Report to the Board of Management on their activities and any issues of concern or interest that may affect the effective operation of Heartbeat Victoria Council Inc.
- Adhere to general duties outlined in the Board of Management Member role statement, and
- Other duties as nominated by the Secretary and / or Board of Management<sup>16</sup>.

## Review/Approval Date

Review the Secretary Role Statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

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<sup>16</sup> Adapted from:

- j. UnitingCare Cutting Edge, 2009, Governance Policies and Processes Manual
- k. Leisure Networks, Club Help website, <http://www.clubhelp.org.au/governance/committee-positions-and-role-descriptions>
- l. Institute of Community Directors Australia, Policy Bank, Governance Policy. <https://www.communitydirectors.com.au/icda/policybank/>

## Role Statement Treasurer Template



### Authority and Function

The Treasurer acts in a position of trust and will lead the financial governance to the Heartbeat Victoria Council Inc. and ensure that the Board of Management processes are consistent with its financial policies and the requirements of Victorian and Australian legislation<sup>17</sup>.

The Treasurer is responsible to regularly report on Heartbeat Victoria Council Inc.'s financial status to both the Board of Management and the members.

### Term

The Treasurer is appointed by the Board of Management to serve a minimum two (2) year term and may be appointed for additional terms up to five years

### Desirable attributes

- Good communication and written skills
- Some financial knowledge and skills
- Proficiency in excel or similar software and ability to prepare financial reports
- Good organisational skills and the ability to maintain accurate records
- Knowledge of the requirements of the Association Incorporation Reform Act 2012 (Vic), The Australian Charities and Not-for-profit Commission Act 2012 and the Fundraising Appeals Act 1999, an advantage
- Forward thinking and committed to meeting the vision, purposes (mission), objects and values of Heartbeat Victoria Council Inc.
- Able to work collaboratively with Board Members, Branch and Affiliate representatives
- Commitment to approximately 8-10 hours per month (includes Board preparation, meeting and committee meeting time)
- Willing to participate in training and development opportunities that are made available and which match Governance Committee member needs
- Able to raise concerns with the President and Secretary, as appropriate and where they arise.

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<sup>17</sup> Including but not limited to:

- Association Incorporation Reform Act 2012 (Vic)
- The Australian Charities and Not-for-profit Commission Act 2012
- Fundraising and Appeals Act 1999

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Specific duties

- Provide advice to the Board in their management of Heartbeat Victoria Council Inc. finances
- Lead the annual budget process, in consultation with the President, Accountant/Financial Advisor and Board members, and ensure an appropriate annual budget is provided to the Board for approval
- Ensure development and Board review of financial policies and procedures
- Be a signatory on Heartbeat Victoria's financial institutions accounts and ensure cheques are signed by at least 2 unrelated Board members or in the case of approved electronic funds transfer ensure the receipt is signed by 2 unrelated Board members
- Administer all financial affairs of Heartbeat Victoria Council Inc. including but not limited to:
  - Supporting any required auditing processes
  - Arranging and despatching invoices for periodical payment including the membership levy and the insurance levy and maintain accurate records of these payments
  - Receipting of all incoming monies and banking monies within 10 working days of receipt
  - Paying all accounts
  - Maintaining accurate records of all income and expenditure
  - Ensuring that all receipts and payments concur with bank deposits and withdrawals
- Ensure that financial management systems, procedures and controls are followed by Branches and Affiliates as appropriate
- Ensure that at least one other Board of Management member has access to the accounts and financial records of Heartbeat Victoria Council Inc. Ensuring that expenditure remains within the annual budget via the independent Accountant
- Present financial reports at Board meetings and the Annual General Meeting



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- Ensure financial reporting requirements related to Consumer Affairs Victoria<sup>18</sup>, the Australian Charities and Not for profit Commission<sup>19</sup>, Australian Tax Office<sup>20</sup> and other organisations, as required, are met in collaboration with the Secretary
- Ensuring that appropriate arrangements are in place for the security and maintenance of Heartbeat Victoria Council Inc.'s physical assets
- Prepare the a Financial Overview for the Annual General Meeting in consultation with the President and independent Accountant/Financial Advisor
- Ensure that the Board receives qualified external advice before making any investments or taking out loans in Heartbeat Victoria Council Inc.'s name
- Ensure that any declarations and/or actions related to the financials are recorded
- Report to the Board of Management on their activities and any issues of concern or interest that may affect the effective operation of Heartbeat Victoria Council Inc.
- Adhere to general duties outlined in the Board of Management member role statement
- Other duties as nominated by the Secretary and / or Board of Management<sup>21</sup>.

## Review/Approval Date

Review the Treasurer Role Statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

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<sup>18</sup> For example:

- h) Within 1 month after the annual general meeting, lodge an Annual Statement and other required financial documents with the prescribed fee.
- i) Annual Income and Expenditure Statement and Assets and Liability Statement
- j) Notify the Consumer Affairs of a special resolution in relation to wind up and distribution of the assets of the association.

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au) for forms and details of fees etc.

<sup>19</sup> For example:

- f) submit the Annual Information Statement once a year, within six months of the end of Heartbeat Victoria Council Inc.'s reporting period
- g) meet minimum governance standards for a small charity (less than \$250,000 per annum) to remain eligible to be registered as a charity
- h) Notify the ACNC within 28 days Heartbeat Victoria Council Inc. becomes aware that it may not be complying with its obligations to the ACNC in a significant way.
- i) Submit any other information to the ACNC that they request

[www.acnc.gov.au](http://www.acnc.gov.au) for more details

<sup>20</sup> For example:

- b) lodging an activity statement for each reporting period for any PAYG, FBT or GST tax obligations, even if the amount to report for that period is nil. This may be done monthly, quarterly or annually

<https://www.ato.gov.au/Non-profit/> for more details

<sup>21</sup> Adapted from:

- m. UnitingCare Cutting Edge, 2009, Governance Policies and Processes Manual
- n. Leisure Networks, Club Help website, <http://www.clubhelp.org.au/governance/committee-positions-and-role-descriptions>
- o. Institute of Community Directors Australia, Policy Bank, Governance Policy.  
<https://www.communitydirectors.com.au/icda/policybank/>

## Role Statement Assistant Treasurer Template



### Authority and Function

The Assistant Treasurer acts in a position of trust and will shadow the Treasurer and assist in leading the financial governance to the Heartbeat Victoria Council Inc. to ensure that the Board of Management processes are consistent with its financial policies and the requirements of Victorian and Australian legislation<sup>22</sup> and the Heartbeat Victoria Council Inc. Rules of Association.

As appropriate the Assistant Treasurer steps into the Treasurer's roles where needed. It is often considered that the Assistant Treasurer will succeed the Treasurer and that this role is in preparation.

### Term

The Assistant Treasurer is appointed by the Board of Management to serve a minimum two (2) year term and may be appointed for additional terms up to five years

### Desirable attributes

- Good communication and written skills
- Some financial knowledge and skills
- Proficiency in excel or similar software and ability to prepare financial reports
- Good organisational skills and the ability to maintain accurate records
- Knowledge of the requirements of the Association Incorporation Reform Act 2012 (Vic), The Australian Charities and Not-for-profit Commission Act 2012 and the Fundraising Appeals Act 1999, an advantage
- Forward thinking and committed to meeting the vision, purposes (mission), objects and values of Heartbeat Victoria Council Inc.
- Able to work collaboratively with Board Members, Branch and Affiliate representatives
- Commitment to approximately 8-10 hours per month (includes Board preparation, meeting and committee meeting time)
- Willing to participate in training and development opportunities that are made available and which match Governance Committee member needs

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<sup>22</sup> Including but not limited to:

- Association Incorporation Reform Act 2012 (Vic)
- The Australian Charities and Not-for-profit Commission Act 2012
- Fundraising and Appeals Act 1999

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- Able to raise concerns with the President and Secretary, as appropriate and where they arise

### Specific duties

- Develop a thorough understanding of the role and responsibilities of the Treasurer required under law (Refer to Role Statement: Treasurer)
- Assist the Board Treasurer in discharging their duties, as required
- Perform the duties of the Board Treasurer in a relief capacity in the absence of the Board Secretary
- Be an alternate signatory for Heartbeat Victoria Council Inc. for legal and financial purposes
- Report to the Board of Management on their activities and any issues of concern or interest that may affect the effective operation of Heartbeat Victoria Council Inc.
- Adhere to general duties outlined in the Board of Management member role statement
- Other duties as nominated by the Treasurer and / or Board of Management<sup>23</sup>.

### Review/Approval Date

Review the Assistant Treasurer Role Statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

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<sup>23</sup> Adapted from:

- p. UnitingCare Cutting Edge, 2009, Governance Policies and Processes Manual
- q. Leisure Networks, Club Help website, <http://www.clubhelp.org.au/governance/committee-positions-and-role-descriptions>
- r. Institute of Community Directors Australia, Policy Bank, Governance Policy. <https://www.communitydirectors.com.au/icda/policybank/>

## Role Statement Board Member Template



**This position description applies to all members of the Heartbeat Victoria Council Inc. Board of Management**

### **Authority and Function**

Board of Management members act in a position of trust and will provide governance to the Heartbeat Victoria Council Inc., represent it to the members and community, and accept the ultimate authority for it.

Membership will comprise people with complimentary qualifications, skills and abilities as well as reflect community cultural diversity<sup>24</sup>.

### **Term**

Board of Management members are appointed by the membership to serve a minimum two (2) year term and may be appointed for additional terms up to five years.

### **Desirable attributes**

- It is the intention to have a spread of qualifications, skills and experience on the Heartbeat Victoria Council Inc. Board of Management. Members will have knowledge and skills in two or more areas of governance, including but may not be limited to:
  - Financial and corporate governance including experience as Director/Board of Governance Member
  - Networks and influence
  - Strategic planning
  - Research and evaluation
  - Communication and media
  - Cultural knowledge
  - Marketing and/or public relations
  - Business
  - Legal skills
  - Managing membership based organisations
  - Management of organisations

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<sup>24</sup> Refer to Heartbeat Rules of Association Section 36:

- a) The minimum number of Board of Management members is 7. The maximum number of Board of Management members is to be fixed by the Board of Management, but may not be more than 11.
- b) the Board of Management has at least 6<sup>24</sup> members who are delegates of a Branch or Affiliate

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- Policy development
  - Program and service planning, development and/or implementation
  - Human resource management
  - Community Development
  - Community consultation
  - Risk management
  - Partnership development (including corporate/business, non-government, community), and/or
  - Lived experience of a heart condition from the perspective of an individual with a cardiac condition, a family member or carer.
- Forward thinking and committed to meeting the vision, purposes (mission), objects and values of Heartbeat Victoria Council Inc.
  - Able to work collaboratively with Board Members, Branch and Affiliate representatives
  - Commitment to attend, prepare for and participate in the discussions and deliberations of at least three Governance Committee meetings
  - Commitment to contribute approximately 5-8 hours per month (includes Board preparation, meeting and committee meeting time)
  - Willing to participate in training and development opportunities that are made available and which match Governance Committee member needs, and
  - Able to raise concerns with the President, Secretary or Treasurer, as appropriate and where they arise.

### Specific duties

- Govern the Heartbeat Victoria Council Inc. by the policies and procedures developed by the Board of Management
- Prepare for and participate in the discussions and the deliberations of the Board of Management
- Understand Heartbeat Victoria Council Inc. vision, purpose (mission), objects and values
- Establish overall long term and short term goals, objectives and priorities for Heartbeat Victoria Council Inc. in meeting the needs of the community
- Be aware of and abstain from any conflict of interest (perceived or actual) and “material personal interest”, declare them when they are unavoidable (NB: committee members with a material personal interest must not be present while the matter is being deliberated on)
- Keep Board of Management discussions confidential when appropriate
- Recommend policy to the Board of Management
- Approve major changes, such as capital expenditure and major program and service changes
- Monitor and evaluate the effectiveness of Heartbeat Victoria Council Inc. programs, projects, consultations and research through regular review of programs, projects, consultations and research
- Contribute to the development of partnerships with organisations having a similar heart health focus, sponsors, potential funding sources, government, and other

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organisations that are relevant to the vision and purposes (mission) of Heartbeat Victoria Council Inc. For example, Vic super Blackburn Branch and The Heart Foundation

- Annually review performance of the Board of Management and take steps to improve its performance
- Remain loyal to the decisions of the Board of Management (even when the member may not have agreed with the decision)
- Be aware of issues and keep up to date on trends in the health sector, particularly related the heart health and peer support programs and broader community that might affect these issues (background reading, asking questions of the other Board of Management members, liaising with community members etc.)
- Promote the Heartbeat Victoria Council Inc. and its branches and affiliates through community networking
- Ensure that the organisation's legal affairs are in order, know the Board of Management's legal obligations and make sure they are upheld
- Understand and, if necessary, query financial and budget matters
- Attend appropriate education sessions, forums and conferences to maintain and/or develop contemporary knowledge and networking opportunities
- Be assured that Board of Management succession is properly being provided for, suggest people who may strengthen the Council and seek their nomination for future appointment to the Board of Management, when appropriate
- Foster a positive working relationship with other Board of Management members and Heartbeat Victoria Council Inc. consultants or volunteers, including supporting and not criticising them in front of others
- Assist in the support and development of Heartbeat Victoria Council Inc. Branches and Affiliates and new groups
- Report to the Board of Management on their activities and any issues of concern or interest that may affect the effective operation of Heartbeat Victoria Council Inc.
- Adhere to general duties outlined in the Board of Management member role statement, and
- Other duties as nominated by the President and / or Board of Management<sup>25</sup>.

### Review/Approval Date

Review the Board Member role statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

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<sup>25</sup> Adapted from:

- s. UnitingCare Cutting Edge, 2009, Governance Policies and Processes Manual
- t. Leisure Networks, Club Help website, <http://www.clubhelp.org.au/governance/committee-positions-and-role-descriptions>
- u. Institute of Community Directors Australia, Policy Bank, Governance Policy. <https://www.communitydirectors.com.au/icda/policybank/>

## Policy 1.4 ~ Board Code of Conduct

### Relevant Documents:

- ❖ *Associations Incorporation Reform Act 2012*
- ❖ Heartbeat Victoria Council Inc. Rules of Association August 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

## Policy Statement

The purpose of this Code of Conduct is to set out the standards of behavior expected of Board of Management members.

In agreeing to be part of the Board of Management, each member agrees to adhere to the Code of Conduct at all times.

A member who fails to meet the standards set in the Code of Conduct may, subject to the provisions of the Rules of Association, be expelled from the Board of Management.

## The Board Code of Conduct

Board Members shall:

- ❖ Acquaint themselves with the vision, purposes (mission), objects, values and policies and procedures of Heartbeat Victoria., and behave accordingly
- ❖ Understand and fulfil their responsibilities with honesty, diligence and in good faith
- ❖ Attend Board meetings and devote sufficient time to preparation for meetings (pre-reading the minutes of the previous meeting, the agenda for the forthcoming meeting and any supporting documentation) to enable full and appropriate participation in the Board's decision making, or forward their apology and contributions prior to the meeting
- ❖ Not disclose to any other person confidential information other than as agreed by the Board or as required by law

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- ❖ Act to prevent Heartbeat Victoria from incurring a debt if there are reasonable grounds for suspecting that the organisation is, or would become, insolvent by incurring the debt or a number of debts
- ❖ Treat all people associated with the Heartbeat Victoria including registered members of a Branch or Affiliate, volunteers, partners, external stakeholders and other Board of Governance Members with respect
- ❖ Disclose the nature of any actual or potential conflicts of interests between their role as a Board member and any other personal, professional or community roles at the Board meeting, refrain from discussing the issue with individual Board members, leave the meeting before matter is to be discussed and not vote on any matter on which they have or could be perceived to have a personal or professional conflict of interest
- ❖ Refrain from making improper use of their position, or information gained through their position as a Board member to gain, directly or indirectly an advantage for themselves or any other person or to cause detriment to Heartbeat Victoria and its Branches, Affiliates or registered members
- ❖ Be open to feedback and respond appropriately
- ❖ Act as an advocate and ambassador for Heartbeat Victoria in their dealings with other persons or organisations in their capacity as a Board member
- ❖ Abide by Board decisions once reached notwithstanding a Board Member's right to pursue a review or reversal of a Board's decision
- ❖ Except for the Chairperson and any designated Media Officer, refrain from making any statements to the media without the prior consent of the Board
- ❖ Not do anything that denigrates or harms Heartbeat Victoria's public image
- ❖ Refrain from accepting any gifts or remuneration in matters which relate to or impinge on their role as a Board member, and
- ❖ Declare any accusation of a criminal matter pending or insolvency.

The Board of Management encourages Branches and Affiliates to adopt this Code of Conduct for members of their Committee of Management.

### Procedure

Heartbeat Victoria is committed to providing members of the Board of Management with the information and resources they require to ensure that collectively and individually, they act at all times in the best interests of Heartbeat Victoria in accordance with their statutory and fiduciary



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duties and with the requirements of the Heartbeat Victoria Council Inc. Board of Management Code of Conduct.

Persons expressing an interest in becoming a Board member will be provided with a copy of the Board's Code of Conduct and must confirm their acceptance of requirements prior to taking up their position.

Where a Board member breaches the Code of Conduct, and the breach is serious – that is, it involves allegations of unlawful or otherwise dishonest behaviour or activities, the member shall be required to stand down from the Board while the matter is investigated by the police or any other appropriate statutory authority. If the allegations are proven, the member's Board membership will be terminated at the next Board meeting.

Where the (Board Member) breach does not involve allegations of unlawful or otherwise dishonest behaviour or activities, a meeting will be held between the Board Chairperson and one other Board member and the member who has committed the breach to discuss the circumstances surrounding the alleged breach. Where the Chairperson is the alleged person, a meeting will be held between the Vice Chairperson and one other Board Member.

The outcomes of the meeting will be reported to the next Meeting of the Board by the Chairperson or Vice Chairperson. The Board member who has allegedly committed the breach will be permitted to make a personal explanation at the Board meeting should they so choose.

If it is confirmed that a breach has occurred, the Board will determine action to take through a majority vote in support of the proposed action.

Actions available to the Board will be, through the Chairperson or Vice Chairperson, to:

- ❖ Issue the member with a notice reminding them of the Code of Conduct and that further breaches will result in termination of the member's Board membership
- ❖ Suspend the member for a period of up to and including three months
- ❖ Request the member's resignation
- ❖ Terminate the member's Board membership.<sup>26</sup>

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<sup>26</sup> Adapted from:

- a. UnitingCare Cutting Edge, 2009, Governance Policies and Processes Manual
- b. Leisure Networks, Club Help website, <http://www.clubhelp.org.au/governance/committee-positions-and-role-descriptions>
- c. Institute of Community Directors Australia, Policy Bank, Governance Policy. <https://www.communitydirectors.com.au/icda/policybank/>
- d. Share & Care Community Services Group, 2012, Policies and Procedures Manual, [http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)

## Policy 1.5 ~ Meeting Arrangements

### Relevant Documents:

- ❖ *Associations Incorporation Reform Act 2012*
- ❖ Heartbeat Victoria Council Inc. Rules of Association August 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

## Policy Statement

Board members are expected to attend every meeting of the Board.

The conduct of the Annual General Meeting, General Meetings, Board Meetings and Special Meetings will be according to arrangements set out in Heartbeat Victoria's Rules of Association and good practice processes and procedures.

## Procedures

### Board Members Attendance at Meetings

If a Board member is unable to attend a scheduled meeting of which they have received the required notice, their apology must be provided to the Board Chairperson or Secretary prior to the commencement of that meeting.

On receipt of an apology, the President or Secretary will ensure the Board member is aware that they can participate using technology (e.g.: telephone, internet, conference facility) and will facilitate this to occur if the Board member has the time available to participate but would not be able to attend in person.

### Leave of absence: requests and approval

A Board member may request leave of absence from Board meetings:

- ❖ The Board may grant a Board member leave of absence from Board meetings for a period not exceeding 5 months.
- ❖ The Board must not grant leave of absence retrospectively unless it is satisfied that it was not feasible for the Board member to seek the leave in advance.

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Addressing absence from consecutive meetings without leave of absence

If a Board member:

- ❖ Is absent from three (3) consecutive scheduled meetings of the Board without prior apologies being provided for each of those absences, or
- ❖ Is absent from half of the total number of Board meetings at which they should have been present in a twelve (12) month period, without having obtained prior leave of absence,

the President and one other Board member shall meet with the Member to discuss the circumstances of the absences and whether the Member will in future be able to ensure more regular attendance.

Should the Board member want to remain a member of the Board, the President will report the outcomes of the meeting to the next full Board, including the agreement reached with the Member regarding their commitment to attend future meetings. Should the Member fail to comply with that agreement, they will be advised in writing that the President will raise the matter for discussion at the next meeting of the Board, with a recommendation that Board membership of the Member be terminated on the grounds of non-attendance at meetings.

The Board member may attend the meeting to present a case as to why their membership should not be terminated. The decision to terminate will be a majority decision of the Board. If the Member is present, they will be entitled to vote.

## Board of Management Meetings

Board meetings are held regularly by arrangement on no less than 3 occasions each year.

Special Board meetings may be convened by the President or by any 4 members of the Board.

The location of the Board meeting will generally be determined by the Board of Management at the meeting prior.

The Board Meeting Agenda is to be prepared by the President in consultation with the Secretary and Treasurer and is to be circulated by the Secretary no later than 7 days before the date of the meeting.

Guests may attend all or part of any Board meeting from time to time at the invitation of the Board of Management.

The following is the standard Agenda/Order of Proceedings:

1. Welcome (including Acknowledgement of Country)
2. Attendance
  - a. Recording of Board members who are present

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- b. Recording of visitors and the capacity in which they are attending the meeting
  - c. Recording of apologies
3. Declarations of Conflict of Interest
4. Guest Speaker (if any)
5. Endorsement of the Minutes of the previous meeting
6. Addressing of matters arising from the previous meeting
7. Noting of correspondence received
8. Chairperson's Report (which will include reporting on performance in accordance with the Strategic Plan and any other special issues requiring Board consideration)
9. Treasurer Report
10. Secretary Report
11. Other Reports from the Members and any Sub-Committee/Working Group established by the Board
12. General business (with a focus on matters of strategic importance)
13. Summary of agreements and actions
14. Next meeting: date, time, location.

### Special General Meetings

Any general meeting of Heartbeat Victoria other than an annual general meeting or a disciplinary appeal meeting is a special general meeting. Special General Meetings include:

- ❖ General Meetings or Delegates Meetings as they are known, and
- ❖ Special General Meetings at which a special resolution is being considered which may be called by the Board of Management or at the request of Members.

### General Meetings (Delegates Meetings)

General Meetings or Delegates Meetings, as they are known, are held regularly by arrangement on no less than 2 occasions each year.

Delegates Meetings may be convened by the President or by any 4 members of the Board.

The location of the Delegates meeting will be determined by the Board of Management in consultation with Delegates at the Delegates Meeting prior.

At least one Delegates Meeting per year will be held in a regional or rural location.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

The Delegates Meeting Agenda is to be prepared by the President in consultation with the Secretary and Treasurer.

Notice of the meeting and any documentation must be sent at least 14 days prior to the meeting.

Generally meeting dates will be planned and agreed on an annual basis and will be changed only when the organisers become aware of clashes, proposed speakers/trainers require a different time or it is clear that a significant number of delegates are not going to attend.

Guests may attend all or part of any General (Delegates) meeting from time to time at the invitation of the Board of Management and/or Delegates<sup>27</sup>.

In general Delegates Meetings provide an opportunity for:

- ❖ The Board of Management to inform and/or consult with Branches and Affiliates about:
  - Progress towards actions related to the Strategic Plan
  - Training and development needs, potential, planned activities or access to training and development offered by other organisations
  - Good practice in relation to peer support groups, management of heart health etc.
  - Changes to legislation or other administrative requirements
  - Design, acquisition and sales of merchandise
  - Major fundraising including acquisition of prizes, timing, legal issues, responsibilities of Branches and Affiliates
  - Development and support of new and existing Heartbeat Victoria groups
  - “Incidents” which have implications for all Branches and Affiliates, and
  - Promotional activities – approaches, good practice, opportunities etc.
- ❖ The Branches and Affiliates to inform, advise and/or seek guidance from the Board of Management and/or other Branches and Affiliates, including successful approaches, new initiatives, challenges or concerns, about:
  - Peer support activities
  - Local fundraising
  - Local promotional activities to ensure community members and health professionals are aware of the Branch or Affiliate and how to gain access or information

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<sup>27</sup> General business may be considered at the meeting if it is included as an item for consideration in the notice under Rule 33 and the majority of members at the meeting agree.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- Committee of Management matters such as succession planning, understanding/interpreting policy and procedure etc.
- Opportunities for training and development.

**The following is the standard Agenda/Order of Proceedings.** Note that some items may be skipped where the meeting has been allocated as a training/professional development session.

1. Welcome (including Acknowledgement of Country)
2. Attendance
  - a. Recording of Board members who are present
  - b. Recording Delegates who are present
  - c. Recording other members who are present
  - d. Recording of visitors and the capacity in which they are attending the meeting
  - e. Recording of apologies
3. Declarations of Conflict of Interest
4. Guest Speaker, Organisation, Topic/Training activity
5. Endorsement of the minutes of the previous meeting
6. Business Arising from the previous minutes
7. Report on Activities of Branches and Affiliates
8. Addressing of matters arising from Branch and Affiliate reports
9. Noting of correspondence received
10. Chairperson's Report (which will include reporting on performance in accordance with the Strategic Plan and any other special issues requiring Board consideration)
11. Treasurer Report
12. Secretary Report
13. Other Reports from the Members and any Sub-Committee/Working Group established by the Board
14. General business (with a focus on matters of strategic importance)
15. Summary of agreements and actions
16. Next meeting: date, time, location
17. Meeting Closed

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Special General Meetings (other than Delegates Meetings)

The Board of Management may convene a Special General Meeting whenever it thinks fit. The Board must also convene a Special General Meeting if a request to do so is made in accordance with Rule 24.2 by at least 20 % of the total number of Members with voting rights.

Notice of the meeting and any documentation related to Special Resolutions must be sent at least 21 days prior to the meeting.

No business other than that set out in the notice of the Special General Meeting may be conducted at the meeting<sup>28</sup>.

The agenda for a Special General Meeting, other than a Delegate's meeting, shall include:

1. Welcome (including Acknowledgement of Country)
2. Attendance
  - a. Recording of Board members, Delegates and other members who are present
  - b. Recording of visitors and the capacity in which they are attending the meeting
  - c. Recording of apologies
3. Declaration Conflict of Interest
4. Special Resolution(s)
  - a. Requested by
  - b. Background to special resolution
  - c. Discussion
  - d. Vote
5. General Business Items
6. Summary of agreements and actions
7. Next meeting: date, time, location if applicable

## Annual General Meeting

The exact date of the Annual General Meeting will be determined by the Board according to Rules of Association requirements (i.e. within 3 months after the end of each financial year – preferably August)

Notice of the meeting and any documentation related to Special Resolutions must be sent at least 21 days prior to the meeting.

The agenda for the Annual General Meeting shall include:

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<sup>28</sup> General business may be considered at the meeting if it is included as an item for consideration in the notice under Rule 33 and the majority of members at the meeting agree.

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1. Welcome (including Acknowledgement of Country)
2. Attendance
  - a. Recording of Board members who are present
  - b. Recording of visitors and the capacity in which they are attending the meeting
  - c. Recording of apologies
3. Guest Speaker, Organisation, Topic (if any)
4. Confirm the minutes of the previous annual general meeting
5. Confirm the minutes of any special general meeting held within the year
6. Receipt of the Chairperson's Report for the previous financial year
7. Receipt of the Treasurer's and financial statements for the previous financial year
8. Receipt of the Secretary's Report for the previous year
9. Nomination of an auditor who shall be responsible for the audit for the current financial year, or confirmation that the organisation continues to not require a financial audit in accordance with ACNC requirements
10. Confirm or vary the amounts (if any) of levies payable by Branches and Affiliates
11. Election of Board Members when due and nomination of GST Authorised Person<sup>29</sup>
12. Special Resolutions (if any)
13. Acknowledge and present Life Memberships and/or service awards (if any)
14. Summary of Agreements and Actions
15. Meeting Close

### Acknowledgement of Country

An Acknowledgement of Country recognises that Australia and Victoria have a strong and proud Aboriginal history and complex ownership and land stewardship systems stretching back many thousands of years. It pays respect to the Traditional Owners.

**If you are clear about whom the Traditional Owners of an area are, you should say:**

*"Our meeting is being held on the traditional lands [or country] of the [Traditional Owner group's name] people and I wish to acknowledge them as Traditional Owners.*

*I would also like to pay my respects to their Elders, past and present, and the Elders from other communities who may be here today."*

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<sup>29</sup> The new Act replaces all references to 'public officer' with 'secretary'. The public officer will now be known as the 'secretary' and will automatically have all the responsibilities of the secretary under the new Act. This has been included in the position description of the Secretary.



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**If you are uncertain about whom the Traditional Owners of an area are**, you should say:

*"I acknowledge the Traditional Owners of the land [or country] on which we are meeting. I pay my respects to their Elders, past and present, and the Elders from other communities who may be here today."*

**If holding a conference or public event** it may be appropriate to have a member of the Aboriginal community conduct a welcome ceremony.

The map ([http://www.dpc.vic.gov.au/images/Statewide\\_Appointed\\_RAPs-wv-21OCT13.pdf](http://www.dpc.vic.gov.au/images/Statewide_Appointed_RAPs-wv-21OCT13.pdf)) of Registered Aboriginal Parties will help you determine which Aboriginal group is recognised in your area. The following links may assist in making contact.

- [Barengi Gadjin Land Council Aboriginal Corporation](#)
- [Dja Wurrung Clans Aboriginal Corporation](#)
- [Eastern Maar Aboriginal Corporation](#)
- [Gunaikurnai Land and Waters Aboriginal Corporation](#)
- [Gunditj Mirring Traditional Owners Aboriginal Corporation](#)
- [Martang Pty Ltd](#)
- [Taungurung Clans Aboriginal Corporation](#)
- [Wathaurung Aboriginal Corporation](#)
- [Wurundjeri Tribe Land and Compensation Cultural Heritage Council Inc.](#)
- [Yorta Nation Aboriginal Corporation](#)

Be aware that in some areas there may be contention about recognition.

You can learn more about Protocols for recognising traditional owners on the Department of Premiers and Cabinet website <http://www.dpc.vic.gov.au/index.php/aboriginal-affairs/protocols-for-recognising-traditional-owners>

## **When a proxy vote may be used**

A proxy may be nominated to attend on behalf of a Branch or Affiliate Delegate if they are unable to attend a Special General Meeting including a Delegates Meeting.

A proxy may be nominated to attend on behalf of a Registered Member if they are unable to attend the Annual General Meeting.

The proxy may be another Registered Member of their Branch or Affiliate or the Board of Management President/Chairperson.

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

The proxy may be directed in a specific way if there are Special Resolutions for which there has been advice received to be considered.

It should be noted that the Board of Management encourages, where possible, the use of technologies to facilitate participation in meetings. This may include telephone or internet based attendance.

Please Note: a proxy cannot be used in a Board of Management Meeting.

## Conflicts of Interests

Refer to Policy and Procedure Manual 1.8 Conflicts of Interests

## Minutes of Meetings

Agenda templates are available for each of the different types of meetings.

The Secretary will prepare minutes of meetings.

## Meeting or Activity Register

The Secretary will maintain a register of activities. This will include:

- ❖ Meetings and activities coordinated by the Board of Management
- ❖ Meetings and activities coordinated by Branches and Affiliates which will be supplied as part of quarterly reporting.

## Meeting Templates

1.3 Board of Management Office Bearers Nomination Template – page 76

1.5 Agenda Annual General Meeting – page 77

1.5 Agenda Board of Management – page 80

1.5 Agenda Special General Meeting (Delegates Meeting) – page 82

1.5 Agenda Special General Meeting (other than Delegates Meeting) – page 84

1.5 Minutes Annual General Meeting – page 86

1.5 Minutes Board of Management – page 91

1.5 Minutes Special General Meeting (Delegates Meeting) – page 95

1.5 Minutes Special General (Other) Meeting – page 99

## **Heartbeat Victoria Council Inc. Policy and Procedures Manual**

1.5 Proxy Nomination Template (relates to Annual General Meeting, Special General Meeting (Delegates Meeting), Special General Meeting) – page 101

1.5 Special Resolution – Annual General Meeting (Notice and Background Information) – page 103

1.5 Special Resolution – Special General Meeting Request (Including Background Information) – page 105

1.5 Meeting or Activity Record of Attendance Template – page 107

**Board of Management Office Bearers Nomination Template**



**ELECTION OF BOARD OF MANAGEMENT OFFICE BEARERS**

**Nomination Form**

**Annual General Meeting "Click and Insert Meeting Date"**

Name \_\_\_\_\_

Position \_\_\_\_\_

Nominated by \_\_\_\_\_

Seconded by \_\_\_\_\_

I hereby confirm my nomination for the above position

Signature \_\_\_\_\_

Date \_\_\_\_\_

Please return your nomination form to the Secretary, "Click and Insert Name" , email "Click and Insert email address" or post to "Click and Insert Postal Address"

**Nominations must be received by no later than "Click and Insert Date and Time"**

## Annual General Meeting Agenda Template



# Heartbeat Victoria Council Inc. Annual General Meeting

## Agenda

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"

### Membership

Position	Name
President	"Click and Insert Name"
Vice President	"Click and Insert Name"
Secretary	"Click and Insert Name"
Assistant Secretary	"Click and Insert Name"
Treasurer	"Click and Insert Name"
Assistant Treasurer	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Delegate Ararat	"Click and Insert Name"
Delegate Ararat	"Click and Insert Name"
Delegate Ballarat	"Click and Insert Name"
Delegate Ballarat	"Click and Insert Name"
Delegate Bendigo Inc.	"Click and Insert Name"
Delegate Bendigo Inc.	"Click and Insert Name"
Delegate Epworth Inc.	"Click and Insert Name"
Delegate Epworth Inc.	"Click and Insert Name"
Delegate Goulburn Valley	"Click and Insert Name"
Delegate Goulburn Valley	"Click and Insert Name"
Delegate Grampians	"Click and Insert Name"
Delegate Grampians	"Click and Insert Name"
Delegate Knox	"Click and Insert Name"
Delegate Knox	"Click and Insert Name"

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Position	Name
Delegate LaTrobe	"Click and Insert Name"
Delegate LaTrobe	"Click and Insert Name"
Delegate Sunraysia Inc.	"Click and Insert Name"
Delegate Sunraysia Inc.	"Click and Insert Name"

Agenda No	Item
1.	Welcome (incl. Acknowledgement of Country)
2.	Attendance <ul style="list-style-type: none"> <li>2.1 Present</li> <li>2.2 Apologies</li> <li>2.3 Guests/Ex-officio</li> </ul>
3.	Declarations of Conflict of Interest
4.	Guest Speaker, Organisation, Topic (if any)
5.	Confirm the minutes of the previous annual general meeting
6.	Confirm the minutes of any special general meeting (if any)
7.	Business Arising (which will not be dealt with in other reports)
8.	Correspondence
9.	President's Report
10.	Treasurer's Report (Finance)
11.	Secretary's Report
12.	Nomination of an auditor who shall be responsible for the audit for the current financial year
13.	Confirm or vary the amounts (if any) of levies payable by Branches and Affiliates
14.	Election of Board Members (when due) and nomination of GST Authorised Person
15.	Special Resolutions (if any) <ul style="list-style-type: none"> <li>15.1 Background to the Resolution(s)</li> <li>15.2 Discussion</li> <li>15.3 Voting</li> </ul>
16.	Acknowledge and present Life Memberships and/or service awards (if any)
17.	Summary of Agreements and Actions to be undertaken
18.	Next meeting: date, time, location
19.	Meeting Close

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Attachments

1. "Click and Insert Name of attachment"
2. "Click and Insert Name of attachment"
3. "Click and Insert Name of attachment"

## Correspondence

1. "Click and Insert Correspondence description"
2. "Click and Insert Correspondence description"
3. "Click and Insert Correspondence description"

## Board of Management Agenda Template

### Board of Management Agenda

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"



#### Membership

Position	Name
President	"Click and Insert Name"
Vice President	"Click and Insert Name"
Secretary	"Click and Insert Name"
Assistant Secretary	"Click and Insert Name"
Treasurer	"Click and Insert Name"
Assistant Treasurer	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"

Agenda No	Item
1.	Welcome (incl. Acknowledgement of Country)
2.	Attendance <ul style="list-style-type: none"><li>1.1 Present</li><li>1.2 Apologies</li><li>1.3 Guests/Ex-officio</li></ul>
3.	Declarations of Conflict of Interest
4.	"Click and Insert Guest Speaker Name, Organisation and Topic" (if any)
5.	Endorsement of the minutes of the previous meeting
6.	Business Arising (which will not be dealt with in other reports)
7.	Correspondence
8.	President's Report <ul style="list-style-type: none"><li>8.1 Strategic Plan</li><li>8.2 Issues to be addressed</li><li>8.3 Other activities undertaken</li></ul>
9.	Treasurer's Report (Finance) <ul style="list-style-type: none"><li>9.1 Budget Planned vs Year to Date</li><li>9.2 Cashflow</li><li>9.3 Capital expenditure</li></ul>



## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Agenda No	Item
	9.4 Balance Sheet 9.5 Profit and Loss Statement 9.6 Reporting/Lodgement of Documents 9.7 Other activities undertaken
10.	Secretary's Report 10.1 Membership up-date 10.2 Lodgement of documents 10.3 Other activities undertaken
11.	Other Reports 11.1 Members: activities undertaken 11.2 Sub-committees/Working groups
12.	General Business
13.	Summary of Agreements and Actions to be undertaken
14.	Next meeting: date, time, location
15.	Meeting Close

### Attachments

1. "Click and Insert Name of attachment"
2. "Click and Insert Name of attachment"
3. "Click and Insert Name of attachment"

### Correspondence

1. "Click and Insert Correspondence description".
2. "Click and Insert Correspondence description".
3. "Click and Insert Correspondence description".

## Special General Meeting (Delegates Meeting) Agenda Template

### Special General Meeting (Delegates Meeting) Agenda

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"



#### Membership

Position	Name
President	"Click and Insert Name"
Vice President	"Click and Insert Name"
Secretary	"Click and Insert Name"
Assistant Secretary	"Click and Insert Name"
Treasurer	"Click and Insert Name"
Assistant Treasurer	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Delegate Ararat	"Click and Insert Name"
Delegate Ararat	"Click and Insert Name"
Delegate Ballarat	"Click and Insert Name"
Delegate Ballarat	"Click and Insert Name"
Delegate Bendigo Inc.	"Click and Insert Name"
Delegate Bendigo Inc.	"Click and Insert Name"
Delegate Epworth Inc.	"Click and Insert Name"
Delegate Epworth Inc.	"Click and Insert Name"
Delegate Goulburn Valley	"Click and Insert Name"
Delegate Goulburn Valley	"Click and Insert Name"
Delegate Grampians	"Click and Insert Name"
Delegate Grampians	"Click and Insert Name"
Delegate Knox	"Click and Insert Name"
Delegate Knox	"Click and Insert Name"
Delegate LaTrobe	"Click and Insert Name"
Delegate LaTrobe	"Click and Insert Name"
Delegate Sunraysia Inc.	"Click and Insert Name"
Delegate Sunraysia Inc.	"Click and Insert Name"

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Agenda No	Item
1.	Welcome (Including Acknowledgement of Country)
2.	Attendance 2.1 Present (Board Members, Delegates, other Members) 2.2 Apologies 2.3 Guests/Ex-officio
3.	Declarations of Conflict of Interest
4.	Guest Speaker, Organisation, Topic/Training activity
5.	Endorsement of previous Minutes
6.	Business Arising from previous minutes (which will not be dealt with in other reports)
7.	Report on Activities of Branches and Affiliates
8.	Addressing matters arising from Branch and Affiliate Reports
9.	Correspondence Received
10.	President's Report
11.	Treasurer's Report (Finance)
12.	Secretary's Report
13.	Other Reports 13.1 Members: activities undertaken not covered in the Branch or affiliate Report above 13.2 Sub-committees/Working groups
14.	General Business (items not addressed above)
15.	Summary of Agreements and Actions to be undertaken
16.	Next meeting: date, time, location
17.	Meeting Close

### Attachments

1. "Click and Insert Name of attachment"
2. "Click and Insert Name of attachment"
3. "Click and Insert Name of attachment"

### Correspondence

1. "Click and Insert Correspondence description".
2. "Click and Insert Correspondence description".
3. "Click and Insert Correspondence description".

**Special General Meeting (Other than Delegates Meeting) Agenda Template**



## Special General Meeting (Other than Delegates Meeting) Agenda

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"

### Membership

Position	Name
President	"Click and Insert Name"
Vice President	"Click and Insert Name"
Secretary	"Click and Insert Name"
Assistant Secretary	"Click and Insert Name"
Treasurer	"Click and Insert Name"
Assistant Treasurer	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Delegate Ararat	"Click and Insert Name"
Delegate Ararat	"Click and Insert Name"
Delegate Ballarat	"Click and Insert Name"
Delegate Ballarat	"Click and Insert Name"
Delegate Bendigo Inc.	"Click and Insert Name"
Delegate Bendigo Inc.	"Click and Insert Name"
Delegate Epworth Inc.	"Click and Insert Name"
Delegate Epworth Inc.	"Click and Insert Name"
Delegate Goulburn Valley	"Click and Insert Name"
Delegate Goulburn Valley	"Click and Insert Name"
Delegate Grampians	"Click and Insert Name"
Delegate Grampians	"Click and Insert Name"
Delegate Knox	"Click and Insert Name"
Delegate Knox	"Click and Insert Name"

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Position	Name
Delegate LaTrobe	"Click and Insert Name"
Delegate LaTrobe	"Click and Insert Name"
Delegate Sunraysia Inc.	"Click and Insert Name"
Delegate Sunraysia Inc.	"Click and Insert Name"

Agenda No	Item
1.	Welcome (Including Acknowledgement of Country)
2.	Attendance 2.1 Present (Board Members, Delegates, other Members) 2.2 Apologies 2.3 Guests/Ex-officio
3.	Declarations of Conflict of Interest
4.	Special Resolution (1) 4.1 Requested by <sup>30</sup> 4.2 Background to special resolution <sup>31</sup> 4.3 Discussion 4.4 Vote
5.	Special Resolution (2) as required 5.1 Requested by 5.2 Background to special resolution 5.3 Discussion 5.4 Vote
6.	General Business (items not addressed above)
7.	Summary of Agreements and Actions to be undertaken
8.	Next meeting: date, time, location if appropriate
9.	Meeting Close

### Attachments

1. "Click and Insert Name of attachment"
2. "Click and Insert Name of attachment"
3. "Click and Insert Name of attachment"

### Correspondence

1. "Click and Insert Correspondence description"
2. "Click and Insert Correspondence description"
3. "Click and Insert Correspondence description"

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<sup>30</sup> Refer to Request for Special General Meeting

<sup>31</sup> Refer as above, may also be spoken to by the Proposers

## Annual General Meeting Minutes Template



### Annual General Meeting Minutes

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"

#### 1. Welcome

"Click and Insert Summary of the Welcome including who lead it"

#### 2. Attendance

##### Attendance

√ = present, A = apology sent, LA = leave of absence, X = absent, NM = no meeting

##### Members and Delegates

Position	Name	Attendance
President	"Click and Insert Name"	
Vice President	"Click and Insert Name"	
Secretary	"Click and Insert Name"	
A/Secretary	"Click and Insert Name"	
Treasurer	"Click and Insert Name"	
A/Treasurer	"Click and Insert Name"	
Member	"Click and Insert Name"	
Member	"Click and Insert Name"	
Member	"Click and Insert Name"	
Member	"Click and Insert Name"	
Member	"Click and Insert Name"	
Delegate Ararat	"Click and Insert Name"	
Delegate Ararat	"Click and Insert Name"	
Delegate Ballarat	"Click and Insert Name"	
Delegate Ballarat	"Click and Insert Name"	
Delegate Bendigo Inc.	"Click and Insert Name"	
Delegate Bendigo Inc.	"Click and Insert Name"	
Delegate Epworth Inc.	"Click and Insert Name"	
Delegate Epworth Inc.	"Click and Insert Name"	
Delegate Goulburn Valley	"Click and Insert Name"	
Delegate Goulburn Valley	"Click and Insert Name"	
Delegate Grampians	"Click and Insert Name"	

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Position	Name	Attendance
Delegate Grampians	"Click and Insert Name"	
Delegate Knox	"Click and Insert Name"	
Delegate Knox	"Click and Insert Name"	
Delegate LaTrobe	"Click and Insert Name"	
Delegate LaTrobe	"Click and Insert Name"	
Delegate Sunraysia Inc.	"Click and Insert Name"	
Delegate Sunraysia Inc.	"Click and Insert Name"	

### Registered Members and Guests

Name	Organisation
"Click and Insert Name"	"Click and Insert Organisation"

### Apologies (not recorded above)

Name	Organisation
"Click and Insert Name"	"Click and Insert Organisation"

#### 3. Declarations of Conflict of Interest

"Click and Insert any conflict of interest or record NIL Declared"

#### 4. Guest Speaker/Trainer

"Click and Insert Summary or list documents distributed"

#### 5. Endorsement of the minutes

Minutes of the meeting held "Click and Insert Meeting Date" were approved

Moved: "Click and Insert Name"

Seconded: "Click and Insert Name"

"Click and Insert Carried or Carried Unanimously or Lost"

#### 6. Endorsement of the minutes of any Special General Meeting

Minutes of the meeting held "Click and Insert Meeting Date" were approved

Moved: "Click and Insert Name"

Seconded: "Click and Insert Name"

"Click and Insert Carried or Carried Unanimously or Lost"

#### 7. Business Arising

"Click and Insert summary of business arising, decisions, actions & timelines"

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

### **8. Correspondence**

"Click and Insert any additional correspondence tabled, decisions, actions & timelines"

### **9. Presidents Report**

"Click and Insert summary of points, availability of written report and any clarifications"

### **10. Treasurer's Report (Finance)**

"Click and Insert summary of points, availability of written report and any clarifications"

### **11. Secretary's Report**

"Click and Insert summary of points, availability of written report and any clarifications"

### **12. Nomination of an auditor who shall be responsible for the audit for the current financial year**

Motion: "Click and Insert proposed auditor, term and discussion if appropriate"

Moved: "Click and Insert Name"

Seconded: "Click and Insert Name"

"Click and Insert Carried or Carried Unanimously or Lost"

### **13. Confirm or vary the amounts (if any) of levies payable by Branches and Affiliates**

#### **13.1 Membership Levy**

Motion: "Click and Insert proposed Membership Levy for the Financial Year"

Moved: "Click and Insert Name"

Seconded: "Click and Insert Name"

"Click and Insert Carried or Carried Unanimously or Lost"

#### **13.2 Insurance Levy**

Motion: "Click and Insert proposed Insurance Levy for the Financial Year"

Moved: "Click and Insert Name"

Seconded: "Click and Insert Name"

"Click and Insert Carried or Carried Unanimously or Lost"



## Heartbeat Victoria Council Inc. Policy and Procedures Manual

### 14. Election of Board Members when due and nomination of GST Authorised Person

"Click and Insert Board Members exiting positions"

"Click and Insert Nominations for Positions available"

"Click and Insert Appointees where only 1 Nomination for a Position"

"Click and Insert Votes for Nominees where more than 1 Nomination & declaration of Appointee"

### 15. Special Resolutions (if any) <sup>32</sup>

#### "Click and Insert Special Resolution No 1"

Moved: "Click and Insert Name"

Seconded: "Click and Insert Name"

"Click and Insert Carried by X members (not <3/4 of the voting members), Lost"

#### "Click and Insert Special Resolution No 2"

Moved: "Click and Insert Name"

Seconded: "Click and Insert Name"

"Click and Insert Carried by X members (not <3/4 of the voting members), Lost"

### 16. Acknowledge and present Life Memberships and/or service awards (if any)

"Click and Insert Award, Name and Summary of Contribution"

"Click and Insert Award, Name and Summary of Contribution"

### 17. Action Log

Item No	Description	By Whom	By when	Status

### 18. Next Meeting

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"

### 19. Meeting Close

"Click and Insert Time"

<sup>32</sup> A special resolution is passed if not less than three quarters of the members voting at a general meeting (whether in person or by proxy) vote in favour of the resolution

## Attachments

1. "Click and Insert Name of attachment"
2. "Click and Insert Name of attachment"
3. "Click and Insert Name of attachment"

## Correspondence

1. "Click and Insert Correspondence description".
2. "Click and Insert Correspondence description".

"Click and Insert Correspondence description".91

## Board of Management Minutes Template

### Board of Management Minutes

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"



#### 1. Welcome

"Click and Insert Summary of the Welcome including who lead it"

#### 2. Attendance

##### Attendance

√ = present, A = apology sent, LA = leave of absence, X = absent, NM = no meeting

##### Board Members

Position	Name	Date	Date	Date	Date
President	"Click and Insert Name"				
Vice President	"Click and Insert Name"				
Secretary	"Click and Insert Name"				
A/Secretary	"Click and Insert Name"				
Treasurer	"Click and Insert Name"				
A/Treasurer	"Click and Insert Name"				
Member	"Click and Insert Name"				
Member	"Click and Insert Name"				
Member	"Click and Insert Name"				
Member	"Click and Insert Name"				
Member	"Click and Insert Name"				

##### Ex-officio Members and Guests

Name	Organisation
"Click and Insert Name"	"Click and Insert Organisation"

##### Apologies (not recorded above)

Name	Organisation
"Click and Insert Name"	"Click and Insert Organisation"

## **3. Declarations of Conflict of Interest**

"Click and Insert any conflict of interest or record NIL Declared"

## **4. Endorsement of the minutes**

Minutes of the meeting held "Click and Insert Meeting Date" were approved

Moved: "Click and Insert Name"

Seconded: "Click and Insert Name"

"Click and Insert Carried or Carried Unanimously or Lost"

## **5. Business Arising**

"Click and Insert summary of business arising, decisions, actions & timelines"

## **6. Correspondence**

"Click and Insert any additional correspondence tabled, decisions, actions & timelines"

## **7. Presidents Report**

### **7.1 Strategic Plan**

"Click and Insert summary of points or availability of written report"

### **7.2 Issues to be addressed**

"Click and Insert summary of points or availability of written report"

### **7.3 Activities undertaken**

"Click and Insert summary of points or availability of written report"

## **8. Treasurer's Report (Finance)**

### **8.1 Budget Planned vs Year to Date**

"Click and Insert summary of points or availability of written report"

### **8.2 Cashflow**

"Click and Insert summary of points or availability of written report"

### **8.3 Capital expenditure**

"Click and Insert summary of points or availability of written report"

### **8.4 Balance Sheet**

"Click and Insert summary of points or availability of written report"

### 8. Treasurer's Report (Finance)

#### 8.5 Profit and Loss Statement

"Click and Insert summary of points or availability of written report"

#### 8.6 Reporting/Lodgement of Documents

"Click and Insert summary of points or availability of written report"

#### 8.7 Other activities undertaken

"Click and Insert summary of points or availability of written report"

### 9. Secretary's Report

#### 9.1 Membership up-date

"Click and Insert summary of points or availability of written report"

#### 9.2 Lodgement of documents

"Click and Insert summary of points or availability of written report"

#### 9.3 Other activities undertaken

"Click and Insert summary of points or availability of written report"

### 10. Other Reports

#### 10.1 Members: activities undertaken

"Click and Insert summary of points or availability of written report"

#### 10.2 "Click and Insert name of Sub-Committee/Working Group"

"Click and Insert summary of points or availability of written report"

### 11. General Business

#### 11.1 "Click and Insert topic"

"Click and Insert summary of points or availability of written report"

#### 11.2 "Click and Insert topic"

"Click and Insert summary of points or availability of written report"

#### 11.3 "Click and Insert topic"

"Click and Insert summary of points or availability of written report"

### 12. Action Log

Item No	Description	By Whom	By when	Status

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

12. Action Log				
Item No	Description	By Whom	By when	Status

13. Next Meeting				
Date: "Click and Insert Meeting Date"				
Time: "Click and Insert Meeting Time"				
Venue: "Click and Insert Venue and Address of Meeting"				

14. Meeting Close				
"Click and Insert Time"				

### Attachments

1. "Click and Insert Name of attachment"
2. "Click and Insert Name of attachment"
3. "Click and Insert Name of attachment"

### Correspondence

1. "Click and Insert Correspondence description"
2. "Click and Insert Correspondence description"
3. "Click and Insert Correspondence description"

## Special General (Delegates) Meeting Minutes Template

# Special General (Delegates) Meeting Minutes

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"



### 1. Welcome

"Click and Insert Summary of the Welcome including who lead it"

### 2. Attendance

#### Attendance

√ = present, A = apology sent, LA = leave of absence, X = absent, NM = no meeting

#### Members and Delegates

Position	Name	Date	Date	Date	Date
President	"Click and Insert Name"				
Vice President	"Click and Insert Name"				
Secretary	"Click and Insert Name"				
A/Secretary	"Click and Insert Name"				
Treasurer	"Click and Insert Name"				
A/Treasurer	"Click and Insert Name"				
Member	"Click and Insert Name"				
Member	"Click and Insert Name"				
Member	"Click and Insert Name"				
Member	"Click and Insert Name"				
Member	"Click and Insert Name"				
Delegate Ararat	"Click and Insert Name"				
Delegate Ararat	"Click and Insert Name"				
Delegate Ballarat	"Click and Insert Name"				
Delegate Ballarat	"Click and Insert Name"				
Delegate Bendigo Inc.	"Click and Insert Name"				
Delegate Bendigo Inc.	"Click and Insert Name"				
Delegate Epworth Inc.	"Click and Insert Name"				
Delegate Epworth Inc.	"Click and Insert Name"				
Delegate Goulburn Valley	"Click and Insert Name"				
Delegate Goulburn Valley	"Click and Insert Name"				
Delegate Grampians	"Click and Insert Name"				
Delegate Grampians	"Click and Insert Name"				

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Position	Name	Date	Date	Date	Date
Delegate Knox	"Click and Insert Name"				
Delegate Knox	"Click and Insert Name"				
Delegate LaTrobe	"Click and Insert Name"				
Delegate LaTrobe	"Click and Insert Name"				
Delegate Sunraysia Inc.	"Click and Insert Name"				
Delegate Sunraysia Inc.	"Click and Insert Name"				

### Registered Members and Guests

Name	Organisation
"Click and Insert Name"	"Click and Insert Organisation"

### 3. Declarations of Conflict of Interest

"Click and Insert any conflict of interest or record NIL Declared"

### 4. Guest Speaker

"Click and Insert Summary or list documents distributed"

### 5. Endorsement of the minutes

Minutes of the meeting held "Click and Insert Meeting Date" were approved  
 Moved: "Click and Insert Name"  
 Seconded: "Click and Insert Name"  
 Carried

### 6. Business Arising

"Click and Insert summary of business arising, decisions, actions & timelines"

### 7. Correspondence

"Click and Insert any additional correspondence tabled, decisions, actions & timelines"

### 8. Presidents Report

#### 8.1 Strategic Plan

"Click and Insert summary of points or availability of written report"

#### 8.2 Issues to be addressed

"Click and Insert summary of points or availability of written report"

#### 8.3 Activities undertaken



"Click and Insert summary of points or availability of written report"

## **9. Treasurer's Report (Finance)**

### **9.1 Budget Planned vs Year to Date**

"Click and Insert summary of points or availability of written report"

### **9.2 Cashflow**

"Click and Insert summary of points or availability of written report"

### **9.3 Capital expenditure**

"Click and Insert summary of points or availability of written report"

### **9.4 Balance Sheet**

"Click and Insert summary of points or availability of written report"

### **9.5 Profit and Loss Statement**

"Click and Insert summary of points or availability of written report"

### **9.6 Reporting/Lodgement of Documents**

"Click and Insert summary of points or availability of written report"

### **9.7 Other activities undertaken**

"Click and Insert summary of points or availability of written report"

## **10. Secretary's Report**

### **10.1 Membership up-date**

"Click and Insert summary of points or availability of written report"

### **10.2 Lodgement of documents**

"Click and Insert summary of points or availability of written report"

### **10.3 Other activities undertaken**

"Click and Insert summary of points or availability of written report"

## **11. Other Reports**

### **11.1 Members: activities undertaken**

"Click and Insert summary of points or availability of written report"

### **11.2 "Click and Insert name of Sub-Committee/Working Group"**

"Click and Insert summary of points or availability of written report"

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

### 12. General Business

#### 12.1 "Click and Insert topic"

"Click and Insert summary of points or availability of written report"

#### 12.2 "Click and Insert topic"

"Click and Insert summary of points or availability of written report"

#### 12.3 "Click and Insert topic"

"Click and Insert summary of points or availability of written report"

### 13. Action Log

Item No	Description	By Whom	By when	Status

### 14. Next Meeting

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"

### 15. Meeting Close

"Click and Insert Time"

## Attachments

1. "Click and Insert Name of attachment"
2. "Click and Insert Name of attachment"
3. "Click and Insert Name of attachment"

## Correspondence

1. "Click and Insert Correspondence description"
2. "Click and Insert Correspondence description"
3. "Click and Insert Correspondence description"

## Special General (Other) Meeting Minutes Template

# Special General (Other) Meeting Minutes

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"



### 1. Welcome

"Click and Insert Summary of the Welcome including who lead it"

### 2. Attendance

#### Attendance

√ = present, A = apology sent, LA = leave of absence, X = absent, NM = no meeting

#### Members and Delegates

Position	Name
President	"Click and Insert Name"
Vice President	"Click and Insert Name"
Secretary	"Click and Insert Name"
A/Secretary	"Click and Insert Name"
Treasurer	"Click and Insert Name"
A/Treasurer	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Member	"Click and Insert Name"
Delegate Ararat	"Click and Insert Name"
Delegate Ararat	"Click and Insert Name"
Delegate Ballarat	"Click and Insert Name"
Delegate Ballarat	"Click and Insert Name"
Delegate Bendigo Inc.	"Click and Insert Name"
Delegate Bendigo Inc.	"Click and Insert Name"
Delegate Epworth Inc.	"Click and Insert Name"
Delegate Epworth Inc.	"Click and Insert Name"
Delegate Goulburn Valley	"Click and Insert Name"
Delegate Goulburn Valley	"Click and Insert Name"
Delegate Grampians	"Click and Insert Name"

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Position	Name
Delegate Grampians	"Click and Insert Name"
Delegate Knox	"Click and Insert Name"
Delegate Knox	"Click and Insert Name"
Delegate LaTrobe	"Click and Insert Name"
Delegate LaTrobe	"Click and Insert Name"
Delegate Sunraysia Inc.	"Click and Insert Name"
Delegate Sunraysia Inc.	"Click and Insert Name"

### Registered Members and Guests

Name	Organisation
"Click and Insert Name"	"Click and Insert Organisation"

### Apologies (not recorded above)

Name	Organisation
"Click and Insert Name"	"Click and Insert Organisation"

### 3. Declarations of Conflict of Interest

"Click and Insert any conflict of interest or record NIL Declared"

### 4. Special Resolution (s)<sup>33</sup>

#### "Click and Insert Special Resolution No 1"

Moved: "Click and Insert Name"

Seconded: "Click and Insert Name"

"Click and Insert Carried by X members (not <3/4 of the voting members), Lost"

#### "Click and Insert Special Resolution No 2"

Moved: "Click and Insert Name"

Seconded: "Click and Insert Name"

"Click and Insert Carried by X members (not <3/4 of the voting members), Lost"

### 5. General Business<sup>34</sup>

"Click and Insert General Business Item No 1 discussion, actions and/or decisions"

"Click and Insert General Business Item No 2 discussion, actions and/or decisions"

<sup>33</sup> A special resolution is passed if not less than three quarters of the members voting at a general meeting (whether in person or by proxy) vote in favour of the resolution

<sup>34</sup> Only if included in Request and approved by the majority of the members present

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6. Action Log				
Item No	Description	By Whom	By when	Status

7. Next Meeting				
Date: "Click and Insert Meeting Date"				
Time: "Click and Insert Meeting Time"				
Venue: "Click and Insert Venue and Address of Meeting"				

8. Meeting Close				
"Click and Insert Time"				

### Attachments

1. "Click and Insert Name of attachment"
2. "Click and Insert Name of attachment"
3. "Click and Insert Name of attachment"

### Correspondence

1. "Click and Insert Correspondence description"
2. "Click and Insert Correspondence description"
3. "Click and Insert Correspondence description"

## Proxy Nomination Template (relates to Annual General Meeting, Special General Meeting (Delegates Meeting), Special General Meeting)



### Proxy Form

---

"Click and Insert General, Annual General or Special General" Meeting  
"Click and Insert Meeting Date"

I (insert name)

of (insert address)

being a delegate of

(insert  
Branch/Affiliate)

appoint

(insert proxy name)<sup>35</sup>

of (insert address)

or failing that person, the Chair of the meeting to vote for me on my behalf at the annual general meeting of the of Heartbeat Victoria Council Inc. to be held on "Click and Insert Meeting Date" commencing "Click and Insert Meeting Time" , at the "Click and Insert Venue and Address of Meeting" and at any adjournment of that meeting.

#### **Voting direction to your proxy**

*Item "Click and Insert Agenda Item No" : Special Business/Resolutions*

"Click and Insert the resolution to be voted on"

---

<sup>35</sup> If the proxy form is signed by the appointor but is otherwise blank, it will be taken to mean that the President (Chairman) of the meeting is appointed. If there are more resolutions or items to be voted on copy this section.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Please indicate your direction<sup>36</sup>.      ☐ For      ☐ Against

Signed \_\_\_\_\_

Please return your proxy form to the Secretary, "Click and Insert Name" , email "Click and Insert email address" or post to "Click and Insert Postal Address" **Proxies must be received by no later than "Click and Insert Date and Time"**

---

<sup>36</sup> Should the member desire to direct the proxy how to vote, the member should place a mark in the appropriate box against each item, otherwise the proxy may vote as he or she thinks fit or abstain from voting.

## Special Resolution - Annual General Meeting (Notice and Background Information)

# Annual General Meeting

Date: "Click and Insert Meeting Date"

Time: "Click and Insert Meeting Time"

Venue: "Click and Insert Venue and Address of Meeting"



## Special Business

---

The business of the meeting is to consider and (if thought fit) to pass the following resolutions as special resolutions. Note that a special resolution requires the approval of not less than 75% of the total number of members (whichever is the lesser) of the votes cast by Members entitled to vote on the resolution and present, whether in person or by proxy.

These motions are recommended by the Council after due consideration and will be required to be moved and seconded from the floor at the meeting.

An Explanatory Memorandum containing information in relation to each of the following Special Resolutions accompanies this Notice of Meeting.

To consider and if thought fit, pass the following resolutions as special resolutions

1. "Click and Insert the Special Resolution which is to be considered - generally one (1) sentence"

<sup>37</sup>

## Background

"Click and Insert some background explanatory notes about the Special Resolution - say 1/2 - 1 page"

## Proxy votes

Members entitled to attend and vote at this Annual General Meeting of Heartbeat Victoria Council Inc. are entitled to appoint a proxy to vote on their behalf.

Members who are entitled to vote in accordance with the Rules of Association approved in 2015 are:

- a. **Delegates of Branches** – Branches are represented by 2 Delegates, each having the right to be present, to debate and to vote at General Meetings on behalf of the Branch

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<sup>37</sup> If there is more than one special resolution you might have sections 1. Background Special Resolution No 1 and 2. Background Special Resolution No 1 and so on.



## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- b. **Delegates of Affiliates** – Affiliates are represented by 2 Delegates, each having the right to be present, to debate and to vote at General Meetings on behalf of the Affiliate.

A delegate may appoint another registered member of their Branch or Affiliate or the Chairperson, where no other registered member is able to attend, as their proxy to vote and speak on their behalf at a general meeting other than at a disciplinary appeal meeting.

To be effective, proxy forms must reach the President (Chairperson) of Heartbeat Victoria Council Inc. by no later than **"Click and Insert Time"** **"Click and Insert Date, Day, Year"** (i.e. 24 hours before the commencement of the meeting – Rule 28.7) if sent by post or electronically. Alternatively, they can be handed to the President (Chairperson) before or at the commencement of the meeting (Rule 28.6).

A proxy form is attached.

### Passing a Special Resolution

Rule 32.1 - A special resolution is passed if not less than three quarters of the members voting at a general meeting (whether in person or by proxy) vote in favour of the resolution<sup>38</sup>.

### By Order of the Board

**"Click and Insert Name of Secretary"**

**Secretary, Heartbeat Victoria Council Inc.**

**"Click and Insert Date, Day, Year the notice is being sent"**

---

<sup>38</sup> The Model Rules state: In addition to certain matters specified in the Act, a special resolution is required —

- a. to remove a committee member from office
- b. to alter the Rules, including changing the name or any of the purposes of the Association.

## Special Resolution - Special General Meeting Request (Including Background Information)

### Request to the Board of Management for a Special General Meeting



### Special Business

---

The business of the proposed special general meeting is to consider and (if thought fit) to pass the following resolutions as special resolutions.

Note that a special resolution requires the approval of not less than 75% of the total number of members (whichever is the lesser) of the votes cast by Members entitled to vote on the resolution and present, whether in person or by proxy.

These motions are recommended by the below named members delegates and after due consideration and will be required to be moved and seconded from the floor at the meeting to be convened by the Board of Management.

An Explanatory Memorandum containing information in relation to each of the following Special Resolutions accompanies this Request.

To consider and if thought fit, pass the following resolutions as special resolutions

1. "Click and Insert the Special Resolution which is to be considered - generally one (1) sentence"<sup>39</sup>
2. "Click and Insert any items of general Business to also be discussed at the meeting"<sup>40</sup>

### Background

"Click and Insert some background explanatory notes about the Special Resolution - say 1/2 - 1 page"

### Signatories to the Request<sup>41</sup>

SIGNATURE

.....

"Click and Insert Name of Delegate"

SIGNATURE

.....

"Click and Insert Name of Delegate"

<sup>39</sup> If there is more than one special resolution you might have sections 1. Background Special Resolution No 1 and 2. Background Special Resolution No 1 and so on.

<sup>40</sup> It is important to include this in the request as General business may be considered at the meeting if it is included as an item for consideration in the notice under rule 33 and the majority of members at the meeting agree

<sup>41</sup> At least 20 % of the total number of members with voting rights must request a special general meeting

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

"Click and Insert Branch/Affiliate"  
"Click and Insert Date"

"Click and Insert Branch/Affiliate"  
"Click and Insert Date"

SIGNATURE

.....  
"Click and Insert Name of Delegate"  
"Click and Insert Branch/Affiliate"  
"Click and Insert Date"

SIGNATURE

.....  
"Click and Insert Name of Delegate"  
"Click and Insert Branch/Affiliate"  
"Click and Insert Date"

### Receipt by Secretary

**"Click and Insert Name of Secretary"**

**Secretary, Heartbeat Victoria Council Inc.**

"Click and Insert Date"

Meeting or Activity Record of Attendance Template



Heartbeat Victoria Council Inc. [add Branch/Affiliate if applicable]

DATE	NAME	BRANCH	PHONE	EMAIL

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DATE	NAME	BRANCH	PHONE	EMAIL

## Policy 1.6 ~ Disciplinary Action

### Relevant Documents:

- ❖ *Associations Incorporation Reform Act 2012 and Model Rules of Association*
- ❖ Heartbeat Victoria Council Inc. Rules of Association August 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement<sup>42</sup>

Heartbeat Victoria expects all Members (Branches, Affiliates and registered members) to participate in activities, undertake positions of accountability that they have accepted and behave in accordance with the vision, purpose (mission), objects and its 6 organisational values.

Where it is deemed by the Heartbeat Victoria that behaviour of a Member jeopardises the running of the Heartbeat Victoria or its reputation, steps will be taken to discipline that Member.

Heartbeat Victoria undertakes to handle such situations in a professional manner, ensuring that communication between the Heartbeat Victoria and the member is clear, fair and objective, in line with the principles of natural justice and remains within this Policy.

Should an issue or concern arise, Heartbeat Victoria will offer the Member opportunity to improve performance or behaviour so that they can consistently achieve the standards required by Heartbeat Victoria. However, in cases of serious misconduct, summary dismissal may be warranted.

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<sup>42</sup> Adapted from:

- a. Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy. <https://www.communitydirectors.com.au/icda/policybank/>
- b. Australian Community Radio Broadcasting Code of Practice 2008 Policy and Procedures for Disciplinary Action and Dismissal of Volunteers  
[http://www.acma.gov.au/webwr/assets/main/lib410018/community\\_radio\\_broadcasting-code\\_of\\_practice\\_2008.pdf](http://www.acma.gov.au/webwr/assets/main/lib410018/community_radio_broadcasting-code_of_practice_2008.pdf)
- c. Australian Red Cross Disciplinary Policy and Procedure (viewed 16 November 2015)  
[http://www.redcross.org.au/files/HR\\_SUP\\_15\\_-\\_Disciplinary\\_Action\\_Policy.pdf](http://www.redcross.org.au/files/HR_SUP_15_-_Disciplinary_Action_Policy.pdf)
- d. The Ayrshire Community Trust Disciplinary Procedure for Volunteers (viewed 16 November 2015)  
<http://www.theayrshirecommunitytrust.co.uk/disciplinary-procedure-for-volunteers>

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Conduct which may lead to disciplinary action against a Member as determined in the Rules of Association are where the member:

- a. Has failed to comply with the Rules of Association or any procedures or policies of the Heartbeat Victoria, or
- b. Refuses to support the purposes of Heartbeat Victoria, or
- c. Has engaged in behaviour which is causing (or has caused) damage or harm to Heartbeat Victoria, a Branch or Affiliate.

This necessarily includes but may not be limited to where a Member:

- a. Inappropriately uses Heartbeat Victoria's resources – financial, equipment or other property
- b. Demonstrates reckless disregard of safety and basic safety rules
- c. Demonstrates on-going rudeness or hostility towards other members or potential members
- d. Inappropriately discloses confidential information
- e. Deliberately falsifies expenses claims for personal gain
- f. attendance at Board of Management Meetings, Special General (Delegates) Meetings or Committee of Management meetings is poor, without appropriate notification
- g. Fails to satisfactorily perform assigned duties, and
- h. Commits other acts that are considered to be of an extremely serious nature perpetuated against the Heartbeat Victoria its members or any other party.

This list is not exhaustive. Other actions may constitute disciplinary offences.

### Procedures<sup>43</sup>

Members are an invaluable resource to Heartbeat Victoria and our primary aim is to encourage and support their contribution to Heartbeat Victoria and the communities they serve. However, it

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<sup>43</sup> Adapted from:

- e. Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy. <https://www.communitydirectors.com.au/icda/policybank/>
- f. Australian Community Radio Broadcasting Code of Practice 2008 Policy and Procedures for Disciplinary Action and Dismissal of Volunteers [http://www.acma.gov.au/webwr/assets/main/lib410018/community\\_radio\\_broadcasting-code\\_of\\_practice\\_2008.pdf](http://www.acma.gov.au/webwr/assets/main/lib410018/community_radio_broadcasting-code_of_practice_2008.pdf)
- g. Australian Red Cross Disciplinary Policy and Procedure (viewed 16 November 2015) [http://www.redcross.org.au/files/HR\\_SUP\\_15\\_-\\_Disciplinary\\_Action\\_Policy.pdf](http://www.redcross.org.au/files/HR_SUP_15_-_Disciplinary_Action_Policy.pdf)

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

is also recognised that there may be times when a Member needs to be counselled, disciplined and perhaps dismissed.

### Notification to the Board of Management (Incident Report)

It is important to note that the Board of Management may take action in relation to Members including: a Member (i.e. Branch or Affiliate), a Registered Member (an Individual) or an Honorary Life Member. A Branch or Affiliate may take action in relation to a Registered Member, however, notification (i.e. an Incident Report) should be given to the President of the Board of Management prior to doing so, that is:

- ❖ Within 24 hours of action required to commence for gross misconduct, where they would normally be subject to summary dismissal (instant dismissal without notice), or
- ❖ Within 7 days of action required commencing with Informal Discussion, Counselling or Mentoring or a Written Notice.

### Board of Management determines to proceed with disciplinary action or not

This notification is essential, as the Board of Management, if it is satisfied that there are sufficient grounds for taking disciplinary action, must determine if it will:

- ❖ Consider the matter
- ❖ Establish a disciplinary sub-committee with delegated authority<sup>44</sup> i.e. this could be Members of the Board of Management, members of a Branch or Affiliate Committee of Management or another group of representatives
- ❖ Refer the matter to a third party, provided the decision maker is unbiased, and
- ❖ Determine who the “Lead Investigator” is; whether the Board decides to consider the matter itself or establishes a disciplinary sub-committee, it is recommended that the Lead Investigator have some previous experience in addressing disciplinary matters.

Where the Board of Management determines there are not sufficient grounds to take disciplinary action, the Secretary will advise the Member/person/organisation who has submitted an Incident Report or other written complaint:

- ❖ Of this decision
- ❖ The grounds for the decision, and
- ❖ Recommendations for future action, if appropriate.

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h. The Ayrshire Community Trust Disciplinary Procedure for Volunteers (viewed 16 November 2015)  
<http://www.theayrshirecommunitytrust.co.uk/disciplinary-procedure-for-volunteers>

<sup>44</sup> In general a sub-committee will comprise a maximum of three people



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## Determining the Lead Investigator and their role

In determining the Lead Investigator, the Board of Management will consider in relation to the proposed Lead Investigator:

- ❖ Any personal relationship with the member who is the subject of the disciplinary matter, or
- ❖ Any involvement in the subject matter of the disciplinary matter that would make it impossible for them remain objective, or
- ❖ If they would be unsuitable to investigate a complaint for any other reason.

Throughout the process the Lead Investigator together with the Board, sub-committee or third party will reflect on their own operations and will consider the circumstances, actions and behaviour leading to the situation. The following questions will guide this process:

- ❖ Have the roles, values and expectations of Heartbeat Victoria been clearly communicated to the Member, Registered Member or Honorary Life Member and subsequently reinforced during prior conversations regarding the Member's performance?
- ❖ Are there any other factors that may be contributing to the Member's poor performance e.g. learning difficulties or language barriers?
- ❖ Has the Member been reminded of the Rules of Association, policies and procedures and any specific agreements of the Board or Branch or Affiliate related to expected behaviours conduct and consequences for breaches?
- ❖ Has the Member received training/mentoring and or coaching to improve performance?
- ❖ Has a verbal and written warning been given to the Member explaining that any further non-compliance will result in termination of their membership and opportunity to participate in the activities of the Heartbeat Victoria, a Branch or Affiliate?
- ❖ Did the Member have the opportunity to respond to prior verbal and written warnings?

The Lead Investigator is responsible for:

- ❖ Research evidence presented and, if possible, obtain further written evidence, witness statements, etc. If necessary the Investigating Officer will consult all relevant witnesses for supportive evidence
- ❖ Convening the informal verbal disciplinary meeting; this may be in person or through the use of technology

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- ❖ Convening the formal disciplinary meeting and liaising with the Secretary of Heartbeat Victoria to ensure proper notice
- ❖ Maintaining a record of discussions, correspondence, meetings, including a chronological summary, and
- ❖ Reporting to the Board of Governance and Branch or Affiliate, if appropriate.

### Informal Discussions, Counselling or Coaching

Typically, informal discussions, counselling or coaching will occur before formal disciplinary warnings are given. However, Heartbeat Victoria may proceed to a formal written warning, without undertaking informal discussions, counselling or coaching first.

These informal discussions, counselling or coaching are not to be considered part of the formal disciplinary action, although they may be referred to in later action and it is recommended that a record be kept of this (e.g. diary note, email confirming the discussion, counselling or coaching).

Generally, the informal discussions, counselling or coaching will be undertaken by the President or Secretary of the Board of Management or in the case of a Branch or Affiliate the President or Secretary of the Committee of Management. However, the Board or Committee may however identify another office bearer to take on this role.

The informal discussions, counselling or coaching meeting should include some or all of the following matters:

- ❖ The expected level of performance and/or behaviour for the role
- ❖ Specific detail regarding how the required standards have not been met
- ❖ If appropriate, specific steps the Member should implement to achieve required standards
- ❖ Any matter relevant to the Member's performance or behaviour that the Member wishes to raise (such as personal, health or family difficulties, gaps in skills, difficulties in the organisation of a Branch or Affiliate)
- ❖ A reasonable opportunity for the Member to respond to the concerns raised (this may warrant a subsequent meeting)
- ❖ An explanation to the Member of the possible consequences of failing to meet the reasonable standards of conduct and/or performance in the role, and
- ❖ A written plan of action (e.g. an email or letter confirming discussions) to assist the individual to meet the reasonable standards of conduct and/or performance as a Member (which may include training, mediation between individuals/groups, where

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appropriate). A future date for review should also be included. This may be face to face or using new technologies, with the aim of monitoring change, acknowledging efforts where improvement/change has occurred and if not informing the Member that further action will be recommended.

The procedure set out below should be followed in most cases. There may be occasions, however, where the particular circumstances of a complaint make the normal procedure impractical. The Board of Management may vary the procedure, however, it must be consistent with the policy. If this happens, the Board of Management shall inform the Member what procedure they intend to adopt.

### **Disciplinary Action - A three step process**

#### **Stage 1 – Formal Verbal Warning**

#### **Stage 2 – Written Warning**

#### **Stage 3 – Final Written Warning**

**Final Stage – Dismissal** - Notice to the Member of Dismissal from Heartbeat Victoria.

#### **Stage 1 - Formal Verbal Warning**

A formal verbal warning may be given to the Member by the Lead Investigator if, despite informal discussions, training or mentoring, the conduct or performance still does not meet acceptable standards. This should follow an appropriate disciplinary meeting delivered by the Lead Investigator. A brief note of the warning should be kept, but subject to satisfactory conduct and/or performance, this would lapse after 6 months.

#### **Stage 2 - Written Warning**

If there is no improvement in standards within the prescribed time or if a further offence occurs, the Member should receive a letter from the Secretary of Heartbeat Victoria on behalf of the investigation team, inviting them to attend a further disciplinary meeting.

This Notice must:

- a. State the date, place and time of the meeting
- b. Set out the grounds on which the investigation is based
- c. In relation to a Branch or Affiliate, inform them of the number of representatives that may be present and that they may attend the meeting and give an oral or written explanation or submission
- d. In relation to a Registered Member or an Honorary Life member, inform the member that he or she may attend the meeting and give an oral or written explanation or submission, and

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- e. Set out the Member's appeal rights.

The disciplinary meeting should take place as soon as is reasonably possible:

- a. Where practical within 14 days,
- b. But with sufficient time for the Member to consider their response to the information contained in the letter.

The meeting should be an opportunity for both the Member (with their representative) and the Investigation Team to talk about the issues or allegations being made, consider the information with a view to establishing whether to progress the disciplinary action.

Following the disciplinary meeting, if it is decided that no further action is warranted, the Member should be informed in writing.

Where the Member is found to be performing unsatisfactorily or their behaviour is deemed unsatisfactory, the Lead Investigator will work with the Secretary of the Board of Management to provide a written warning.

A copy of the written warning should be kept in Heartbeat Victoria's files and the files of the Branch or Affiliate, if appropriate.

This warning will lapse after 12 months subject to satisfactory conduct and/or performance. Throughout this period the Lead Investigator will inform the Board of Management and the Committee of Management of a Branch or Affiliate, as appropriate, any progress which is being made.

### Stage 3 - Final Written Warning

If the conduct or performance still remains unsatisfactory by the stipulated date, or if the misconduct is sufficiently serious, a further disciplinary meeting (where the President of the Board of Management, if they are not already part of the Investigation Team) should be called with the Member and their representative (s). The Secretary of Heartbeat Victoria on behalf of the investigation team will serve this Notice which must:

- a. State the date, place and time of the meeting
- b. Set out the grounds on which the investigation is based
- c. In relation to a Branch or Affiliate, inform them of the number of representatives that may be present and that they may attend the meeting and give an oral or written explanation or submission
- d. In relation to a Registered Member or an Honorary Life member, inform the member that he or she may attend the meeting and give an oral or written explanation or submission, and

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- e. Setting out the Member's appeal rights.

The disciplinary meeting will be an opportunity for the Member to answer the issues raised. At this meeting the Investigation Team should advise the member when they expect a decision to be made and how they will be informed of this decision. Where this meeting establishes that there has been a failure to improve or change behaviour, then a final written warning should be given to the Member.

### Consideration of all the evidence

After the disciplinary meeting, the Lead Investigator on behalf of the Investigation Team must consider the issues and may call for further information and hearings in order to make a recommendation to the Board of Management. Consideration will be given to:

- a. Reprimanding the Member verbally or in writing
- b. Requiring the Member to provide a written apology to any person or organisation
- c. Requiring the Member to attend a training day or be coached/mentored to assist in improving performance
- d. Suspending membership rights of the member for a specified period, and
- e. Expelling the member.

NB: Heartbeat Victoria Council Inc. may not fine the Member<sup>45</sup>

The Board of Management may need to convene a Special Meeting to consider the recommendations and make a decision if a Board of Management meeting is not planned within 14 days. This could be by telephone or email if it is not practical to meet in person.

The Lead Investigator will work with the Secretary of the Board of Management to notify the Member within the timeframe agreed at the disciplinary meeting of the decision, This must be as soon as reasonably practicable. In the event of a delay, the Member should be advised of a new date and the reason for the delay.

A member who has received a disciplinary notice cannot initiate a grievance procedure<sup>46</sup>

A determination by the Heartbeat Victoria is final and binding on all parties.

### Final Stage - Expulsion

If the Board of Management determines that the Members conduct or performance has failed to improve or serious and gross misconduct has occurred the Member will be given a Notice of Expulsion.

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<sup>45</sup> Model Rules of Association

<sup>46</sup> Model Rules of Association

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## Appeals

If an appeal of the decision by the Board of Management to pursue disciplinary action is to be made by the Member, a written notice of appeal delivered by registered mail to the Board of Management Secretary must be given by the Member, within 28 days of being notified of the decision.

No appeal will be valid or considered after that period has elapsed. It will not be sufficient to state “I wish to appeal”, the Member must give full written grounds for the appeal, stating exactly what is being appealed against and the reasons for this. An appeal together with full and recorded argument may be considered relative to the:

- ❖ process
- ❖ decision to undertake disciplinary action
- ❖ specific requirements to make changes or improvements to conduct and behaviours, and
- ❖ penalties.

An Appeal Hearing will be convened as soon as practicable and will consist of an Appeal Committee of 3 members of the Board of Management who did not take part in the Disciplinary Meeting and who will elect their own Chairperson (who will have the casting vote).

New evidence cannot be presented at the Appeal Meeting. The Appeal Committee shall have power to amend or revoke any decision made at the previous disciplinary meeting.

The decision of the Appeal Committee to proceed or not proceed with disciplinary action is final and binding on the parties and not subject to further appeal.

## Disciplinary Action Templates

1.6 Incident Report Template<sup>47</sup> (NB: also used for incidents not of a disciplinary nature) – page 119

1.6 Response to Incident Report Letter from Board of Management Template – page 124

1.6 Notice of Disciplinary Meeting: Letter from Board Template (NB: used for calling any disciplinary meeting) – page 126

1.6 Record of Informal Discussion/Meeting or Disciplinary Meeting Template<sup>48</sup> - page 128

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<sup>47</sup> Adapted from:

Department of Health and Human Services 2010 Volunteers in Victorian Emergency Departments Program Manual. Incident Report Form.

<https://www2.health.vic.gov.au/about/publications/formsandtemplates/Incident%20report%20form>

<sup>48</sup> Adapted from Fair Work Australia Recording details of meetings with employees - [www.fairwork.gov.au](http://www.fairwork.gov.au).

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- 1.6 Warning Letter Template<sup>49</sup> (NB can be used after initial disciplinary meeting, then following any review to confirm any changes/additions – page 130)
- 1.6 Final Written Warning before Expulsion (NB: where the final disciplinary meeting establishes that there has been a failure to improve or change behaviour, then a final written warning should be given to the Member)<sup>50</sup> – page 132
- 1.6 Notice of Disciplinary Appeal Meeting Template – page 134
- 1.6 Appeal Decision Not to Proceed Template – page 136
- 1.6 Final Notice: Expulsion Letter Template<sup>51</sup> - page 137

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<sup>49</sup> Adapted from Fair Work Australia Recording details of meetings with employees [www.fairwork.gov.au](http://www.fairwork.gov.au).

<sup>50</sup> Adapted from Fair Work Australia Recording details of meetings with employees [www.fairwork.gov.au](http://www.fairwork.gov.au).

<sup>51</sup> Adapted from Fair Work Australia Recording details of meetings with employees [www.fairwork.gov.au](http://www.fairwork.gov.au).

## Incident Report Template



### Incident Report

This report form may be used for reporting:

- a matter which may require disciplinary action
- an occupational health and safety issue, including accidents or a near miss
- lost or stolen property
- an allegation or reasonable suspicion of harassment or bullying
- a Community or External Organisation concern
- a grievance which has been lodged with the Board of Management or a Committee of Management

Other incidents (please describe)

Part 1: Reporter Details	
Name	
Phone Numbers	
Email Address	
Branch/Affiliate	
Date	

Part 2: Incident Details			
Date of Incident		Time of Incident	
<b>If you did not see the incident</b>			
Date of first told about the Incident		Time first told about the Incident	
<b>Address/Location of the Incident</b> <i>Where did it happen?</i>			
<b>Incident type</b> <i>Choose one from this list at the top of the page</i>			



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Part 3: Who was involved?				
Name	Contact Details <i>Phone Numbers and Email address</i>	Participant Witness Victim <i>Indicate one</i>	Injured <i>Indicate Yes or No</i>	Medical Profession al required <i>Indicate Yes or No</i>

### Part 4: What happened?

*Describe the Incident and the immediate response by Board of Management or Committee of Management members.*

*Provide a brief factual account of the incident: how, when and where the incident happened, who did what, who (if anyone) was injured, and the nature and extent of the injuries (if applicable), any other consequences or risks as a result of the incident. Attach any other relevant evidence.*

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### Part 4: What happened?

*Describe the Incident and the immediate response by Board of Management or Committee of Management members.*

*Provide a brief factual account of the incident: how, when and where the incident happened, who did what, who (if anyone) was injured, and the nature and extent of the injuries (if applicable), any other consequences or risks as a result of the incident. Attach any other relevant evidence.*

**Was any property damaged?** *If yes provide details of the damage and attach photo's if available*

Property Owner	
Address	
Phone Number (s)	
Property Damaged	
Description of the Damage	
Location of damaged Property	
Estimated cost of repair	

### Part 6: Report Submission

*Please Note: in the first instance a Registered Member should submit the report to their Branch or Affiliate unless they have grounds to believe it will not be addressed or the matter has serious legal or financial implications for the operation of Heartbeat Victoria Council Inc.*

<b>Branch/Affiliate</b>	Name: Position: Date
<b>Board of Management</b>	Name: Position: Date:

### Signature of Reporter

<b>Date</b>	
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### Part 7: Branch/Affiliate Report to the Board of Management

*In the case of disciplinary action to be completed by the Committee of Management President/Vice President*

- ❖ *within 24 hours of action required to commence for gross misconduct, where they would normally be subject to summary dismissal (instant dismissal without notice)*
- ❖ *within 7 days of action required to commence with Informal Discussion, Counselling or Mentoring or a Written Notice*

*Otherwise to be completed within 7 days unless there are more immediate risks to Heartbeat Victoria Council Inc.*

<b>Name</b>	
<b>Position</b>	
<b>Phone Numbers</b>	
<b>Email</b>	
<b>Date</b>	
<b>Method of delivery</b>	
<b>Brief summary of the incident from your perspective</b> (20 words or less)	
<b>What follow-up actions have been taken and/or are planned to be taken in response to the incident?</b> <i>Consider risks which need to be addressed and/or how to prevent reoccurrence of the incident</i>	

### Part 8: Board of Management Consideration and Response

*President or Vice-president to:*

- ❖ *convene Board of Management Special Meeting to determine the Investigation Team and Lead Investigator*
- ❖ *if the Board of Management can determines gross misconduct has occurred from the evidence presented commence expulsion and referral to police, discussion with funding bodies etc, if appropriate*

<b>Special Meeting Date</b>	
<b>Proposed Action</b>	Investigate: if Yes appoint Investigation Team Expulsion: if Yes prepare and serve Notice of Expulsion
<b>Investigation Team</b>	

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<b>Lead Investigator</b>	
<b>Date Report form Lead Investigator Received</b>	
<b>Date BoM considered Report</b>	
<b>BoM Decision</b>	
<b>Notice of Decision Date</b>	Branch/Affiliate (if appropriate): Registered Member: Honorary Life Member
<b>Expulsion Date</b>	
<b>What other follow-up actions have been taken and/or are planned to be taken in response to the incident?</b> <i>Consider risks which need to be addressed and/or how to prevent reoccurrence of the incident</i>	
<b>Incident Closed Date</b>	

Response to Incident Report Letter Template

## Response to Incident Report Letter



[Branch, Affiliate, Registered Member, Honorary Life Member, Community Member, External Organisation]

[Address]

Dear [?]

I wish to acknowledge the Incident Report OR your correspondence, received on "Click and Insert Date" and advise that the Board considered the matters raised at its meeting on "Click and Insert Date" .

The incident(s), issues or concerns you raised were  
"Click and Insert a description taken from the Incident Report/Correspondence"

The Board of Management has determined that there are no grounds for disciplinary action in this instance on the grounds that  
"Click and Insert the reasons why no action is being taken against a Member"

(If appropriate) However, the Board of Management has determined that the Branch has/Affiliate has/you have highlighted an issue which needs to be addressed and the Board (select or create as appropriate to the specific circumstances):

- ❖ Has updated the policy and procedures – see attached
- ❖ Has established a sub-committee to up-date the policy and procedure

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- ❖ Will be providing a training session for all Branch and Affiliate Committee of Management members on "Click and Insert Date"

Thank you for raising this/these incident(s), issues or concerns. If you have any further questions, please call "Click and Insert name" , on "Click and Insert Phone Number(s)" , the best time to call is "Click and Insert details of times" .

Yours faithfully

"Click and Insert name"

**Secretary**  
**Heartbeat Victoria Council Inc.**

"Click and Insert Date"

Cc:

Notice of Disciplinary Meeting Letter from Board Template



## Notice of Disciplinary Meeting Letter from Board

[Branch, Affiliate, Registered Member, Honorary Life Member]

[Address]

Dear [?]

I am writing to advise that "Click and Insert the Branch or Affiliate name" / you are required to attend a disciplinary meeting on "Click and Insert Meeting Date" at "Click and Insert Meeting Time" which is to be held at the "Click and Insert Venue and Address of Meeting" with the Investigation Team.

The Board of Management as a whole is investigating this matter and has appointed "Click and Insert name" as the Lead Investigator. OR

The Disciplinary Committee includes Lead Investigator "Click and Insert name" , "Click and Insert name" and "Click and Insert name" . OR

The Board of Management has appointed "Click and Insert name and organisation" to investigate and report to the Board.

The purpose of this Meeting is to determine if your involvement in recent events, warrants disciplinary action, up to and including expulsion from Heartbeat Victoria Council Inc. Specific concerns to be discussed are:

- ❖ "Click and Insert Action/Issue, Date, Time, Location etc (Refer to Incident Report)"

Enclosed is a copy of the Heartbeat Victoria Council Inc. Disciplinary Policy.

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The possible consequences arising from this meeting might be (select or create as appropriate to the specific circumstances):

- ❖ Agreement to improve performance/follow policy and procedure with a monitoring and reporting process to the Board of Management
- ❖ A reprimand
- ❖ A written apology to any person or organisation;
- ❖ Attendance at a training day
- ❖ Suspension of membership for a specified period
- ❖ Expulsion

The Branch/Affiliate OR you may address this meeting and/or provide a written submission to this meeting or at any time prior to the meeting.

The Branch/Affiliate is entitled to have three (3) representatives at this meeting. OR

You are entitled, if you wish, to be accompanied by a support person at this meeting.

If you have any questions, please call the Lead Investigator, "Click and Insert name" , on "Click and Insert Phone Number(s)" , the best time to call is "Click and Insert details of times" .

Yours faithfully

"Click and Insert name"

**Secretary**  
**Heartbeat Victoria Council Inc.**

"Click and Insert Date"

Cc:



## Record of Informal Discussion/Meeting or Disciplinary Meeting Template



# Record of Informal Discussion/Meeting or Disciplinary Meeting

[Branch, Affiliate, Registered Member, Honorary Life Member, Community Member, External Organisation]

[Address]

Dear [?]

**Re: Record of meeting with <insert Member's name> regarding <insert brief description of issue such as 'performance' or 'misconduct'>**

Today at <insert time>, the Board or Management/the Disciplinary Sub-Committee/I met with <insert Member's name>. Also present was <insert names of any other people at the meeting>.

During the meeting I <insert details of what you said/advised/explained to the Member>.

<Insert Members name> said in response that <insert details of what you believe the member said/advised/explained>.

In order to assist <insert Member's name> to improve their <insert brief description of issue or write 'performance' or 'conduct' if relevant>, I <insert details of what steps you have taken or offered and any deadlines, targets, expectations that you have set the member for improvement>.

*It is **very important** that you do not set requirements or expectations for the Member that are discriminatory, unlawful or otherwise unreasonable. You may wish to seek professional advice about discrimination and other general protections if you are unsure.*

<Record any other details of the meeting that you have not yet written.>

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At the end of the meeting I <insert details of anything else that occurred at the end of the meeting, for example if you provided additional documentation or if you set a date for a follow up meeting/phone contact or anything else, you should note these items here>.

If you have any further questions, please call "Click and Insert name" , on "Click and Insert Phone Number(s)" , the best time to call is "Click and Insert details of times" .

Signed

Name

Position

Date

Others present in the meeting confirm this record:

Signed

Name

Position

Date

Signed

Name

Position

Date

## Warning Letter Template



### Warning Letter

#### Private and confidential

[Branch, Affiliate, Registered Member, Honorary Life Member]

[Address]

Dear <insert name>

I am writing to you about your <performance/conduct> as a member of Heartbeat Victoria Council Inc.

On <insert date> you met with <insert name of others at the meeting>. At this meeting you were advised that your <performance/conduct> has been unsatisfactory, and that immediate improvement is required. In particular you were advised that <insert explanation of unsatisfactory performance or conduct, for example not following policy and procedure, harassment or bullying of other members or not completing required tasks>.

In the meeting you were asked if you had anything you wished to say or to respond to the situation and you <insert details of the Member's response or if no response was provided you can note here that the Member 'did not respond'>.

The Board of Management expects that your <conduct/performance> improves and specifically that the Branch/Affiliate/you <insert advice given to Member regarding improvement of performance or conduct, for example outline deadlines for improvement, specific performance targets set (ensure whatever you require is reasonable and fair in the circumstances and that you have considered any response or reasons from the Member)>.

*It is **very important** that you do not set requirements that are discriminatory, unlawful or otherwise unreasonable. You may wish to seek professional advice about discrimination and other general protections.*

This is your <first/second> warning letter. Your Membership may be terminated if your <conduct/performance> does not improve by <insert date that is reasonable in this situation>.

I propose that you meet with <insert name>, Lead Investigator again on <insert date> to review your progress. Please let me know if this time is convenient to you. If you wish to respond to

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this formal warning letter please do so by contacting me on <insert phone number> or by replying in writing.

Yours faithfully,

"Click and Insert name"

**Secretary**  
**Heartbeat Victoria Council Inc.**

"Click and Insert Date"

cc.

## Final Written Warning before Expulsion Template



### Final Written Warning before Expulsion

#### Private and confidential

[Branch, Affiliate, Registered Member, Honorary Life Member]

[Address]

Dear <insert name>

I am writing to you about your <performance/conduct> as a member of Heartbeat Victoria Council Inc.

Because we believe that you can improve your <performance/conduct> we want to give you one last chance following the most recent disciplinary meeting held on <insert date> with <insert names of people present>

The Board of Management expects that your <conduct/performance> improves and specifically that the Branch/Affiliate/you <insert advice given to Member regarding improvement of performance or conduct, for example outline deadlines for improvement, specific performance targets set (ensure whatever you require is reasonable and fair in the circumstances and that you have considered any response or reasons from the Member)>.

*It is **very important** that you do not set requirements that are discriminatory, unlawful or otherwise unreasonable. You may wish to seek professional advice about discrimination and other general protections.*

This is your <final> warning letter. Your Membership will be terminated if your <conduct/performance> does not improve by <insert date that is reasonable in this situation>.

I propose that you meet with <insert name>, Lead Investigator again on <insert date> to review your progress. Please let me know if this time is convenient to you. If you wish to respond to this formal warning letter please do so by contacting me on <insert phone number> or by replying in writing.

Yours faithfully,

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"Click and Insert name"

**Secretary**

**Heartbeat Victoria Council Inc.**

"Click and Insert Date"

cc.

## Notice of Disciplinary Appeal Meeting Template



### Notice of Disciplinary Appeal Meeting

[Branch, Affiliate, Registered Member, Honorary Life Member]

[Address]

Dear [?]

I am writing to advise that "Click and Insert the Branch or Affiliate name" / you are required to attend a disciplinary meeting on "Click and Insert Meeting Date" at "Click and Insert Meeting Time" which is to be held at the "Click and Insert Venue and Address of Meeting" with the Investigation Team.

The Board of Management as a whole is investigating this matter and has appointed "Click and Insert name" as the Lead Investigator. OR

The Disciplinary Committee includes Lead Investigator "Click and Insert name" , "Click and Insert name" and "Click and Insert name" . OR

The Board of Management has appointed "Click and Insert name and organisation" to investigate and report to the Board.

The purpose of this Meeting is to determine if your involvement in recent events, warrants disciplinary action, up to and including expulsion from Heartbeat Victoria Council Inc. Specific concerns to be discussed are:

- ❖ "Click and Insert Action/Issue, Date, Time, Location etc (Refer to Incident Report)"
- ❖

Enclosed is a copy of the Heartbeat Victoria Council Inc. Disciplinary Policy.

The possible consequences arising from this meeting might be (select or create as appropriate to the specific circumstances):

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- ❖ Agreement to improve performance/follow policy and procedure with a monitoring and reporting process to the Board of Management
- ❖ A reprimand
- ❖ A written apology to any person or organisation;
- ❖ Attendance at a training day
- ❖ Suspension of membership for a specified period
- ❖ Expulsion

The Branch/Affiliate OR you may address this meeting and/or provide a written submission to this meeting or at any time prior to the meeting.

The Branch/Affiliate is entitled to have three (3) representatives at this meeting. OR

You are entitled, if you wish, to be accompanied by a support person at this meeting.

If you have any questions, please call the Lead Investigator, "Click and Insert name" , on "Click and Insert Phone Number(s)" , the best time to call is "Click and Insert details of times" .

Yours faithfully

"Click and Insert name"

**Secretary**

**Heartbeat Victoria Council Inc.**

"Click and Insert Date"

Cc:



**Disciplinary Action Appeal Decision Not to Proceed Template**



## **Disciplinary Action Appeal Decision Not to Proceed**

**Private and confidential**

[Branch, Affiliate, Registered Member, Honorary Life Member, Community Member, External Organisation]

[Address]

Dear **<insert name>**

I am writing to you about your appeal received on **<insert date>**, in relation to the commencement of disciplinary action for **<performance/conduct>** as a member of Heartbeat Victoria Council Inc.

As your appeal was received more than 28 days after issue of the Notice of Disciplinary Meeting, the Board of Management is unable to act on your request. Refer to Disciplinary Policy and Procedure attached.

We strongly encourage you to participate in the disciplinary process.

Please be assured that the Board of Management will reflect on its own operations and will consider the circumstances, actions and behaviour leading to the disciplinary action as well as ensuring that the process is fair and objective, in line with the principles of natural justice and remains within Heartbeat Victoria council Inc. policy and procedures.

If you wish to discuss this letter please do so by contacting me on **<insert phone number>** or by replying in writing.

Yours faithfully

"Click and Insert name"

**Secretary**

**Heartbeat Victoria Council Inc.**

"Click and Insert Date"

Cc:

## Final Notice: Expulsion Letter Template



### Final Notice: Expulsion Letter

#### Private and confidential

[Branch, Affiliate, Registered Member, Honorary Life Member]

[Address]

Dear <insert name>

I am writing to you about the termination of your Branch/Affiliate/Registered Membership/Honorary Life Membership with of Heartbeat Victoria Council Inc.

I refer to the Disciplinary Meeting on <insert date> which was attended by you and <insert name of others at the meeting>. During the meeting we discussed <insert details of serious misconduct>.

This meeting was attended by you and <insert names of people at the meeting> and we spoke about <insert details of the serious misconduct incident, including the date it occurred>.

As discussed during the meeting, your conduct during that incident:

*Delete the points not applicable or add others if you believe they warrant summary dismissal. Seek legal advice if you are unsure if the actions warrant termination of membership with/without notice.*

- ❖ was wilful or deliberate behaviour by you that is inconsistent with the continuation of your membership.
- ❖ caused a serious and imminent risk to the health or safety of a person.
- ❖ caused a serious and imminent risk to the reputation, viability or sustainability of the Heartbeat Victoria Council Inc. in that <insert details>.
- ❖ was conduct in the course of your membership engaging in theft, and in the circumstances your continued membership.
- ❖ was conduct in the course of your membership engaging in fraud, and in the circumstances your continued membership during a notice period would be unreasonable.
- ❖ was conduct in the course of your membership engaging in assault and in the circumstances your continued membership during a notice period would be unreasonable.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

We consider that your actions constitute serious misconduct warranting summary dismissal.

You will be paid any outstanding expense claims, up to and including the date of this letter.

Yours faithfully,

"Click and Insert name"

**Secretary**

**Heartbeat Victoria Council Inc.**

"Click and Insert Date"

cc.

## Policy 1.7 ~ Grievance and Dispute Resolution

### Relevant Documents:

- ❖ *Associations Incorporation Reform Act 2012 and Model Rules of Association*
- ❖ Heartbeat Victoria Council Inc. Rules of Association August 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement<sup>52</sup>

The Heartbeat Victoria Board of Management is committed to reaching a speedy and just resolution of any dispute or grievance that may arise and that may threaten the harmonious functioning of Heartbeat Victoria and its Branches and Affiliates.

This policy applies to disputes between a:

- ❖ Member<sup>53</sup> and another Member
- ❖ Member and the Board of Management
- ❖ Member and Heartbeat Victoria including a Branch or Affiliates.

Heartbeat Victoria encourages its Members (i.e. Branches, Affiliates, Registered members and Honorary Life members) and any volunteers or contracted consultants to resolve any issues or

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<sup>52</sup> Adapted from:

- i. Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy. <https://www.communitydirectors.com.au/icda/policybank/>
- ii. Australian Community Radio Broadcasting Code of Practice 2008 Policy and Procedures for Disciplinary Action and Dismissal of Volunteers [http://www.acma.gov.au/webwr/assets/main/lib410018/community\\_radio\\_broadcasting-code\\_of\\_practice\\_2008.pdf](http://www.acma.gov.au/webwr/assets/main/lib410018/community_radio_broadcasting-code_of_practice_2008.pdf)
- iii. Australian Red Cross Disciplinary Policy and Procedure (viewed 16 November 2015) [http://www.redcross.org.au/files/HR\\_SUP\\_15\\_-\\_Disciplinary\\_Action\\_Policy.pdf](http://www.redcross.org.au/files/HR_SUP_15_-_Disciplinary_Action_Policy.pdf)
- iv. The Ayrshire Community Trust Disciplinary Procedure for Volunteers (viewed 16 November 2015) <http://www.theayrshirecommunitytrust.co.uk/disciplinary-procedure-for-volunteers>

<sup>53</sup> HBVC Rules of Association identify 4 categories of membership:

- a. Branch
- b. Affiliate
- c. Registered Member, and
- d. Honorary Life Member.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

concerns that they may have at the earliest opportunity with each other or failing that, the Committee of Management they are most closely connected to or the Board of Management.

Where possible disputes will be resolved by mediation.

### Procedures<sup>54</sup>

#### Responsibilities

It is the responsibility of the President (Chairperson) of the Board of Management to ensure that:

- ❖ Board members are aware of this policy
- ❖ Disputes are handled respectfully, confidentially, and in accordance with natural justice.

It is the responsibility of the President (Chairperson) of the Branch or Affiliate Committee of Management to ensure that:

- ❖ Committee members, Registered Members and Honorary Life Members are aware of this policy
- ❖ Disputes are handled respectfully, confidentially, and in accordance with natural justice.

It is the responsibility of the all Board Members, Branch and Affiliate Committee of Management Members, Registered Members and Honorary Life Members to ensure that their usage of electronic media conforms to this policy.

#### When the Grievance procedure is not applicable

A member must not initiate a grievance procedure in relation to a matter that is the subject of a disciplinary procedure until the disciplinary procedure has been completed.

#### Parties must attempt to resolve the dispute

The parties to the dispute must meet and discuss the matter in dispute and, if possible, resolve the dispute within 14 days after the dispute comes to the attention of all of the parties.

#### Appointment of mediator

If the parties are unable to resolve the dispute at such a meeting, or if a party fails to attend that meeting, then within 10 days, the party with a grievance must write to Heartbeat Victoria or their

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<sup>54</sup> Adapted from:

- a. Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy.  
<https://www.communitydirectors.com.au/icda/policybank/>
- b. Model Rules of Association

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Branch or Affiliate and any other people effected explaining what they are unhappy about in order for the dispute to be referred to mediation.

Heartbeat Victoria the Branch or Affiliate, whichever is appropriate, may act as a mediator or decision maker or may appoint a third party as a mediator or decision maker.

Where a grievance is received by a Branch or Affiliate, an Incident Report must be forwarded to the Board of Management within 7 days unless there are more immediate risks to Heartbeat Victoria, for e.g. there are insurance implications or the matter is assessed as requiring consideration of disciplinary action. The President of the Board of Management will consider this Incident Report and advise the Branch or Affiliate of any decision to commence disciplinary action or the need to comply with any other operational requirements of any third party interests (e.g. insurer) or Heartbeat Victoria's policies and procedures.

The mediator must be:

- a. A person chosen by agreement between the parties, or
- b. In the absence of agreement:
  - i. In the case of a dispute between a Board of Management member and another Board of Management member, a person appointed by the Board of Management
  - ii. In the case of a dispute between a Registered Member and another Registered Member, a person appointed by the Committee of Management of the Branch or Affiliate they are linked with
  - iii. In the case of a dispute between a Registered member and Branch or Affiliate, a person appointed by the Heartbeat Victoria Board of Management
  - iv. In the case of a dispute between the Heartbeat Victoria Board of Management and a Branch or Affiliate, a person who is a mediator appointed or employed by the Dispute Settlement Centre of Victoria (Department of Justice) or its successor in law
  - v. In the case of a dispute between an external organisation or a community member and a Registered Member, the Branch or Affiliate they are linked with
  - vi. In the case of a dispute between an external organisation or a community member and a Branch or affiliate, the Board of Management
  - vii. In the case of a dispute between an external organisation and a community member and the Board of Management a person who is a mediator appointed or employed by the Dispute Settlement Centre of Victoria (Department of Justice) or its successor in law.

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

A member of Heartbeat Victoria can be a mediator, but may not be a member who is a party to the dispute.

## Mediation process

The mediator to the dispute in conducting the mediation must:

- a. Give each party every opportunity to be heard, and
- b. Allow due consideration by all parties of any written statement submitted by any party, and
- c. Ensure that natural justice is accorded to the parties throughout the mediation process.

The mediator must not determine the dispute.

The mediation must be confidential and without prejudice.

## Failure to resolve dispute by mediation

If the mediation process does not result in the dispute being resolved, within a reasonable time:

- a. Any party to the dispute may refer the matter to an unbiased decision maker or
- b. The parties may seek to resolve the dispute in accordance with the Act or otherwise at law.<sup>55</sup>

A determination made under this procedure is final and binding on all parties to the dispute.

## Grievance Procedure Templates

1.7 Incident Report Template – page 143

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<sup>55</sup> From the Model Rules

## Incident Report Template



### Incident Report

This report form may be used for reporting :

- a matter which may require disciplinary action
- an occupational health and safety issue, including accidents or a near miss
- lost or stolen property
- an allegation or reasonable suspicion of harassment or bullying
- a Community or External Organisation concern
- a grievance which has been lodged with the Board of Management or a Committee of Management
- Other incidents (please describe)

Part 1: Reporter Details	
Name	
Phone Numbers	
Email Address	
Branch/Affiliate	
Date	

Part 2: Incident Details			
Date of Incident		Time of Incident	
<b>If you did not see the incident</b>			
Date of first told about the Incident		Time first told about the Incident	
<b>Address/Location of the Incident</b> <i>Where did it happen?</i>			
<b>Incident type</b> <i>Choose one from this list at the top of the page</i>			



## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Part 3: Who was involved?				
Name	Contact Details <i>Phone Numbers and Email address</i>	Participant Witness Victim <i>Indicate one</i>	Injured <i>Indicate Yes or No</i>	Medical Professional required <i>Indicate Yes or No</i>

Part 4: What happened?
<p><i>Describe the Incident and the immediate response by Board of Management or Committee of Management members.</i></p> <p><i>Provide a brief factual account of the incident: how, when and where the incident happened, who did what, who (if anyone) was injured, and the nature and extent of the injuries (if applicable), any other consequences or risks as a result of the incident. Attach any other relevant evidence.</i></p>

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

<b>Was any property damaged?</b> <i>If yes provide details of the damage and attach photo's if available</i>	
Property Owner	
Address	
Phone Number (s)	
Property Damaged	
Description of the Damage	
Location of damaged Property	
Estimated cost of repair	

### Part 6: Report Submission

*Please Note: in the first instance a Registered Member should submit the report to their Branch or Affiliate unless they have grounds to believe it will not be addressed or the matter has serious legal or financial implications for the operation of Heartbeat Victoria Council Inc.*

<b>Branch/Affiliate</b>	Name: Position: Date
<b>Board of Management</b>	Name: Position: Date:

<b>Signature of Reporter</b>	
<b>Date</b>	

### Part 7: Branch/Affiliate Report to the Board of Management

*In the case of disciplinary action to be completed by the Committee of Management President/Vice President*

- ❖ *within 24 hours of action required to commence for gross misconduct, where they would normally be subject to summary dismissal (instant dismissal without notice)*
- ❖ *within 7 days of action required to commence with Informal Discussion, Counselling or Mentoring or a Written Notice*

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

*Otherwise to be completed within 7 days unless there are more immediate risks to Heartbeat Victoria Council Inc.*

<b>Name</b>	
<b>Position</b>	
<b>Phone Numbers</b>	
<b>Email</b>	
<b>Date</b>	
<b>Method of delivery</b>	
<b>Brief summary of the incident from your perspective</b> (20 words or less)	
<b>What follow-up actions have been taken and/or are planned to be taken in response to the incident?</b> <i>Consider risks which need to be addressed and/or how to prevent reoccurrence of the incident</i>	

### Part 8: Board of Management Consideration and Response

*President or Vice-president to:*

- ❖ *convene Board of Management Special Meeting to determine the Investigation Team and Lead Investigator*
- ❖ *if the Board of Management can determine gross misconduct has occurred from the evidence presented commence expulsion and referral to police, discussion with funding bodies etc, if appropriate*

<b>Special Meeting Date</b>	
<b>Proposed Action</b>	Investigate: if Yes appoint Investigation Team Expulsion: if Yes prepare and serve Notice of Expulsion
<b>Investigation Team</b>	
<b>Lead Investigator</b>	
<b>Date Report from Lead Investigator Received</b>	
<b>Date BoM considered Report</b>	
<b>BoM Decision</b>	
<b>Notice of Decision Date</b>	Branch/Affiliate (if appropriate):

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

	Registered Member: Honorary Life Member
<b>Expulsion Date</b>	
<b>What other follow-up actions have been taken and/or are planned to be taken in response to the incident?</b> <i>Consider risks which need to be addressed and/or how to prevent reoccurrence of the incident</i>	
<b>Incident Closed Date</b>	

## Policy 1.8 ~ Conflicts of Interest<sup>56</sup>

### Relevant Documents:

- ❖ *Associations Incorporation Reform Act 2012 and Model Rules of Association*
- ❖ Heartbeat Victoria Council Inc. Rules of Association August 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

## Policy Statement<sup>57</sup>

Heartbeat Victoria Board of Management Members, Branch or Affiliate Delegates and Committee of Management members or Registered Members are required to disclose to the meeting they are attending, the nature of any actual or potential conflicts of interests between their role as a Board member, Branch or Affiliate Delegate or Committee of Management member or Registered Member and any other personal, business or community roles held by themselves or members of their family.

An actual or potential conflict of interest may include:

- ❖ membership/directorship of an organisation doing business with Heartbeat Victoria or a Branch or Affiliate
- ❖ a substantial financial interest in an organisation doing business with the Heartbeat Victoria or a Branch or Affiliate
- ❖ employment of the Board member, Delegate or Registered Member or a relative by an organisation doing business with the Heartbeat Victoria or a Branch or Affiliate, and

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<sup>56</sup> **What is a Conflict of Interest?** When the personal or professional concerns of a Governance Committee/Board member or a staff member affect his or her ability to put the welfare of the organisation before personal benefit, a conflict of interest exists. Non-profit Board members are likely to be affiliated with many organisations in their communities, both on a professional and a personal basis, so it is not unusual for actual or potential conflict of interest to arise. Conflict of interest relates broadly to ethical behavior, which includes not just legal issues but considerations in every aspect of governance. Loss of public confidence and a damaged reputation are the most likely results of a poorly managed conflict of interest. Given public confidence is important, it is important to take steps to avoid even the appearance of impropriety. (Boardsource @ <http://www.boardsource.org>)

<sup>57</sup> Adapted from:

- a. Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy. <https://www.communitydirectors.com.au/icda/policybank/>
- b. Share & Care Community Services Group, 2012, Policies and Procedures Manual, [http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ❖ a substantial financial interest by a relative in an organisation doing business with Heartbeat Victoria or a Branch or Affiliate.

### Procedures

- ❖ The agenda for all Meetings has a standing item for declarations of conflicts of interest
- ❖ Board Members, Delegates or Registered Members will declare any actual or potential conflicts of interest at the commencement of the meeting, or at the time the issue arises in deliberations
- ❖ Declarations of actual or potential conflicts of interest will be recorded in the Minutes of the meeting
- ❖ The Board Member, Delegate or Registered Member will leave the room prior to any discussion of the matter by the meeting and has no voting rights in relation to the issue
- ❖ The Board member's, Delegate's or Registered Member's abstinence should be recorded in the meeting minutes
- ❖ The Board Member, Delegate or Registered Member will refrain from discussing the issue with any individual Board Members, Delegates or Registered Members before or after the meeting and vice versa
- ❖ A Board Member, Delegate or Registered Member who believes another Board Member, Delegate or Registered Member has an undeclared conflict of interest must declare their belief at the commencement of the meeting or at the time the belief arises in deliberations
- ❖ If the Board Member, Delegate or Registered Member believed to have the conflict of interest disputes the other Board Member's, Delegate's or Registered Member's belief, the matter shall be adjourned and relisted for discussion at the next Meeting; and
- ❖ In the adjournment period, a Board of Management or Committee of Management sub-committee comprising the President (unless they are the subject of the conflict of interest allegation, in which it will be the Vice President) and two other Board or Committee of Management members who are not directly involved in the matter.
- ❖ The sub-committee will meet with the Board or Committee of Management Member, Delegate or Registered Member who has made the allegation of conflict of interest and the Board or Committee of Management Member, Delegate or Registered Member who is the subject of the allegation, hearing the evidence of both.
- ❖ The sub-committee will make a determination based on the evidence with which they are presented and any further investigations they deem necessary.

## Policy 1.9 ~ Strategic and Operational Planning

### Relevant Documents:

- ❖ Heartbeat Victoria Council Inc. Strategic Plan 2015-2017

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement<sup>58</sup>

Heartbeat Victoria's strategic directions and priorities will be documented in a two to three year Strategic Plan that will be reviewed annually by the Board.

The Board is responsible for the development of the Strategic Plan in consultation with its members.

Heartbeat Victoria will have processes to involve all its members and other stakeholders in developing its strategic directions and priorities.

The Strategic Plan will be supported by an Annual Operational Plan to be updated each year over the life of the Strategic Plan. This document will form the basis of expectations of the Board and Branch and Affiliate Committees of Management each year and will be subject to regular monitoring at Board meetings and Special General Meetings (Delegates Meetings).

### Procedures

The Strategic Plan will be reviewed every three years.

In reviewing the Strategic Plan, Heartbeat Victoria will seek comment from its Members (i.e. Branches and Affiliates, Registered Members and Honorary Life Members) and other stakeholders as determined from time to time.

The extent of consultation will be determined by environmental factors and the funds available at the time the Plan is developed.

The Board of Management will formally review and update the Strategic Plan each financial year and otherwise, at times of significant and unanticipated change.

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<sup>58</sup> Adapted from:

- Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy. <https://www.communitydirectors.com.au/icda/policybank/>
- Share & Care Community Services Group, 2012, Policies and Procedures Manual, [http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

The work priorities of the Board of Management for the year will provide the framework for the President's reports to the Board of Management and General Meetings (Delegates meetings), as part of the monitoring and review of the organisation's performance.

The work priorities of Branch and Affiliate Committees of Management will also be guided by the Strategic Plan and will be included in their reports to the Committee of Management, alongside locally based work priorities<sup>59</sup>.

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<sup>59</sup> For e.g: Where these strategies specifically relate to activities of the Branches or Affiliates such as, but not limited to, peer support work, promotional activities or fundraising. However, it is noted that strategies will be the sole responsibility of the Board of Management.



## Policy 1.10 ~ Risk Management

### Relevant Documents:

- ❖ Heartbeat Victoria Council Inc. Risk Management Register

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

## Policy Statement<sup>60</sup>

Heartbeat Victoria will endeavor to minimise the risk any particular operation poses to our organisation, our staff, our volunteers, our clients or the general public.

Heartbeat Victoria takes seriously its responsibility to identify and manage all types of organisational risks including compliance, legal, financial, health and safety, reputational, environmental and operational risks.

A **risk** is any internal or external situation or event that has the potential to have a negative impact on Heartbeat Victoria by:

- ❖ Causing harm to people associated with the organisation
- ❖ Preventing the organisation from successfully achieving its outcomes and delivering on its vision, purposes (mission) and objects
- ❖ Reducing its viability and/or sustainability, and
- ❖ Damaging its reputation.

Heartbeat Victoria Board of Management will relay any changes to the risk management policy and procedures via its Newsletter and at Special General (Delegates) Meetings.

The responsibility for identifying and managing risks is ultimately that of the Board of Management.

However, the most effective risk management occurs when the Board of Management and the Members (i.e. Branches and Affiliates, Registered Members and Honorary Life Members) and

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<sup>60</sup> Adapted from:

- Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy.  
<https://www.communitydirectors.com.au/icda/policybank/>
- Share & Care Community Services Group, 2012, Policies and Procedures Manual  
[http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

volunteers are all involved and share a commitment to creating an organisation that is proactive in identifying and evaluating risks and taking mitigation action according to the nature of the risk.

Heartbeat Victoria therefore expects that Board of Management Members, Committee of Management members of the Branches and affiliates, Registered Members, Honorary Life Members will act responsibly to minimise the risks to themselves and others and will report hazards and other risks immediately they are noticed.

Heartbeat Victoria's consolidated Risk Management Register will be the guiding document for the management of organisational risks.

Heartbeat Victoria will put procedures in place that will as far as possible ensure that risks are minimised and their consequences averted.

### Procedures

A Risk Management Register will be in place to document the risks identified, the assessment of each risk and Heartbeat Victoria's strategies for managing them.

The President of the Board of Management will hold the Register.

The Board of Management will ensure that all necessary insurance policies are in place to protect Heartbeat Victoria as an organisation, the Board of Management, Members, volunteers, contractors and visitors.

The Board of Management President and the Presidents of Branches and Affiliates will foster a risk aware culture by including risk awareness and identification on agendas for Board of Management, Committee of Management and Special General (Delegates) Meetings.

Reports on action taken to mitigate high risks will form part of the President's reports to Board of Management, Committee of Management and Special General (Delegates) Meetings.

Changes to legislation and regulatory compliance will be monitored by the Board of Management via membership of peak organisations and monitoring of applicable acts and any other incidental regulatory advice received.

### Risk Management Templates

1.10 Risk Management Register – an example – page 154

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## Risk Management Register Template - an example

### Heartbeat Victoria Risk Register

Draft 30-Jun-17		Likelihood		Impact		Mitigation Status	
		1	Highly Unlikely	1	Insignificant	1	Mitigation in place
		2	Low	2	Low	2	Mitigation to be improved
		3	Moderate	3	Medium	3	Mitigation deficient
		4	Highly Likely	4	High		
				5	Severe		

  

No.	Title	Risk Description	Likelihood	Impact	Mitigation Actions	Mitigation Status	Further Action	Responsibility
1	Funding	Funding reduction prevents Heartbeat Victoria from fulfilling our objectives	4 Highly Likely	4 High	Seek funding sources for project work and conduct fund raising activities. Follow up membership fees is applicable. Review financials and forecasts for exposure to project and funding risks. Build strong relationship with other organisations to maximise likelihood of funding continuing at current levels	1 Mitigation in place	Actively look out for grant opportunities e.g. www.ourcommunity.com.au, local Councils, private organisations	President/Secretary/Fund Raising Committee/Board Members/Co-Optee
2	Reputation	Heartbeat Victoria reputation is tarnished by action of Committee member, volunteer, employee, member	2 Low	2 Low	Social Media to be policy enforced. Those involved are made aware protocols for media interactions. Everyone involved is trained that all are ambassadors for Heartbeat Victoria.	1 Mitigation in place	Secretary to ensure new members receive induction and all relevant information.	President

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Heartbeat Victoria Risk Register

Heartbeat Victoria Risk Register											
			Likelihood		Impact			Mitigation Status			
3	Quality of advice	Committee member or volunteer gives insufficient or wrong advice/information leading to litigation and/ or reputation damage	2	Low	2	Low	All committee members/volunteers/members to be instructed that they are not to provide health advice to any members. Ensure Member Use Policy which contains a health disclaimer is uploaded to the website. Explain that all information and/or advice which is provided by a speaker at a meeting may not always be the views held by Heartbeat Victoria.			Everyone	
4	People Safety	Member is injured undertaking work or attending a meeting at or with Heartbeat Victoria (safe premises, client exposure)	3	Moderate	2	Low		1	Mitigation in place	Clear policies for member behaviour to minimise risk for off-site interactions	Everyone
5	Visitor/employee Safety	Visitor/employee is injured whilst at a meeting of Heartbeat Victoria	2	Low	2	Low	Compliant and safe space for members/visitors. Committee members, members, volunteers instructed to warn people entering the meeting room if there is any thing to watch out for e.g. a step in an unusual place etc. Have safety policy in place. Insurance policies reviewed for adequacy and currency.	2	Mitigation to be improved		Everyone
6	External Compliance	Heartbeat Victoria breaches external regulations/policies (ATO, audit etc)	3	Moderate	2	Low		2	Mitigation to be improved		President/Secretary/Treasurer
7	Member Confidentiality	Member confidentiality is breached, leading to	3	Moderate	3	Medium		1	Mitigation in place		President/Secretary/Treasurer/Members

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Heartbeat Victoria Risk Register

			Likelihood		Impact		Mitigation Status		
		litigation and/or reputation damage							
8	<b>Client data records</b>	Client records are lost/damaged impeding progress	2	Low	2	Low	Back-up data policy.	1	Secretary
								Mitigation in place	
9	<b>Fraud/Theft</b>	Committee member, volunteer, member of staff embezzles funds, steals, commits fraud	2	Low	2	Low	Delegated Authority limits. Financial accounting & controls. Annual audit review.	1	Everyone to keep alert and report any suspicious activity
								Mitigation in place	

## Section 2 Financial Management and Control

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### Policy 2.1 Organisational Funding and Donations

#### Relevant Documents:

- ❖ Service or Funding Agreements

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

#### Policy Statement<sup>61</sup>

Heartbeat Victoria will pursue funding opportunities from government, corporate and benevolent sources in order to support its capacity to achieve its vision, purposes (mission) and objects.

Board of Management office bearers are responsible for identifying possible funding opportunities to the Board and with their endorsement prepare funding submissions.

The President may involve appropriately skilled Registered Members or volunteers in the preparation of funding submissions.

Corporate sponsorship of programs or activities will be accepted from organisations that are of good community standing and whose corporate activities do not present any conflicts of interest with Heartbeat Victoria's values and strategic directions.

Monetary donations from individuals, groups and corporate entities which are conditional upon Heartbeat Victoria taking, or not taking a particular action requested by the donor, shall generally not be accepted. However, in circumstances where the requested action is consistent with Heartbeat Victoria's values and strategic directions and would enhance its capacity to meet its objectives, and does not place Heartbeat Victoria in any conflict of interest or breach of contractual obligations, the Board of Management may agree to accept the donation.

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<sup>61</sup> Adapted from:

- Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy.  
<https://www.communitydirectors.com.au/icda/policybank/>
- Share & Care Community Services Group, 2012, Policies and Procedures Manual,  
[http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)

## Procedures

### Funding and Sponsorship

Funding submissions require Board of Management approval before being submitted. (NB: Affiliates as independently incorporated associations are encouraged to advise the Board where they are submitting applications for funding).

The Board of Management will subscribe to appropriate websites and/or organisations in order to be made aware of funding and sponsorship opportunities that can be shared with the Branches and affiliates in accordance with any proprietary agreements. For example:

- ❖ Our Community [www.ourcommunity.com.au](http://www.ourcommunity.com.au)
- ❖ Australian Government Department of Social Services  
<https://www.dss.gov.au/grants/open-for-application>
- ❖ Philanthropy Australia Directory of Funders <http://www.philanthropy.org.au/seek-funding/>

### Donations

All monetary donations to Heartbeat Victoria shall be receipted.

Where a donor places conditions on the donation, the Board of Management will consider the condition prior to accepting the donation.

A record will be kept of the Branch the donation has been made to, notwithstanding that a donation can also be made to Heartbeat Victoria.<sup>62</sup>

Donations of \$50 or more will be appropriately acknowledged and noted in the Minutes of the next Committee of Management or Board of Management meeting following the receipt of the donation.

The Board of Management or Committee of Management will determine use of donated funds as appropriate.

Donors will be informed if their donation is tax deductible.

Significant donations will be acknowledged in the Annual Report.

### Expectations of members in relation to fundraising and donors

Board of Management and Committee of Management members will:

- ❖ Contribute to the short-term and long-term financial planning of Heartbeat Victoria including its fundraising plan

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<sup>62</sup> Affiliates as independent Incorporated Associations will also need to maintain appropriate records.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ❖ Support special events run by Heartbeat Victoria to raise money or generate contacts aligned to supporting fundraising activities
- ❖ Where possible, supply Heartbeat Victoria with names of prospective individual and corporate donors, and
- ❖ Where requested, approach individual or corporate prospects to ask for donations on behalf of Heartbeat Victoria or sign letters to these prospects.

Registered members will:

- ❖ Support special events run by Heartbeat Victoria to raise money or generate contacts
- ❖ Support events organised by their Branch or Affiliate to raise money or generate contacts
- ❖ Where possible, supply Heartbeat Victoria with names of prospective individual and corporate donors, and
- ❖ Where requested, approach individual or corporate prospects to ask for donations on behalf of Heartbeat Victoria or sign letters to these prospects.

### Organisational Funding and Donations Templates

2.1 Thankyou Letter for a Donation or Grant – page 160



## Thank you Letter for a Donation or Grant Template

### Thank you Letter for a Donation or Grant



#### Private and confidential

<insert name of Branch/Affiliate>

<insert postal address>

Telephone: <insert phone number>

Mobile: <insert phone number>

Email: <insert email address>

ABN: 073229523 or <insert ABN of Branch/Affiliate>

INC.NO: A0015737N <insert Incorporation No of Affiliate>

[Name of Donor/Grantor]

[Address]

Dear <insert name>

On behalf of Heartbeat Victoria [Branch/Affiliate] I would like to thank you for your donation/grant of [\$ enter donation/grant] received on [enter date].

Since 1981, Heartbeat Victoria has been assisting in improving the emotional, social and physical wellbeing of people living with heart disease or a heart condition by way of providing cardiac peer support groups. Heartbeat Victoria is dedicated to advising and promoting these peer groups and peer support activities to ensure anyone with heart disease or a heart condition has a better understanding of their condition, how they might seek ongoing services and support in their local area and how to raise funds to improve cardiac services.

Your \$[enter amount] will assist our organisation in raising funds [state what it will be going towards] at [enter hospital].

Thank you again for your support of our organisation. Heartbeat Victoria takes great pride in its mission and accomplishments and with your help we can create an even better service.

Yours sincerely

[name]

[Position]

Heartbeat Victoria [insert Branch/Affiliate]

## Policy 2.2 ~ Financial Management, Monitoring and Reporting

### Relevant Documents:

- ❖ Chart of Accounts
- ❖ Annual Budget
- ❖ Funding Agreements
- ❖ Audit Reports

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement<sup>63</sup>

Heartbeat Victoria will maintain financial management and accounting systems that:

- ❖ Are transparent and accountable
- ❖ Perform budgeting and reporting on a cash basis
- ❖ Meet applicable Australian Accounting Standards, and
- ❖ Are consistent with the financial reporting requirements of any funding contract.

### Procedure

#### Chart of Accounts

Heartbeat Victoria will maintain a Chart of Accounts that ensures a consistent reporting structure and that meets budget management needs and confirms with the National Australian Standard Chart of Accounts.

#### Budget

An annual itemised budget for the forthcoming financial year will be prepared by the Treasurer in consultation with the Board of Management and independent financial advisor/accountant and

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<sup>63</sup> Adapted from:

- a. Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy.  
<https://www.communitydirectors.com.au/icda/policybank/>
- b. Share & Care Community Services Group, 2012, Policies and Procedures Manual,  
[http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)
- c. National Standard Chart of Accounts April 2010 Victorian approved copy.  
<https://wiki.qut.edu.au/display/CPNS/Victoria+-+Approved+documents>

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

presented by the Treasurer (and independent financial advisor/accountant, if appropriate) to the Board for consideration and ratification no later than the April Board meeting of the preceding financial year.

Committee of Management Treasurers will set an annual budget for their Branch, according to the available funding and submit these budgets to the Board of Management Treasurer in March each year for approval by the Board of Management.

Treasurers will manage the approved annual budgets for the Branch for which they are responsible and provide any half-yearly reports on expenditure against those budgets to the Board of Management Treasurer by the 17th day of the following months:

- ❖ 30 June
- ❖ 30 December

Budgets will be developed based on analysis of the current and previous year's income and expenditure, taking into consideration any known changes to funding and will include provision for funds that are required to be set aside in Heartbeat Victoria's Contingency Account for future use, including but not necessarily limited to:

- ❖ Assets replacement (e.g. computers, printers)
- ❖ GST (i.e. setting aside to ensure not seen as part of cash flow), and
- ❖ Grants (i.e. where funds have been received on one financial year but are to be spent over 2 or more financial years).

### Monitoring and Reporting

A handover will be provided to any new Treasurer of the Board of Management or Branch Committee of Management by the outgoing Treasurer and where applicable independent financial advisor/accountant as part of their orientation into their position.

Each Treasurer must maintain a cash balance that does not fall below the amount that could be called on for liabilities at that time.

The Treasurer or Assistant Treasurer of the Board of Management or Branch Committee of Management will ensure that all monies received are deposited into the financial account of Heartbeat Victoria or a Branch bank account no later than 10 working days after receipt.

The Treasurer of the Board of Management or Branch Committee of Management will ensure that all debts are settled in a timely manner and will not allow ordinary operating expenses to become undischarged debts beyond a three-month period from the time they were incurred.

All monies received into Heartbeat Victoria and Branches must be recorded.

Treasurers will prepare Financial Statements for submission to funding bodies at required intervals as specified in funding contracts. These Financial Statements will be endorsed by the

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

President and the Treasurer or independent accountant/financial advisor prior to their submission where required.

Where funding is received that includes a GST component, that component will immediately be deposited into the Contingency Account by the Treasurer and only withdrawn for the purpose of making a quarterly GST payment to the Australian Taxation Office.

The Board of Management Treasurer will conduct a quarterly financial reconciliation in consultation with the independent accountant/financial advisor, and prepare a Financial Report to be submitted to the Board.

The quarterly Financial Report will include:

- ❖ Profit and Loss year to date
- ❖ Balance sheet as at the quarter end, and
- ❖ Budget vs. actual for the year to date.

In the first month of each new financial year, the Treasurer of the Board of Management and Branch Treasurers will ensure that the previous year's financials that they are responsible for, are finalised, documented, archived and labelled.

## Financial Management Templates

2.2 Financial Report – page 164

2.2 Letter Membership Levy and Insurance Levy Template- page 165

2.3 Half Yearly or Annual Report to Board of Management – Branches and Affiliates – page 167

## Heartbeat Victoria Council Inc. Policy and Procedures Manual



### Financial Report Template - an example

Please note: A basic Excel spreadsheet for managing income and expenditure and annual balance will be made available separately on a USB stick accompanying a hard copy of this Policy and Procedures Manual.

**Annual Membership Levy and Insurance Levy Letter Template**

## Annual Membership Levy and Insurance Levy Letter

**Annual Membership Levy and Insurance Levy**

Heartbeat Victoria Council Inc.

Box 144

Parkville 3052

Telephone: <insert phone number>

Mobile: <insert phone number>

**Email:** : <insert email address>

ABN: 073229523

INC.NO: A0015737N



**AFFILIATE/BRANCH:**

**AFFILIATION MEMBERSHIP LEVY AND INSURANCE FOR THE FINANCIAL YEAR**

**"Click and Insert Years" ARE NOW DUE**

Heartbeat Victoria Council Inc. Board of Management have set the membership levy and insurance Levy for the <insert date> financial year, at the Board of Management meeting held on "Click and Insert Day Month Year" .

A resolution was passed to set a Membership Levy of "Click and Insert Amount" and Insurance Levy of "Click and Insert Amount" per member. This means you will need to forward a total of "Click and Insert Amount" per financial member listed on your Affiliate or Branch membership register as at "Click and Insert Year" . This was seen as the most equitable method to cover both the member levy and insurance fee.

Should new members join between 1 October "Click and Insert Year" and 30 June "Click and Insert Year" "Click and Insert Amount" per member should be forwarded with your quarterly report. Additionally, your Membership Register must be up-dated and also forwarded with your quarterly report.

**The updated Certificate of Currency for Public liability, Volunteer, and Association Indemnity Insurance has been emailed to each Branch and Affiliate.**

**Please do not hesitate to speak with the Secretary if you have any questions.**

Cut here and return with your remittance .....

**HEARTBEAT VICTORIA COUNCIL INC.**

**AFFILIATE/BRANCH:** .....

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Number of financial Members as at 30<sup>th</sup> Sept "Click and Insert Year"

Membership Levy @ "Click and Insert Amount" per member

Insurance Levy @ "Click and Insert Amount" per member

**TOTAL** @ "Click and Insert Amount" per member

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**Please forward you remittance to:**

### **By Post**

Secretary

Heartbeat Victoria Council Inc.

"Click and Insert Postal address"

### **Electronic Funds Transfer**

BSB:

Account No:

Reference: MLIL Branch/Affiliate Name

*Please email remittance advice to the  
Secretary when you have made a payment*

## Half Yearly or Annual Report Template



### Half Yearly or Annual Report

Heartbeat Victoria Council Inc.

Box 144

Parkville 3052

Telephone: <insert phone number>

Mobile: <insert phone number>

**Email:** : <insert email address>

ABN: 073229523

INC.NO: A0015737N

*NB: This form can be completed electronically or by hand. If by hand, complete all the information you feel will stay the same throughout the year, then make a copy, so that in the next quarter you don't have to fill all of the information out.*

Information Required		
<b>Group Name</b>		
<b>Half Year Ending</b>		
Incorporation	<b>Date</b>	
	<b>Registration No</b>	
	<b>Report to CAV Date</b>	
	<b>Report to ACNC Date</b>	
Health Service or other Service the Branch/Affiliate supports financially		
<b>Number Financial members</b> <i>Please attach:</i> ❖ <i>Membership Register for Consumer Affairs and insurance</i> ❖ <i>Remittance advice for new members</i>	<b>At last Report</b>	<b>June/December [circle which month]</b>
	<b>At time of Report</b>	<b>June/December [circle which month]</b>
	<b>New Members</b>	
	<b>Total levies for new members</b>	
	<b>Date paid</b>	
<b>Does your group circulate a newsletter</b> <i>Please attach copies delivered this quarter</i>	<b>Number circulated</b>	
	<b>Method of delivery</b>	
<b>Meeting Details</b>	<b>Venue name</b>	



## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Information Required			
	Venue Address		
	Time		
Meetings dates for this financial year	Month	Date	Minutes Sent Date
	July		
	August		
	September		
	October		
	November		
	December		
	January		
	March		
	April		
	May		
	June		
	June		
Annual Meeting Date and Time	Time		
	Date		
Annual peer support evaluation <i>Please indicate whether it is the planned or actual date in this financial year</i>	Date		
Incident Reporting <i>Have there been any Incidents which have not been reported to the Board of Management this quarter? If yes, please explain why and attach.</i>			
Office Bearers for This Financial Year <i>Add or change roles as appropriate</i>	Name		
❖ President	Address		
	Phone		
	Email		
❖ Vice President	Name		
	Address		

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Information Required		
	Phone	
	Email	
❖ Secretary	Name	
	Address	
	Phone	
	Email	
❖ Assistant Secretary	Name	
	Address	
	Phone	
	Email	
❖ Treasurer	Name	
	Address	
	Phone	
	Email	
❖ Assistant Treasurer	Name	
	Address	
	Phone	
	Email	
❖ Delegate	Name	
	Address	
	Phone	
	Email	
❖ Delegate	Name	
	Address	
	Phone	
	Email	
<b>Other Committee Positions</b> <i>Add or change roles as appropriate</i>	Name	
❖	Address	
	Phone	
	Email	
❖	Name	
	Address	

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

	<b>Phone</b>	
	<b>Email</b>	
<b>Financial Reporting Provided by the Treasurer</b>		
<b>Signatories to Bank Accounts</b> <i>Branches will have a minimum of two and maximum of four signatories to its bank accounts.</i> <i>Branches are required to recommend signatories to the Board of Management (BoM) via the Treasurer, for approval (app).</i> <i>Please identify any relinquishment of signatory rights - any changes should be noted in the minutes</i>	<b>Name</b>	
	BoM App.	
	Sought	
	Appoint. Date	
	<b>Name</b>	
	BoM App.	
	Sought	
	Appoint. Date	
	<b>Name</b>	
	BoM App.	
	Sought	
	Appoint. Date	
	<b>Name</b>	
BoM App.		
Sought		
Appoint. Date		
<b>Name</b>		
Relinq. date		
<b>Bank Account Register</b> <i>Comment on any changes and/or issues</i> <i>Attach a copy of the Bank Account Register.</i>		
<b>Half Yearly Financial Report</b> <i>Comment on any changes and/or issues</i> <i>Attach a copy of the Half Yearly Financial Report</i>		
<b>Annual Report &amp; Financial Statements for year current sent to Heartbeat Vic. Board Secretary</b> <i>Comment on the report including how it relates to the budget and any issues and concerns</i> <i>Please attach a copy.</i> <i>NB: due by 31 July each year</i>		

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

<b>Total donations made to health service</b>	<b>Last Financial Year: This Financial Year YTD (Year to date):</b>
<b>Peer Support and other Activities including fundraising activities</b>	
<b>Activities undertaken this Quarter</b> <i>Attach a copy of the Register of Peer Support and Other Activities</i> <i>E.g.: No of participants, highlights, something that was learned that might be helpful for others, any challenges</i> <i>You are encouraged to attach evidence of events, this may include the Program Plan and Report or photographs, copy of media obtained etc</i>	
Please provide any other information you would like the Board of Management to be aware of. <i>Feel free to attach additional information</i>	

**Name**

**Position**

**Date completed and forwarded to  
BoM**

We would appreciate if you could keep us informed of any changes to your Branch or Affiliate Office bearers and Signatories to Bank Accounts.  
Many thanks for your support

**Heartbeat Council Vic Inc. Board of Management**

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Policy 2.3 ~ Financial Audit Arrangement

### Relevant Documents:

- ❖ Chart of Accounts
- ❖ Annual Budget
- ❖ Funding Agreements
- ❖ Audit Reports

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

## Policy Statement<sup>64</sup>

Should group turnover exceed \$250,000, a suitably qualified auditor will be appointed to complete an annual audit of Heartbeat Victoria's financial records and statements no later than the end of August in the first quarter of the next financial year.

The Board of Management President will ensure that the Audit Report is included in the Annual Report and presented to members at Heartbeat Victoria's Annual General Meeting.

## Procedures

The Board of Management will appoint an auditor commensurate with the annual turnover of Heartbeat Victoria at the Annual General Meeting each year and ensure that Heartbeat Victoria's accounts are audited each year as required by professional standards.

The independent accountant/financial advisor and Treasurer, President and Secretary will jointly ensure that all necessary documents and records required by the Auditor are made available in a timely manner and are accurate and complete when presented. This will include, but not necessarily be limited to:

- ❖ All financial records reconciled to 30 June (NB: This may or may not be utilising an accountancy software package)

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<sup>64</sup> Adapted from:

- a. Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy. <https://www.communitydirectors.com.au/icda/policybank/>
- b. Share & Care Community Services Group, 2012, Policies and Procedures Manual, [http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ❖ Copies of any funding agreements
- ❖ Copies of all bank statements with accompanying reconciliation reports
- ❖ All insurance renewal contracts
- ❖ The Assets Register
- ❖ Accounts payable (EFT records, cheque butts, invoices and requisition vouchers)
- ❖ Accounts receivable (receipt books, invoices, deposit book)
- ❖ Petty cash records
- ❖ BAS statements
- ❖ List of members
- ❖ The Board's minute book, and
- ❖ The Policy and Procedures Manual.

## Policy 2.4 ~ Bank Accounts and Banking Arrangements

### Relevant Documents:

- ❖ Register of Bank Accounts

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement<sup>65</sup>

Heartbeat Victoria maintains bank accounts for general service funds and contingency purposes. These include:

- ❖ Day to day trading including to deposit:
  - Membership and insurance levies from Branches and Affiliates
  - Monies from major fundraising activities, although a separate account may be used.
- ❖ Long term deposits at higher interest including:
  - A contingency account for GST, asset replacement, surplus funds and to accrue cash interest, and
  - Other special accounts as determined necessary from time to time (e.g.: to hold grant monies which are drawn down as required).
- ❖ A Bank Account will be maintained for each Branch to provide:
  - Cash interest
  - To deposit Registered Members Fees
  - To deposit fundraising

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<sup>65</sup> Adapted from:

- a. Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy.  
<https://www.communitydirectors.com.au/icda/policybank/>
- b. Share & Care Community Services Group, 2012, Policies and Procedures Manual,  
[http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- To deposit donations, and
- To deposit grant monies and manage spending appropriately.

A Contingency Account is maintained for the purpose of asset replacement, GST and surplus funds.

Additional accounts may be opened for specific purposes from time to time.

### Procedures

The Board of Management Treasurer or Assistant Treasurer will maintain a Register of Bank Accounts that will include for each account:

- ❖ Branch location, account type, account number and BSB
- ❖ The name of the account manager or other bank contact person
- ❖ The date on which the account was opened and closed
- ❖ Interest rates and fees
- ❖ Rollover dates/renewal dates for term deposits and investment accounts
- ❖ Credit card holders and expiry dates for credit cards, if applicable, and
- ❖ Signatories to the account including whether they have EFT user rights.

Branch Treasurers will inform the Board of Management Treasurer of any changes to Branch bank accounts in their quarterly Financial Report.

The Heartbeat Victoria Contingency Account is managed by the President and Treasurer and reconciled quarterly and provided in reports to the Board of Management.

Contingency Account funds can only be accessed with the signatures of two Board of Management members who are signatories to the Account.

### Bank Accounts and Banking Arrangements Templates

2.4 Register of Bank Accounts – page 176



## Register of Bank Accounts Template

### Bank Account Register

An allowance has been made for 4 signatories. When a signatory is revoked, keep their record in the Register. To add a line below the last signatory, place the cursor on the left-hand side of the register on the line below the last signatory, right click on the mouse, choose insert.

NB: The font in this table has been significantly reduced to fit this page into the Policy and Procedures Manual. When downloading, download onto an Excel sheet where you will be able to increase the size of the document for easy reading.

Branch Location	Account Type	BSB	Account Number	Bank Contact Person	Bank Phone No	Bank Email	Date Opened	Date Closed	Expiry Date (Cr Card Only)	Rollover Date (Eg Term Deposits)	Interest Rate	Signatory to Account	EFT User Rights Yes/No	Date Approved by BoM	Date Removed as Signatory
1												1			
												2			
												3			
												4			
2												1			
												2			
												3			
												4			
3												1			
												2			
												3			
												4			

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Branch Location	Account Type	BSB	Account Number	Bank Contact Person	Bank Phone No	Bank Email	Date Opened	Date Closed	Expiry Date (Cr Card Only)	Rollover Date (Eg Term Deposits)	Interest Rate	Signatory to Account	EFT User Rights Yes/No	Date Approved by BoM	Date Removed as Signatory
4												1			
												2			
												3			
												4			
5												1			
												2			
												3			
												4			
6												1			
												2			
												3			
												4			
7												1			
												2			
												3			
												4			

## Policy 2.5 ~ Signatories, Expenditure Authorities and Arrangements

### Relevant Documents:

- ❖ Register of Bank Accounts
- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement<sup>66</sup>

Heartbeat Victoria will have a minimum of two and maximum of four signatories to its bank accounts.

Expenditure authorities will balance the need for organisational efficiency and the need for adequate financial controls.

### Procedures

#### Approval of Signatories to Bank Accounts

All signatories will be approved by the Board of Management and noted in Board Meeting Minutes.

A Branch Committee of Management will recommend any changes to the Board of Management.

Signatories will be reviewed and as necessary updated.

#### Number of Signatories to Bank Accounts

Signatories to Heartbeat Victoria's operational bank accounts will be the Treasurer and or Assistant Treasurer, President and up to two other Board of Management members.

Signatories to a Heartbeat Victoria Branch's operational bank accounts will be the Treasurer, President and up to two other Committee of Management members.

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<sup>66</sup> Adapted from:

- a. Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy.  
<https://www.communitydirectors.com.au/icda/policybank/>
- b. Share & Care Community Services Group, 2012, Policies and Procedures Manual,  
[http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Responsibilities of Signatories to Bank Accounts

Contingency Account funds require the signatures of two Board of Management members.

The Treasurer will maintain an EFT User Register as part of the Register of Bank Accounts which must include the following for each authorised EFT user:

- ❖ The name of the signatory
- ❖ The date they became or ceased being a signatory
- ❖ What functions the user has access to (e.g. Maintain, Authorise, Transmit, Enquiry, Report etc)
- ❖ Dollar limits applicable.

Where Internet Banking and EFT transfers is controlled by User ID (tokens) and Password, these details must remain confidential to the signatories and under no circumstances be divulged to anyone else.

**EFT and electronic funds transfers:** When transfers between accounts occur, all printouts must be signed off by the signatory to the account who has made the transfer and one other signatory. Copies are to be maintained by the Treasurer and or Assistant Treasurer.

Cheques will be prepared by the Treasurer and signed by two signatories.

With the exception of petty cash, all expenditure incurred will be paid through individual cheque accounts or EFT.

Expenditure for equipment or replacement goods/assets for \$500 or less may be incurred by Treasurers without the prior authorisation of the Board of Management or Committee of Management. Amounts over \$500 must be approved on the appropriate form by the Board of Management or Committee of Management. Approval may be approved via email or telephone and should be documented at the time via an email or memo. Expenditure in these circumstances must be reported to the next Board or Committee of Management meeting and noted in the Meeting Minutes.

Receipts for all expenditure must be provided to and retained by the relevant Treasurer.

Signatories should not authorise payments that involve a conflict of interest, for e.g. the authorisation of payment that is a reimbursement for their own expenses.

Signatories should not sign a blank cheque. All details on the cheque form must be filled in prior to signing.

## Policy 2.6 ~ Petty Cash

### Relevant Documents:

- ❖ Register of Bank Accounts

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

## Policy Statement<sup>67</sup>

Heartbeat Victoria will establish and manage petty cash floats so that Board of Management, Committee of Management and Registered Members are not financially disadvantaged as a result of incurring minor expenses related to Heartbeat Victoria or their Branch.

All expenditure for services, reimbursements and small purchases for amounts of up to and including \$200 will be managed via the relevant Treasurer.

Any such floats must observe the nominated procedures.

## Procedures

### Petty Cash Limit

The Petty Cash float of \$200 will be maintained and managed by the relevant Treasurer.

### Petty Cash Use

The Cash Float will be kept in a safe or a lockable cabinet. Receipts must accompany claims for expenditure.

A tax receipt must be obtained each time petty cash is used with a clear description on what has been purchased so that the expenditure can be correctly allocated within the financial records.

### Petty Cash Replenishment

Total yearly petty cash requirements shall be estimated considered in the budget process. The relevant Treasurer can draw on replenishments during the year up to this amount.

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<sup>67</sup> Adapted from:

- Institute of Community Directors Australia, Policy Bank, Managing Unsatisfactory Performance Policy. <https://www.communitydirectors.com.au/icda/policybank/>
- Share & Care Community Services Group, 2012, Policies and Procedures Manual, [http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)
- Uniting Care Cutting Edge Policy, Procedure and Templates 2012

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

If there is a need for additional finance or if it is desired to increase the amount of the float, a special request must be made to the Board of Management or Committee of Management by the appropriate Treasurer.

When the float is below \$50 or is insufficient for the next five days, a Petty Cash reconciliation sheet is to be printed off by the relevant Treasurer in order to seek additional funds.

Receipts are to be reconciled and added by the relevant Treasurer.

Cash is to equal difference between receipts and \$200 Float.

GST is to be noted on receipts and put on cheque butts.

The cheque is to be drawn up by the relevant Treasurer and signed written out to Petty Cash.

The cheque is to be taken to a bank and cashed by the relevant Treasurer.

Any overs or unders are to be reported to the President by the Treasurer and recorded on the reconciliation sheet.

### Petty Cash Templates

2.6 Petty Cash Reimbursement Request – Single Item – page 182

2.6 Petty Cash Reimbursement Request – Multiple Items – page 183

2.6 Petty Cash Reconciliation and Reimbursement from Bank Account – page 184

## Petty Cash Reimbursement Request - Single Item Template



Petty Cash Reimbursement (Single item)			
Name			
Description (Expense No & Detailed description of Goods/Services)			
Chart of Account No/Description:			
Full Amount (attach receipt) : \$		GST: \$	
Reimbursement Method <input type="checkbox"/> Cash <input type="checkbox"/> Direct Dr		BSB:	Acc No:
Signature Claimant :			

Payment Approved Date:	
Signatory Name:	Signature:
Date reimbursed:	

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

### Petty Cash Reimbursement Request - Multiple Item Template



Petty Cash / Reimbursement Request				
Where you have not ordered Petty Cash and have spent personal money				
Name		Signature Claimant :		
Direct Deposit:	BSB	Account No		
Description (Type of goods/Services and Expense Item)	Chart of Account No or Description:	Date	TOTAL COST	GST
TOTAL				

Payment Approved Date:	
Signatory Name:	Signature:
Date reimbursed:	



# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Petty Cash Reconciliation and Reimbursement from Bank Account Template



### Petty Cash Reconciliation Form

10/10/2001

Heartbeat Victoria Council Inc.

Branch: \_\_\_\_\_

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

Prepared By: \_\_\_\_\_

Beginning  
Balance  
200.00

Date	Name of Claimant	Purchase Amount	Reimbursement Amount	GST	Running Balance
					200.00
					200.00
					200.00
					200.00
					200.00
					200.00
					200.00
					200.00
					200.00
					200.00
					200.00
					200.00
					200.00
					200.00
					200.00

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Date	Name of Claimant	Purchase Amount	Reimbursement Amount	GST	Running Balance
					200.00
					200.00
	Amount Under	Explanation:			
	Amount Over	Explanation:			
	Reimbursement Amount:				\$

## Section 3 Administration and Asset Management

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### Policy 3.1 ~ Membership

**Relevant Documents:**

- ❖ Membership Register
- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement

Membership of Heartbeat Victoria is open to any person or organisation that supports the vision, purposes (mission) and objects of Heartbeat Victoria.

In relation to a person this will generally include people who:

- ❖ Are awaiting or have had heart surgery
- ❖ Have an inoperable heart condition
- ❖ Have a medically treatable heart condition
- ❖ Are family, friends and carers of people with a heart condition, and/or
- ❖ Have an interest in heart health or the provision of peer support.

There are 4 categories of membership

1. Branch
2. Affiliate
3. Registered member, and
4. Honorary Life member.

The Board of Management may determine other categories of membership from time to time.

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Procedures

### Application for Membership

To apply to become a member of Heartbeat Victoria, a written application for membership must be completed.

The following table provides the steps for different categories of membership:

Action	Branch or Affiliate	Registered Member
<b>Who should the approved Application form be submitted to?</b>	Board of Management member usually the Secretary of Heartbeat Victoria Council Inc.	Committee of Management member although usually the Secretary of a Branch or Affiliate
<b>Who can apply?</b>	Two representatives of the group or organisation wishing to apply to become a member	The individual wishing to become a member
<b>What evidence needs to be provided to assess your eligibility?</b>	<p>Signed statement indicating that the proposed Branch or Affiliate:</p> <ul style="list-style-type: none"><li>a. Wishes to become a member of Heartbeat Victoria, and</li><li>b. Supports the purposes of Heartbeat Victoria, and</li><li>c. Agrees to comply with these Rules.</li></ul> <p>A copy of current Statement of Aims, Rules or Procedure or Constitution</p> <p>Any other evidence as the Board of Management may require in relation to its constitution, membership and activities in the case of affiliate membership application</p>	<p>Signed statement indicating that the proposed Registered Member:</p> <ul style="list-style-type: none"><li>a. Wishes to become a member of Heartbeat Victoria , and</li><li>b. Supports the purposes of Heartbeat Victoria, and</li><li>c. Agrees to comply with these Rules.</li></ul> <p>A signed <b>Consent to Use Photography and Multimedia</b> is also desirable. This may be collected at a later date, specifically, for those people who are already members at the time of this Manual being published and adopted.</p>
<b>Does a joining fee apply?</b>	No, however a Membership levy will be charged for each Registered Member or the number of people interested in forming a Branch.	A membership fee will be charged by a Branch or Affiliate

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

## Approving a Membership Application

As soon as practicable after an application for membership is received, the Board of Management or Committee of Management of the Branch or Affiliate must:

- a. **Decide by resolution whether to accept or reject the application.** The resolution should read:

*That the membership application of <insert name of proposed Branch, Affiliate or Registered Member Name> to become a member of Heartbeat Victoria Council Inc. <insert Branch Name for Registered members> be accepted and that this membership will take effect on <insert day, month, year>.*

Or

*That the membership application of <insert name of proposed Branch, Affiliate or Registered Member Name> to become a member of Heartbeat Victoria Council Inc. <insert Branch Name for Registered members> be rejected on the grounds that <insert grounds> and that <insert name of proposed Branch, Affiliate or Registered Member> be advised in writing by the Secretary.*

**Please Note:** It is not necessary to advise the grounds of rejection according to the Rules of Association. Where the Board of Management or Committee of Management feels an application warrants further consideration if additional evidence were to be provided, it may be useful to be able to explain this and having the reasons for rejection noted, it will be easier to compose the notification below. It will also ensure there is a consistent understanding between Members of the Board or Committee).

- b. **Notify the applicant in writing of its decision as soon as practicable after the decision is made.** Where possible this should be within one month of the Board or Committee meeting (Refer to templates).
- c. **Return any money accompanying the application to the applicant,** if the applicant is rejected.

## Maintaining Membership Records

A master membership record is maintained by the **Heartbeat Victoria Board of Management Secretary.**

The Board of Management Secretary is responsible for:

- ❖ Maintaining all information about members with voting rights i.e. Branches and Affiliates in a Master Membership Register

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ❖ Keeping a quarterly record of the Master Membership Register that allows understanding over time. NB: The Master Membership register should be saved in the following style <HBVC Master Membership Register, Year, Quarter, Period>
- ❖ Ensuring resolutions regarding new memberships and/or changed membership status are recorded in the minutes of the Board of Management
- ❖ Entering new Branch and Affiliate members into the Master Membership as soon as practicable after a resolution has been passed by the Board of Management of their acceptance
- ❖ Similarly, entering any changes to membership status
- ❖ Collating information into the Master Register from Branch and Affiliate Secretaries about registered members and Honorary Life Members which are received with each quarterly report
- ❖ Enabling access to the Membership Register where requested by a member on the application form, and
- ❖ Ensuring privacy provisions are not compromised where an individual has requested information to be withheld. An individual can request that personal information such as their address or date of birth not be available publically. Where necessary copy the Register and delete appropriate columns or cells then save as a file that can be viewed or printed as required. Take care to give the file a different name.

The **Secretary of each Branch or Affiliate** is responsible for:

- ❖ Maintaining all information about Registered Members and Honorary Life Members in a Branch or Affiliate Membership Register.
- ❖ Keeping a quarterly record of the Branch or Affiliate Registered Members record. This will enable understanding of changes over time. The Registered Members record should be saved in the following style  
<Name Branch/Affiliate Membership Register Year Q1 June-Sept/Q2 Oct--Dec/Q3 Jan-March/Q4 April-May>.  
This will mean a year of submission to the Secretary will be recorded as follows, using Ararat as an example. The intent is that they will be easy to find in all Branches and Affiliate records.
  - Ararat Membership Register 2016/17 Q1 July-Sept
  - Ararat Membership Register 2016/17 Q2 Oct-Dec
  - Ararat Membership Register 2016/17 Q3 Jan-Mar, and
  - Ararat Membership Register 2016/17 Q4 Apr-June.
- ❖ Ensuring resolutions regarding new memberships and/or changed membership status are recorded in the minutes of the Branch or Affiliate Committee of Management.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ❖ Entering new Registered Members and Honorary Life Members into the Branch or Affiliate Membership Record as soon as practicable after a resolution has been passed by the Committee of Management of their acceptance as a new member.
- ❖ Entering details in the Membership Record where a person ceases to be a member within 14 days of the cessation of membership.
- ❖ Entering any changes to membership status.
- ❖ Forwarding a copy of the Membership Record to the Secretary of the Heart Victoria Board of Management with the Quarterly Report or within 5 days of being requested by the Secretary of the Board of Management<sup>68</sup>.
- ❖ Enabling access to the Membership Record where requested by a member on the **Request to Access the Membership Register/Record Form**.
- ❖ Ensuring privacy provisions are not compromised where an individual has requested information to be withheld. An individual can request that personal information such as their address or date of birth not be available publically. Where necessary copy the Register/Record and delete appropriate columns or cells then save as a file that can be viewed or printed as required. Take care to give the file a different name.

### Setting the Membership Levy

Heartbeat Victoria Board of Management must:

- a. **Set the annual membership levy** before the end of the financial year for the following financial year so that it can be approved at the AGM. In setting the membership levy the Board of Management will take into account:
  - i. Overhead costs such as printing, postage, stationary, venue hire, any contributions to communications costs (e.g. internet, telephone)
  - ii. Any one-off expenses which are planned e.g. engagement of a consultant, cost of a speaker
  - iii. Any planned capital expenditure e.g. upgrading a computer or printer.
- b. **Set the annual insurance levy** before the end of the financial year for the following financial year so that it can be approved at the AGM. In setting the insurance levy the Board of Management will take into account:

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<sup>68</sup> It is unlikely that the Board of Management Secretary will need to request a copy of the Registered Members Record outside quarterly reporting BUT they may need to so do should they be requested to provide an up to date listing by a regulatory authority or for insurance purposes.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- i. The number of registered members and Honorary Life Members
- ii. The quoted costs of Volunteer Indemnity Insurance
- iii. The quoted costs of Public Liability Insurance
- iv. The quoted costs of Association Indemnity Insurance, and
- v. The need to seek three quotes at least every three years to ensure that the costs are competitive.
- vi. Forward an Annual Membership Levy and Insurance Levy Account to the Branches and Affiliates which is based on the number of registered members at the end of the financial year (Refer to template).

### Branches and Affiliates to set Membership Fees

**A Heartbeat Victoria Branch** must:

- a. Determine the Annual Membership Fee at their meeting immediately following the commencement of the financial year taking into account the Board Levy, Insurance Levy and the financial situation of the Branch, and
- b. Pay the Annual Membership Levy and Insurance Levy within one month of being asked by the Board of Management.

**A Heartbeat Victoria Affiliate** must pay the Annual Membership Levy and Insurance Levy within one month of being asked by the Board of Management. An Affiliate will set their own membership fees in accordance with their Rules of Association.

**A Registered Member** must pay the Annual Membership Fee within one month of being asked by the Branch.

**An Honorary Life Member** does not have to pay an Annual Membership Fee.

**If a Member does not pay in time**, their membership will be suspended until the subscription is paid. When a membership is suspended, a Member cannot exercise their member rights such as voting at the AGM of the Heartbeat Victoria Council Inc. and/or Branch.

### Membership Templates

- 3.1 Membership Application to HBVC by an Individual/Couple Template – page 193
- 3.1 Consent to Use Photography and Multimedia – page 195
- 3.1 Acceptance of Membership Letter – page 197
- 3.1 Acceptance to be Registered Member of a Branch or Affiliate – page 198



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- 3.1 Letter of Rejection to be a Registered Member of a Branch or Affiliate – page 199
- 3.1 Letter of Rejection as a Branch or Affiliate – page 200
- 3.1 Request to Access the Membership Register – page 201

## Membership - Individual/Couple Template

### Membership - Individual/Couple

Heartbeat Victoria Council Inc.

<insert name of Branch/Affiliate>

<insert postal address>

Telephone: <insert phone number>

Mobile: <insert phone number>

Email: <insert email address>

ABN: 073229523 <or insert ABN of Branch/Affiliate as appropriate>

INC.NO: A0015737N <or replace and insert Incorporation No of Affiliate>



Please complete the details below so that our records are up to date	
1. Name	First
	Last
	Preferred
Contact details	Phone
	Mobile Phone
	Email
	Postal Address
	Town/City
	Postcode

☐ I have completed a "3.1 Membership Consent to Use Photographs and Multimedia" form

Please complete the details below so that our records are up to date	
2. Name	First
	Last
	Preferred
Contact details	Phone
	Mobile Phone
	Email
	Postal Address
	Town/City
	Postcode

☐ I have completed a "3.1 Membership Consent to Use Photographs and Multimedia" form

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Please find enclosed Membership Fee

Single (\$ )	\$	1. Name
Couple (\$ )	\$	1. Signature
Donation (optional)	\$	2. Name
TOTAL	\$	2. Signature

*Cheques should be made payable to: <Insert name of Bank Account>*

*Receipts will be sent as addressed. All donations over \$2 are Tax Deductible*

Please return this form to: <Insert name of Branch or Affiliate and Address>

Office Use Only	
Received date	
Entered on Members Register date	
Receipt Date	
Actioned by	
Other comments (if appropriate)	

Consent to use Photography & Multimedia - For Individual (Registered) Members Template

## Consent to use Photography & Multimedia For Individual (Registered) Members



I am over the age of 18 years and have the legal capacity to give consent.

I consent to my photo, digital image, recording and name being published in print and electronic publications of Heartbeat Victoria Council Inc. or a Branch or Affiliate member, on the following terms and conditions:

1. My photograph, digital image, quotation or digital recording may be published in a variety of formats including printed publications (such as brochures and newsletters) and electronically including on the website.
2. My full name may be used in some cases to describe the content of the photograph.
3. I may contact the Heartbeat Victoria Council Inc. or a Branch or Affiliate, as appropriate, in writing to request that my photograph or multimedia and name no longer be used in future publications. On request the Heartbeat Victoria Council Inc. or a Branch or Affiliate will cease to use my photograph or multimedia and name, but is not required to withdraw all current publications (already featuring my photograph or multimedia and name) from circulation.
4. The Heartbeat Victoria Council Inc. or a Branch or Affiliate will use my photograph or multimedia respectfully and may alter and modify, only if appropriate.
5. I will not receive any payment or royalties from the Heartbeat Victoria Council Inc. or a Branch or Affiliate for the use of my photograph or multimedia.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

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

Phone number: \_\_\_\_\_

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

☐ Please tick this box if you identify yourself as an Aboriginal or Torres Strait Islander

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ☐ Please tick here if you needed assistance in reading this form and that it has been read to you.

Name of person who provided assistance (where applicable):

---

(Please note that the names of individuals listed in this form will not be released in publications or otherwise disclosed by the Heartbeat Victoria Council Inc. or a Branch or Affiliate without the prior consent of the individual named)<sup>69</sup>

- ☐ submitted with Membership Application
- ☐ I am a current member

Name Person Collecting Material: \_\_\_\_\_

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

---

<sup>69</sup> **Note:** It is suggested that Personal Information including photos, recordings and work samples be handled in accordance with the Information Privacy Principles established under s.14 of the *Privacy Act 1988* (Cth) ("Privacy Act"). You can see the Principles at the legal information retrieval system owned by the Australian Attorney General's Department at <http://www.comlaw.gov.au>

Acceptance of Membership Letter Template

## Acceptance of Membership Letter



**Private and confidential**

[proposed Branch, Affiliate]

[Address]

Dear <insert name>

Thank-you for your application to become a member of Heartbeat Victoria Council Inc. which was received on <insert date>.

The Heartbeat Victoria Council Inc. **Board of Management** met on <insert date> and resolved to accept your application for Membership.

Your membership <is effective from insert date/will become effective from the date your **Membership and Insurance Levies is/are**> paid and receipted.

The Board of Management welcomes the <insert Branch, Affiliate name> and <insert Name> President, will arrange a mutually agreeable time to meet and provide an orientation for your Committee of Management so that they are fully aware of the Heartbeat Victoria Council Inc. policies and procedures.

Yours faithfully,

"Click and Insert name"

**Secretary**

**Heartbeat Victoria Council Inc.**

"Click and Insert Date"

cc.

Acceptance to be Registered Member of a Branch or Affiliate Template

## Acceptance to be Registered Member of a Branch or Affiliate



**Private and confidential**

[proposed Registered Member]

[Address]

Dear <insert name>

Thank-you for your application to become a member of Heartbeat Victoria Council Inc. <Insert Branch name> which was received on <insert date>.

<Insert Branch name> Committee of Management met on <insert date> and resolved to accept your application for Membership.

Your membership <is effective from insert date/will become effective from the date your Membership fee> is paid and receipted.

The Committee of Management welcomes you to our Branch and we invite you to our next <meeting/event> which will be held on "Click and Insert Meeting Date" at "Click and Insert Meeting Time" which is to be held at the "Click and Insert Venue and Address of Meeting" .

We look forward to your participation, however, should you have any queries beforehand do not hesitate to call me on "Click and Insert Phone numbers"

Yours faithfully,

"Click and Insert name"

**Secretary**

<Insert Branch name>

"Click and Insert Date"

cc.

Rejection to be a Registered Member of a Branch or Affiliate Template

## Rejection to be a Registered Member of a Branch or Affiliate



**Private and confidential**

[proposed Registered Member]

[Address]

Dear <insert name>

Thank-you for your application to become a member of Heartbeat Victoria Council Inc. <Insert Branch name> which was received on <insert date>.

<Insert Branch name> Committee of Management met on <insert date> and resolved to reject your application for Membership.

Should you have any queries do not hesitate to call me on "Click and Insert Phone numbers"

Yours faithfully,

"Click and Insert name"

**Secretary**

<Insert Branch name>

"Click and Insert Date"

cc.



Rejection as a Branch or Affiliate Template

## Rejection as a Branch or Affiliate



**Private and confidential**

[proposed Branch, Affiliate]

[Address]

Dear <insert name>

Thank-you for your application to become a member of Heartbeat Victoria Council Inc. which was received on <insert date>.

The Heartbeat Victoria Council Inc. **Board of Management** met on <insert date> and resolved to reject your application for Membership.

If appropriate: Please find enclosed the payment which was made for membership and insurance levies.

Optional: The Board of Management would like to encourage you to <supply the following documents and/or meet insert Name>, President to discuss how you could progress your application.

Once again thank-you for your interest in joining Heartbeat Victoria Council Inc.

Yours faithfully,

"Click and Insert name"

**Secretary**

**Heartbeat Victoria Council Inc.**

"Click and Insert Date"

cc.

Request to Access the Membership Register Template

## Request to Access the Membership Register



Heartbeat Victoria Council Inc.

<insert name of Branch/Affiliate>

<insert postal address>

Telephone: <insert phone number>

Mobile: <insert phone number>

Email: <insert email address>

ABN: 073229523 or <insert ABN of Branch/Affiliate>

INC.NO: A0015737N <insert Incorporation No of Affiliate>

*NB: This form can be completed electronically or by hand.*

<b>Name</b>	
<b>What Membership Register do you wish to have access to?</b>	
<b>Please indicate what type of access you are requesting</b> <i>Delete or cross out option not applicable.</i> <i>Please Note: there will be a charge to provide a copy of the Membership Register</i>	a) To view the register only b) To be provided with a copy of the Membership Register
<b>Why do you need access to the membership Register?</b> <i>Please state your reasons eg: to check that my details have been updated, to confirm financial membership numbers, confirm who has voting rights</i>	
<b>Date access required by</b> <i>Please provide at least 3 weeks' notice, without this your request may not be able to be met</i>	
<b>Contact details</b>	<b>Phone</b>
	<b>Email</b>
	<b>Postal address</b>

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

<b>I wish to apply for access to the Membership Register as identified above.</b>	
<b>I understand that I must:</b>	
<ul style="list-style-type: none"><li>❖ <b>only use the Register for a relevant purpose in respect of the my rights as a member of Heartbeat Victoria Council Inc., &lt; insert Branch name if appropriate&gt;</b></li><li>❖ <b>not utilise the Membership Register to make contact with other members</b> (NB at law, if the name and address in a Registry was used to search a telephone directory with a view to telephoning a member that would constitute use of information obtained from the Register. See <a href="http://associations.net.au/resources/governance/register-of-members/">http://associations.net.au/resources/governance/register-of-members/</a> )</li><li>❖ <b>not distribute the personal details of any registered members or honorary life members to any third parties</b></li></ul>	

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	

<b>Office Use Only</b>	
<b>Received date</b>	
<b>Advice to Applicant Date</b>	
<b>Actioned by</b>	
<b>Other comments (if appropriate</b>	

## Policy 3.2 ~ Recognition of Service and Honorary Life Membership

### Relevant Documents:

- ❖ Membership Register
- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement

Heartbeat Victoria relies heavily on the unpaid work of volunteers and values their contribution highly. All volunteers shall be treated with respect and gratitude for their contribution.

Demonstrating our appreciation and recognising volunteer contributions is important on so many levels. First and foremost, we all want volunteers to enjoy their experience and feel their efforts are appreciated. At the same time, saying thanks and formally recognising our volunteers is important to keep people motivated and happy so they'll keep coming back. Our volunteers are our ambassadors, representing our organisation during programs, at events and in the community more generally. Their volunteer experience will directly impact the way in which they represent or personify our organisation and its vision, purposes (mission) objects and values.

An on-going process to thank and recognise our volunteers is an important component of our success, however, there is also room for recognition of outstanding contributions and Heartbeat Victoria is committed to recognising individuals who have made a significant voluntary contribution through their commitment to the achievement of its vision, purposes (mission) objects and values.

### Procedures<sup>70</sup>

#### Day to Day Work

In the day-to-day work of Heartbeat Victoria, its Branches and Affiliates members will:

- ❖ Always be courteous and respectful of each other

---

<sup>70</sup> Adapted from:

- a. <http://www.volunteeringaustralia.org/volunteering-resources/volunteer-managers/>
- b. Institute of Community Directors Australia, Policy Bank, Volunteer Management Policy. <https://www.communitydirectors.com.au/icda/policybank/>
- c. SARRAH Honorary Life Member Award <http://sarrah.org.au/content/sarrah-honorary-life-member-award>
- d. Honorary Life Membership RSPCA <http://www.rspcavic.org/membership/honorary-life/>
- e. Volunteer Canada <http://volunteer.ca/>

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ❖ Remember to say thanks to each other
- ❖ Be honest with each other at all times, and
- ❖ Acknowledge contributions in meetings or public forums.

This is the work of all Members not just those in office bearing positions.

### Awards and Special Acknowledgements

Volunteers may be recognised by the Board of Management or a Committee of Management by a resolution at a Special General (Delegates) Meeting or the Annual General Meeting in relation to a particular but important or defining event or activity (e.g. successful funding submission or sponsorship acquired, completing a particularly complex task etc).

Volunteers may also be recognised for their length of contribution. The following badges are available for recognition. It is up to the Board of Management and Branches and Affiliates to determine which years they will acknowledge.

- ❖ 10 years
- ❖ 15 years
- ❖ 20 years
- ❖ 25 years
- ❖ 30 years

Branches and Affiliates should order these from the Board of Management at least 6 weeks prior to making the Award.

### Honorary Life Membership

#### Application

The application for Honorary Life Membership must be made in writing to Heartbeat Victoria Board of Management for consideration. The application is to be accompanied by an outline of the significant meritorious service pertaining to the purposes of Heartbeat Victoria over a period of at least fifteen years.

The member may be nominated by:

- ❖ The Board of Management
- ❖ The Committee of Management of a Branch or Affiliate, and
- ❖ Any one member and endorsed by at least twelve Registered Members.

An outstanding contribution to Heartbeat Victoria is one that:

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ❖ Results in Heartbeat Victoria being substantially, demonstrably and positively changed by that contribution
- ❖ Occurs over a significant period of time (at least 15 years)
- ❖ Required substantial and commendable personal input, and
- ❖ Can be clearly documented and corroborated.

It will be the responsibility of the Branch, Affiliate or registered member submitting the nomination to complete the current form of application and to provide any other supporting information including corroborated evidence of the outstanding contribution to the Board of Management by 30 June. This includes:

- ❖ Detailing the ways in which the nominee has made a significant contribution to the management of the organisation over an extensive period of time (over 15 years) in an administrative capacity
- ❖ Detailing the ways in which the nominee has made a significant contribution to the fundraising success of Heartbeat Victoria over an extensive period of time (over 15 years)
- ❖ Detailing the ways in which the nominee has shown leadership in their local community which has positively influenced community views and raised awareness of heart disease and management of heart conditions in their community over an extensive period of time (over 15 years)
- ❖ Detailing the financial contributions of a Heartbeat Victoria donor who has regularly contributed financially over a period of 20 years or more, and
- ❖ Where the nominee has contributed over a shorter period, what sets their contribution apart? What makes them special?

### Assessment and Awarding Honorary Life Memberships

The Board of Management will screen all nominations obtained against the Policy and Procedure.

An affirmative vote of two-thirds of the Board of Management shall be required for Honorary Life Membership.

All matters relating to a nomination are confidential with only the final decision of the Board in favour of the nominations being announced publicly.

There should not normally be more than one Honorary Life Membership awarded in any one year and only when warranted.

## **Heartbeat Victoria Council Inc. Policy and Procedures Manual**

The award is announced at the Annual General Meeting of the Heartbeat Victoria Council Inc. The dedication is usually followed by a reply by the new Honorary Life Member.

All Honorary Life Members receive a certificate from Heartbeat Victoria Council Inc. and are named in each Annual Report of the Association.

### **Membership Rights for Honorary Life Members**

Honorary Life Members have the rights and privileges of a Registered Member including the right to vote at meetings of the Branch or Affiliate.

Honorary Life Members will have their Annual Membership Fee waved while continuing as an active member.

Records of active Life Members will be maintained on the Branch or Affiliate and Heartbeat Victoria Membership Register.

### Policy 3.3 ~ Branches and Affiliates: Managing Peer Support Group Activities

#### Relevant Documents:

- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015
- ❖ Heart to Heart: A guide to fostering successful Heartbeat Victoria Inc. peer support groups

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

#### Policy Statement

The Branches are part of the Victorian state-based Heartbeat Victoria Council Inc. and share its governance structure and charitable aims.

The Affiliates are independently incorporated organisations which are “affiliated” because they have been accepted for membership of Heartbeat Victoria Council Inc. as they are committed to the vision, purpose (mission) and objectives, including its charitable aims.

Branches and Affiliates provide Heartbeat Victoria Council Inc. with:

- ❖ a network that supports cardiac rehabilitation and promotes maintenance of wellbeing for people who have a heart condition or have had cardiac intervention, and their families and carers, which:
  - a. encourages help seeking behaviours, build capability and empower individuals through raising awareness, providing information and support, and
  - b. provide opportunities for friendship and peer support enabling people to:
    - i. be reassured
    - ii. share their story and experiences, and
  - c. participate in social, education, exercise, meetings and activities.
- ❖ a network which can assist in promoting, assisting and supporting community education and health promotion programs that enhance awareness of heart disease and the facilities and services available in the Victorian community.



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Heartbeat Victoria Council Inc. recognises that this network structure provides a balance between a state-wide presence and grassroots involvement. The benefits of this combination include, but are not limited to:

- ❖ responsiveness to need as a local group is closer to those impacted by heart conditions
- ❖ fresh opinions and ideas, reflecting experience on the ground
- ❖ a useful structure for local involvement by those impacted by a heart condition, service providers and volunteers, including fundraisers - local ownership can increase loyalty
- ❖ a pool of potential partners for local groups keen to do joint projects who already understand the work and are culturally compatible
- ❖ a way of achieving charitable aims at local level, across Victoria
- ❖ a strong campaigning voice based on local feedback and ability to mobilise that support so that the evidence gathered at a state-wide level is likely to be more powerful
- ❖ ability to influence local decision-making, particularly in regional and rural health services and also at state and potentially national levels e.g. lobbying MPs in their own constituencies
- ❖ clear, co-ordinated image with one well-known brand name, and
- ❖ consistency across a wide area, e.g. in the range of peer support offered, quality standards.

Branches and Affiliates must comply with the Heartbeat Victoria Council Inc.:

- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015
- ❖ Heartbeat Victoria Council Inc. Policy and Procedure Manual 2016, and
- ❖ Other legislation and regulation as appropriate.

***Heart to Heart: A guide to fostering successful Heartbeat Victoria Inc. peer support groups*** will also guide the work of Branches and Affiliates.

Heartbeat Victoria Council Inc. will communicate regularly with Branches and Affiliates to support a good working relationship.

Heartbeat Victoria Council Inc. will endeavour to communicate with Branches and Affiliates via the method they find most effective, however, over time there is an expectation that all Branches and Affiliates will adopt new technologies to assist in reducing the workload of volunteer Board of Management members.

## Procedures

### Establishment of Committees of Management

Branches of Heartbeat Victoria Council Inc. must elect a Committee of Management for the conduct and furtherance of the vision, purpose (mission) and objects of Heartbeat Victoria Council Inc. in their town, city or regional area.

The Committee of Management must:

- ❖ Consist of at least 5 registered members<sup>71</sup>, and
- ❖ Conduct their operations in accordance with the Rules and Policy and Procedure Manual of Heartbeat Victoria Council Inc.

When a group has five people interested in forming the group they may seek membership of Heartbeat Victoria Council Inc.

To facilitate this the Board of Management President or their delegate will visit the group of people interested in forming a Branch or Affiliate, as soon as practical, to inform them of their roles and responsibilities should they become a Branch or Affiliate and encourage continuation of their work. This will include introducing them to:

- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015
- ❖ Heartbeat Victoria Council Inc. Policy and Procedure Manual 2016
- ❖ Heart to Heart: A guide to fostering successful Heartbeat Victoria Inc. peer support groups
- ❖ a brief history of the organisation, and
- ❖ the current Strategic Plan.

Refer to Policy 3.1 ~ Membership, to apply for membership as a potential Branch or Affiliate

### Committee of Management Roles and Responsibilities

#### ***Branch***

On confirmation of acceptance by the Board of Management as a Branch Member, the group will formerly establish a Committee of Management. The Committee of Management will be responsible for:

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<sup>71</sup> Generally this will include the following positions: President, Secretary, Treasurer and 2 – 5 x ordinary members who may undertake specific portfolios such as Communications and Media, Fundraising Coordinator

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- ❖ Ensuring that Committee of Management members fulfil their roles and responsibilities outlined in the Role Statements
- ❖ Developing the Branch membership by engaging new Registered Members
- ❖ Facilitating peer support activities
- ❖ Fundraising utilising the charitable status of Heartbeat Victoria Council Inc.
- ❖ Participating in meetings of Heartbeat Victoria Council Inc. including but not limited to Special General (Delegates) meetings, Annual General Meetings and other Special General meetings
- ❖ Ensuring Committee of Management members participate in training and development activities organised by the Board of Management or which meet the assessed development needs of the Committee of Management as a whole or the assessed needs of individual Committee of Management members.

### ***Affiliate***

On confirmation of acceptance by the Board of Management as an Affiliate Member, the group will ensure processes are in place to meet the requirements of the Board of Management as detailed in the:

- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015, and
- ❖ Heartbeat Victoria Council Inc. Policy and Procedure Manual 2016.

The Affiliate Members should:

- ❖ ensure that the requirements of their Rules of Association and any policies and procedures are compatible
- ❖ where there are incongruences, appropriate amendments are made within 12 months
- ❖ provide advice to the Board of Management of these changes within 30 days
- ❖ Ensuring the roles and responsibilities outlined in the Heartbeat Victoria Council Inc. Role Statements are undertaken in a timely manner. Heartbeat Victoria Council Inc. recognises that Affiliates may identify different position titles.
- ❖ Developing the Affiliate membership by engaging new Registered Members
- ❖ Facilitating peer support activities
- ❖ Fundraising alongside Heartbeat Victoria Council Inc. and utilising its name and corporate image

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- ❖ Participating in meetings of Heartbeat Victoria Council Inc. including but not limited to Special General (Delegates) meetings, Annual General Meetings and other Special General meetings, and
- ❖ Ensuring Committee of Management members, or equivalent, and Delegates participate in training and development activities organised by the Board of Management or which meet the assessed development needs of the Committee of Management as a whole or the assessed needs of individual Committee of Management members.

### Recruitment to Committees of Management

Refer to Policy 1.3 ~ Board Member Roles and Responsibilities for guidance regarding recruitment to Committees of Management and the particular roles which need to be fulfilled.

It is acknowledged that in the earliest stage of Committee of Management development there may only be a few members with a couple of driving members; this is fine. However, it is not healthy for the group to become very dependent on their founding members for all organisational matters. Therefore, the group and each person who takes a leading role in a group needs to plan to hand over at some point. That is why it is better to have roles rather than depend on individuals. When roles are clearly defined it makes it easier for others to step in and take over.

Further information can also be obtained in ***Heart to Heart: A guide to fostering successful Heartbeat Victoria Inc. peer support groups.***

### Appointment to the Committee of Management

Individuals are appointed as a Committee of Management member at the Annual Community Meeting of the Branch, or Affiliate, unless a vacancy occurs mid-term, when the Committee of Management will seek nominations for the position.

Branches and Affiliates should consider asking all nominees to complete an “Application for Membership” (NB Change the title to Committee of Management). Refer to ***1.3 Board of Management Application for Membership Template.***

Where possible, the Application for Membership should be submitted prior to the Annual Community Meeting. The Branch or Affiliate group will need to decide if they are going to require referee and other checks to be undertaken. Refer to:

- ❖ ***1.3 Board of Management Reference Check Template, and***
- ❖ ***1.3 Board of Management Other Probity Checks to Consider Template.***

Where there is more than one nominee a vote will be taken at the Annual Community Meeting or in the latter case after careful consideration by the Committee of Management. These decisions need to be recorded in the Minutes of the Committee of Management.

The Branch or Affiliate may determine whether they want to:

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- ❖ Send a letter of appointment where an appointment is made outside the Annual Community Meeting (utilising ***1.3 Board of Management Appointment Letter Template*** as the basis).
- ❖ Require appointees on accepting a Committee of Management position to complete a Declaration of Interest and return it to the Committee of Management Secretary or equivalent. (Utilising ***1.3 Board of Management Declaration of Interest Template*** as the basis).

Role Statements providing the requirements for Committee Members and each office bearer role will be provided to all new Committee members as part of their organisational induction and to each Committee member prior to them accepting nomination to an Office Bearer position.

The Branch or Affiliate may determine whether or not they want to require on appointment to an office bearer position, written confirmation that they understand the requirements of the role and that they will meet their obligations. (utilising ***1.3 Board of Management Office Bearers Acceptance and Commitment Template***)

As stated above it is good practice to ensure all members of the group take a turn in the office bearer positions. It helps to share the load. Therefore at least 2 members of the Committee of Management will be replaced annually. A former member shall again be eligible for appointment after a lapse of one or more years. It is acknowledged that this may be difficult to achieve when Registered Member numbers are small. If this is the case, it should be noted in the minutes of the Annual Community Meeting as a way of acknowledging the issue has been considered.

In accordance with the ***Heartbeat Victoria Council Inc. Rules of Association 2015***, the key office bearer positions are:

- ❖ President (Chairperson)
- ❖ Secretary
- ❖ Treasurer

However, to share the workload Committee of Managements, generally consider whether they will also appoint deputy or vice positions to these roles and/or designating other roles such as, but not limited to:

- ❖ Peer Support Group Leader
- ❖ Media and Communications Coordinator
- ❖ Social Activities Coordinator
- ❖ Fundraising Coordinator, and
- ❖ Membership Recruitment and Support Coordinator.

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Role statement specific to the officer bearer positions above have been developed as a guide. Each Branch and Affiliate needs to ensure the requirements which support the Board of Management maintain Association and Charity status are always included.

A table which identifies a range of other roles and possible responsibilities is provided to start the discussion to help groups define what they want the person to do for their Branch or Affiliate. The aim is to both share the workload and also utilise the skills of Registered Members in your Branch or Affiliate.

For example: office bearers may have fundraising skills, but to share the load it is determined to have a fundraising coordinator. When defining this role people could think about garnering sponsorship and grants or fundraising activities such as raffles, cake stalls, fetes and so on. Even these skills may be broken into smaller roles as there may be someone who has a wealth of grant writing experience who could do this component, and it might be that the group has a regular stall where another person takes responsibility for organising.

Role statements will be reviewed every two (2) years.

## **Please note:**

- ❖ the ***Role Statement Committee Member*** applies to all members of the Board including Office Bearers.

## **Induction for new Committee of Management Members**

The first Committee of Management meeting, after appointment to the committee, will have time allocated for induction purposes. Prior to this meeting, the newly elected members will be provided with access to a range of documents and resources, including but not limited to:

- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015
- ❖ Current Strategic Plan
- ❖ Current Policy and Procedure Manual
- ❖ Heart to Heart: a guide to fostering successful Heartbeat Victoria Inc. peer support groups
- ❖ Link to the website and access to or Member only sections, and
- ❖ Any other documents or resources which are relevant at that time.

At this meeting new Committee of Management members will be provided with:

- ❖ Background discussion about the history of the organisation and the Branch or Affiliate and the current challenges
- ❖ An opportunity to meet all other Committee Members and hear from them about the work they do for Heartbeat Victoria Council Inc. in their community

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- ❖ An overview of the current financial situation of the Branch or Affiliate, and
- ❖ An opportunity to raise any queries in relation to the presentations and/or resources provided.

Should a Committee Member be inducted at another time of the year:

- ❖ the Secretary will provide access to the resources
- ❖ the President or a delegated Committee Member will arrange to meet with the new Committee Member(s) to provide the relevant background information. This maybe immediately prior to the next scheduled Committee of Management meeting, and
- ❖ The new Board Member will be provided with an opportunity to raise any queries in relation to these discussions and/or the resources provided.

### Communication with members

Heartbeat Victoria Council Inc. will communicate regularly with Branches and Affiliates via:

- ❖ Special General (Delegates) meetings
- ❖ Newsletters
- ❖ Email, phone or internet including various forms of social media, whichever is appropriate for the circumstances, and
- ❖ Other correspondence, as required.

Branches and Affiliates will communicate with:

- ❖ Registered members via:
  - Committee Meetings
  - Peer support meetings and other activities
  - Newsletters, information sheets as appropriate
  - Email, phone or internet including various forms of social media, whichever is appropriate for the circumstances, and
  - Other correspondence, as required.

### Meeting Arrangements

There are essentially three different types of meetings or activities which a Branch or Affiliate may organise, these are:

- ❖ Committee of Management Meetings including the Annual Community Meeting

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- ❖ Peer Support Meetings and Activities, and
- ❖ Fundraising Activities.

A record of attendance should be kept at each of these.

Refer to Policy 1.5 ~ Meeting Arrangements for guidance regarding:

- ❖ Board Members Attendance at Meetings
- ❖ Leave of absence: requests and approval
- ❖ Addressing absence from consecutive meetings without leave of absence, and
- ❖ Acknowledgement of Country.

Refer also to Policy 1.8 ~ Conflicts of Interest

### Committee of Management Meetings

The way in which each Branch or Affiliate organises these meetings is their decision. However, there are key activities which need to be determined by the Branch or Affiliate and advised to the Board of Management in order to meet the requirements of the Board of Management. These are:

Task	When	Responsibility for informing the Board of Management
<b>Record Minutes of Meetings</b>	Prepared so they can be distributed to members shortly after each meeting with the aim of being no later than 7 days.	CoM Secretary, within 14 days of a meeting to the BoM Secretary
<b>Elect Office Bearers</b>	Generally, this would be done at the Annual Community Meeting, however, a change may need to occur mid-year that is determined at a Committee of Management (CoM) Meeting	CoM Secretary records in the minutes and advises BoM Secretary following the Annual Community Meeting and provides updates in the Quarterly and Annual Report Template. <ul style="list-style-type: none"><li>❖ If Quarterly within 14 days of the end of the quarter</li><li>❖ If Annual Report by 31 July</li></ul>
<b>Elect Delegates to attend Special General (Delegate)</b>	Generally, this would be done at the Annual Community Meeting, however, a change	CoM Secretary records in the minutes and advises BoM Secretary following the Annual Community Meeting and



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Task	When	Responsibility for informing the Board of Management
<b>Meetings and other meetings convened by the Board of Management (BoM) as required.</b>	may need to occur mid-year that is determined at a Committee of Management (CoM) Meeting.	provides updates in the Quarterly and Annual Report Template. ❖ If Quarterly within 14 days of the end of the quarter ❖ If Annual Report by 31 July
<b>Approve or Reject Applications to become a Registered Member</b>	At each Committee of Management Meeting, as required	CoM Secretary Records in the Registered Members Template provided by the BoM Secretary. A copy of this is forwarded with each Quarterly and Annual Report. ❖ If Quarterly within 14 days of the end of the quarter ❖ If Annual Report by 31 July
<b>Manage the number of Registered Members to ensure the Branch or Affiliate maintains eligibility as a Member of Heartbeat Victoria Council Inc.</b>	At each Committee of Management Meeting This register of members is maintained by the Secretary	CoM provides notification to the BoM Secretary, if there are less than 5 registered members within 14 days. The Board of Management will then need to determine whether the Branch will recess or close or whether the Affiliate will cease to be a member.
<b>Approve the Quarterly and Annual Report</b>	At each Committee of Management or the Annual Community Meeting, as appropriate	Secretary coordinates collection of information, ensures it is approved by the CoM. This may be via email in the first instance and then ratified at the next meeting and recorded in the minutes. Once approved the CoM Secretary forwards: ❖ quarterly and within 14 days of the end of the quarter ❖ Annual Report by 31 July
<b>Respond to and maintain records of incidents utilising 1.6</b>	Committee of Management meeting advised, as appropriate and noted in next minutes or minutes of a	CoM Secretary forwards Incident Report to the BoM Secretary: In relation to a disciplinary matter the Incident Report should be forwarded:

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Task	When	Responsibility for informing the Board of Management
<p><b>Incident Report Template</b></p> <p><i>These incidents may include:</i></p> <ul style="list-style-type: none"> <li>❖ a matter which may require disciplinary action (Refer to Policy 1.6 Disciplinary Action)</li> <li>❖ an occupational health and safety issue, including accidents or a near miss</li> <li>❖ lost or stolen property</li> <li>❖ an allegation or reasonable suspicion of harassment or bullying</li> <li>❖ a Community or External Organisation concern</li> <li>❖ a grievance (Refer to Policy 1.7 Grievances) or</li> <li>❖ Other incidents identified by the CoM</li> </ul>	<p>meeting convened to discuss the incident.</p> <p>Incidents may be identified by any member of the CoM or a Registered Member. If the CoM Secretary receives and Incident Report it would be wise to discuss this with the CoM President or another CoM member, if not available to determine appropriate action in accordance with the Policy and Procedure Manual.</p> <p>Disciplinary action:</p> <ul style="list-style-type: none"> <li>❖ within 24 hours of action, required to commence for gross misconduct, where they would normally be subject to summary dismissal (instant dismissal without notice), or</li> <li>❖ within 7 days of action, required to commence with Informal Discussion, Counselling or Mentoring or a Written Notice</li> </ul> <p>Response to Grievance:</p> <ul style="list-style-type: none"> <li>❖ CoM need to begin action within 10 days unless it is of a significant nature</li> </ul>	<ul style="list-style-type: none"> <li>❖ Within 24 hours if it is considered a matter of gross misconduct</li> <li>❖ Within 7 days if the action is of a lesser nature</li> </ul> <p>In relation to a grievance matter:</p> <ul style="list-style-type: none"> <li>❖ within 7 days unless there are more immediate risks to Heartbeat Victoria Council Inc., for example there are insurance implications or the matter is assessed as requiring consideration of disciplinary action.</li> </ul> <p>In relation to other matters:</p> <ul style="list-style-type: none"> <li>❖ within 7 days unless there are more immediate risks as above</li> </ul>
<p><b>Approve Branch or Affiliate Financial Reports</b></p>	<p>Committee of Management meetings at least 4 (four) times each year and annually at the Annual Community Meeting.</p>	<p>CoM Secretary records in the minutes and advises BoM Secretary following the Annual Community Meeting and provides updates in the Half Yearly Report Template.</p> <ul style="list-style-type: none"> <li>❖ If Half Yearly within 14 days of the end of the half year</li> </ul>

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Task	When	Responsibility for informing the Board of Management
		❖ If Annual Report by 31 July
<b>Maintain a Register of Bank Accounts</b>	CoM Treasurer will maintain a Register of Bank Accounts	CoM Treasurer provides updates with the Half Yearly and Annual Report Template. ❖ If Half Yearly within 14 days of the end of the half year ❖ If Annual Report by 31 July
<b>Seek support to obtain Insurance to cover students on placement</b>	Where the educational institution does not have insurance	CoM Treasurer seeks approval from the BoM Treasurer, which will require agreement of the Board of Management. This may be done via email and minuted at the next meeting.
<b>Responding to the media</b> <b>Refer to Policy 3.5 ~ Involvement with the Media</b>	When the media approaches Heartbeat Victoria Council Inc., including a Branch or Affiliate, in relation to an adverse event, or with an allegation of an adverse event that involves Heartbeat Victoria Council Inc., responses will be made only by the Chairperson of the Board of Management	CoM President or Delegate contacts BoM President to advise and discuss issue.

### *Activities Plan and Report*

For Peer Support Meetings and Activities and Fundraising Activities an Activity Plan and Report is to be completed. This ensures that there is a record of considerations etc. should there be an incident that requires investigation, whether this is related to an insurance claim or something else.

The Branch or Affiliate may wish to also keep notes of meetings that were held to plan for these activities, so that everyone is clear about the tasks which need to be done prior to the activity and agreements regarding workload sharing.

### **Branches and Affiliates: Managing Peer Support Group Activities Templates**

- 3.3 Branches or Affiliate Office Bearers Nomination Template – page 220
- 3.3 Role Statement Branch or Affiliate Committee Member - page 221
- 3.3 Role Statement Branch or Affiliate President – page 225
- 3.3 Role Statement Branch or Affiliate Secretary – page 228
- 3.4 Role Statement Branch or Affiliate Treasurer – page 231
- 3.5 Role Statement Summary of Optional Positions – page 235
- 3.5 Branches and Activity Plan and Report – page 238

**Branch and Affiliate Office Bearers Nomination Template**



**ELECTION OF BRANCH AND AFFILIATE OFFICE BEARERS**

**Nomination Form**

**Annual General Meeting "Click and Insert Meeting Date"**

Name

---

Position

---

Nominated by

---

Seconded by

---

I hereby confirm my nomination for the above position

Signature

---

Date

---

Please return your nomination form to the Secretary, "Click and Insert Name" , email "Click and Insert email address" or post to "Click and Insert Postal Address"

**Nominations must be received by no later than "Click and Insert Date and Time"**

## Role Statement Branch or Affiliate Committee Member Template



### Role Statement Branch or Affiliate Committee Member

This position description applies to all members of the Heartbeat Victoria Council Inc. Branch or Affiliate (if appropriate) Committee.

*NB: An Affiliate may adopt this position description but should consider the requirements in their Rules of Association*

#### Authority and Function

Governance Committee members act in a position of trust for the community and will provide governance to the Heartbeat Victoria Council Inc. Branch, represent it to the community, and accept the ultimate authority for it alongside the Board of Management.

#### Qualifications and/or skills

Knowledge and skills in two or more areas of governance. These include but may not be limited to:

- Financial and corporate governance including experience as Director/Board of Governance Member;
- Networks and influence;
- Strategic planning;
- Research and evaluation;
- Communication and media;
- Cultural knowledge;
- Marketing and/or public relations;
- Business;
- Legal skills
- Managing membership based organisations;
- Management of organisations;
- Policy development;
- Program and service planning, development and/or implementation;
- Human resource management;
- Community Development;
- Community consultation;
- Peer Support;
- Risk management;
- Partnership development (including corporate/business, non-government, community);
- Lived experience of a heart condition from the perspective of an individual with a cardiac condition, a family member, carer, friend
- Professional in the field;
- Volunteering;
- Fundraising ; and/or
- Grant writing.

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It is the intention of the Governance Committee to have a spread of qualifications, skills and experience on the Heartbeat Victoria Council Inc. Branch or Affiliate Committees of Management.

The Committee of Management is comprised of not more than (8) members. Membership will comprise people with complimentary qualifications, skills and abilities as well as reflect community cultural diversity.

### **Appointment**

An individual is appointed as a Committee of Management member at the Annual Meeting unless a vacancy occurs mid-term, when the Committee of Management will seek nominations for the position.

Nominees will complete an “Application for Appointment as a Member of the Committee of Management”.

Where there is more than one nominee a vote will be taken at the Annual General Meeting or in the latter case after careful consideration by the Governance Committee

### **Term**

Governance Committee members serve for a minimum two year term and may be re-elected for additional terms up to five years in total.

At least 2 members of the Governance Committee will be replaced annually.

A former member shall again be eligible for appointment after a lapse of one or more years.

### **Requirements**

- Commitment to the work of the Heartbeat Victoria Council Inc. and this Branch or Affiliate;
- Willingness to serve on and actively participate in at least one sub-committee or working group;
- Attend and participate in at least three Committee meetings;
- A time commitment of approximately 5-8 hours per month (includes Committee preparation, committee meeting time and follow-up activities);
- Attend the Annual Meeting;
- Be informed of the services provided by Heartbeat Victoria Council Inc. and its branches and affiliates;
- Prepare for and participate in the discussions and deliberations of the Committee of Management, including trying to resolve points of clarification before the meeting where possible; and
- Participate in training and development opportunities that are made available and which match Committee of Management member needs.

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## General Duties

- Oversee the Branch or Affiliate by the policies and procedures developed by the Heartbeat Victoria Council Inc. Board of Management;
- Prepare for and participate in the discussions and the deliberations of the Committee of Management;
- Understand Heartbeat Victoria Council Inc. vision, Purpose (mission) and values;
- Establish overall long term and short term goals, objectives and priorities for Heartbeat Victoria Council Inc. in meeting the needs of the community;
- Be aware of and abstain from any conflict of interest (perceived or actual) and “material personal interest”, declare them when they are unavoidable (NB: committee members with a material personal interest must not be present while the matter is being deliberated on;
- Keep Committee of Management discussions confidential when appropriate;
- Recommend improvements to policy and procedures to the Committee of Management, which may necessitate referral to the Board of Management if they contravene existing policies and procedures;
- Approve changes, such as capital expenditure and program and service changes related to the Branch or Affiliate;
- Contribute to monitoring and evaluating the effectiveness of Heartbeat Victoria Council Inc. programs, projects, consultations and research through regular review of programs, projects, consultations and research;
- Annually review performance of the Committee of Management and take steps to improve its performance;
- Remain loyal to the decisions of the Committee of Management (even when the member may not have agreed with the decision);
- Be aware of issues and keep up to date on trends in the health sector, particularly related the heart health and peer support programs and broader community that might affect these issues (background reading, asking questions of the other Governance Committee members, liaising with community members etc.);
- Promote the Heartbeat Victoria Council Inc. through community networking;
- Ensure that the organisation’s legal affairs are in order, know the Governance Committee’s legal obligations and make sure they are upheld;
- Understand and, if necessary, query financial and budget matters;
- Be accountable to any funding organisations for the services provided and the funds expended;
- Suggest people who may strengthen the Committee and seek their nomination for future appointment to the Committee of Management when appropriate;
- Foster a positive working relationship with other Committee of Management members, the Board of management and any Heartbeat Victoria Council Inc. staff, consultants or volunteers, including supporting and not criticising them in front of staff or others; and
- Be assured that Committee of Management succession is properly being provided for.



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## Contribution to meetings

- Arrive on time;
- Actively participate in the meeting and remain unencumbered by other tasks and responsibilities (e.g. turn mobile phone off);
- Agree to accept special assignments between meetings to assist in progressing the work of the Committee of Management;
- Provide candid and constructive criticism, advice and comments;
- Be supportive of others contributions;
- Retain your sense of humour; and
- Respect others by not interrupting (talking to others, being pointlessly provocative, being called away, answering phones) or becoming angry or aggressive (verbal or body language) etc.

## Review/Approval Date

Annually review the Governance Committee members' position description.

Recommended changes are presented to the Governance Committee for ratification.

**Role Statement Branch or Affiliate President Template**



## **Role Statement Branch or Affiliate President**

### **Authority and Function**

The President provides leadership to the Branch or Affiliate, ensuring that the Committee's processes and actions are consistent with the Heartbeat Victoria Council Inc.'s policies.

As appropriate the President represents the Branch or Affiliate to outside parties.

The President is also responsible and accountable to the Branch or Affiliate and Heartbeat Victoria Council Inc. and its members.

### **Term**

The President is appointed by the Committee to serve a minimum two (2) year term and may be appointed for additional terms up to five years

### **Desirable attributes**

- Well informed of all the Branch or Affiliate and Heartbeat Victoria Council Inc. activities and able to provide oversight
- A person who can develop good relationships internally and externally
- Forward thinking and committed to meeting the vision, purposes (mission), objects and values of the Branch or Affiliate and Heartbeat Victoria Council Inc.
- A good working knowledge of the Rules of Association of Heartbeat Victoria Council Inc. and the rules and duties of office bearers
- Able to work collaboratively with other Committee Members and the Board Members of Heartbeat Victoria Council Inc.
- Be aware of and abstain from any conflict of interest (perceived or actual) and "material personal interest", declare them when they are unavoidable (NB: committee members with a material personal interest must not be present while the matter is being deliberated on);
- A good listener and attuned to the interests of members and other interest groups

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- A good role model and a positive image for the Branch or Affiliate and Heartbeat Victoria Council Inc. in representing the Branch or Affiliate in other forums (e.g. delegate meetings)
- Attend any Heartbeat Victoria Council Inc. Delegates Meetings and/or AGM if delegated by the Committee of Management;
- A competent public speaker
- Commitment to approximately 8-10 hours per month (includes Committee preparation, meeting and committee meeting time);
- Willing to participate in training and development opportunities that are made available by Heartbeat Victoria Council Inc. and which match Committee member needs.

### Specific duties

- Chair the Branch or Affiliate meetings ensuring that they are run efficiently and effectively
- Act as a signatory for the Branch or Affiliate in all legal purposes and financial purposes
- Regularly focus the Committee's attention on matters of governance that relate to its own structure, role and relationship to volunteers, consultants and other organisations
- Periodically consult with Branch and Affiliate Committee members on their role, to see how they are going and help them to optimize their contribution
- Work with the Branch or Affiliate Committee to ensure:
  1. The necessary skills are represented on the Committee and that a succession plan is in place to help find new Committee members when required
  2. Strategic and operational plans and budgets are developed in order to achieve the vision and purposes (mission) of the Branch or Affiliate and Heartbeat Victoria Council Inc.
- Report to the Committee on their activities and any issues of concern or interest that may affect the effective operation of the Branch or Affiliate and Heartbeat Victoria Council Inc.;
- Lead and/or contribute to the development of the Heartbeat Victoria Council Inc.'s Annual Report in collaboration with other Committee members of the Branch or Affiliate;
- Lead and/or contribute to the preparation of funding applications and/or proposals for the Committee;
- In collaboration with the Secretary, oversee and/or coordinate and contribute to the organisation of meetings and special events including but not limited to:
  - Catering
  - Venue hire
  - Setting up and packing up, and
  - Media.
- In collaboration with the Secretary, oversee and/or coordinate, and contribute to the preparation of materials including but not limited to:
  - regular newsletters

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- the website [if any]
  - annual written reports
  - the calendar of activities for the Branch or Affiliate
- Serve as a spokesperson for the Branch or Affiliate when required
- Commit to communicating regularly with the Presidents of other Branches and Affiliates
- Liaise as appropriate with Health Services and local community groups to further enhance the importance of peer support and ongoing heart health.

### **Review/Approval Date**

Review the President Role Statement every two (2) years.

Recommended changes are presented to the Board of Management for ratification.

## Branch or Affiliate Committee of Management Secretary Position Description Template



### Branch or Affiliate Committee of Management Secretary Position Description

#### Authority and Function

The Secretary acts in a position of trust for the community and will provide secretarial support that facilitates good governance for the Heartbeat Victoria Council Inc. in accordance with the requirements of Victorian and Australian legislation<sup>72</sup>.

#### Qualifications and/or skills

Good communication and written skills. Proficiency in word processing and ability to establish email groups, manage web based correspondence and knowledge of the requirements of the Association Incorporation Reform Act 2012 (Vic) and The Australian Charities and Not-for-profit Commission Act 2012 an advantage.

#### Term

The Secretary is appointed by the Committee of Management to serve a minimum two (2) year term and may be appointed for additional terms up to five years in total.

#### Requirements

- Commitment to the work of the Heartbeat Victoria Council Inc. and the Branch or Affiliate, as appropriate;
- Willingness to serve on and actively participate in at least one committee;
- Attendance at monthly Committee of Management meetings;
- A time commitment of approximately 5-10 hours per month (includes Committee of Management and any other sub-committee/working group preparation and meeting time);
- Attend the Annual General Meeting of the Branch or Affiliate and Heartbeat Victoria Council Inc. if delegated by the Committee of Management;
- Be informed of the services provided by Heartbeat Victoria Council Inc. and its branches and affiliates;

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<sup>72</sup> Including but not limited to:

- Association Incorporation Reform Act 2012 (Vic)
- The Australian Charities and Not-for-profit Commission Act 2012
- Fundraising and Appeals Act 1999

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- Prepare for and participate in the discussions and deliberations of the Committee of Management;
- Sign and lodge documentation on behalf of the Committee of Management for financial and legal purposes, when appropriate;
- Be aware of and abstain from any conflict of interest (perceived or actual) and “material personal interest”, declare them when they are unavoidable (NB: committee members with a material personal interest must not be present while the matter is being deliberated on); and
- Participate in training and development opportunities that are made available and which match Committee of Management member needs.

### General Duties

- Manage minutes of the Branch or Affiliate Committee of Management Meetings, including recording attendance at meetings (see 1.6 Meeting or Activity Register of Attendance form), noting apologies, discussion points, resolutions, and agreed actions (the Minutes) or ensuring the Minutes Secretary does so, and ensuring minutes are distributed to members shortly after each meeting with the aim of being no later than 7 days
- Develop agenda in consultation with the President and other Committee of Management members and ensure that the agenda, minutes and any other papers are distributed in sufficient time for them to be considered before meetings
- Be sufficiently familiar with all current Heartbeat Victoria Council Inc. documents to note applicability during meetings
- Provide support to sub-committees or working groups when appropriate
- Ensure that accurate and sufficient documentation exists to meet legal requirements and or the policy and procedures of Heartbeat Victoria Council Inc., and that these are maintained and made available when required by authorised persons. These records include:
  - up to date membership records: names, date of birth (insurance requirement), contact details, joining date and membership status;
  - minutes of meetings
  - Reports and plans: strategic financial, quarterly reports, annual reports
  - Agreements: contracts, sponsorship, funding, memorandum of understanding, protocols;
  - Consent to use photographs or multimedia;
  - Photographs and/or multimedia associated with the Branch or Affiliate
  - Incident reports
  - Police Check records or Working with Children documentation, if appropriate; and
  - any other official records
- Provide appropriate documentation to the Heartbeat Victoria Council Inc. Board of Management Secretary in accordance with the Rules of Association and Policy and Procedure Manual. This includes but may not be limited to:
  - Forwarding the Branch or affiliate quarterly report within 14 days of the end of the quarter

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- forwarding a copy of the Branch or Affiliate Annual Report and Annual Financial Statement by 31 July each year;
- advising the names and contact details of office bearers and delegates, and any additions and alterations;
- in collaboration with the Committee of Management Treasurer maintaining a register of registered members and forwarding a copy of the register to the Board of Management in accordance with Part 3 Division 1. Membership;
- forwarding a copy of Branch or Affiliate meeting minutes within 14 days of a meeting;
- providing notification if there are less than 5 registered members within 14 days in order for the Board of Management to determine whether the Branch will recess or close or whether the Affiliate will cease to be a member;
- Providing incident reports and copies of correspondence in accordance with the Policy and Procedure Manual and as appropriate
- Liaise with sub-committees and working parties of the Branch or Affiliate to ensure appropriate documentation is maintained;
- Review, monitor and verify the accuracy of the meeting minutes, and distribute the minutes to all the Committee of Management members, branch or affiliate members, the Heartbeat Victoria Council Inc. Board of Management and any other individuals and organisations, as required and in a timely manner; and
- Adhere to general duties outlined in the Heartbeat Victoria Council Inc. Branch or Affiliate Committee of Management member position description.

NB: a Committee of Management may determine that this role may be undertaken by more than one person. Where this is the case it is recommended that the delineation of roles is recorded.

### **Review/Approval Date**

Annually review the Secretary's position description.

Recommended changes are presented to the Governance Committee for ratification.

**Governance Process Policy Governance Committee Treasurer Position Description**



## **Governance Process Policy Governance Committee Treasurer Position Description**

### **Authority and Function**

The Treasurer acts in a position of trust for the community and will lead the financial governance to the Heartbeat Victoria Council Inc. and ensure that the Governance Committee processes are consistent with its financial policies and the requirements of Victorian and Australian legislation<sup>73</sup>.

### **Qualifications and/or skills**

Completed one year of Governance Committee membership term and have the ability and knowledge to read, understand and interpret financial statements.

### **Term**

The Treasurer is appointed by the Governance Committee to serve a minimum two (2) year term and may be appointed for additional terms up to five years in total.

### **Requirements**

- Commitment to the work of Heartbeat Victoria Council Inc. and its branches and affiliates;
- Attendance at Governance Committee and if operational Audit Sub-Committee meetings;
- A time commitment of approximately 5-10 hours per month (includes Committee of Management meeting preparation, meeting and any sub-committee or working group meeting time and follow-up as required);
- Attend Meetings convened by Heartbeat Victoria Inc. Board of Management as required
- Attend the Branch or Affiliate Annual Meeting;
- Be informed of the services provided by Heartbeat Victoria Council Inc. and its Branches and Affiliates;
- Prepare for and participate in the discussions and deliberations of the Governance Committee;

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<sup>73</sup> Including but not limited to:

- Association Incorporation Reform Act 2012 (Vic)
- The Australian Charities and Not-for-profit Commission Act 2012
- Fundraising and Appeals Act 1999



## Heartbeat Victoria Council Inc. Policy and Procedures Manual

- Be aware of and abstain from any conflict of interest (perceived or actual) and “material personal interest”, declare them when they are unavoidable (NB: committee members with a material personal interest must not be present while the matter is being deliberated on; and
- Participate in training and development opportunities that are made available and which match Governance Committee member needs.

### General Duties

- Ability to read, understand, present and interpret financial statements for Committee of Management members;
- Prepare Financial Reports as documented in the Policy and Procedure Manual for:
  - The Committee of Management which are presented as required but at least four times a year; and
  - The Board of Management which are presented with the Quarterly and Annual Report.
- Sign documentation on behalf of the Committee of Management for financial and legal purposes, when appropriate;
- Maintain the Register of Bank Accounts and provide advice regarding this to the Board of Management on a quarterly basis;
- Maintain a record of signatories to bank accounts;
- Following approval of a new signatory to a bank account, seek approval of the Board of Management for new signatories and provide provide advice regarding this to the Board of Management on a quarterly basis;
- Ensure financial statements are presented to the Committee of Management and following this the Board of Management on an annual basis;
- Call the motion at General Community Meeting to appoint an independent accountant where a General Community Meeting has resolved to require this or Consumer Affairs Victoria requires this;
- Act as a resource to other sub-committees and working groups; and
- Adhere to general duties outlined in the Committee of Management member job description.

### Review/Approval Date

Annually review the Treasurers position description.

Recommended changes are presented to the Governance Committee for ratification.

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

Role	Responsibility
<b>Peer Support Group Leader</b>	<p>Facilitates overall discussion and activities for the meeting</p> <p>Facilitates development of Group Rules and their maintenance in each meeting</p> <p>Ensures all participants are encouraged and supported to participate</p> <p>Works with the group to identify their needs so that they and the Guest speaker coordinator or other people with identified roles can develop future Peer support meetings that meet the needs of the members</p>
<b>Guest Speaker Coordinator</b>	<p>Assists the Peer Support Group leader by arranging guest speakers, this will include:</p> <ul style="list-style-type: none"> <li>• Maintaining a contact list of possible organisations and individuals and what they can offer</li> <li>• Making contact with potential guest speakers to identify meetings that they may be able to attend</li> <li>• Follow any protocol that the organisation they work for requires when requesting guest speakers</li> </ul>
<b>Media Coordinator (promoting the group)</b>	<p>Work with local media, local council, health professionals and other community organisations to promote the group to ensure they are aware of the program and seek support for:</p> <ul style="list-style-type: none"> <li>• Inclusion of Peer support group Meetings and activity times, location etc to be in community services pages, on directories etc</li> <li>• Stories about program participants (with their permission) to be included in publications from time to time</li> <li>• Stories about fundraising and donations to health services to be in publications from time to time</li> </ul>
<b>Fundraising Coordinator</b>	<p>Identifies possible funding sources, gains agreement of members and then approval of the Board to proceed and writes applications in consultation with relevant members</p> <p>Maintains a register of donors including sponsors</p> <p>Develops a relationship with donors and sponsors</p>

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

	<p>Works with Media Coordinator to prepare appropriate documentation when soliciting donations and sponsorship</p> <p>Coordinates fundraising activities, for example: raffles, cake stalls, fetes, trivia nights as appropriate to the Branch or Affiliate</p>
<b>Membership Recruiter and supporter</b>	<p>Participate in health service provider activities for people with a cardiac condition in order to encourage membership by people who are participating in their programs</p> <p>Welcome members and introduce new members to other members, especially those with similar experiences.</p> <p>Follow-up members who may not have participated in any activities</p>
<b>Physical Activities Coordinator</b>	<p>This may include organizing regular walking groups</p>
<b>Social Activities Coordinator</b>	<p>The group may want to go out for lunch in the middle of the year and end of the year or go on bus trips or go to the theatre or movies. Important for organising social events.</p>
<b>Catering Coordinator</b>	<p>Arrange tea/coffee and biscuits for meetings and where necessary other light refreshments</p> <p>Manages catering to the budget provided</p>
<b>Information resource Coordinator)</b>	<p>Identify resources which may be of assistance to members, these may be:</p> <ul style="list-style-type: none"> <li>• Information sheets or booklets prepared by health service and other credible organisations</li> <li>• Websites of interest</li> <li>• Research from research intuition mailing lists</li> <li>• Information now available at a local library</li> </ul> <p>Share these with individual members or the group as appropriate, this may include:</p> <ul style="list-style-type: none"> <li>• Personally advising people via email or discussion</li> <li>• Inclusion of links in newsletters</li> <li>• Advice at a meeting that a particular resource is available</li> </ul>

Branch or Affiliate Role Statement Optional Position Summary Template



## Branch or Affiliate Role Statement Optional Positions Summary

Role	Responsibility
<b>Peer Support Group Leader</b>	<p>Facilitates overall discussion and activities for the meeting</p> <p>Facilitates development of Group Rules and their maintenance in each meeting</p> <p>Ensures all participants are encouraged and supported to participate</p> <p>Works with the group to identify their needs so that they and the Guest speaker coordinator or other people with identified roles can develop future Peer support meetings that meet the needs of the members</p>
<b>Guest Speaker Coordinator</b>	<p>Assists the Peer Support Group leader by arranging guest speakers, this will include:</p> <ul style="list-style-type: none"><li>• Maintaining a contact list of possible organisations and individuals and what they can offer</li><li>• Making contact with potential guest speakers to identify meetings that they may be able to attend</li><li>• Follow any protocol that the organisation they work for requires when requesting guest speakers</li></ul>
<b>Media Coordinator (promoting the group)</b>	<p>Work with local media, local council, health professionals and other community organisations to promote the group to ensure they are aware of the program and seek support for:</p> <ul style="list-style-type: none"><li>• Inclusion of Peer support group Meetings and activity times, location etc to be in community services pages, on directories etc</li></ul>

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

	<ul style="list-style-type: none"> <li>• Stories about program participants (with their permission) to be included in publications from time to time</li> <li>• Stories about fundraising and donations to health services to be in publications from time to time</li> </ul>
<b>Fundraising Coordinator</b>	<p>Identifies possible funding sources, gains agreement of members and then approval of the Board to proceed and writes applications in consultation with relevant members</p> <p>Maintains a register of donors including sponsors</p> <p>Develops a relationship with donors and sponsors</p> <p>Works with Media Coordinator to prepare appropriate documentation when soliciting donations and sponsorship</p> <p>Coordinates fundraising activities, for example: raffles, cake stalls, fetes, trivia nights as appropriate to the</p>
<b>Membership Recruiter and supporter</b>	<p>Participate in health service provider activities for people with a cardiac condition in order to encourage membership by people who are participating in their programs</p> <p>Welcome members and introduce new members to other members, especially those with similar experiences.</p> <p>Follow-up members who may not have participated in any activities</p>
<b>Physical Activities Coordinator</b>	<p>This may include organizing regular walking groups</p>
<b>Social Activities Coordinator</b>	<p>The group may want to go out for lunch in the middle of the year and end of the year or go on bus trips or go to the theatre or movies. Important for organising social events.</p>
<b>Catering Coordinator</b>	<p>Arrange tea/coffee and biscuits for meetings and where necessary other light refreshments</p> <p>Manages catering to the budget provided</p>
<b>Information resource Coordinator)</b>	<p>Identify resources which may be of assistance to members, these may be:</p> <ul style="list-style-type: none"> <li>• Information sheets or booklets prepared by health service and other credible organisations</li> <li>• Websites of interest</li> <li>• Research from research intuition mailing lists</li> </ul>

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|--|---|
|  | <ul style="list-style-type: none"><li>• Information now available at a local library</li></ul> <p>Share these with individual members or the group as appropriate, this may include:</p> <ul style="list-style-type: none"><li>• Personally advising people via email or discussion</li><li>• Inclusion of links in newsletters</li><li>• Advice at a meeting that a particular resource is available</li></ul> |
|--|---|
-

## Branches and Activity Plan and Report Template



### Branches and Activity Plan and Report

PART 1 Activities Plan (Complete before the group/session)	
Type of Meeting	<input type="checkbox"/> Administrative Meeting <input type="checkbox"/> Fundraising Activity <input type="checkbox"/> Peer Support Group <input type="checkbox"/> Membership Recruitment <input type="checkbox"/> Physical Activity <input type="checkbox"/> Other (Please describe) <input type="checkbox"/> Social Outing (e.g. Bus Trip)
Title	
Purpose of group/session <i>What you expect to be the outcome:</i> <ul style="list-style-type: none"> <li>• What benefit will the people get for attending?</li> <li>• What will be the benefit to HBVC, the Branch or Affiliate?</li> <li>• Other expectations?</li> </ul>	
Target Group	<input type="checkbox"/> Registered Members <input type="checkbox"/> Health Professionals <input type="checkbox"/> Family/Friends of Members <input type="checkbox"/> Sponsors and Donors <input type="checkbox"/> Other (Please describe)

# Heartbeat Victoria Council Inc. Policy and Procedures Manual

PART 1 Activities Plan (Complete before the group/session)																															
	<input type="checkbox"/> Potential Registered Members																														
Expected No. Attending																															
Partners (e.g. health service)																															
Activity Coordinator/Leader																															
Acknowledgement of Country/Welcome																															
<b>Date and Time</b> Consider: Does the preferred date have any special significance? Is it a holiday or anniversary? Will you be convening on a regular meeting day? If not, will scheduling conflicts keep an increased number of group members from attending?	Date _____ Arrival Time for Set-up _____ Activity Commencement Time _____ Activity Finish Time _____ Pack-up Finish Time _____																														
<b>Location</b>  <input type="checkbox"/> Access to personal hygiene facilities for all <input type="checkbox"/> Access to location suitable for all abilities	<input type="checkbox"/> Alternative venue in case of unfavourable weather (Please identify)																														
<b>Budget and Funding</b> Consider: <ul style="list-style-type: none"> <li>different types of costs such as: catering, transport, venue hire, equipment hire, permits, entrance fees, promotion etc.</li> <li>Who will pay? HBVC or branch or Affiliate, participant or combination</li> </ul>	<table border="1"> <thead> <tr> <th colspan="2">Income</th> <th colspan="2">Expenses</th> </tr> </thead> <tbody> <tr> <td></td> <td>\$</td> <td></td> <td>\$</td> </tr> <tr> <td></td> <td>\$</td> <td></td> <td>\$</td> </tr> <tr> <td></td> <td>\$</td> <td></td> <td>\$</td> </tr> <tr> <td></td> <td>\$</td> <td></td> <td>\$</td> </tr> <tr> <td></td> <td>\$</td> <td></td> <td>\$</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>\$</b></td> <td></td> <td><b>\$</b></td> </tr> </tbody> </table>	Income		Expenses			\$		\$		\$		\$		\$		\$		\$		\$		\$		\$	<b>TOTAL</b>	<b>\$</b>		<b>\$</b>		
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	\$		\$																												
<b>TOTAL</b>	<b>\$</b>		<b>\$</b>																												
<b>Catering</b> NB: If you are planning on selling any kind of food, you may need a registration or notification. Check which classification you fall under according to the Food Act 1984. The act requires this process regardless of whether you are profitable, non -	<table border="0"> <tr> <td><input type="checkbox"/> Providing light refreshments only</td> <td><input type="checkbox"/> Providing light meal only</td> </tr> <tr> <td><input type="checkbox"/> Participants bringing food for self</td> <td><input type="checkbox"/> Participants bringing food to share</td> </tr> <tr> <td><input type="checkbox"/> Participants paying for their meal</td> <td><input type="checkbox"/> HBVC, B or A contributing to cost</td> </tr> <tr> <td><input type="checkbox"/> Selling food Class 2</td> <td><input type="checkbox"/> Other (please describe)</td> </tr> <tr> <td><input type="checkbox"/> Selling food Class 3</td> <td></td> </tr> </table>			<input type="checkbox"/> Providing light refreshments only	<input type="checkbox"/> Providing light meal only	<input type="checkbox"/> Participants bringing food for self	<input type="checkbox"/> Participants bringing food to share	<input type="checkbox"/> Participants paying for their meal	<input type="checkbox"/> HBVC, B or A contributing to cost	<input type="checkbox"/> Selling food Class 2	<input type="checkbox"/> Other (please describe)	<input type="checkbox"/> Selling food Class 3																			
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<input type="checkbox"/> Selling food Class 3																															
Class 2 Date Registered Streetrader _____																															



## Heartbeat Victoria Council Inc. Policy and Procedures Manual

PART 1 Activities Plan (Complete before the group/session)			
<p>profitable or a charity organisation. Anyone involved in catering should have completed <i>Do Food Safely</i> as a minimum. Go to <a href="https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/community-group-food-fundraisers">https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/community-group-food-fundraisers</a></p>	<p>Class 2 Nominated Food Safety Coordinator .....</p> <p>Class 2 Food Safety Program .....</p> <p>Class 3 Catering Food Safety Coordinator .....</p> <p>Different food needs will be catered for <input type="checkbox"/> Yes <input type="checkbox"/> No</p>		
<p><b>Activity Notice/Promotion</b></p> <p>Consider: How you will promote the activity? What Medium will you use? E.g. email, word of mouth, media release and coverage, social media etc. Who will do this work?</p>			
<p><b>Insurances</b></p> <p>Consider: do current insurances cover this activity? If no, identify what needs to be done and by whom.</p>			
<p><b>Other Permits and/or Fees</b></p> <p>Consider: permits for street stalls, market stall fees etc. Always ask if free or discounted for a Charitable organisation</p>	<b>Type of Permit/Fee</b>	<b>Responsible Person</b>	<b>Due Date</b>
<p><b>Other Tasks/Actions</b></p>	<b>Other Task/Actions</b>	<b>Responsible Person</b>	<b>Due Date</b>

<b>Completed by</b>	
<b>Participants in Planning</b>	
<b>Date</b>	

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

<b>PART 2 Reflection and Review</b> (Complete after the group/session. Where possible include others who have helped in completing this)			
<b>Meeting Title</b>			
<b>Meeting Date</b>			
<b>Number of participants</b>	Adults:	Young people:	Children:
<b>Number of Volunteers</b>	Adults:	Young people:	
<b>Did you meet your objectives?</b> Consider: Did you receive positive feedback and from which participating group? What was the Participant & Volunteer response to the group/session? Was there a good cross section of the community, if a public event? Did your publicity/promotion work? Attach: <ul style="list-style-type: none"> <li>• Attendance Sheet</li> <li>• Any feedback/evaluation sheets</li> </ul>			
<b>Issues or concerns raised</b> Consider: Were there any incidents of a reportable nature? Have these been addressed? Were there any complaints and how were			

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

<b>PART 2 Reflection and Review</b> (Complete after the group/session. Where possible include others who have helped in completing this)	
These/Will these be responded to?	
What you will do differently next time?	

Remember to celebrate your successes! While constructive criticism is always helpful, it is important that you highlight each of your achievements.

Completed by	
Participants in Planning	
Date	

## Policy 3.4 ~ Insurance

### Relevant Documents:

- ❖ Membership Register
- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

## Policy Statement

Heartbeat Victoria will:

- ❖ Comply with all legal requirements with respect to insurance
- ❖ Comply with all insurance requirements stipulated by any funding organisation
- ❖ Maintain up to date comprehensive insurance policies in the following areas:
  - Public Liability
  - Association Indemnity Insurance, and
  - Volunteer Insurance.
- ❖ Obtain other insurances as required including but not limited to:
  - Workers' compensation
  - Electrical equipment protection insurance.

The type of insurance cover and level of insurance will be decided by the Board of Management if necessary in consultation with an insurance broker.

The Board may authorise insurance in other areas from time to time.

## Procedures<sup>74</sup>

It is the responsibility of the Board of Management Treasurer to ensure that all persons and equipment associated with the work of Heartbeat Victoria are covered by relevant insurances.

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<sup>74</sup> Adapted from

a) Share & Care Community Services Group, 2012, Policies and Procedures Manual,  
[http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/png-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/png-aug2012-v3.pdf)

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

The Board of Management Treasurer or Secretary will maintain a Register of all insurances noting the:

- ❖ Type of insurance
- ❖ Name and number of the policy
- ❖ Annual premium, and
- ❖ Expiry date of the current policy.

The Board of Management Treasurer shall ensure that costs of insurance reflect the market situation and that policies are renewed no less than 14 days before expiry.

If the Board of Management or a Branch engages a student on placement, they must check that the student is covered by their University, TAFE, school or other educational institution insurance policy before the placement commences.

Affiliates and Branches need to supply Heartbeat Victoria Council Inc.'s Board Secretary with a list of usual activities and fundraising conducted annually who ensure the insurance covers these events.

Electronic copies of the three insurance policies will be forwarded to Affiliate and Branch secretaries annually.

If not, appropriate cover may be arranged at the discretion of the Board of Management.

The Certificate of Currency will be distributed annually to all Affiliate and Branch secretaries.

## Policy 3.5 ~ Involvement with the Media

### Relevant Documents:

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

### Policy Statement

Heartbeat Victoria will foster positive relationships with National, State and regional media organisations for the purposes of:

- ❖ securing local community interest in and support for awareness weeks/days associated with its vision, mission and objectives e.g. World Heart Day, Mental Health Week, International Volunteers Day etc
- ❖ commenting on local and regional issues that impact on our Members and people impacted by heart conditions, and
- ❖ disseminating information about Heartbeat Victoria that is of community interest e.g. launch of a new Branch or Affiliate, an activity of a Branch or Affiliate, a major fundraising activity and/or allocation of funds to a health centre.

Heartbeat Victoria promotes openness and accessibility in our dealings with the media whilst complying with the law and maintaining confidentiality when appropriate.

Written communications with the media will be written in plain English and all information will be as objective, balanced and accurate as possible.

Authorised media contacts are the Board of Management President and Branch Committee of Management Chairperson unless other Members of the Board or Committee have been delegated authority. This authority should be added to the Minutes with a reference to the time period in which authorisation has been given.

Members must refer all media enquiries to these positions. No other Members are to make contact with or respond to any media enquiry or request for comment on behalf of Heartbeat Victoria.

## Procedures<sup>75</sup>

### Responding to an approach from the media

When the media approaches Heartbeat Victoria in relation to an adverse event or with an allegation of an adverse event that involves Heartbeat Victoria., responses will be made only by the Chairperson of the Board of Management.

If the Chairperson of the Board of Management will not be available for a period of time and other people are aware that there is an urgent enquiry, media enquires will be forwarded to the Secretary.

When the media approaches a Heartbeat Victoria Branch or Affiliate in relation to an adverse event or with an allegation of an adverse event that involves Heartbeat Victoria, the President of the Branch or affiliate will contact the Board of Management President to agree on a response and determine who will respond to the media.

If the Chairperson of the Committee of Management will not be available for a period of time and other people are aware that there is an urgent enquiry, media enquires will be forwarded to the Secretary.

### Planned Media Strategy

The Board of Management or Branch or Affiliate Committee of Management will authorise the development of a planned media strategy in relation to a particular event around which coverage is sought and will delegate the responsibilities for making approaches to regional media organisations to an appropriate Board Member, Committee of Management Member, Registered Member or Volunteer (i.e. someone with media and communication experience or a key organiser who understands the event).

### Addressing local issues

When a media organisation approaches Heartbeat Victoria for comment on a local or regional issue or on any matter related to Members and peer support, the enquiry will be immediately referred to the President of the local Branch or Affiliate or in the absence of the President, the Committee of Management Secretary.

### Other issues

In the event that other services or groups and individuals are to be discussed, respect is to be maintained at all times.

When writing a letter to the editor, people wishing to identify themselves as a Member of Heartbeat Victoria must obtain approval from the Board of Management President or in the case

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<sup>75</sup> Adapted from

a) Share & Care Community Services Group, 2012, Policies and Procedures Manual,  
[http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)

## Heartbeat Victoria Council Inc. Policy and Procedures Manual

of local issues the Branch of Affiliate Committee of Management President prior to submission for publication.

Advertising in local publications or magazines may prove beneficial and should be considered by the Committee of Management taking into account current budget capabilities.

The use of social media may also be beneficial and should be considered by the Board of Management and Committees of Management, however care should be taken to ensure the use of social media is managed and is consistent with the organisation's values and community image.

### Media Resources

Media – Making Contact – Why Media is Important

[https://www.ourcommunity.com.au/marketing/marketing\\_article.jsp?articleId=1593](https://www.ourcommunity.com.au/marketing/marketing_article.jsp?articleId=1593)

Get The Word Out <http://www.getthewordout.com.au/articles/mediareleasetemplate.htm>

Writing a press release <https://www.oxfam.org.au/get-involved/campaign-with-us/diy-campaigning/make-your-mark-in-the-media/writing-a-press-release/>

Not for Profit Law Information Hub - Social Media <http://www.nfplaw.org.au/socialmedia>

Creative Victoria Useful Resources

[http://creative.vic.gov.au/The\\_Creative\\_Exchange/Insights/Useful\\_Resources](http://creative.vic.gov.au/The_Creative_Exchange/Insights/Useful_Resources)

### Media Release Template

#### 3.5 Media Release Template



## Media Release Template

# Media Release



### Points to consider when developing your media article

There is no form for a media release or article since each presentation/interview/article is different. You need to plan for this and pick people with the appropriate skills to help you. Contact a Board member if you need advice or assistance with your media proposal.

Ensure you have the permission of any people used in media stories or releases. Be aware that there can be risks associated with posting photos and videos of children online. See <https://www.esafety.gov.au/education-resources/iparent/staying-safe/photos-videos-and-social-media>

### What makes a good story?

- Real stories that people can identify with that inform, educate and enlighten
- Clear interesting photos
- Good talent- someone who speaks well and can get your message across

### Plan and be prepared

- Know what you want to say – think about three or four key things you want the public to know about.
- Make some notes of key points
- Examples - Market the benefits of your peer support group and a particular activity coming up.
- The story/article should have an underlying message reflecting the Mission and Vision of Heartbeat Victoria – for example, we are unique in that we are the only cardiac peer support group in Victoria and we raise funds for cardiac equipment for the local hospital/health centre.
- Centre your story around “Heart Week” or “Make the Invisible Visible” (for instance, you could focus on women and heart health)

### Tips on getting in touch with a journalist

- Phone or email are the best ways to get in touch with a journalist. Find their contact in the newspaper, google search, social media.
- Be polite, prepared and on time when attending appointment with journalist.
- Put some thought into what you are going to wear at the interview or when being photographed.
- If you're not good at writing, the journalist may well write the article for you if you provide the facts with a well-pitched story particularly of local interest. Just ask and explain.

### Media release for an event

- Remember to send through your media release 2-3 weeks before it is happening.
  - WHAT - what is happening?
  - WHEN – when it is on?
  - WHERE – where it is on?
  - WHO – who do people contact to get involved?
- Follow up with a phone call a day after you send through the media release.

## Policy 3.6 ~ Corporate Image and Communications

### Relevant Documents:

- ❖ Heartbeat Victoria Council Inc. Rules of Association 2015

**Date of Endorsement Heartbeat Victoria Council:** 2015 AGM held 27 August 2015

**Last Review Date:** June 2017

**Next Review Date:** June 2019

## Policy Statement

Heartbeat Victoria's corporate communications are an important way in which we convey our professionalism to our Members, colleagues, funders, donors and the broader community.

Across all of Heartbeat Victoria's work and the work of its Branches and Affiliates, the symbols of the organisation, including the logo, the letterhead and the website will be used in a manner that is consistent and in keeping with Heartbeat Victoria's values and community standing.

Heartbeat Victoria's letterhead must be used on all official business correspondence in hard copy or electronic format.

The letterhead and the Heartbeat Victoria logo cannot be used by Board Members, Committee members, Registered Members, staff, volunteers or anyone else for any purpose that is not official Heartbeat Victoria, Branch or Affiliate business.

Heartbeat Victoria. is committed to making its corporate information as accessible as possible.

Where a Branch is closed or an Affiliate closes, the permission to utilise the Heartbeat Victoria's name and corporate images ceases. Similarly, if an Affiliate is subject to disciplinary action resulting in expulsion, the permission to utilise the Heartbeat Victoria's name and corporate images ceases.

## Procedures<sup>76</sup>

The corporate style for all written communications, including but not limited to letters, submissions, information brochures, website and newsletters must be professional, utilising the Heartbeat Victoria logo, red headings in Trebuchet MS 12 and the Times New Roman 12 fonts.

Templates should be utilised where these are available. Where a template is not available prepare it in a similar format.

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<sup>76</sup> Adapted from

a) Share & Care Community Services Group, 2012, Policies and Procedures Manual,  
[http://www.shareandcare.com.au/docs/aaa\\_policies\\_procedures/pnp-aug2012-v3.pdf](http://www.shareandcare.com.au/docs/aaa_policies_procedures/pnp-aug2012-v3.pdf)

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Letters are to be on the Heartbeat Victoria letterhead at all times.

The Board of Management will approve any changes to the formatting on organisational material.

Any promotional material and media releases will acknowledge funding sources, when appropriate.

Registered members and volunteers wearing Heartbeat Victoria nametags must behave in ways that are consistent with the organisations values and community image.

Registered Members and volunteers must not wear their nametag other than when they are undertaking Heartbeat Victoria or a Branch or Affiliate business, except for the journey to and from their home.

The Board of Management will direct in writing any Branch or Affiliate to relinquish the use of the name and corporate images when they are would up, disbanded or expelled or for any other reason the Board determines.

## Corporate Image and Communications Templates

- 3.6 Letterhead Template
- 3.6 Code of Conduct Social Media Policy for a Heartbeat Victoria Website
- 3.6 Terms of Use Policy for a Heartbeat Victoria Website
- 3.6 Privacy Policy for a Heartbeat Victoria Website
- 3.6 Members Policy for a Heartbeat Victoria Website

### 3.6 Letterhead Template



<insert name of Branch/Affiliate>

<insert postal address>

Telephone: <insert phone number>

Mobile: <insert phone number>

Email: <insert email address>

ABN: 073229523 or <insert ABN of Branch/Affiliate>

INC.NO: A0015737N <insert Incorporation No of Affiliate>

"Click and Insert Addressee Name"

"Click and Insert Addressee Postal Address"

Dear "Click and Insert Name"

Yours sincerely

**"Click and Insert Name"**

**[name of board member]**

**Heartbeat Victoria Council Inc.**

"Click and Insert Date"

## Heartbeat Victoria Code of Conduct Social Media Policy

1. From time to time, Heartbeat Victoria Council Inc ABN 76 073 229 523 (**Heartbeat Victoria, we, us or our**) may have a number of social media accounts which can include Facebook, Twitter, Instagram and LinkedIn (collectively known as our **Social Media Pages**).
2. As a member of the Heartbeat Victoria Website, you agree to act in accordance with this code of conduct when using our Social Media Pages (**Code of Conduct for Social Media**).
3. Unless otherwise defined, capitalised words have the meaning given to them in the Member Terms.
4. By using any of our Social Media Pages, you agree that you will not post, publish or submit any of the following material:
  - a) material that is off-topic;
  - b) material that is disrespectful to others;
  - c) material that infringes the intellectual property of another person (plagiarism, or passing off another person's material as your own);
  - d) unauthorised posting of personal information of others;
  - e) material that contains vulgar, obscene or indecent language or images, whether intended to offend or not;
  - f) material which defames, abuses or threatens others;
  - g) statements that are bigoted, hateful or racially offensive; and
  - h) material that advocates illegal activity or discusses illegal activities with the intent to commit them.
5. If you post, publish or submit any material that is described in paragraph 4, we may delete that material from our Social Media Page upon discovery.
6. If a site administrator, owner or operator of the relevant social media site considers a posts or other material to be inappropriate that person may delete that post or other material from our Social Media Page upon discovery.

## **Heartbeat Victoria Council Inc. Policy and Procedures Manual**

7. If you are unhappy about anything which you see anywhere on any of our Social Media Pages, please email [info@heartbeatvictoria.org.au](mailto:info@heartbeatvictoria.org.au).

## Heartbeat Victoria Terms of Use Policy

- a) This website ([www.heartbeatvictoria.org.au](http://www.heartbeatvictoria.org.au)) including all subdomains (**Website**) is owned and operated by Heartbeat Victoria Council Inc ABN 76 073 229 523 (**Heartbeat Victoria, we, us or our**).
- b) By accessing the Website, you agree to the following terms and conditions (**Terms of Use**) and Heartbeat Victoria's Privacy Policy.

### 1. Purpose of this website

- a) This Website has been established to provide information to ex-cardiac patients, relatives, carers, friends, interested parties and the healthcare profession to promote peer support groups throughout Victoria that offer activities to people living with heart disease or a heart condition. These peer support groups are intended to assist people to live with heart disease or a heart condition and guide them on how and where services are located for ongoing services and support. The Website also helps to promote and assist cardiac health related services in Victoria by directing any fundraising towards the provision of medical equipment or enhanced delivery of care.
- b) The Website is not a substitute for professional medical advice, diagnosis or treatment. You should always seek the advice of an appropriately qualified healthcare professional before making decisions about your own circumstances. You should not disregard any professional medical advice, or delay seeking it, because of any information contained on this Website.

### 2. General disclaimer

- a) Heartbeat Victoria is not a qualified healthcare provider and does not provide medical advice. To the extent permitted by law, we will in no way be liable to you or anyone else for any injury, loss or damage, however caused (and whether direct, indirect, consequential or economic) which may be directly or indirectly suffered in connection with use of this Website or websites of third parties which are hyperlinked from this Website (**Linked Websites**).
- b) This general disclaimer is not limited by any of the following specific warnings and disclaimers.

### 3. Specific warnings and disclaimers

- a) The information contained on this Website is provided by us in good faith and on an 'as is' basis or by members of this Website.



- b) We make no representation or warranty as to the currency, reliability, accuracy or completeness of the information contained on this Website, or that your use of this Website will be uninterrupted or error free.
- c) You should not act on the basis of anything contained on this Website without first obtaining professional medical advice specific to your circumstances. Never disregard professional medical or cardiac health advice or delay in seeking treatment because of something you have seen on this Website. You must make your own independent assessment of the relevance and appropriateness of the information contained on this Website for your circumstances and, if you choose to rely on it, it is wholly at your own risk.
- d) We are not liable to you or anyone else if interference with or damage to your computer systems occurs in connection with your use of this Website or a Linked Website. You must take your own precautions to ensure that whatever you select for your use from this Website is free of viruses or anything else (such as malware, worms or trojan horses) that may interfere with or damage the operations of your computer systems.
- e) We may, from time to time, change or add to this Website without notice. However, we do not undertake to keep this Website updated and we will not be liable to you or anyone else if errors occur in the information on this Website or if that information is not up-to-date.
- f) To the extent permitted by law, all implied conditions, representations, warranties, guarantees and other terms are excluded. You must ensure that your access to this Website is not illegal or prohibited by laws which apply to you or in your location.

### 4. Your use of this Website

- a) As a condition of your use of this Website, you must not use this Website for any purpose that is prohibited by these Terms of Use. In particular, you agree not to do any of the following:
  - defame, abuse, harass, stalk, threaten or otherwise offend any person;
  - publish, distribute, email, transmit or disseminate any material which is unlawful, misleading, deceptive, obscene, defamatory, indecent, offensive or inappropriate;
  - use any automated scripting tools, software or computer application;
  - engage in or promote any third party surveys, contests, pyramid schemes, chain letters, unsolicited emailing or spamming;
  - impersonate any individual or entity;

- share information which identifies another person or could be used to identify a person without their consent (if you do share personal information about another person, please let them know about our Privacy Policy which sets out how we will handle their personal information);
  - upload, post, email, transmit or otherwise make available any material that you do not have a right to make available or which contains viruses, or other computer codes, files or programs designed to interrupt, limit or destroy the functionality of other computer software or hardware or to utilise other computer systems for improper purposes or without authorisation;
  - provide or purport to provide medical or other health advice which you are not qualified and authorised to provide;
  - market, promote or sell any product or service; and
  - use the Website for any illegal purpose or in violation of any local, state, national, or international laws. This includes, but is not limited to, encouraging others to violate any laws.
- b) If you have a complaint about any of the content published on this Website, you should contact us.

### 5. Intellectual property

- a) Unless otherwise indicated, all material on this Website, including (but not limited to) text, graphics, audio and video files, information architecture and coding, is Heartbeat Victoria's intellectual property or is used under licence. All rights are reserved.
- b) You may download, store in cache, display, print or make a single copy of the information or material on this Website (in its unaltered form) and for your personal and non-commercial use only.
- c) Except for these purposes, and for the purposes of and subject to the conditions prescribed under the ***Copyright Act 1968 (Cth)*** (or any similar statute that applies in your jurisdiction), you may not, in any form or by any means:
- adapt, reproduce, store, distribute, transmit, print, display, perform, publish, or create derivative works from, any part of this Website; or
  - commercialise any information, products or services obtained from any part of this Website, without our prior written permission.
- d) If you wish to make any other use of the material on this Website, you must obtain our permission before doing so. To ask for permission or for further information, please contact us.

## 6. Trade Marks

- a) All trade names, trade marks, service marks and other product and service names and logos (**Trademarks**) displayed on this Website are proprietary to their respective owners and are protected by applicable trade mark and copyright laws. These Trademarks may be our registered or unregistered Trademarks or may belong to third parties and are used on this Website with permission of the relevant owner.
- b) Nothing contained on this Website should be construed as granting any licence or right of use of any Trademark which is displayed on this Website without the express written permission of the relevant owner.

## 7. Linked Websites

- a) This Website may contain links to Linked Websites. Those links are provided for convenience only and may not remain current or be maintained.
- b) We make no representations about, and take no responsibility for, the content contained on any Linked Website.
- c) The inclusion of a Linked Website should not be construed as any endorsement, approval, recommendation or preference by us of the owners or operators of the Linked Website, or for any information, product or service referred to on the Linked Website.
- d) Your use of any Linked Website is entirely at your own risk.
- e) We are not responsible for the privacy practices of any owner or operator of a Linked Website.
- f) You acknowledge that Heartbeat Victoria has no control over the content of a Linked Website and that Heartbeat Victoria has no responsibility for any injury, loss or damage arising from, or in connection with, your use of that Linked Website.

## 8. Your visit to our Website

- a) We may use cookies (small data files that are stored on your computer) to collect anonymous traffic data and to improve your Website user experience. You can remove or block cookies using the settings in your web browser, but this may impact your ability to use the Website.
- b) We may also collect and store information about your visit to the Website, including:

- the name of the domain from which you accessed the internet;
  - the date and time you accessed the Website;
  - the internet address of the website from which you linked directly to the Website;
  - the pages you accessed while visiting the Website;
  - the type of device from which you accessed the Website; and
  - the location from which you accessed the Website.
- c) Except where expressly stated otherwise in the Privacy Policy, all of the information we collect is aggregated and we do not intend to use it to identify you individually. This information is used to measure visitor numbers and to assess how the Website was used in order to maintain its effectiveness.
- d) We do not collect this information for any type of online advertising.

### 9. Website membership

- a) There are additional Member Terms that will apply if you register as a member of this Website.
- b) Regardless of whether you register as a member of this Website, your use of this Website constitutes acknowledgement that the views of members posting queries, comments or statements on this Website are not our views, and are not endorsed by us. If you have a complaint about any of the content published on this Website, you should contact us.

### 10. Social media

From time to time, we may have a number of social media accounts, which can include Facebook, Twitter, Instagram and LinkedIn, collectively known as our **Social Media Pages**. Your access to content on our Social Media Pages are subject to the terms of use of the owner or operator of the relevant social media site as well as these Terms of Use.

### 11. General

Heartbeat Victoria may amend these Terms of Use at any time without notice. Any amendment will be effective immediately. Your continued use of the Website after

any amendment constitutes an agreement by you to comply with, and be bound by, the amended Term of Use. Accordingly, you should access and read the Terms of Use from time to time for any amendments.

### **12. Governing Law**

These Terms of Use are governed by the laws in force in Victoria, Australia and you submit to the exclusive jurisdiction of the courts of Victoria, Australia and any courts which may hear appeals from those courts in respect of any proceedings or disputes arising out of, or in connection with, these Terms of Use or this Website.

## Heartbeat Victoria Privacy Policy

- a) Heartbeat Victoria Council Inc ABN 76 073 229 523 (**Heartbeat Victoria, we, us or our**) is committed to protecting your privacy and complying with the ***Privacy Act 1988 (Cth) (Privacy Act)*** and the ***Health Records Act 2001 (Vic) (Health Records Act)*** in relation to the management of personal information.
- b) This Privacy Policy describes our policies and procedures on the collection, holding, use and disclosure of your personal information and should be read together with our ***Terms of Use***.

### 2. What is personal information?

- a) When used in this Policy, "personal information" has the meaning given to it in the Privacy Act. Generally, it means any information or an opinion that could be used to identify you. Personal information includes "health information" as defined in the Health Records Act.

### 3. What personal information do we collect?

- a) The information that we may collect from you includes your name, address, age or date of birth, telephone number, workplace details, email address or the amount you have donated to Heartbeat Victoria. In some cases, with your consent (for example, if you apply to register as a Heartbeat Victoria member or volunteer), we may also collect health information about you, such as your medical history.
- b) If you order certain resources, or make a donation to us, you may also provide credit card details and other information which will allow us to process your request and make the transaction.
- c) We may also collect:
  - i. your preferences for receiving further information about our programs, campaigns or activities;
  - ii. additional types of personal information such as title, department name, company information or marketing spend; and
  - iii. demographic information and unique identifiers in order to provide you with a more personalised experience or to verify your passwords.
- d) The choice of how much information you provide to us is yours, but if you want to register as a member of our website, make a donation, or otherwise participate in

our programs and events, we require certain information from you in order to provide those services.

- e) Where practicable, you will be given the option of interacting with us anonymously or using a pseudonym if you feel more comfortable dealing with us that way. Wherever practicable, we will collect personal information from you directly, rather than from another person or source.
- f) If you want to share a story about another person's experience of a heart event or heart disease in which that person's identity may be reasonably ascertainable, you must seek permission from the individual or authorised representative first and let them know about our Privacy Policy. Some people may not want their experience made public. It is important to consider the impact and respect the wishes of others affected by the stories you wish to share.

#### **4. How do we collect personal information?**

- a) We may collect your personal information if you:
  - i. deal with us directly over the phone or via our support service;
  - ii. have contact with us in person;
  - iii. interact with us online, including through our websites, mobile applications and social media pages (such as Facebook, Twitter, YouTube, Instagram and LinkedIn. The owners or operators of the relevant social media sites may also handle your personal information for their own purposes and have their own privacy policies that you should consider); and
  - iv. apply for a position with us (either as an employee, volunteer or as a contractor).
- b) This collection may be required to allow you to:
  - i. register for website membership;
  - ii. make a donation;
  - iii. receive information from us;
  - iv. apply to hold a fundraising event;
  - v. register to use forums;
  - vi. register as a Heartbeat Victoria member;
  - vii. register as a volunteer;
  - viii. order resources;

- ix. receive information about or become involved in our programs, campaigns or other initiatives;
  - x. use our mobile applications; and
  - xi. work with us.
- c) If you provide us with the personal information of another individual, without limiting any other provision of this Privacy Policy, you represent and warrant that the other individual:
- i. has authorised you to provide their personal information to us; and
  - ii. consents to us collecting and disclosing their personal information in accordance with this Privacy Policy.

### 5. Collecting personal information through our websites

- a) In some cases, we may also collect your personal information through the use of cookies. When you access some of our websites, we may send a “cookie” (which is a small summary file containing a unique ID number) to your computer or mobile device. This enables us to recognise your computer or mobile device and determine whether you have already registered as a website member or previously visited our website. It also enables us to keep track of content you view so that, if you consent, we can send you related news. We may also use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure overall, aggregate transaction patterns. We may use this to research our website visitor’s habits and what they are looking for and accessing, so that we can continually improve our content. If you do not wish to receive cookies, you can set your browser to reject cookies or notify you when you receive a cookie and this will provide you with an opportunity to accept or reject it in each instance.
- b) We may log IP addresses (that is, the electronic addresses of computer or mobile devices connected to the internet) to analyse trends, administer websites, track users movements and gather broad demographic information.
- c) Our websites may use marketing automation tools that send emails using a number of different services. Each service uses tracking technologies primarily to understand what subjects are interesting to you by monitoring whether their emails are opened and links are followed. This information is then used to improve the emails that are sent to you and to improve our offerings to you.



### 6. How does Heartbeat Victoria Council Inc. use your personal information?

- a) The personal information you provide to us may be used by us for the following purposes:
- i. to allow you to obtain access to the interactive components of our mobile applications and websites (including the online forums and our campaign websites);
  - ii. to publish materials that you post to the interactive components;
  - iii. to provide you with the information, resources or merchandise you have requested;
  - iv. to involve you in programs, campaigns, research, activities or other initiatives undertaken by Heartbeat Victoria and its branches, affiliates or contractors and service providers;
  - v. to show your name and the amount of any donation or sponsorship you may make on our website (unless you choose a private or anonymous donation);
  - vi. for the marketing and research purposes of Heartbeat Victoria and its branches, affiliates, contractors or service providers;
  - vii. for internal administrative purposes;
  - viii. to update our records and keep your contact details up to date;
  - ix. for research, advice and information, including for benchmarking purposes;
  - x. to send you emails about our programs, campaigns or activities if you have agreed to receive our emails (you will be provided with an opportunity in each email to decline to receive any further emails from us by unsubscribing – if you are registered as a member of our websites, you can also edit your email preferences via your member account);
  - xi. in the case of marketing automation, to improve the emails that are sent to you and to improve the services that are offered to you;
  - xii. to assess any application from you to work with us; and
  - xiii. if you lodge a complaint with us, to process and respond to your complaint.
- b) If you access the interactive components of our mobile applications and websites (including online forums), only your display name will be shown online. We recommend that you do not post information online that may identify you or anyone else such as address, email address or phone number details. If you do post

personal information online, your personal information may be identified, recovered and displayed by internet search engines and other third parties.

- c) Regardless of where in the world you reside, Heartbeat Victoria may transfer your data to Australia and process and store it there.
- d) Other than for the purposes described above, we will not use your personal information without your prior consent.

### **7. Security of your personal information**

- a) We take reasonable steps to ensure the security of all information we collect, including that the information is protected from misuse and loss and from unauthorised access, modification or disclosure. For example, your personal information is maintained in a secure environment, which can be accessed only by authorised personnel. However, no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure.
- b) In addition, we will take reasonable steps to destroy or de-identify your personal information once we no longer need it.
- c) We may also use third party payment gateway providers, such as PayPal. We are not responsible for how any third party payment gateway provider chooses to store and protect your personal information. Please refer to the third party payment gateway provider's privacy policy for details of how they may hold and secure your personal information.

### **8. Disclosure of personal information**

- a) Personal information will only be disclosed to third parties in accordance with this Privacy Policy. Information may be provided to third parties where any functions or services relating to the purpose for which the personal information is collected are being outsourced or you would reasonably expect us to disclose it to a third party for a particular purpose. For example, you agree that we may disclose your personal information to our:
  - i. Heartbeat Victoria branches and affiliates;
  - ii. contractors and service providers who perform services on our behalf, such as information technology service providers (including service providers who may be located in Victoria, in other parts of Australia, or overseas);
  - iii. marketing service providers; and

- iv. professional advisors (such as accountants, auditors and lawyers).
- b) We may also disclose your personal information if:
  - i. you have consented to the disclosure;
  - ii. where disclosure is necessary to prevent injury to life or health; or
  - iii. it is required or authorised by or under an Australian law or a court/tribunal order.
- c) We only disclose your health information for the purposes for which you gave it to us, for a directly related purpose you would reasonably expect, or if you give us your consent.
- d) If you post material to the interactive components and it is health information, we will disclose it by publishing it to website users.
- e) Some of our contractors and service providers may transfer and store your personal information outside Australia. You acknowledge and agree that we are not obliged to take steps to ensure overseas recipients to your personal information comply with the Privacy Act or the Health Records Act.

### **9. Accessing, correcting and deleting personal information**

- a) You may request access to your personal information collected by us, and ask that we correct or delete that personal information by contacting us and we will endeavour to respond within 30 days of receipt of your request. If we refuse to give you access to, correct, or delete your personal information (as requested), we will notify you in writing setting out the reasons.

### **10. Complaints about your privacy**

- a) If you believe your privacy has been breached or you have a complaint about how we have handled your personal information, please contact us in writing. We will endeavour to respond to each complaint within a reasonable period of us receiving the complaint (usually within 30 days).
- b) If you are not satisfied with our response, then you may lodge a formal complaint with the Office of the Australian Information Commissioner (for more information, please see [www.oaic.gov.au](http://www.oaic.gov.au)).
- c) If your complaint relates to your health information you may lodge a complaint with the Victoria Health Services Commissioner (for more information, please see [www.health.vic.gov.au/hsc/](http://www.health.vic.gov.au/hsc/))

### 11. Changes to this Privacy Policy

- a) This Privacy Policy may change from time to time. Any updated versions of this Privacy Policy will be posted on our websites and will be effective from the date of posting.
- b) This Policy was last updated in June 2017

### How to contact us

**Email:**

privacy@heartbeatvictoria.org.au

**Post:**

Attention: The Privacy Officer  
Heartbeat Victoria Council Inc.  
P.O. Box 144  
Parkville Vic 3052

## Heartbeat Victoria Member Terms Policy

- 1) This website ([www.heartbeatvictoria.org.au](http://www.heartbeatvictoria.org.au)) including all subdomains (**Website**) is owned and operated by Heartbeat Victoria Council Inc ABN 76 073 229 523 (**Heartbeat Victoria, we, us or our**).
- 2) By registering, you agree that these terms and conditions (**Member Terms**) will apply to your use of the Website and its interactive components.
- 3) For the purpose of these Member Terms, an “interactive component” means:
  - a) any discussion forum;
  - b) the Heartbeat Victoria portal; and
  - c) any other interactive feature,that Heartbeat Victoria may implement on this Website from time to time.
- 4) The interactive components on this Website are intended for members to engage in an exchange of information about a diverse range of topics, to share their stories and to ask questions.
- 5) You acknowledge that the views of members posting queries, comments or statements on this Website are not our views, and are not endorsed by us. You are solely responsible for your own communications, the consequences of posting those communications, and your reliance on any communications found within the interactive components of this Website.
- 6) You acknowledge that divergent points of view provide for vigorous and refreshing debate amongst members, and while you may not always agree with another member's opinion, it is courteous to remember that each member is entitled to their own point of view.
- 7) You must not use the interactive components to engage in any illegal activity, any civil wrong or tort or any other activity that may cause injury, loss, damage or expense to another person.
- 8) To the extent permitted by law, Heartbeat Victoria is not liable for any injury, loss, damage or expenses suffered by you or claims made against you arising from, or in connection with, content or material which you post or upload on the Website.
- 9) You indemnify Heartbeat Victoria and will pay us on demand an amount equal to any loss, damage, expense and other liabilities suffered or incurred by Heartbeat Victoria, its related branches and affiliates and their respective officers, directors and employees arising out of, or in connection with, any use by you of the interactive components of this Website in contravention of these Member Terms.
- 10) Without limiting the activities which may be prohibited by these Member Terms by virtue of them constituting offences against criminal or civil laws in your jurisdiction, you must not post any material (including images, graphics, video, text or any other content) to this Website that:
  - a) makes a false or misleading representation or constitutes misleading or deceptive conduct;

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- b) is defamatory;
  - c) infringes any intellectual property right of Heartbeat Victoria or a third party, including by posting links to other sites that infringe the intellectual property of Heartbeat Victoria or a third party;
  - d) contravenes a suppression order or constitutes a contempt of Court or Parliament;
  - e) constitutes a breach of confidentiality or contract;
  - f) incites or counsels any person to commit a criminal offence or constitutes a breach of public order;
  - g) is inaccurate, abusive, vulgar, hateful, obscene, profane, inappropriately sexually oriented, threatening or constitutes harassment;
  - h) contains a virus or other code that has harmful or destructive properties;
  - i) contains expletives or foul language;
  - j) contravenes classifications, discrimination, privacy or anti-vilification laws or laws restricting or governing political advertising;
  - k) contains any automated scripting tools, software or computer applications;
  - l) promotes third party surveys, contests, pyramid schemes, chain letters, unsolicited emailing or spamming; or
  - m) constitutes or purports to be medical advice or other health advice which you are not qualified and authorised to provide.
- 11) You must not use the interactive components of this Website for commercial purposes.
- 12) You can only post under your own username and you must not utilise this Website in any manner by which you purport to be someone else.
- 13) You acknowledge that this Website is a public place and you must not post personal information that you would not be comfortable sharing with a stranger. We recommend that you use only your first name or a pseudonym as your username and that you don't post any information that may identify you or anyone else (such as address, email address or phone number details). If you are under 18 years of age, you must obtain the consent of your parent or guardian prior to registering as a member.
- 14) At all times, you must maintain an awareness that a range of people (from different backgrounds, of varying ages, with diverse skill levels and with differing levels of familiarity with the topics being discussed), will be reading and posting to the interactive components of the Website. In order to facilitate discussion, please only use English in your posts.
- 15) You acknowledge that all material posted to the interactive components of this Website may be read by a moderator or any person authorised by Heartbeat Victoria. We reserve the right to remove, without notice, any post that contravenes these Member Terms or which the Website moderators (in their sole discretion) consider to be inappropriate for inclusion on the Website

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- 16) We may suspend or cancel the registration of any member at our sole discretion.
- 17) If any material you post raises concerns about your safety or the safety of others, we may try to contact you or others to make sure that you or others are safe. You acknowledge that we may also need to disclose your personal information to authorities who can help protect your safety or the safety of others (for example, to the police or a mental health crisis service).
- 18) We may also email you if:
  - a) your chosen display name or avatar is in breach of the Code of Conduct for Social Media;
  - b) we have edited or not published your post as it is in breach of the Code of Conduct for Social Media; or
  - c) a reply has been deleted because another user has requested a thread be removed, or someone has replied to a thread you started.
- 19) By posting material to the interactive components, you grant us an irrevocable, non-exclusive, transferable, sub-licensable, royalty-free, worldwide license to use, modify, copy, distribute, transmit, reproduce, publish, display and broadcast that material.
- 20) You acknowledge that the interactive components of this Website must not be relied upon for medical advice. If you require medical advice or assistance you should contact a healthcare professional, or if urgent assistance is required, please contact your nearest hospital or emergency service.
- 21) You may request at any time that your membership be cancelled from the Website. By doing so, you understand and agree that we may retain your personal information for up to six months from the date of your request and that all activity associated with your account that was generated prior to the date of your cancellation request will remain permanently on the Website (for example, your posts in the interactive components will not be deleted).
- 22) Heartbeat Victoria may amend these Member Terms at any time without notice. Any amendment will be effective immediately. Your continued use of the Website after any amendment constitutes an agreement by you to comply with, and be bound by, the amended Member Terms. Accordingly, you should access and read the Member Terms from time to time for any amendments.
- 23) These Member Terms incorporate, and should be read together with the Website Terms of Use and the Code of Conduct for Social Media.
- 24) These Member Terms are governed by the laws in force in Victoria, Australia and you submit to the exclusive jurisdiction of the courts of Victoria, Australia and any courts

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which may hear appeals from those courts in respect of any proceedings or disputes arising out of, or in connection with, these Member Terms or this Website.