



**youth affairs network qld**

# **POLICY AND PROCEDURES MANUAL**

**2012**

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## Summary of Our Values

**YANQ believes that the Traditional Custodians and primary Culture of Australia is Aboriginal.** We support the right of Aboriginal and Torres Strait Islander communities to self determination, and recognise their capacity to generate their own solutions to the problems imposed on them by continuing colonisation and ongoing pressures to assimilate. We recognise the proven credentials of Aboriginal Traditional Owners and Custodians in connecting with and managing this Land. We value the wisdom and leadership Aboriginal cultures can bring to addressing the problems faced by Australian society.

**We aspire to a world which recognises the interdependence of all species on this planet.** We envisage a future where Australia is in a position to benefit from Aboriginal Culture; where Australians collectively acknowledge the strengths of one of the world's oldest surviving cultures and embrace highly evolved Aboriginal tradition, Lore and practices. This would play a critical role in achieving a sustainable future for humankind.

**YANQ supports the human rights of all Australians.** These include the necessities of survival; everyone's right to achieve their full potential; and their right to make choices about their lifestyle, and express their culture, without fear of penalty. Everyone has the right to meaningfully participate in their community and decisions that affect their lives.

**We recognise that systemic issues contribute to a failure to meet young people's rights, and the social exclusion of groups of young people.** Most young people are disadvantaged – culturally, socially and/or economically. Major social systems continue to fail the majority of young people. Further, socially excluded young people face ongoing pressure to conform to dominant Anglo-Celtic values. This generates disharmony within and across communities, making them vulnerable to prejudice and discrimination. It is only when we recognise the cultures of our First Peoples as the basis for genuine multi-culturalism, and value the identities, contributions and rights of all Australians, that we can achieve social harmony.

**Young people have the capacity to play an important part in their communities and the wider society.** Young people's social role and contribution, both now and in the future, largely depends upon how they are treated. The greater the participation of young people in social decision-making, the healthier the community and society.

**Community organisations provide a unique pathway to optimising young people's social participation.** They can facilitate genuine participatory democracy and respond to young people's needs in an alternate, holistic way. Young people are entitled to access services which respond to their rights and needs, and freely choose whether or not to use these services. Competent Youth Workers have the values, attitudes, knowledge and skills required to work effectively with young people and their communities, using a rights-driven approach.

**Australian governments are obliged to meet young people's internationally-agreed human rights.** Governments should take full responsibility for meeting these obligations toward young people. Governments should value the expertise of community organisations in providing complementary services, and resource them to take the lead in addressing the rights and needs of young people within their particular community.

**Ultimately, YANQ envisages a future where young people are seen as equal, active participants in Queensland society.** As a result, Queensland would be a fair, equitable diverse state; a bastion of human rights. It would be a healthy society in which individuals, families and communities are inter-connected; where a culture of mutual respect generates resilience and genuine social inclusion. Its thriving youth sector would enthusiastically stand alongside Aboriginal people and young people, to continue to improve the world. The powerful voice of YANQ would be seen as an invaluable social asset.

## Our Values, Vision and Priorities

### Our Values

#### **YANQ believes that the Traditional Custodians and primary Culture of Australia is Aboriginal.**

Aboriginal Lore has always ruled this Land. We recognise Aboriginal and Torres Strait Islander (ATSI) cultures as distinct, separate cultures. We acknowledge Torres Strait Islander peoples as Custodians of the Torres Strait Islands and surrounding waters.

#### **YANQ supports the right of Aboriginal and Torres Strait Islander communities to self determination.**

We recognise the capacity of communities to generate their own solutions to the problems imposed on them by continuing colonisation and ongoing pressures to assimilate. Further, we value the wisdom and leadership ATSI cultures can bring to addressing the problems faced by Australian society. We can benefit greatly, at an individual, community and social level, from embracing opportunities to learn from ATSI Culture, Lore, Land and Sea.

#### **We recognise the proven credentials of Traditional Owners and Custodians in connecting with and managing this Land.**

Inter-generational and inter-cultural equity is critical to achieving a healthy long term future for humankind. Young people have a particular incentive to acknowledge the place of humans in the wider ecosystem. We all have the responsibility to function as part of the earth, to connect with Land, and to live responsibly in a way that ensures the ongoing health of the whole. We are all responsible for living so that our children, and their children, inherit a healthy social and physical environment. YANQ is committed to learning from Aboriginal cultures and being guided by their wisdom in finding ways to live more sustainably on this Land.

**Australia is made up of people with a wide variety of backgrounds and identities, but remains largely mono-cultural.** Australians vary in terms of gender, class, race, age, ability and sexuality. Yet dominant Anglo-Celtic values are considered *normal* and everyone is pressured to conform to these. This generates disharmony within and across communities, making them vulnerable to prejudice and discrimination. It is only when we recognise the cultures of our First Peoples as the basis for genuine multi-culturalism, and value the identities, contributions and rights of all Australians, that we can achieve social harmony in Queensland.

**YANQ supports the human rights of all Australians.** These include, but go far beyond, access to the basic necessities of survival such as safe food, clean water and secure housing. All young people are entitled to the means to fulfil these rights, achieve their full potential and make choices about their lifestyle. Every young person should have the freedom to choose and express their unique cultural, social, sexual and gender identity. Every young person is entitled to live free of all forms of violence and fear. This includes Aboriginal young people; Torres Strait Islander young people; young women; young people with disability; gay, lesbian, bisexual, transgender and intersex (GLBTI) young people; and migrant and refugee young people. Every young person has the right to build families and relationships of their own choosing. All have the right to fully and meaningfully participate in their community and at all levels of government decision making. Every young person is entitled to access programs and services which are appropriate to their needs, and to freely choose whether or not to participate in these. Too often, the legitimate human rights of young people are reduced to individualised *needs*.

#### **YANQ recognises that systemic issues contribute to the social exclusion of groups of young people.**

Over recent decades, governments in Australia have increasingly seen their role as supporting global economic interests at the expense of community interests. They have sought to silence voices of dissent. This strategy has strengthened the authority, power and privilege of a smaller and smaller group of Australians. It has failed to provide any discernable improvement in young people's quality of life. Increasing numbers of young people are being marginalised by discriminatory cultural, social and economic policies and practices. Of particular concern is the growing number of children and young people in youth, adult and immigration prisons.

**Marginalised young people are not a homogenous group.** Some disadvantage is culturally-driven; some is socially-driven; some is economically-driven. For example, racism drives the extremely disproportionate level of criminalisation of Aboriginal young people; sexism drives the appalling rates of violence against young women; homophobia drives the ongoing stigmatisation of GLBTI young people. Young people with disabilities (including mental health issues) and immigrant (particularly refugee) young people continue to be socially and economically penalised. Major social systems, most notably the health, justice and education systems, continue to fail most young people to varying degrees.

**Young people have the potential to help or harm society.** Their role and contribution, both now and in the future, largely depends upon how they are treated. Young people have the capacity to play an important role in their communities and the wider society. When the voices, creativity and ideas of young people are actively included as part of community decision-making processes, their unique knowledge, experiences and perspectives add value to community life. The greater the participation of young people in social decision-making the healthier the community and society.

**Community organisations provide a unique pathway to optimising young people's social participation.** Community organisations (and programs) are those which maintain an ongoing and genuine connection with a community of interest or geographic community. Communities are the best placed to identify the individual and collective needs, and human rights breaches, of young people. Community organisations play a key role in educating community members and empowering otherwise alienated young people. These organisations are uniquely placed to facilitate trust building between young people and supportive community members. Mutual trust is essential to communities' ability to engage with young people, enable their social participation, redress some of the injustices they face and advocate for their rights more widely. Genuine, influential participation is rare within Queensland society. Community-based organisations contribute toward addressing this problem. They play an invaluable civic role, through facilitating participatory democracy.

**Community organisations are uniquely positioned to provide sophisticated, responsive youth services.** Increasingly, governments are funding large non-government organisations at the expense of community-driven organisations. Governments should respect the sovereignty of independent community organisations and recognise the central role they play in concurrently responding to young people's multi-faceted needs, building more inclusive communities and, ultimately, contributing to a more harmonious society. Community organisations offer the most efficient and effective means of responding in a comprehensive way to young people's rights and needs. Valuing the expertise of community organisations, and resourcing them to take the lead in addressing the rights and needs of young people within their particular community, can only improve Queensland society.

**YANQ believes that the roles and responsibilities of government and non-government organisations should be clearly distinguished.** All Australian governments are obliged to meet young people's internationally-agreed human rights. Increasingly, governments are funding non-government organisations (NGO's) to undertake government-determined priorities and fulfil governments' statutory obligations. Governments should take responsibility for meeting these obligations toward young people, particularly young people in their care.

**Youth Work provides an alternate approach to engaging with young people, particularly disadvantaged young people.** Most marginalised young people have experienced a variety of interventions and are resistant to any attempt to impose further limitations over their lives. Social control strategies generally serve to further alienate these young people and contribute toward ongoing (often multi-generational) disadvantage. It is only when these young people are voluntary, active participants in addressing their own rights and needs, that they become willing to engage with community and achieve positive change in their lives. Competent Youth Workers have the values, attitudes, knowledge and skills required to work effectively with young people and their communities, using a rights-driven approach.

**The youth sector makes a unique contribution to Queensland life.** A healthy society is one in which individuals, families and communities are inter-connected; where a culture of equity and mutual respect generates resilient communities that meet the rights and needs of all their members. Communities, and society as a whole, are strengthened when they value every member. Communities and societies are enriched when they embrace differences and work toward social equality. Failure to meet the rights and needs of all members of society can be expected to generate fear and instability, and serve to criminalise and alienate some members. YANQ values and supports positive connections between young people, their communities and the wider Queensland society.

## Our Vision

**Ultimately, YANQ aspires to a world which recognises the interdependence of all species on this planet.** As human beings, we will collectively acknowledge that we are all one and that our future depends on harmonious co-existence – within and between both humankind and other species. We envisage a world where every person has the opportunity to contribute their own unique gifts and talents; where resources are equitably shared; where the human rights of all are met; where everyone commits to caring for, and living sustainably on, the Land. We look forward to universal recognition that the First Peoples of the world, with



their established credentials in caring for Land, are the key to our collective survival, and a sustainable future.

**We envisage a future where Australia is in a position to benefit from Aboriginal Culture.** Non-Aboriginal Australians will have recognised their privilege and racism, and ways in which they continue to benefit from the power imbalance between Aboriginal and non-Aboriginal people, and will have committed to redressing this imbalance. We will collectively acknowledge the strengths of one of the world's oldest surviving cultures and embrace Aboriginal tradition, Lore and practices which have been sustained since time began. All Australians will recognise that Aboriginal Culture is highly evolved, and will enthusiastically learn from Aboriginal wisdom in building our families, communities and society. Non-Aboriginal Australians will be committed to building trustworthy relationships with our First Peoples, learning from Aboriginal best practice and integrating Aboriginal wisdom into exploration of wider social problems.

**Young people will be active participants in Queensland society.** Their ideas on how to change the world for the better will have been taken seriously. Many will be in the leadership roles required to continue to secure a sustainable future for Queensland (and Australia, and the world). They will be in a position to value the (now outspoken) voices of Aboriginal people, young people, and all the other voices which will contribute to maintaining a fair and equitable society. As a result, Queensland will be a dynamic, diverse state, which is a bastion of human rights. Every Queenslanders will have their human rights met, and feel a valued part of their family, community and society. Queensland will be strong, rich and resilient, with the capacity to deal with any challenges we may need to face in the future.

**Queensland will have a thriving youth sector, which enthusiastically stands alongside Aboriginal people and young people.** We will support Aboriginal initiatives to continue to improve the world. Non-Aboriginal Youth Workers will recognise the personal and professional benefits of embracing Aboriginal cultures. Youth Workers will take responsibility for lifelong learning about Aboriginal Culture, Lore and Land. Non-Aboriginal Workers will move outside their comfort zone; challenge their fundamental thinking; and develop an appreciation of Aboriginal ways of doing things and the underlying reasons for these. This learning will be reflected in their inclusive, rights-driven approach to working alongside young people.

**YANQ will assist the youth sector, communities and Queensland society more widely, on this journey.** We will model integrating Aboriginal wisdom at all levels of the organisation. YANQ will be sought after as a source of valuable advice on the rights and needs of young people. Our commentary will be informed by strong and articulate community organisations which will be our primary source of advice. We will be true to their collective wisdom in all our dealings at a local, state and federal level. YANQ will have a powerful voice and credibility as a legitimate advocate for young people, within government and the community more widely.

## Our Priorities

**YANQ exists to contribute toward achieving the rights of young people, particularly those who are disadvantaged and marginalised.** As an autonomous peak body, we seek to achieve this goal through a combination of strategies - advocacy and lobbying; research and policy development; consultation and networking; information dissemination and education; and youth sector development. Our priorities to the Year 2020 are driven by this central motivation.

**YANQ commits to engaging with Aboriginal communities and continuing to challenge dominant cultural thinking and assumptions.** We will lead the youth sector in taking responsibility for learning about, and embracing, Aboriginal cultures, values, knowledge and community practices. We commit to exploring ways to integrate this learning at all levels in the organisation and sector. Our internal processes will be modelled on Aboriginal ways of working together. We will continue to build meaningful relationships with Aboriginal communities, advocate best practice in working with Aboriginal young people and support the social change initiatives of Aboriginal organisations.

**YANQ stands alongside Aboriginal communities to lobby for the rights of their young people.** We will name racism and social power imbalances in all its forms. We will collaborate with communities to challenge destructive structures that contribute to poverty and racism in Aboriginal communities. We will seek to reduce disparities in health outcomes, criminalisation and other systemic disadvantages faced by Aboriginal young people. YANQ commits to continuing to take responsibility for understanding more about Aboriginal Lore, and learning about the past and present experiences which contribute to the continuing marginalisation of Aboriginal peoples.



**YANQ works toward achieving equality across Queensland society, through empowering the voices of young people.** We will encourage *whole of community* decision making that equally values the creativity and ideas of young people and the wisdom of elders; that optimises the inclusion of young people within their own communities. We will advocate the genuine participation of young people in all decisions affecting their lives. We will lobby for young people's rights and needs to be met in a manner which empowers young people to take control of their lives. We will challenge and correct misleading public images of young people, and focus on representing the interests of the most marginalised young people.

**YANQ challenges laws, policies, systems and structures that unfairly disadvantage young Queenslanders.** We are committed to positive discrimination in favour of disadvantaged young people. We will endeavour to reduce institutionalised racism, ageism, sexism, homophobia and all forms of structural oppression. We will particularly value the hidden voices of those young people who are silenced by being in prison or care, lobby for alternatives to imprisoning young people, and actively promote the participation of these young people in their communities and society. We will stand up and speak out for those young people who are currently penalised and silenced by governments and other institutions which serve government interests.

**YANQ advocates for the development and maintenance of Youth Work practice designed to empower young people.** We will disseminate information about YANQ's activities and provide educational opportunities to the youth sector. We recognise the isolation experienced by many Youth Workers, and will advocate for additional resources and support progressive Youth Work practice wherever possible. We will continue to seek to position Youth Work as a unique occupation which requires specific expertise to work with young people in an empowering, rights-based manner.

**YANQ seeks greater recognition of the unique contribution of community-driven organisations to effective youth service provision.** We affirm the importance of community having a genuine role in government decision making. We support grassroots organisations which are community-driven and maintain ongoing community connection. We value organisations which network with like-minded services and build the relationships required to accurately and successfully advocate for the rights and needs of young people. We particularly respect those organisations which prioritise listening to the voices and needs of young people and providing holistic services, over the pressure to provide inappropriate, prescribed or limited services. YANQ will represent the interests of these services, including lobbying to protect their funds, programs and intellectual property. We will advocate for equitable distribution of funds, to ensure that the rights and needs of young people in rural and remote areas and other disadvantaged groups of young people, are equitably addressed.

**YANQ initiates research to inform policy development in the interests of young people.** Research and policy development will underpin the work of YANQ, and ensure that our advocacy for young people is current and evidence-based. We will build the relationships essential to ensuring the currency of our policy initiatives and responses. We will consult with our membership to identify issues being faced by young people within their communities. We will treat community organisations, Youth Workers and young people as experts in the issues facing young people – both individually and collectively. We will gather our members' experiences, insights and advice, and value this data as informed evidence. We will work with the youth sector to develop policy proposals which proactively address young people's rights and needs, based on the available evidence.

**YANQ is a strong, powerful, unwavering voice for progressing youth issues on behalf of the youth sector.** We will value young people's contributions at all levels within YANQ. We will build strong links across the youth sector to enable us to advocate for those who cannot act on their own behalf due to funding, organisational or other structural constraints. We are committed to speaking out against injustices and ensuring that the perspectives of excluded and silenced groups in the youth sector are heard, and their issues and needs kept on the policy agenda.

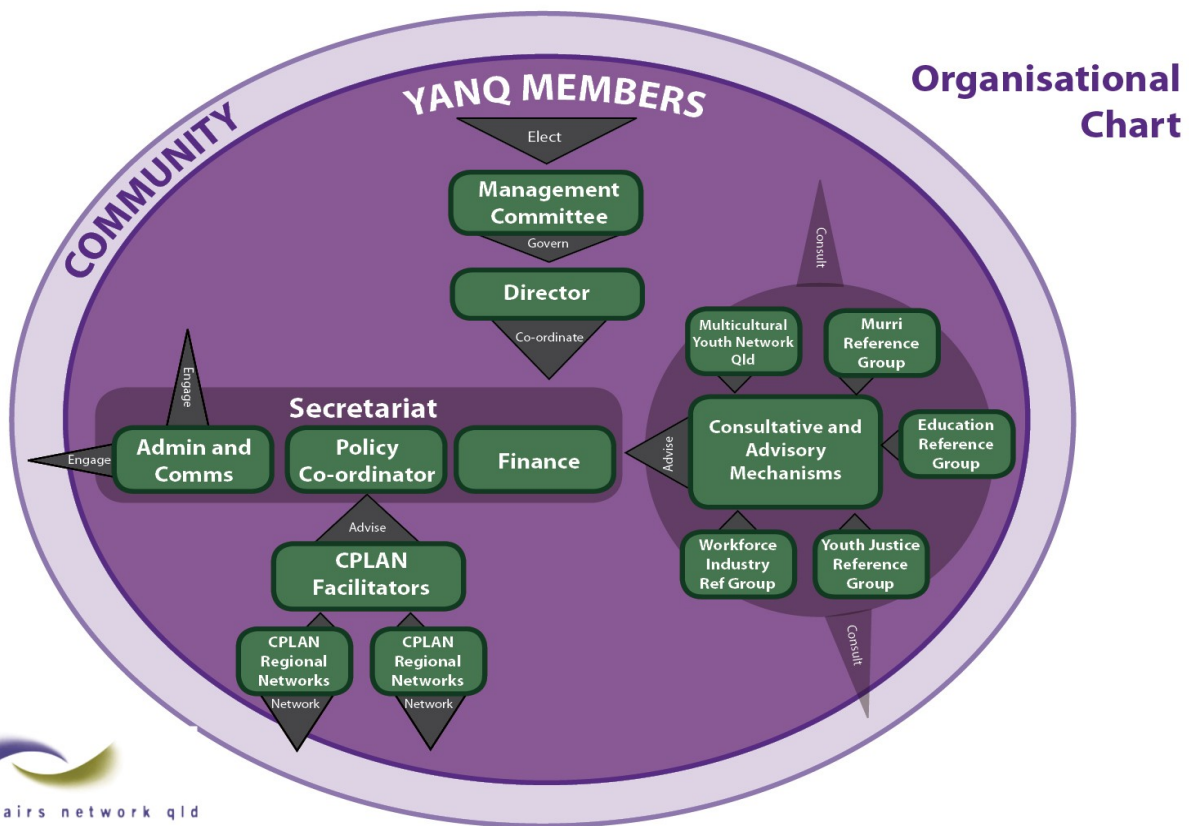
**YANQ strives to maintain good relationships with youth sector stakeholders.** We will build collaborative, consultative and cooperative relationships with like-minded individuals and organisations—across the community services industry and beyond. We will affirm and support any initiatives that have a positive impact on young people. We will be generous in our efforts to educate the wider community about issues affecting young people, and seek the resources to extend this work. We will play a key role in keeping governments accountable for policies and programs affecting young people. Wherever possible, we will collaborate with other peak bodies to challenge decisions which negatively impact on young people's rights and lobby to bring about change in the interests of young people.

**YANQ features strong, trusting relationships which enable productive engagement throughout the organisation.** Ultimately, YANQ's credibility depends on *walking our talk*. Internally, we will prioritise

maintenance of relationships, value alternate points of view, encourage robust debate and support each other through difficult conversations. YANQ staff will connect and consult with members throughout Queensland to build a cohesive, sustainable organisation in which our members inform all our work. We will encourage members to support each other to speak out at a community level and challenge fears of loss of funding when acting in the interests of young people. Our growth will depend on maintaining a culture of openness and respectful discussion.

**YANQ will contribute to the development of the youth sector.** We will model community development approaches through building networks which optimise our capacity to gather feedback on member needs and address these. Wherever possible, we will provide training and professional development activities and support the legitimate aspirations of Youth Workers for decent working conditions. We will use a variety of tools to enable our members to learn from the available research, develop their critical analysis competencies and see the wider implications of their work with young people. In short, YANQ will seek to build a healthy, sustainable youth sector which is equipped to deal with challenges, take up opportunities and strategise for a better future for the sector and young people.

**YANQ is accountable to its membership for operating in a manner consistent with its values.** YANQ brings together community organisations, programs and individuals who share our values. Members are required to support these *Values, Vision & Priorities*. We will foster collaboration between our members to maintain and promote these values. Other individuals, programs or organisations in the youth sector will be able to subscribe to YANQ and have access to all our public resources. Ultimately, YANQ will support our members to individually and collectively optimise young people's access to their rights across Queensland.



## Organisational Structure

## YANQ's History 1989-2012

The Youth Affairs Network Queensland or YANQ (we pronounce it 'yank') has been in operation since 1989 and became incorporated in January 1991.

### **(1989-1991) Youth Affairs Contact Centre**

The original idea for YANQ was to link regional networks of youth services and organisations into a State-wide network. Meetings and conferences in 1987 and 1988 confirmed the need for a coordinated networking and information-linking system in order to promote the needs of young people.

The forerunner to YANQ was the Youth Affairs Contact Centre, originally funded through a Federal Government grant and then resourced by the Youth Division of the Queensland State Government. The Contact Centre operated a free of charge Youth Info Line and sent out a monthly newsletter around the State.

During this time, a Steering Committee, which had been elected at a public meeting in 1987, was also in operation to develop a proposal and funding submission for the Youth Affairs Network of Queensland.

### **(1991 onwards) YANQ: Core Activities of the Network**

YANQ receives its core operational grant through the Queensland Government's Office for Youth, currently part of the Department of Communities, Child Safety and Disability Services. YANQ also receives special projects' funding from various State and Commonwealth Government Departments, Universities and other youth organisations, especially in project areas relating to specific social justice target groups.

Since 1991, YANQ has engaged with a broad spread of issues relevant to disadvantaged young people and the youth sector:

#### **Multicultural Development (1994-2009)**

Since 1994, YANQ has advocated on behalf of young people from culturally and linguistically diverse backgrounds, and has worked to develop policy measures that reflect their needs. To this end, YANQ established the Multicultural Youth Network Queensland, and in 2007, developed a vision for multiculturalism that incorporated all cultures in *Multiculturalism: from Myth to Reality*. Whilst reduced funding in recent times has meant work on this front has been somewhat limited, we are excited about upcoming opportunities to re-establish the Multicultural Development Officer position.

#### **Engagement with Murri Communities (2003 ->)**

In 2003, YANQ realised that it had made few sustained efforts to engage meaningfully with Murri communities in Queensland. Since then, we have made this a top priority of the network, visiting communities throughout the state, researching and developing specific reports on the Murri Youth Sector and providing avenues for a strong Murri voice in YANQ's policy development. In 2012, we established a Murri Reference Group to further our work on this front, and have grounded our new Vision and Values on our learnings from Aboriginal culture and knowledge.

#### **Workforce Development (2009 ->)**

In 2009, YANQ received an Australian Research Council grant to focus on workforce development issues. YANQ has been advocating for a systemic approach to the development and maintenance of the State's Youth Sector. We believe that a wide ranging, well planned collaborative approach is required to ensure Queensland has a quality skilled youth sector into the future. Workforce development provides a framework for organisations, sectors and the government to approach sector wide development.

Since 2009, we have undertaken research into the sector's workforce, developing in 2010 an overview report *The Youth Sector in Queensland*, and in 2011 a report that specifically focused on youth work in Aboriginal communities, the *Murri Youth Sector in Queensland*.

#### **Alternative education (2003 ->)**

The genesis of this project goes back at least to 2003 with the publication of a discussion paper entitled *What Are Schools For?*. In that report, YANQ welcomed the then Beattie Government's plans to fund community organisations to employ youth workers in schools around Queensland. In the same report,

however, we also called for greater support for young people who were marginalised from education and not attending schools. Since that report, YANQ has continued to agitate for greater support for young people who are disengaged from schooling through a range of publications and research projects.

### **Juvenile Justice (1991 ->)**

YANQ has been working to reduce the numbers of young people on remand, and to stop the incarceration of 17 year olds in adult prisons for nearly two decades. Along with the InCorrections Interagency, we have lobbied State Government for an end to Queensland detention laws that contravene international children's rights obligations. We have also developed campaign resources to help other organisations campaign to this end.

### **'ADHD' Advocacy (1992 ->)**

Advocacy and awareness raising around the overmedication and overdiagnosis of disorders such as ADHD has been high on our agenda for a long time. Our aim is to directly engage communities through our *Celebrate, Don't Medicate* campaign, running forums and information sessions to help parents understand the dangers of medicating difficult behaviours. We also continue to lobby at a state level to ensure children in state care are being properly looked after – as levels of medication for social disorders for children in care remain disproportionately high.

### **Policy Forums and State Conferences (1987 ->)**

Over the last two decades, YANQ has brought the youth together to network and feed into government policy processes. We host annual policy forums and in 2011 established Communities of Leaders Action Practice Networks in 10 regions across Queensland to further decentralise YANQ policy processes. YANQ is also funded biennially to organise and run the State Youth Affairs Conference as one of its most significant State-wide activities. The next Conference is planned for June 2013.

### **Publications and Communication**

We have been regularly updating the Queensland youth sector to relevant goings on since 1987. Back then it was a monthly newsletter, but this has developed over time to a fortnightly email update, along with continually updated news and training opportunities sections on our website, which came into being in 2000. As hard copy publications, YANQ has produced the quarterly *Network Noise* magazine since 1989 that is delivered free to all members, along with *newTransitions*, our annual youth work journal.

### **YANQ Training**

YANQ has delivered training to the youth sector for 20 years, focusing particularly on the values underpinning youth work practice. In 2003, YANQ was established as a Registered Training Organisation to fill a gap after the Youth Services Training Council folded. Between 2003 and 2006, YANQ Training delivered Certificate 4 and Diploma in Youth Work courses to Youth Workers around the State.

### **History of our Values and Vision**

In 1999, YANQ underwent the initial review into the first 10 years of operations. What came out of this critical process was that a more consistent approach to YANQ's work was needed – in short, an organisational values base was required. This values base was developed over the next year and was incorporated into the Constitution and consciously into YANQ's work for the next decade.

In 2012, we finalised an updated version of this Vision and Values document. These new values are based on a bedrock of engagement and learning from Aboriginal communities and culture, and reworking YANQ's organisational processes to incorporate these lessons.

### **Impact of YANQ's Work**

Since 1991, YANQ has had a subtle but far-reaching impact on the future of youth services in the state. We have introduced a language of rights into the sector, promoting rights-based rather than solely needs-based responses, and have had policy successes, including successful lobbying around ending automatic strip-searching of young people in detention.

# Constitution

## 1. NAME

The name of the incorporated association shall be the **Youth Affairs Network of Queensland Inc** (in these rules called the "Network").

## 2. DEFINITIONS

*In this Constitution unless the contrary intention appears:*

**"Network"** or **"YANQ"** means the Youth Affairs Network of Queensland Inc formed under and by virtue of the provisions of this Constitution.

**"Young People"** and/or **"Young Person"** and/or **"Youth"** means anyone between the ages of twelve (12) and twenty five (25) years inclusive.

**"Youth Worker"** means anyone with the specialist competencies required to work with and for young people, particularly disadvantaged young people, on an individual and/or collective basis, using a rights-based approach.

**"Youth Work"** means specialist work with and for young people, particularly disadvantaged young people, on an individual and/or collective basis, using a rights-based approach.

**"Youth Organisation"** means any incorporated or non-incorporated body (or part of a body) which predominantly undertakes youth work or other work with young people.

**"Non-government organisation"** or **"NGO"** means any incorporated or non-incorporated not-for-profit body (or part of a body) and includes both institutionalised and community organisations.

**"Community organisation"** or **"CO"** means any incorporated or non-incorporated body (or part of a body) which is driven by and/or accountable to a geographic community or community of interest and retains strong community connections.

**"Youth Sector"** means the group comprising young people, paid unpaid youth workers, other workers with young people and youth organisations.

**"Youth Affairs"** means any matter affecting the youth sector.

**"Values and Vision"** means the document entitled "Youth Affairs Network of Queensland: Our Values, Vision and Priorities", which forms a part of this Constitution.

**"Values Summary"** means the document entitled "Youth Affairs Network of Queensland: A Summary of Our Values and Vision", which forms a part of this Constitution.

**"Management Committee"** means the Youth Affairs Network of Queensland Management Committee formed under and by virtue of this Constitution.

**"Financial Member"** means a member who is not indebted to the Network in respect of any annual subscription or levy or other payment whatsoever and membership has been through a process of acceptance by the Management Committee.

**“Financial Subscriber”** means any individual or organisation interested in the work of the Network, including government, who cannot be a financial member and who is not indebted to the Network.

### **3. PURPOSE**

- 3.1 As the youth sector peak body in Queensland, the Network seeks to influence the agenda in the youth sector. Informed by its members, and consistent with its Values and Vision, the Network aims to establish directions and voice positions that promote interests of the sector and/or its members and thereby contribute to social and cultural change.
- 3.2 The purpose of the Network is detailed in the Values and Vision and summarised in the Values Summary. All decisions of the Network shall be consistent with these documents which are appended to this Constitution and are a part thereof.

### **4. OBJECTS**

The Network may use and employ such lawful methods as the Management Committee sees fit to achieve the Network's aims provided that the members shall not be restricted in any way by this Constitution from making direct contact themselves with Commonwealth, State or Local Governments.

YANQ exists to contribute toward achieving the rights of young people, particularly disadvantaged young people. The Network will have the following objectives.

- 4.1 To engage with Aboriginal communities, learn from their wisdom, and integrate this learning throughout YANQ.
- 4.2 To stand alongside Aboriginal communities to advocate for the rights of their young people.
- 4.3 To work toward achieving equality across Queensland society through empowering the voices of young people.
- 4.4 To challenge laws, policies, systems and structures which unfairly marginalise and disadvantage young Queenslanders.
- 4.5 To advocate for the development and maintenance of Youth Work practice designed to empower young people.
- 4.6 To seek greater recognition of the unique contribution of community organisations to effective youth service provision.
- 4.7 To initiate research to inform policy development in the interests of young people.
  1. To be a strong, powerful, unwavering voice for progressing youth issues on behalf of the youth sector.
  2. To strive to maintain good relationships with youth sector stakeholders.
  3. To feature strong, trusting organisational relationships which enable productive engagement at all levels within YANQ.
  4. To contribute to the development of the youth sector.
  5. To be accountable YANQ's membership for operating in a manner consistent with its values.

### **5. POWERS**



The powers of the Network are:

- 5.1 To subscribe to, become a member of, or cooperate with any other association, club or organisation, whether incorporated or not, whose objects are altogether or in part similar to those of the Network, provided that the Network may not subscribe to or support with its funds any club, association or organisation which does not prohibit the distribution of its income and property among its members to an extent at least as great as that imposed on the Network under or by virtue of rule 22 (9).
- 5.2 In furtherance to the Objects of the Network to buy, sell and deal in all kinds of articles, commodities, services and provisions, both liquid and solid, for the members of the Network or persons frequenting the Network's premises.
- 5.3 To purchase, take or lease or in exchange, hire and otherwise acquire any lands, buildings, easements or property, real and personal, and any rights or privileges which may be requisite for the purpose of, or capable of being conveniently used in connection with, any of the objects of the Network, provided that in case the Network may take or hold any property which may be subject to any trusts the Network will only deal with the same in such manner as is allowed by law having regard to such trusts.
- 5.4 To enter into arrangements or contracts with any government, or authority, that are incidental or conducive to the attainment of the Objects and the exercise of powers of the Network; to obtain from any such government or authority any rights, privileges and concessions which the Network may think is desirable to obtain, and to carry out, exercise and comply with any such arrangements, rights, privileges and concessions, such contracts should be permitted with any government Commonwealth, State or Local, any authority, organisation or any entity whatsoever.
- 5.5 To appoint, employ, remove or suspend such staff, workers, Management Committee members, Network members and other persons as may be necessary or convenient for the purpose of the Network.
- 5.6 To remunerate any person or body corporate for services rendered, or to be rendered, and whether by way of brokerage or otherwise in placing or assisting to place or guaranteeing the placing of any unsecured notes, debentures, or other securities of the Network, or in or about the Network or promoting of the Network or in the furtherance of its objects.
- 5.7 To construct, improve, maintain, develop, work, manage, carry out, alter or control any houses, buildings, grounds, works or conveniences which may advance the Network's interests, and to contribute to, subsidise or otherwise assist and take part in the construction, improvement, maintenance, development, working, management, carrying out alternation or control thereof.
- 5.8 To invest and deal with the money of the Network not immediately required in such manner as may from time to time be thought fit.
- 5.9 To draw, make, accept, endorse, discount, execute and issue promissory notes, bills of exchange and other negotiable or transferable instruments, and to mortgage or charge any asset or thing.
- 5.10 In furtherance of the Objects of the Network to sell, improve, manage, develop, exchange, lease, dispose of, turn to account or otherwise deal with all or any part of the property and rights of the Network.
- 5.11 To take any gift or property whether subject to any special trust or not, for any one or more of the objects of the Network.

## **6. MEMBERSHIP**

6.1 Membership of the Network may be granted to youth organisations, youth workers and young people in the non-government youth sector, who have:

- 6.1.1 agreed to support the Objects and Values Summary of the Network, and,
- 6.1.2 paid the prescribed membership fee.

6.2 An application requesting membership will be made in writing, signed by the applicant or relevant officer of the organisation and seconded by a member of the Network. Applications may be in such form as the Management Committee from time to time prescribes, provided that the membership form will require applicants to sign an agreement to support the Objects and Values Summary of the Network.

6.3 Any other individual or organisation interested in the work of the Network is entitled to become a subscriber to the Network.

6.4 The fees for membership of, or subscription to, the Network will be:

6.4.1 such sum as the Management Committee determine.

6.4.2 payable at such time and in such manner as the Management Committee determine.

6.5 Any fully completed request for membership of the Network accompanied by the relevant fee will be considered by the Management Committee at the meeting following its receipt, and:

- A. the Management Committee may determine at this meeting the admission, further investigation or rejection of the applicant.
- B. the Management Committee can reject an application for new membership on the basis of disproportionate membership by a particular organisation or interest group, or, a history of behaviour contrary to the interests of the Network.

6.5.3 upon acceptance of an application for membership, the Secretary may forthwith give the applicant notice in writing of such acceptance.

6.5.4 upon rejection of an application for membership, the Secretary will forthwith give the applicant notice in writing of such rejection clearly outlining the reasons for rejection and the appeals mechanism.

6.6 A financial member is a member who is not indebted to the Network in respect of any annual subscription or levy or other payment whatsoever and membership has been approved through a process of acceptance by the management Committee.

6.7 Any application for subscription to the Network accompanied by the relevant fee will be automatically accepted, and the Secretary will forthwith inform the applicant of their acceptance.

6.8 Financial Subscriber means any individual or organisation interested in the work of the Network, including government, who cannot be a financial member and who is not indebted to the Network.

## 7. TERMINATION OF MEMBERSHIP

7.1 A member can resign from the Network at any time by giving notice to the Secretary. Such resignation will take effect at the time such notice is received by the Secretary unless a later date is specified in the notice when it will take effect on that later date.

7.2 If a member:

7.2.1 fails to comply with any of the provisions of this Constitution, or,

7.2.2 has membership fees in arrears for a period of three (3) months or more, or,

7.2.3 behaves in a manner considered to be injurious or prejudicial to the character or interest of the Network, or,

7.2.4 behaves in a manner inconsistent with the Values and Vision of the Network,  
the Management Committee may consider whether the membership will be terminated.

7.3 Where the Management Committee is inclined to terminate membership, the Secretary will advise the member in writing accordingly. The member concerned will be given a full and fair opportunity to present their case prior to a final decision on the matter being made by the Management Committee.

7.4 If the Management Committee still resolves to terminate the membership, it will instruct the Secretary to advise the member in writing accordingly, clearly outlining the reasons for termination and the appeals mechanism.

## **8. APPEALS BY REJECTED APPLICANTS AND TERMINATED MEMBERS**

8.1 Any applicant or member has the right to appeal and have a support person present through the appeals process. The Network may provide an interpreter if required on the request of the applicant or member.

8.2 Any person whose application for membership has been rejected or whose membership has been terminated may within one month of receiving written notification thereof, lodge with the Secretary written notice of his/her/the organisation's intention to appeal against the decision of the Management Committee.

8.3 Upon receipt of a notification of intention to appeal the matter will be reconsidered at one subsequent Management Committee meeting within three (3) months of the date on which such notice was posted by registered mail to the applicant or member. At this meeting the applicant or member will be given the opportunity to fully present their case and the Management Committee or those members thereof who rejected the application for membership or supported the termination of membership will likewise have the opportunity to present its/their case. The appeal will be determined by a 2/3 majority vote of Management Committee members present at this meeting.

8.4 An applicant or member who remains dissatisfied with the outcome of the appeal to Management Committee is entitled to have the matter reconsidered at a General Meeting of the Network, within three (3) months of the Management Committee meeting. At this meeting the applicant or member will be given the opportunity to fully present her/his/the organisation's case and the Management Committee who rejected the application will likewise have the opportunity to present its/their case. The appeal must be determined by a 2/3 majority vote of financial members present at this meeting and their proxy votes where applicable.

8.5 Where a person whose application is rejected or membership is terminated does not appeal against the decision of the Management Committee within the time prescribed by this Constitution or so appeals but the appeal is unsuccessful, the Secretary will forthwith refund the balance of any fee paid.

8.6 The Network will not be under any obligation to reconsider an application of membership of a rejected applicant or terminated member for a period of 5 years. The Management Committee may waive the five (5) year period in its absolute discretion.

## **9. REGISTER OF MEMBERS**

9.1 The Management Committee will cause a Register to be kept of the following:

9.1.1 the names, organisational affiliations and residential addresses of all individual persons admitted to membership of the Network and the date of their admission, provided that members may replace their residential address with an organisational address if they so wish.

- 9.1.2 the organisational names and addresses of all organisations admitted to membership of the Network and the date of their admission.
- 9.2 Particulars may also be entered into the Register of deaths, resignations, terminations and reinstatements of membership and any further particulars as the Management Committee or the members at any General Meeting may require from time to time.
- 9.3 The Register will be open for inspection at all reasonable times by any member who previously applies to the Secretary for such inspection.

## 10. MEMBERSHIP OF THE MANAGEMENT COMMITTEE

- 10.1 The Management Committee will consist of not less than nine (9) nor more than thirteen (13) financial members comprising:
  - 10.1.1 the Director of the Network, as a non-voting member, and,
  - 10.1.2 not less than eight (8) nor more than twelve (12) voting members, who shall be financial members of the Network and will be appointed to the Management Committee for a 2 year term.
- 10.2 At each Annual General Meeting, half the positions on the Management Committee will be declared vacant. The 2 year term of between four (4) and six (6) members elected prior to the Annual General Meeting each year, will commence at the Annual General Meeting, provided that:
  - 10.2.1 Management Committee members may not be permanently or regularly employed by the Network, and,
  - 10.2.2 the majority of voting Management Committee members shall be at least 18 years of age, and,
  - 10.2.3 no more than two (2) people who are members of the governing body or staff of the same organisation can be members of the Network Management Committee, and,
  - 10.2.4 four positions may be reserved for the following:
    - a young person member,
    - an Aboriginal or Torres Strait Islander member,
    - a member from a non-English speaking background, and
    - a member living outside Brisbane
- 10.3 The election of Management Committee members will take place in the following manner:
  - 10.3.1 The Management Committee will appoint a Returning Officer for the election prior to the Annual General Meeting.
  - 10.3.2 Nomination forms will be posted to all financial members of the Network at least forty two (42) days prior to the Annual General Meeting.
  - 10.3.4 The nomination must be lodged with the Secretary at least twenty-eight (28) days before the Annual General Meeting.
  - 10.3.5 A list of nominations, in alphabetical order within the categories detailed in 10.2.4, including the names of the proposer and seconder, shall be posted in a conspicuous place in the office of the Network for at least fourteen (14) days prior to the Annual General Meeting.
  - 10.3.6 In the event of the Secretary receiving more than one nomination for specific categories, or two general nominations, a ballot for that particular section must take place.
  - 10.3.7 Balloting lists will be prepared, containing the nominations by name in alphabetical order for a young person member, an Aboriginal or Torres Strait Islander member, a member from a non-English speaking background, a member living outside Brisbane and/or two other members.
  - 10.3.8 The balloting lists, along with candidate profiles, will be posted with the Ballot Papers to all financial members at least fourteen (14) days prior to the Annual General Meeting.
  - 10.3.9 Ballot Papers must be received by the Secretary prior to 5pm on the working day prior to the Annual General Meeting; any financial member will be entitled to vote for any number of nominations, not exceeding the number of vacancies in each category.
  - 10.3.10 The election will be declared closed at 5pm on the working day prior to the Annual General Meeting.

- 10.3.11 Vacant positions on the Management Committee will be filled by those nominated candidates securing the highest total number of votes, and will be announced at the Annual General Meeting by the Returning Officer.
- 10.3.12 In the event of two candidates receiving the same number of votes, the elected person may be determined by lot, except where a vacant position exists in another category for which a candidate qualifies, in which case, both candidates may be declared elected.
- 10.4 Any member of the Network will be at liberty to nominate or second a nomination of any member of the Network to serve as a member of the Management Committee, except that members who have been removed from office or membership of the Management Committee as provided for in Rules 14.3 to 14.7 of this Constitution shall be ineligible for election.
- 10.5 All nominations must be in writing and signed by the nominated member, proposer and seconder, and shall:
- 10.5.1 indicate the category of membership proposed (if any), and,
- 10.5.2 include the age of the nominee (if under 18 years of age), and,
- 10.5.3 invite the candidate to include a profile of no more than two hundred and fifty (250) words.
- 10.6 If less than four (4) members are elected to the Management Committee prior to the Annual General Meeting, continuing and newly-elected Management Committee members will be entitled to appoint the required number of additional Network members to the Management Committee, provided that appointed members fit within the categories of Management Committee membership detailed in Rule 10.2 of this Constitution.
- 10.7 Where during the term of the Management Committee the number of voting members falls below eight (8) members, the Management Committee will appoint the required number of additional Network members to the Management Committee to fill these casual vacancies, provided that appointed members fit within the categories of Management Committee membership detailed in Rule 10.2 of this Constitution.
- 10.8 The continuing members of the Management Committee may act notwithstanding any casual vacancy on the Management Committee but if and so long as their number is below the number fixed by this Constitution as the necessary quorum of the Management Committee, the continuing members may act for the purpose of increasing the number of members of the Management Committee to that number or of summoning a General Meeting of the Network, but for no other purpose.
- 10.9 All members of the Management Committee will be required to sign an agreement to work within the Values and Vision, Objects, Charter and policies of the Network before being entitled to vote, and must:
- 10.9.1 if they are new members, be required to participate in an orientation workshop, which will introduce members to the Values and Vision of the Network and the role and responsibilities of Management Committee members.
- 10.10 Whilst individuals nominated by member organisations can be members of the Network Management Committee, they do so in their own right and not as a representative of the member organisation.

## **11. ROLE AND POWERS OF THE MANAGEMENT COMMITTEE**

- 11.1 Except as otherwise provided by this Constitution and subject to resolutions of the members of the Network carried at any General Meeting, the Management Committee:
- 11.1.1 will have the general control and management of the administration of the affairs, property and funds of the Network, and,
- 11.1.2 has the authority to interpret the meaning of this Constitution and any matter relating to the Network on which this Constitution is silent.

11.2 The Management Committee will be responsible for:

- 11.2.1 facilitation and organisation of all General Meetings of the Network, and,
- 11.2.2 calling State Conferences of the Network, and,
- 11.2.3 employment of waged staff, including determination of job descriptions and terms and conditions of employment, and,
- 11.2.4 supervision of the senior staff member of the Network, and,
- 11.2.5 advocating on behalf of the sector to the Government or other relevant bodies, and,
- 11.2.6 promoting the Values and Vision and Objects of the Network, and,
- 11.2.7 identification of policy issues and initiation of discussion relating to these issues, and, establishment of working groups or sub-committees on specific issues with such decision making authority as the Management Committee determine.
- 11.2.8 Ensuring that staff sign an agreement to work within the Values, Vision, Objects, Charter and policies of the Network.

11.3 All decisions made by any working group or sub-committees established by the Management Committee must be in accordance with the Values and Vision, Objects, Charter and policies of the Network.

11.4 The Management Committee may delegate any of its powers to a working group or sub-committee consisting of such members of the Network as the Management Committee thinks fit. Any working group or sub-committee so formed will in the exercise of the powers so delegated conform to any regulations that may be imposed on it by the Management Committee.

11.5 A working group or sub-committee may elect a chairperson at its meetings, and may meet and adjourn as it thinks proper.

11.6 All acts done by any meeting of the Management Committee or of a working group or sub-committee or by any person acting on behalf of the Management Committee, may, notwithstanding that it is afterwards discovered that there was some defect in the appointment of such member of the Management Committee or person acting as aforesaid, or that the member of the Management Committee or any of them were disqualified, be as valid as if every such person had been duly appointed and was qualified to be a member of the Management Committee.

## **12. MEETINGS OF THE MANAGEMENT COMMITTEE**

12.1 The Management Committee must meet at least eleven (11) times each year to exercise its functions, provided that the Management Committee must meet at least once every two (2) calendar months.

12.2 The dates of Management Committee meetings will be decided at the preceding Management Committee meeting or by the Executive.

12.3 A special meeting of the Management Committee may be convened by the Secretary on the requisition in writing signed by not less than one third of the members of the Management Committee, which requisition must clearly state the reasons why such special meeting is being convened and the nature of the business to be transacted thereat.

12.4 Not less than seven (7) days notice will be given by the Secretary to members of the Management Committee of any special meeting of the Management Committee. Such notice must clearly state the nature of the business to be discussed thereat.

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→ 12.5 At every meeting of the Management Committee a simple majority of the current number of Management Committee members will constitute a quorum, provided that more

than half the voting members present are at least eighteen (18) years of age and that proxies are included for the purpose of determining if a quorum is present.

- 12.6 Subject to previous provisions of this Constitution, the Management Committee may meet together and regulate its proceedings as it thinks fit, provided that decisions made at any meeting of the Management Committee may be decided by consensus, in a manner consistent with the Decision Making Policy of the Network.
- 12.7 In case of the Management Committee not reaching consensus, the issue may be held over for further discussion at a subsequent meeting of the Management Committee, provided that if the matter is urgent, the motion may be voted upon.
- 12.8 A motion can be passed by a simple majority of those present at a Management Committee meeting, and the President will have a personal deliberative vote and a casting vote if votes are equal.
- 12.9 Each member of the Management Committee may hold only one proxy from another member of the Management Committee.
- 12.10 A member of Management Committee must declare their interest in any matter in which they are interested, or any matter arising therefrom, and will:
  - 12.10.1 not speak on a matter in which they have a pecuniary interest, except at the express request of the majority of Management Committee members present at the meeting, and,
  - 12.10.2 not block consensus or vote in respect of any matter in which they have a pecuniary interest.
- 12.11 The chairperson for each meeting of the Management Committee is the President, or in their absence the Vice President, except that the President may appoint another person to chair the meeting.
- 12.12 The President may at their discretion invite people who are not members of the Management Committee to speak, but such persons may not vote.
- 12.13 The President may act as spokesperson for the Network unless an alternative spokesperson has been appointed by the Management Committee. The spokesperson will make statements in accordance with existing Network policy, or on other matters in an emergency following consultation with at least two (2) Management Committee members.
- 12.14 A resolution in writing signed by all current Management Committee members will be as valid and effectual as if it had been passed at a meeting of the Management Committee duly convened and held. Any such resolution may consist of several documents in like form, each signed by one or more members of the Management Committee. For the purposes of clarity this resolution is a 'flying minute'.

### **13. THE EXECUTIVE**

- 13.1 The Executive will comprise:
  - 13.1.1 four (4) Office Bearers, elected by the Management Committee at their first meeting following the Annual General Meeting each year, from amongst Management Committee members, and as such may have been appointed for a 2 year term, provided that no Office Bearer position will be held by a person under eighteen (18) years of age; and
  - 13.1.2 the Director of the Network, as a non-voting member.
- 13.2 The Officer Bearers shall be:
  - 13.2.1 the President of the Network, and,



- 13.2.2 the Vice-President of the Network, and,
- 13.2.3 the Secretary of the Network, and,
- 13.2.4 the Treasurer of the Network.

13.3 At their first Management Committee meeting each year, the Secretary will:

- 13.3.1 be responsible for ensuring that all communication required under the Association Incorporation Act 1981 is carried out, and,
- 13.3.2 be responsible for providing for the safe custody of the Common Seal of the Network.

13.4 The Executive will be responsible for:

- 13.4.1 ensuring organisation of regular meetings of the Management Committee, and,
- 13.4.2 establishing the agenda of regular Management Committee meetings, and,
- 13.4.3 day to day supervision of the senior staff member of the Network on behalf of the Management Committee, and,
- 13.4.4 liaison with waged staff of the Network, and,
- 13.4.5 documenting all staff input to the Executive and ensuring that this is presented to the Management Committee, and,
- 13.4.6 responding to any urgent issues affecting the Network, which arise between Management Committee meetings.

13.5 Staff of the Network may attend Executive Meetings to present and discuss issues of concern.

#### **14. RESIGNATION OR REMOVAL FROM OFFICE OF MEMBERS OF MANAGEMENT COMMITTEE**

14.1 A member can resign from membership of the Management Committee or Executive at any time by giving notice to the Secretary. Such resignation will take effect at the time such notice is received by the Secretary unless a later date is specified in the notice when it will take effect on that later date.

14.2 If a member of the Management Committee:

- 14.2.1 ceases to be a financial member of the Network, or,
- 14.2.2 fails to attend three (3) consecutive Management Committee meetings without the approval of the Management Committee, or,
- 14.2.3 fails to sign an agreement to work within the Values and Vision, Objects, Charter and policies of the Network, within eight (8) weeks of the commencement of their membership of the Management Committee,

their membership of the Management Committee is deemed to have lapsed. In these circumstances, the Management Committee member has the right to appeal pursuant to clauses 14.4 and 14.5

14.3 If a member of the Management Committee:

- 14.3.1 fails to comply with any of the provisions of this Constitution, or,
- 14.3.2 behaves in a manner considered to be injurious or prejudicial to the character or interest of the Network, or,
- 14.3.3 behaves in a manner inconsistent with the Values and Vision, Objects, Charter or policies of the Network,

the Management Committee will consider whether their membership of the Management Committee will be terminated.

14.4 Where the Management Committee is inclined to terminate membership, the voting rights of the Management Committee member may be suspended, and the Secretary shall advise the member in writing accordingly. The member concerned must be given a full and fair opportunity to present their case prior to a final decision on the matter being made by the Management Committee.

- 14.5 A terminated Management Committee member who remains a member of the Network and who is dissatisfied with the decision of the Management Committee is entitled to have the matter reconsidered at a General Meeting of the Network, within three (3) months of the Management Committee meeting at which the decision was made. At this meeting the member must be given the opportunity to fully present their case and the Management Committee or those members thereof who supported the termination of the member's Management Committee membership must likewise have the opportunity to present its case. The appeal will be determined by a 2/3 majority vote of financial members present at this meeting.
- 14.6 A suspended or terminated Management Committee member is automatically deemed to be suspended or terminated from their position on the Executive.
- 14.7 The Network will not be under any obligation to consider the nomination of a terminated member for Management Committee membership for a period of five (5) years. The Management Committee may waive the five (5) year period in its absolute discretion.

## 15. GENERAL MEETINGS

- 15.1 The Secretary will convene all General Meetings of the Network by giving not less than fourteen (14) days notice of any such meeting to financial members of the Network.
- 15.2 The manner by which such notice will be given may be determined by the Management Committee provided that:
  - 15.2.1 notice of any meeting convened for the purpose of hearing and determining the appeal of a member against the rejection or termination of their membership by the Management Committee will be given in writing, and,
  - 15.2.2 notice of a General Meeting must clearly state the nature of the business to be discussed thereat.
- 15.3 Unless otherwise provided by this Constitution, at every General Meeting:
  - 15.3.1 the Management Committee will appoint a chairperson to facilitate the meeting.
  - 15.3.2 the chairperson will maintain order and conduct the meeting in a proper manner consistent with this Constitution and the policies of the Network.
  - 15.3.3 an opportunity must be made available for the full and fair discussion and exploration of every matter to be decided at the meeting.
  - 15.3.4 only financial members will be entitled subject to the lawful procedure of the meeting to speak or vote upon any motion at any General Meeting of the Network, except that financial members present at the meeting may vote to allow a non-member to speak.
- 15.4 At a General Meeting the number of members required to constitute a quorum will be double the number of members presently on the Management Committee plus one.
- 15.5 No business will be transacted at any General Meeting unless a quorum of members is present at the time when the meeting proceeds to business. For the purposes of this rule a "member" includes proxies held by financial members.
- 15.6 If within half an hour from the time appointed for the commencement of a General Meeting a quorum is not present, the meeting, if convened upon the requisition of members of the Management Committee or the Network, will lapse. In any other case it may stand adjourned to the same day in the next week at the same time and place, or to such other day at such other place as the Management Committee may determine. If at the adjourned meeting a quorum is not present within half an hour from the time appointed for the meeting, the members present shall be a quorum.
- 15.7 The chairperson may, with the consent of the meeting at which a quorum is present (and will if so directed by the meeting) adjourn the meeting from time to time and from place to place, but no business will be transacted at any adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place. When a meeting is adjourned for twenty eight (28)

days or more, notice of the adjourned meeting will be given as in the case of an original meeting. Save as aforesaid it will not be necessary to give any notice of an adjournment or of the business to be transacted at an adjourned meeting.

15.9 A general meeting includes a special general meeting.

## 16. VOTING AT GENERAL MEETINGS

16.1 Only financial members of the Network can vote at a General Meeting.

16.2 Each financial member can hold a proxy for no more than one other financial member.

1. Each financial member present may be able to cast a total of no more than two votes
2. Each organisational member of the Network will only be entitled to one vote.

16.5 Where a financial member is both an individual member and entitled to vote on behalf of a member organisation, the financial member cannot also hold a proxy for another member.

16.6 Following discussion, decisions will be made by a simple majority vote of financial members present at the meeting including their proxy votes where applicable, except where otherwise provided in this Constitution.

16.7 The President will have both a personal deliberative vote and a casting vote where the number of votes are equal.

16.8 Generally voting may be by show of hands, but a secret ballot may be taken if so determined by a simple majority of financial members present including their proxy votes where applicable.

16.9 The instrument appointing a proxy must be in writing, in the common or usual form at the hand of the appointment or their attorney duly authorised in writing, or, if the appointer is an organisation, either under seal or under the hand of an officer or attorney duly authorised provided that:

16.9.1 a person holding a proxy must be a financial member of the Network, and,

16.9.2 the instrument appointing a proxy will be deemed to confer authority to demand or join in demanding a secret ballot, and,

16.9.3 the instrument appointing the proxy will be in the following form or a form as near thereto as circumstances permit:

I ..... of ..... being a financial member of the Youth Affairs Network of Queensland, hereby appoint ..... of ..... or failing him/her ..... of ..... as my proxy to vote on my behalf at the (Annual) General Meeting of the Network to be held on the ..... day of ..... and at any adjournment thereof.

Signed this ..... day of ..... (year). ..... (Signature).

16.10 Where it is desired to afford members an opportunity of voting for or against a resolution the instrument appointing a proxy, the form may include:

This form is to be used in favour of/against\* the resolution (strike out whichever is not desirable). (Unless otherwise instructed the proxy may vote a she/he thinks fit.)

16.11 The instrument appointing a proxy will be deposited with the Secretary prior to the commencement of any General Meeting or adjourned meeting at which the person named in the instrument proposes to vote.

## 17. ANNUAL GENERAL MEETING

17.1 An Annual General Meeting will be held within six (6) months of the close of the financial year.

- 17.2 The business to be transacted at every Annual General Meeting will be:
- 17.2.1 receiving a report from the Management Committee and the statement of income and expenditure, assets and liabilities and mortgages, charges and securities affecting the property of the Network for the preceding financial year, and,
  - 17.2.2 receiving the Auditor's report upon the books and accounts for the preceding financial year, and,
  - 17.2.3 announcing the results of the election for the Management Committee for the following year, and,
  - 17.2.4 appointing an auditor for the current financial year, and,
  - 17.2.5 any other such business as may be determined by the Management Committee.

## **18. SPECIAL GENERAL MEETINGS**

The Secretary may convene a Special General Meeting:

- 18.1 when directed to do so by the Management Committee, or,
- 18.2 on the requisition in writing signed by not less than one third of the members presently on the Management Committee or not less than the number of financial members of the Network which equals double the number of members presently on the Management Committee plus one. Such requisition shall clearly state the reasons why such a Special General Meeting is being convened and the nature of the business to be transacted thereat, or,
- 18.3 on being given a notice in writing of an intention to appeal against the decision of the Management Committee to reject an application for membership or to terminate the membership of the Network or the Management Committee of any person as stated in rule 8.4 and rule 14.5.
- 18.4 Rules 15 and 16 above will apply to Special General Meetings.

## **19. RECORDS OF THE NETWORK**

- 19.1 The Secretary will cause full and accurate minutes of all questions, matters, resolutions and other proceedings of every Management Committee meeting and General Meeting to be entered into a book to be open for inspection at all reasonable times by any financial member who previously applies to the Secretary for that inspection. For the purposes of ensuring the accuracy of the recording of such minutes, the minutes of every Management Committee meeting will be signed by the chairperson of that meeting or the chairperson of the next succeeding Management Committee meeting verifying their accuracy. Similarly, the minutes of every General Meeting will be signed by the chairperson of that meeting or the chairperson of the next succeeding General Meeting providing that the minutes of any Annual General Meeting may be signed by the chairperson of that meeting or the chairperson of the next succeeding General Meeting or Annual General Meeting.
- 19.1.1. The Management Committee will provide for the safe custody of books, documents, instruments of title and securities of the Network.

## **20. AMENDMENTS TO THIS CONSTITUTION AND BY-LAWS**

- 20.1 The Management Committee may from time to time make, amend or repeal By-laws, not inconsistent with this Constitution, for the internal management of the Network.
- 20.2 Any By-law may be set aside by a General Meeting.
- 20.3 Subject to the provisions of the Association Incorporation Act 1981, this Constitution may be amended, rescinded or added to from time to time by a special resolution carried at any General Meeting and approved by the relevant State Department with Administration of the Incorporations Act:

- 20.3.1 Proposals for amendments must be submitted in writing to the Secretary of the Network not less than twenty eight (28) days prior to the General Meeting, for circulation to the membership not less than fourteen (14) days prior to the General Meeting, and,
- 20.3.2 any change to this Constitution shall require a 2/3 majority vote of financial members present including their proxy votes where applicable.

## **21. COMMON SEAL**

- 21.1 The Management Committee must provide for a Common Seal and for its safe custody.
- 21.2 The Common Seal may only be used by the authority of the Management Committee and every instrument to which the seal is affixed must be signed by a member of the Management Committee and must be countersigned by the Secretary or by a second member of the Management Committee or by some other person appointed by the Management Committee for the purpose.

## **22. FINANCIAL MANAGEMENT OF THE NETWORK**

- 22.1 The financial year of the Network will close on 30 June each year.
- 22.2 The funds of the Network will be deposited in the name of the Network in such Bank or financial institution as the Management Committee may from time to time direct.
- 22.3 Proper books and accounts will be kept and maintained either in written or printed form in the English language showing correctly the financial affairs of the Network and the particulars usually shown in books of a like nature.
- 22.4 The Management Committee will approve an Annual Budget at the commencement of each financial year.
- 22.5 All expenditure requiring a variation to this Annual Budget will be approved in advance by the Management Committee.
- 22.6 The Treasurer will ensure that an accurate report of the financial situation of the Network is presented at each meeting of the Management Committee.
- 22.7 As soon as practicable after the end of each financial year the Treasurer will:
  - 22.7.1 cause to be prepared a statement containing particulars of the income and expenditure for the financial year just ended, and,
  - 22.7.2 the assets and liabilities and all mortgages, charges and securities affecting the property of the Network at the close of that year.

All such statements must be examined by the auditor who shall present her/his report upon such audit to the Secretary prior to the holding of the next Annual General Meeting following the financial year in respect of which such audit was made.

The income and property of the network will be used and applied solely in promotion of its objects and in the exercise of its powers as set out herein and no portion thereof may be distributed, paid or transferred directly or indirectly by way of dividend, bonus or otherwise by way of profit to or amongst the members of the network provided that nothing herein will prevent in good faith or interest payment to any member in respect of monies advanced by them to the network or otherwise owing the network to them or of remuneration to any officers or servants of the network or to any member of the network or other person in return for any services actually rendered to the network provided further that nothing herein contained shall be construed so as to prevent repayment to any member of out of pocket expenses, money lent, reasonable and proper charges for goods hired by the Network or reasonable and proper rent for premises demised or let to the Network.

## **23. DISTRIBUTION OF SURPLUS ASSETS**

If the Network shall be wound up in accordance with the provisions of the Associations Incorporation Act 1981 and there remains after satisfaction of all its debts and liabilities any property whatsoever, the same will not be paid to or distributed among the members of the Network, but may be given or transferred to

some other institution or institutions having objects similar to the Objects of the Network, and which will prohibit the distribution of its or their income and property amongst its or their members to an extent at least as great as is imposed on the Network under or by virtue of rule 22(9), such institution or institutions to be determined by the members of the Network at a General Meeting

#### **24. INDEMNIFICATION OF STAFF AND MEMBERS**

- 24.1 The Network will be responsible for the authorised acts of its employees, officers, agents and Management Committee members and will indemnify them in respect of payments made and liabilities incurred by them, if the acts, payment and liabilities were performed, made or incurred by them within the scope of their authority and:
- 24.1.1 in the ordinary and proper conduct of Network business, and,
  - 24.1.2 in or about anything done by them for the preservation of the activities, property, management or business of the Network.
- 24.2 The Network may, subject to the provisions contained in Rule 24.1 of this Constitution indemnify any of the persons mentioned in that paragraph against liability for any loss or damage which may occur whilst they are acting in good faith and within the scope of their authority though the loss or damage may have occurred by reason of negligence, a reasonable mistake, error or oversight or omission on their part.

# 1. Administration

## 1.01 Archiving and Filing

Also refer to 1.08 Media

Also refer to 1.12 Publications – Archive YANQ Paper Publications

Also refer to 6 Information Technology for “electronic”

### Paper Files

YANQ acknowledges, for environmental purposes, that it prefers not to operate its services with “a paper trail”. To abide by funding agreement requirements and for reporting purposes, files must be opened to record its services including—but not limited to—the conduct of its core business, projects, membership, publications, submissions, management committee meetings.

### Archive Paper Files

In accordance with relevant legislation, file availability for destruction minimum time periods applicable are:

Financial Records	Seven years
Programs	Five years
Membership	Five years
Training	Infinite

Refer to Procedure 1.01 and Attachments 1.01.1 and 1.01.2.

## 1.02 Complaints and Problems

YANQ’s Constitution and Vision, Values and Priorities articulates the organisation’s Values and the operation of those Values. All interactions of YANQ, whether in formal meetings, consultations or day-to-day communication, should be consistent with these documents. However, from time to time, a complaint might occur against YANQ in relation to:

- the Director
- the Management Committee
- YANQ employees
- service delivery

In line with its Constitution and Vision and Values document, YANQ is committed to investigating and addressing all complaints lodged at the organisation.

Refer to Procedure 1.02 and Attachment 1.02.1

## 1.03 Conference/Forums

YANQ, as the peak body for the Qld youth sector, holds/hosts conferences / forums / seminars / workshops / reference groups to support the development of the youth sector, to advocate for, assist with and support the development of policy on issues affecting young people, especially disadvantaged young people and to promote and support cultural diversity.

Refer to Procedures 1.03.1 and Cross Cultural Youth Work Practice Training Procedures 1.03.2

## 1.04 Copyright and Ownership

Also refer to 1.12 Publications

Current legislation in this regard must be adhered to.

All YANQ publications, documents, articles, reports, projects whether hard copy or electronic, relating to the services of the organisation and created by but not limited to employees, Management Committee members, consultants, contractors, sub-contractors remain the property of YANQ and must, where relevant, contain © Copyright or shared under the conditions specified at [Creative Commons Attribution-NonCommercial-NoDerivs License](#) specifications.

Permission to reproduce the aforementioned material must be first obtained from the Director (or Director’s delegate) of YANQ. As is normal practice, two (2) copies of the publication containing the reproduced material must be requested to be provided to YANQ.

In the case of images and/or recordings taken by an authorised YANQ representative at any YANQ event, YANQ must first obtain written consent (refer to Attachment 1.04.1) from any individual or organisation to



retain ownership of the image/s and or recording/s and to release/use/reproduce in YANQ publications (both hard copy and electronic/digital) or presentations in connection with YANQ's work.

### **1.05 Correspondence/Mail/Documentation**

*(Also refer to 1.04 Copyright and Ownership, 1.08 Media, 1.11 Printing, Stationery Office consumables, 1.12 Publications, 1.14 Team Meetings and 3.0 Finance, 5.0 Human Resource Management, 6.0 Information Technology, 7.0 Management and 8.0 Membership)*

YANQ has an official logo, the specifications of which are set out in Attachment 1.05.1.

YANQ's logo must be clearly displayed on all correspondence and documentation whether hard copy or electronic.

YANQ's contact details, whether physical, postal, telephone, electronic or facsimile, must clearly display current details.

All correspondence must be on YANQ's letterhead, with copies provided to the Director. Refer to 6.0 Information Technology for policy on electronic correspondence. Submissions and Letters are to be stored in hard-copy files and electronically. Submissions are to be loaded onto the website.

All documentation e.g. email bulletin, reports, submissions, discussion papers, brochures, advertising/promotional material, workshop material and the like, must when relevant, clearly display YANQ's logo, author's name, YANQ's contact details, copyright specifications and expressed views disclaimer.

All documentation that is prepared and submitted in final form under any funding grant must also include requirements of any funding agreement and in particular the funding body's logo.

Letterhead and document templates must be used as available (see Attachments 1.05.2 and 1.05.3).

*Refer to Procedures 1.05*

### **1.06 Databases**

*Also refer to 1.08 Media, 6 Information Technology and 8 Membership.*

*No staff member or other person may conduct any alterations/amendments to database setup, forms or queries without the knowledge and consent of the Communications Officer.*

The database is for the purpose of maintaining current records on Memberships, Subscribers, the collation of "Mail Lists" for both electronic and postage purposes, Training/Workshops attendances and related attendance payments, contacts and the like.

Mailing lists/categories within the database are desirable e.g. Membership, Subscribers, Email Bulletin, ATSI Email List, YANQ ATSI Reference Group, CROC, ERACISM, JPET, Management Committee, Media (individually entered as newspaper, radio or television), MYNQ, State Youth Affairs Conference, Training/workshops, and any other as may be determined from time to time to enable easy collation of mail lists and/or mail merge.

The Admin and Communications Officer maintains all aspects of the database in conjunction with other staff requirements. The Administration and Communications Officer must liaise with the designated IT consultant in relation to technical issues or any other assistance that is required.

Refer to Procedure 1.06 for database operational procedures.

## **1.08 Media**

Also refer to *1.08.01 Bulk Media Fax, 1.12 Filing of YANQ Paper Publications and 6 Information Technology*

All media enquiries must first be directed to the Director or in the Director's absence to the nominated Management Committee member/s who may nominate a staff member in their absence. Should the media enquiry be of a sensitive or contentious nature or new media subject then the Director (or delegate) must liaise with the nominated Management Committee members.

Copies of media comments made by YANQ are filed in accordance with procedures set out in *1.12 Filing of YANQ Paper Publications* as well as loaded on the YANQ website by the Administration. Copies of written media comments are provided to the Management Committee at the next Committee meeting.

It is the responsibility of the Administration and Communications Officer to maintain currency of media (newspaper, radio and television) contacts on a regular basis but specifically at least twice a year. Also refer to *1.06 Databases and its corresponding attachment*.

The Courier Mail is collected each day from West End News by the Administration and Communications Officer and scanned for any relevant news articles. These articles are cut out, the date and page number of the article noted on the paper, scanned as a .pdf using the photocopier and then filed electronically in documents/Newspaper Articles/[Relevant year]/[Relevant subject]. The file title is the date of publication followed by a key subject word or phrase if necessary. It is the responsibility of the Administration Officer to create subject folders as required and to link these to the Category folder for ease of reference.

The electronic filing of newspaper articles only dates to December 2010. For articles prior to this, refer to the hard copy files kept in folders in the main administration area. It is the responsibility of the Administration and Communications Officer to scan and electronically file all existing media cut-out hard copies.

## **1.09 Office Equipment**

Also refer to *1.06 Databases* and *1.11 Printing, Stationery & Office consumables* and corresponding attachments (if any).

Purchase of new or replacement equipment must firstly be approved by the Director.

Prior to purchase of new equipment or alterations/ amendments/ upgrades to existing equipment consultation with the IT consultant must take place to ensure technical compatibility.

Safe operation of all office equipment by all staff is a priority. Ongoing maintenance of all office equipment is a priority to ensure effective, efficient and continuing operation. Faulty or interrupted operation of equipment is reported to the Administration Officer who will arrange for a qualified technician to correct the problem.

It is the responsibility of the Administration Officer to operate current files/database containing details of relevant suppliers and repairers, contact details, type of equipment, and any other relevant notes such as YANQ's ability to hire to other individuals/organisations (*refer to Attachment 1.06.1 Database procedures*) and is available to all staff for reference should the Administration Officer be absent and maintenance of equipment is required.

Office equipment Operation Manuals are stored on the designated shelf within the reception/administration area and/or within its administration file with the exception of the photocopier manuals which are stored in the bottom cupboard of the copier itself and are available to all staff for reference.

Equipment (including computer software) not utilised by staff on a daily basis must be securely stored in the cabinet located in the Library/Meeting Room.

Should any YANQ office equipment be available for loan/hire, a file located in the Administration Officer's file cabinet must be available to record loan/hire details (refer to H:\Admin\YANQ Equipment as folder to store information within designated sub-folders). In the case of hire of equipment a Hire Agreement (*refer to Attachment 1.09.1*) must be completed and signed by both parties. The Borrowing/Hire Register (*refer to Attachment 1.07.1*) must contain details such as name of contact details of borrower/hirer, equipment type (or part thereof), model, serial number, cost (including security deposit, deposit and balance owing) if any, method of payment (if applicable), time required, date borrowed/hired/collected/returned, condition of returned item/details of any damage, details of action to be taken (if any), return of deposit (if applicable). Damages must *immediately* be reported to the Director for further action.

In the case of hire of equipment, the Finance Officer must be informed of financial details prior to collection of equipment so that a Tax Invoice is prepared and arrangements made for refund of security deposit if applicable.

### 1.10 Office Whiteboards

A whiteboard is located in the reception area for the purposes of recording:

- Staff Members' names and contact (mobile) phone numbers;
- Staff daily/weekly schedules/diary appointments for reference by and availability to other staff members;
- Intended/required use of organisational motor vehicle *refer to 2.02 Motor Vehicle*;
- Intended use of Library/Meeting Room.

Assorted coloured whiteboard pens and cleaning agents are provided for this purpose.

All staff, prior to or on the last day of their working week, are required to write up their schedules for the following week.

A whiteboard is located in the Library/Meeting Room for use during conduct of meetings. It is desirable that staff liaise with each other before the removal of that written material.

It is the responsibility of the Administration and Communications Officer to ensure that writing and cleaning materials are available for these purposes.

### 1.11 Printing, Stationary and Office Consumables

It is the responsibility of the Administration Officer to ensure that office supplies and consumables are readily available to staff. It is expected that staff inform the Administration Officer of their requests for supplies. The Director's permission must be obtained prior to purchase of or placing orders for printing, stationary and office consumables.

Records of all purchases must be kept on relevant files e.g. Stationary, Photocopier etc. On receipt of delivery of order, record of purchase must be checked against received goods and corresponding suppliers' tax invoice, followed by written confirmation to the Finance Officer who then processes for payment. Should there be any discrepancy, the Administration Officer must clarify the situation with the supplier and inform the Finance Officer. Should any goods be returned to a supplier, the Administration Officer must inform the Finance Officer.

It is the responsibility of all staff to inform the Administration Officer when a staff member uses the last item of supplies. It is the responsibility of all staff to ensure delegated storage areas remain tidy and easily accessible without inconvenience to staff and visitors to the office. Storage areas of stationary are labelled with contents.

Supplies of both printed and plain as well as window and non-window envelopes must be available.

YANQ suppliers are recorded in Suppliers Database (*refer to 1.06 Databases*) and it is the responsibility of the Administration Officer to maintain currency and updates.

It is the responsibility of the Administration Officer to ensure files for suppliers are opened and content such as catalogues, order forms etc is available to all staff for reference.

Refer to *1.12 Publications* for printing of YANQ's Publications such as *Network Noise, In fact, Transitions* etc.

### 1.12 Publications

Also refer to *1.01 Archiving and Filing - Electronic Archiving & Filing of YANQ Paper Publication, 4 Copyright and Ownership* and *6 Information Technology*.

YANQ publications, some of which are free, are to inform the youth sector of current issues and trends within the sector. It is intended that all YANQ publications are available on the YANQ website (under their relevant headings) and therefore accessible in accordance with YANQ website guidelines.

Hard copies of all YANQ publications, except for the Email Bulletin, must be provided to the Administration Officer for filing and safe keeping in designated folders as described in *1.01 Archiving and Filing*.

Pre-YANQ website publications are available on order/request but are subject to cost and availability.

YANQ publishes:

- (a) a free fortnightly Email Bulletin - refer to *2.1 - Email Update* for further information. Articles for inclusion in the Email Bulletin are forwarded to the Administration and Communications Officer.

- (b) *Network Noise*, a hard copy newsletter and distributed to financial members and subscribers.
- (c) assorted other publications such as *Discussion Papers*, *Policy Submissions*, *campaign material*, *new Transitions*, as and when deemed necessary. Refer to 2.2 *Communications* for further process information.

As it is the intention of the organisation to produce (where possible) organisational publications in-house, it is the responsibility of the Administration Officer (in conjunction with the designated IT Consultant) to set up and maintain templates, whether word format or desktop publishing format.

All YANQ publications that contain material and/or data submitted to YANQ from other sources for reproduction within YANQ publications must contain an acknowledgement paragraph using similar terminology to “*Please note: The views and opinions posted within this [name of publication] do not necessarily represent the views of the Youth Affairs Network of Qld Inc (YANQ) except where the sender specifically states them to be the views of YANQ*”.

YANQ’s members/subscribers and non-members are encouraged to provide articles and/or advertisements for publication in the *Email Bulletin* and *Network Noise*; however all articles must be first approved by the Director or other person delegated by the Director to ensure they are in line with YANQ’s Values and Visions.

If relevant, prior to YANQ reproducing in its publications, articles/material from another source, permission for the material’s reproduction must first be sought, in accordance with relevant copyright legislation, from either the author or the author’s agent. It is normal practice to forward two (2) copies of the publication containing the reproduced material to the consenting party.

In accordance with relevant legislation, it is the responsibility of the Administration Officer to ensure copies of YANQ registered publications are forwarded to State & Federal Libraries.

#### Archive YANQ Paper Publications

Also refer to 1.08 *Media* and 1.12 *Publications*.

Master hard copy and a published copy of YANQ Publications, e.g. *Network Noise*, *In fact*, *Transitions*, *Discussion Papers*, *Submissions*, *Policy*, and the like must be recorded in Archive YANQ Paper Publications Register (refer to Attachment 1.01.4) then filed and stored on the delegated shelving in the reception area. Each folder must be clearly labelled with folder title and date period of contents. A Content Index is provided for ease of reference (refer to Attachment 1.01.5).

Hard copies of YANQ (organisational) media releases i.e. all media releases by a YANQ spokesperson and print articles where a YANQ spokesperson is quoted are chronologically filed in their own ring binder marked *YANQ Media* and corresponding date period. These copies are not subject to destruction procedures.

Individual staff are responsible for ensuring the Administration Officer is provided with publications/media releases so that the Administration Officer can maintain currency and updates.

### **1.13 Staff Travel**

It is the responsibility of the Administration Officer to assist staff members with the organisation of travel arrangements by booking flights, motor vehicle hire and accommodation. All travel arrangements **must** be approved by the Director prior to booking. If bookings are paid for by credit card, the Administration Officer must liaise with the Director (the holder of the credit card) as the Director is the only person authorised to operate the organisational credit card/s.

### **1.14 Team Meetings**

Team meetings to discuss impending issues are held every week at a pre-arranged day and time suitable to all staff, presently nominated as Monday or Tuesday at 9.30am-10.30am. It is preferable that staff avoid scheduling other activities at this time. Re-scheduled team meetings can be arranged in consultation with other staff members.

Written Minutes of weekly team meetings are taken in accordance with the Agenda (refer to Attachment 1.14.1). Weekly rotation of staff members as a Chair and a Minute Taker is desirable.

It is imperative that staff table matters that involve the participation of or assistance by more than one other staff member at team meetings prior to that event to ensure respective staff work plans and/or diary activities can accommodate these demands in a timely and efficient manner. Staff members are responsible for

updating the Agenda form with any such items prior to the Team Meeting. The form is available at admin/[Relevant Year]/Team Meetings/ Team Meetings Agenda Master.

It is the responsibility of the Administration Officer to ensure that hard copies of the agenda and minutes form are distributed at the Team Meeting. After the meeting, the Administration Officer files the minutes of the meeting in the Team Meetings folder in the reception area.

### **1.15 Telephone**

The landline telephone numbers for the organisation are:

07 3844 7713 (line 1) 07 3844 8843 (line 2), 07 3844 9101 (line 3), with line 1 being the advertised main number;  
1800 177 899 is a free call number for regional and rural Queenslanders and acts as line 4.

Additional landline numbers are:

07 3844 7731 for the fax machine  
07 3844 6858 for the Eftpos line and Internet Provider

A mobile telephone is allocated to the Director. All staff are apprised of this number to enable direct contact should the need arise when the Director is absent from the office. This number is 0407 655 785.

A pre-paid mobile telephone is available for staff use when travelling on business for prolonged periods outside the Brisbane area. This number is 0434 936 362. Staff are required to obtain the permission for use of the mobile from the Director.

When the office is unattended or staff are unavailable due to in-office meetings etc, including after hours, the answer machine must be operational. On return to the office, the Administration Officer (or other staff member if the Administration Officer is absent from the office for an extended period of time) must transcribe all messages to the Telephone Message Book and affix to the relevant staff member's name on the message board. Once messages are transcribed, to maintain availability, they must be deleted from the machine.

Telephone messages for absent/unavailable staff members should be recorded in the carbonised Telephone Message Book provided and placed under the relevant staff members name on the message board in the reception area. When a staff member is present, but unavailable to take a telephone call due to being on the telephone, then a message is written out and delivered to that staff member; however should the staff member be present but unavailable due to a meeting then the written message is tagged to the message board. It is preferable that date, time, return contact number and a short message is recorded. It is the responsibility of individual staff members to check the message board.

YANQ acknowledges that staff are sometimes required to make and/or receive personal calls. It is expected that staff will act responsibly and keep personal calls to a minimum. Should a staff member be expecting an important telephone call at a time when the staff member may be occupied in a meeting or such like, it is expected that the staff member inform the Administration Officer so that interruption to the staff member may occur without embarrassment to any party.

#### Incoming Telephone

It is the responsibility of the Administration Officer to answer all incoming telephone calls. Should the Administration Officer be unavailable, then other staff should assist with the answering of the telephone.

The appropriate manner to answer the telephone is to announce the organisation's name "Youth Affairs Network Qld" followed by [your] first name as an introduction.

It is appropriate to announce callers by name and, where possible, the organisation of the caller and subject of call to the recipient staff member.

It is the responsibility of individual staff members whilst otherwise occupied within the office to inform the Administration Officer should they be unavailable for stated periods of time to receive telephone communications.

#### Outgoing Telephone

The appropriate manner in making telephone calls is to announce [your] first name as an introduction followed by the organisation's name "Youth Affairs Network Qld".



## 2.0 Asset Management

### 2.01 Property Management

The property of YANQ is to be treated with respect by all employees and management committee members to ensure that it isn't damaged or broken, any errors or faults should be reported immediately to the Administration Officer for maintenance. Computer and printer problems should be reported to the IT Consultant (*refer to Attachments 6.0 Information Technology and 6.0.1 Computer Maintenance Report*)

The property of YANQ is to be used for the business purposes of YANQ and is not to be used for private use. YANQ property should not be taken off YANQ premises without the permission of the Director.

A register of all office equipment, computers, printers and furniture is kept on the asset register, maintained by the Finance Officer.

### 2.02 Motor Vehicle Operations

#### Use of Motor Vehicle:

One vehicle is currently attached to the Director's position for undertaking duties and tasks as well as for full personal use. This vehicle will be referred to as the YANQ Director vehicle throughout this policy where applicable. This vehicle is also available for use by staff to undertake tasks and duties related to their positions. The vehicle can be booked through the Director and recorded on the Office whiteboard.

The vehicle may only be driven by suitably licensed persons duly authorised for that purpose by the Director. Such persons must hold a current Queensland Driver's licence. A photocopy of their licence will be held in their personal file.

All fuel and oil supplies are only to be purchased through the MotorCharge card account or relevant approved organisational card account. Director must ensure that the fuel card is used only based on the allocated budget/ Individuals must gain approval to use their personal cars for work purposes and reimbursement for private kilometres will be given according to the Health and Community Services Industry Award (*refer to Attachments 5.01 Allowances and 3.06.1 Mileage Claim Form*).

The vehicle is to be maintained in a clean and tidy manner. All vehicles are to be driven in accordance with prevailing traffic laws eg. Seat belts to be worn at all times. Traffic and parking fines are to be the responsibility of individual drivers.

Smoking is not allowed in any YANQ vehicle.

#### Parking

YANQ will cover parking costs when employees are attending work meetings in the CBD and other areas if applicable. A receipt from the Car Park is required. Staff are responsible for organising petty cash (approx \$15.00) for parking via the Finance Officer or Administration Officer. If staff have not been able to pre-arrange petty cash then reimbursement for private money will be given if occasion arises (*refer Attachment 3.04.1 Expense Reimbursement*). The choice of car parks is up to the discretion of the worker. The worker who booked out the car currently driving will be individually responsible for any parking tickets as a result of fines.

#### Service responsibilities

YANQ is responsible for the maintenance and running costs associated with the vehicle, including vehicle registration, compulsory third-party and comprehensive insurance.

All motor vehicles are to be serviced at regular intervals in accordance with the manufacturer's specifications. It will be the responsibility of the designated driver of the vehicle to arrange for servicing and maintenance.

#### Accidents/Injuries

Where an accident occurs involving a staff member, either alone or with a client, the following procedure must be followed:



- Remain with the vehicle. Do not attempt to drive off. However, if the damage to the car and its occupants is minimal the vehicle may be placed in a position that does not present any further danger. It is unlawful to leave the scene of an accident if the estimated damage is above \$3000.00. In these instances the matter must be reported immediately to the police. Do not attempt to move the vehicle.
- Assess the injuries of you and others in the vehicle. If there are any injuries these must be attended to by appropriately qualified and authorised medical personnel.
- Establish whether the driver of the other vehicle/s is/are uninjured. If there are any injuries these must be reported to and attended by appropriately qualified and authorised medical personnel. In these cases, where you are uninjured, offer assistance where possible and safe to do so.
- Notify the Administration Officer or another staff member as soon as practical. Notify them of the place and extent of the damage. Do not attempt to drive if you are shaking, sweating excessively or feeling nauseous. Arrange for someone to assist you if required. Remain calm at all times. Do not claim you are at fault. Provide the driver of the other vehicle with a business card, your driver's license details and the organisation's insurer details (this information is in the glove box).
- If the damage is minimal and there are no injuries to report:
  - Collect details of the other driver/s involved
  - Provide them with yours
  - Contact a staff member as soon as practical and
  - Return to the office.

All staff involved in the accident must write down as much information as possible in relation to the incident to ensure an accurate description of events is recorded including a drawing/plan of positions before and after, surrounding areas and attach to Vehicle Accident Report (*refer Attachment 2.02.1 Vehicle Accident Report*).

The Director will arrange de-briefing and counselling if required/requested. A record of all proceedings will be kept on the employee's personnel file and insurance file.

If necessary, arrange for the employee (and other passengers) to be transported to their home and for the company vehicle to be either delivered to their home or secured until they are able to return to work.

### **2.03 Motor Vehicle Sales**

Motor Vehicles should be disposed of at 40,000 kilometres if financially viable, as service costs increase at this time. A trade-in price and quote for new vehicle should be obtained from at least two suppliers. If a private buyer wishes to buy the vehicle this is allowed at the trade-in figure established from the supplier. Transfer of registration must occur at time of sale.

## 3.0 Finance

***Also refer to 1.01 Archiving and Filing – Archive Paper Files for legislated destruction time periods.***

### 3.01 Authorised Signatories and Signing

YANQ has a list of authorised signatories from management and management committee that are able to sign financial instruments and process internet banking on behalf of YANQ. Further details can be found in the Bendigo Bank folder in the locked filing cabinet in the reception area. The Executive Committee of YANQ is able to sign funding agreements and funding reports on behalf of YANQ.

### 3.02 Cabcharge

Cabcharge vouchers are only to be used for YANQ business purposes and not for personal use. The Cabcharge vouchers are in a folder in the locked filing cabinet in the reception area and employees should check with the Finance Officer or Director before using Cabcharge vouchers. Vouchers and voucher stub need to be recorded by Cabcharge users detailing employee name, purpose of trip, date and amount.

### 3.03 Credit Card Usage

YANQ holds a business credit card under the name of the Director; the Director is the only signatory to the credit card. The Director must keep all receipts associated with credit card expenditure and forward to the Finance Officer to reconcile each month. The credit card can not be used by employees without the express permission of the Director. When other employees have authorised use of the credit card they must provide the Director with a copy of the transaction.

### 3.04 Expense Reimbursement

Employees or Management Committee members can have authorised expenditure reimbursed for purchases that they have made out of their own funds. Please attach all receipts or proof of expenditure to the Expense Reimbursement Form (*refer Attachment 3.04.1*), and give to the Finance Officer for reimbursement. Reimbursement can be made by direct deposit to your account or by cheque on the production of receipts or proof of expenditure. All purchases require the authorisation of the Director.

### 3.05 Finance Reports

Monthly financial reports are provided to Management Committee so they are able to accurately monitor the finances of YANQ. The following reports are to be provided to the Management Committee on a monthly basis for the Management Committee.

- Quarterly Budget Analysis
- Yearly Budget Analysis
- Balance Sheet
- Job Profit & Loss (month)
- Bank Register (month)
- Reconciliation Report (month)

### 3.06 Mileage Claim and Rates

In some circumstances an employee or Management Committee member may need to use their own private vehicle for YANQ purposes. This private vehicle usage must be authorised by the Director. Mileage reimbursement (*refer to Attachment 3.06.1 Mileage Claim Form*) is according to the SACS award rate and dependant on the vehicle engine size.

### 3.07 Petty Cash

Petty Cash has a float of \$200. All items purchased through Petty Cash are to be written up on a Petty Cash voucher, signed by the payee, and must have a receipt attached. The maximum value of items reimbursed through Petty Cash is \$20. Any purchases greater than \$20 should be reimbursed through the Expense Reimbursement Process (*refer to 3.04*).

When Petty Cash is low, the Finance Officer total up Petty Cash vouchers and writes a cash cheque for the total amount to ensure the balance of Petty Cash is \$200. File receipts in an envelope in receipts folder,

listing a breakdown of the expenses on the front of the envelope, so that the Finance Officer can allocate the expenditure.

### **3.08 Purchasing**

All purchases must be authorised by the Director. For purchases over \$500.00 two quotes should be obtained to ensure that the best price is obtained. Suppliers or Contractors should be evaluated to ensure that they provide quality services and products. This can be done through asking if they have references from other customers or through word of mouth from other organisations. Purchases can not be made without a Tax Invoice detailing the suppliers Australian Business Number. Some suppliers require a Purchase Order Form (*refer Attachment 3.08.1*) to enable the transaction; keep a copy of the Purchase Order Form on file. For purchases of equipment refer to *1.09 Office Equipment*.

### **3.09 Supplier Payment Process**

Suppliers can be paid upon production of a Tax Invoice stating their Australian Business Number, Date, Amount and description of goods and services. All payments will be made within 21 days of receipt of a Tax Invoice unless other arrangements are made within a contract or with the Director. Payments can be processed through Direct Deposit into the Suppliers Account or by cheque.

Contractor or Consultants payments can only be made if contractual agreements are met.

### **3.10 Internet Banking**

The following process applies to payroll and invoice payments over the internet. The Finance Officer is a designated signatory for the internet transactions only and requires another signatory to authorise all payroll and invoice payments.

#### Payment Process

- The Finance Officer emails the ABA files to the Director for uploading on YANQ e-banking
- The Director will phone an Authorised Signatory to let them know that there are payments awaiting authorisations, all authorisations need to occur by 2.30pm that day.
- A copy of the payroll and invoice payments will be sent to the Authorised Signatory by either email or fax or will be hand delivered.
- The Authorised Signatory logs onto [www.bendigobank.com.au](http://www.bendigobank.com.au) and they will be notified of "Authorisations Pending". The Authorised Signatory needs to check that the internet transactions match the copies of payroll and invoice payments provided by the Accountant.
- - The Authorised Signatory needs to click on the "Authorisations Pending" button and then tick each transaction they wish to authorise and then press "Approve".
- A notice will come up stating authorisations approved and then the Authorised Signatory needs to press on the "Print Receipt" button to print a copy of the authorised transactions.
- A copy of all authorised transactions needs to be kept by the Authorised Signatory and brought to the following Management Committee Meeting.

If there are any queries in relation to the internet authorisations please contact the Financial Officer for clarification, or if no resolution of the transactions then contact the Director.

## 4.0 General

### 4.01 Environmental Practices

YANQ will aim to ensure that it uses products and suppliers that are environmentally friendly where practical including stationery. YANQ will recycle as much stationery and equipment as possible and utilise a recycle bin.

#### Green Office Policy

The Youth Affairs Network Queensland, Inc. and its Management Committee and staff will endeavour to support the ideals of a sustainable climate and community by adhering to the following guidelines whenever possible:

- Switch off all lights when not in use. Encourage use of natural daylight.
  - When possible, replace standard incandescent bulbs with compact fluorescent lights. Compact fluorescents last about 8 times longer than ordinary globes and use much less energy (about 75% less), though they cost more at first. *A 20 Watt compact fluorescent costs \$10 to buy and \$20 to run over its average life of about 5 years. Over the same time, eight standard incandescent 100 Watt globes would cost \$8 to buy and around \$103 to run. The fluorescent will have saved \$80 and 650kg of greenhouse gas. And you don't have to change the bulbs as often!*
- Ensure heating and cooling devices are not set at extreme temperatures.
  - For cooling situations where you can increase room temperature by 1°C, you could save up to 10 percent of operating costs. Do not work your air conditioner too hard. Wherever possible, support it with insulation, curtains, shading etc.
- Keeping green plants in the office can help keep your air clean and fresh, as well as brighten up the room. This will literally 'green up' your office!
  - Make sure you care for your plant according to its needs, and don't expect one person in the office to take care of all the plants!
  - In 1989 a scientific study for NASA found that a number of popular indoor plants, including *Dracaena* and *Spathiphyllum*, were effective in purifying the air. Air pollutants can be a bi-product of the material in office furniture and building materials, and from air-conditioning.
  - But certain plants can absorb the poisons and toxins in the air. These include *Dracaena deremensis*; the bamboo palm *Chamaedorea microspadix*, and the sculptured *Dracaena marginata*.
  - The peace lily *Spathiphyllum* is one of the plants that probably performs the best in low light conditions. Leave it in a room without any windows and it will survive on artificial light.
  - *Aglaonema* is a beautiful plant that also does well in low light and is in the top10 most popular plants that remove toxins from the air. Different varieties include 'Silver Queen' and 'Silver King' - so named because of the silver mottling in the leaves.
- If there are appliances you only use occasionally, switch them off at the wall to reduce standby power.
  - Standby power is the energy consumed by an appliance while plugged in but not performing its primary function. Standby power can use up to 10% of your consumption.
- Unless you are bound to a contract, switch electricity provider to one that offers Green Power.
  - If you are bound to a contract, ask your provider if they can include a green component in your plan.
  - A list of providers can be found here: <http://www.greenpower.gov.au/workplace-qld.aspx>
  - By switching to Green Power, you will not only be using less fossil fuel (and therefore producing lower carbon emissions) but you will be supporting green energy providers, allowing them a stronger base to compete with polluting coal and gas based energy providers.
- Activate power management systems on your computers. If you are away from your desk for long periods of time (even at lunch) there is no need for your computer to be running at full power.
  - Having a screen saver does *not* use less energy. Allowing your screen to go blank or, even better, to power down when not in use, are much better options.

- For computers running Windows XP or Windows Vista, go here: <http://www.microsoft.com/windowsxp/using/setup/maintain/powermgmt.mspix>
  - For computers running Windows 7, go here: <http://windows.microsoft.com/en-US/windows7/products/features/power-management>
- Reduce printing by encouraging email correspondence instead of mail. Only print emails and documents when necessary. Reading emails and documents on your computer screen is an adjustment, but soon becomes much easier. If you must print, use double-sided printing to save paper.
- If you can, buy 100% post-consumer recycled paper for the photocopier and printer.
  - Some printers and photocopiers do not handle recycled paper well. And some recycled papers have been prepared with harsh bleach or chlorine. Therefore another good option is paper made from sustainably farmed trees. In fact, in a commissioned report, Access Economics stated that *"paper made from farmed trees was found to have the least environmental impact due to its preservation of the environment's natural biodiversity and reduced energy consumption"*.
  - YANQ uses paper made from farmed trees, from "Double A" ([www.doublea.com.au](http://www.doublea.com.au)), an Australian company who's environmental cost is 80% lower than Reflex.
- Re-use single-sided prints for office memos, notepads, or scribble paper.
  - If you are doing this, remember to check the paper for confidential information! Having a notepad that may violate a client's privacy is never good!
  - Paper with confidential information can be shredded, and then used for packing material or similar.
- Purchase environmentally responsible remanufactured or refilled printer cartridges to reduce waste and use of toxic chemicals.
  - Always recycle printer and photocopier cartridges. Do not throw them away.
  - Often, suppliers will charge you to come and collect your cartridges if you are not a "high-use" client, and the drop-off point may be miles away, costing time and petrol to get to. Most community organisations only go through one or two cartridges every few months, but every little bit makes a difference. So if your supplier wants to charge you, try speaking to other organisations in your area. Perhaps if the supplier can be shown that there are 10 organisations in one part of town that require a pick-up every 3 months, they will do it for free.
- Promote sustainable transport by encouraging employees to walk, cycle, catch public transport or carpool to and from work and meetings.
  - If your work server has remote access, encourage staff to work from home one day a week to save on transport costs and emissions. If you're unsure about whether your workplace can offer this, speak to your IT person or systems administrator.
  - If meetings do not need to be held face-to-face, encourage the use of teleconferencing or WebEx ([www.webex.com.au](http://www.webex.com.au)), or free services such as Skype ([www.skype.com](http://www.skype.com)).
- When buying new equipment, always look for an energy star rating. Be responsible.
  - Read more about energy star ratings here: <http://www.energyrating.gov.au/>
  - Ask your provider if they take back packaging for re-use. If not, ask why, or look for a different provider.
  - Whenever you are replacing something, take some time to look around for a greener or more environmentally responsible alternative. Don't stick with what you've always used just out of habit.
- In your office kitchen, use washable crockery and cutlery rather than disposable plastic cutlery or paper cups.
  - Buy fair-trade and organic coffee and tea for staff and visitor use. It's not the cheapest, but it is fair trade and organic, and you can feel good about your contribution to the world, while you have your morning cuppa!
- Choose a staff member (or small committee) to keep an eye on green trends, and encourage environmental responsibility in the office.
- Try to use local businesses whenever possible.
  - Also try to use suppliers who support a charity. Some companies donate a small percentage of their profits to a selected charity, and this can be a very effective and simple way to support people in need.
- Recycle everything you can.

Often, 'going green' requires a change in habit, as much as a change in product. Changing habits can be hard, and is easier to do when the whole team is on board. Sometimes it means thinking outside the box. The most important thing is to just keep thinking about it. Think about the things you do every day at work, and ask yourself "is there a better, greener, more socially responsible way to do this?" Often there is, and it doesn't take much to change. Encourage everyone to join in to help make your office a sustainable and environmentally responsible place to work.

#### **4.02 Evacuation Procedure**

The Evacuation Procedures for YANQ employees is as per the diagram illustrated at *Attachment 4.02* and is to be displayed on the wall in a prominent position. If emergency evacuation is required all staff should evacuate if possible through the front door in a calm and orderly manner. If the front door is inaccessible then evacuate via the back door to the evacuation area if possible. Each employee should have in their possession a key to open all locked doors. Do not stop to collect personal or YANQ property.

A list of people in the office should be taken from the Whiteboard and all staff accounted for by head count in the evacuation area. The evacuation area is in the car park on the corner of Thomas and Vulture Street.

#### **4.03 First Aid**

A First Aid Kit is located in the kitchen at YANQ. First Aid can be administered by a qualified First Aid Officer but it is advisable to seek medical assistance for further treatment of pain or symptoms.

#### **4.04 Insurance**

YANQ will comply with all legal requirements with respect to insurance. The type of insurance cover and level of insurance cover will be decided by the Management Committee after consultation with an insurance broker. A copy of all insurance policies will be kept by the Finance Officer on file.

Insurance will include as a minimum:

- public liability
- employees' compensation
- property
  - fire
- contents
  - theft and burglary (replacement cost)
- volunteer insurance
  - personal accident and public liability
- vehicle insurance
- director's insurance

#### Students

The Director should check that any students on placement are covered by their University or TAFE. If not, appropriate cover must be arranged.

#### Staff and Volunteer Vehicles

The Director should ensure that the vehicles of any staff and volunteers used for official business are covered through their own comprehensive insurance policy.

#### **4.05 Office Hours**

YANQ is open from 9.00am to 5.00pm Monday to Friday.

#### **4.06 Office Security**

The office doors are to remain locked at all times, and to be opened upon identification of caller behind front or back door. It is the responsibility of the last employee to ensure that all lights are turned off and that the front and back doors and security door is locked. Each employee is responsible for turning off their own computer, monitors and air conditioners and closing their office windows.

Only authorised employees or Management Committee members are given a security coded key to access the premises. A register of keys (*refer Attachment 4.06.1*) is recorded and maintained by the Director. Upon cessation of employment keys must be returned to the Director and signed off on the key register.

Internal (ie storage cabinets or containers, motor vehicle etc) organisation keys are stored within a locked key cabinet situate in the reception/administration area. It is the responsibility of the Administration Officer to notify all staff of the whereabouts of and accessibility to the key to this key cabinet.

It is the responsibility of the Administration Officer to attach identifying tags to all keys stored within the key cabinet.

All staff are made aware that the software cabinet (also holds organisational assets such as camera etc) must remain locked at all times.

#### **4.07 Workplace Health & Safety**

In accordance with the *Workplace Health and Safety Act 1995*, YANQ has a 'duty of care' towards its employees, members and the public while on its premises. YANQ will ensure that the requirements of the Act are adhered to by recognising that all people have the right to a safe work environment and to know the hazards to which they may be exposed.

YANQ acknowledges the legal concept of 'duty of care' as set out in the *Workplace Health and Safety Act 1995*, and will comply with the following regulations in meeting its obligations in respect of that 'duty of care'.

##### Relevant legislation, policies and award provisions

Legislation, policies and award provisions relevant to the Workplace Health and Safety policy include:

- the *Workplace Health and Safety Act 1995*
- the *Workplace Relations Act 1996*

##### Regulations

###### *Employers to ensure the health and safety of their employees*

YANQ will endeavour at all times to achieve at least minimum standards in providing a healthy and safe work environment. This includes the development of appropriate emergency evacuation procedures; maintenance of fire extinguishers; sufficient workspace and appropriate furnishings for each employee; and regular safety checks to ensure unencumbered exit points from the place of work, and that the organisation's equipment, including any motor vehicles, are well maintained.

###### *Employers to ensure the health and safety of persons other than employees*

Management is also responsible for the safety of the organisation's visitors in the course of accessing the organisation's services. Employees must ensure that, in the event of an emergency, visitors' safety is guarded through pre-arranged emergency procedures which staff have been trained to implement.

###### *Persons in control of workplaces to ensure health and safety of non-employees*

Staff will ensure that access to and from the workplace, and plant and substances used at the workplace, do not pose a health or safety risk to persons not employed by YANQ but who are nevertheless working at the workplace of YANQ. Cleaning contractors and delivery drivers providing services at the workplace would fall into this category.

###### *Duties of employees*

Staff have a legal obligation to act responsibly and perform their duties in accordance with the safety standards applied by the employer, the regulations or relevant codes of practice.

###### *Duties of persons other than employer or employees*

The *Workplace Health and Safety Act 1995* places a legal obligation on persons who interact with a workplace, to comply with the directions of persons at the workplace. For example, a person driving a vehicle into a workplace has a duty to comply with any standards imposed by the organisation to ensure health and safety at the workplace.

###### *Record of injuries*

The *Workplace Health and Safety Act 1995* requires that a record of particulars of every work injury, work-related illness or dangerous incident that occurs in the workplace be documented on Form 3 Incident Notification Form available online at [www.whs.qld.gov.au](http://www.whs.qld.gov.au) within three (3) days of the event.

The management and staff of each workplace should be aware of this requirement, ensuring that a Form 3 is completed in the case of such injury, illness or dangerous occurrence. All records must be maintained at the workplace and must be made available for inspection by an Inspector from the Department of Industrial Relations.

### *Accident Reporting*

In the event of serious bodily injury, work-related illness or dangerous occurrence, employees will immediately notify management who will abide by the following requirements.

The Department of Industrial Relations (DIR) must be advised, within 24 hours, of every serious bodily injury, work-related illness or dangerous occurrence that happen in the workplace on a Form 3 (Notification of Serious Bodily Injury, Work-related Illness or Dangerous Occurrence). 'Serious bodily injury' refers to any injury, which results in admittance to hospital as an in-patient. The management and staff, in each workplace, must be aware of this requirement and measures implemented to ensure that it is met. Where the injury, illness or dangerous occurrence causes death, the Department of Industrial Relations (DIR) must be notified immediately. Further, there must be no interference with the scene of the accident or event until determined by an Inspector from DIR, unless such interference is necessary to prevent further injury to persons or damage to property.

### *Workplace Health and Safety at the Workplace*

The self-regulatory nature of the *Workplace Health and Safety Act 1995* requires employee participation in the formulation, implementation and management of occupational health and safety issues. The Director is expected to maintain responsibility for an awareness of workplace health and safety at the workplace. The legislation provides for employees to be actively involved in the management of health and safety in the workplace.

YANQ is to have a staff member nominated as the Health and Safety Officer. The role of this person is to maintain up to date knowledge of the *Workplace Health and Safety Act (1995)*; to ensure the organisation's compliance to this Act and to be a contact point for staff and committee on workplace, health and safety matters

Management of YANQ will ensure that time is allocated to ensure that the workplace health and safety role is undertaken and:

- that issues raised are followed up
- create an active interest in health and safety within the workplace
- consider and make recommendations for training and education in health and safety, in light of the obligations, identified above, imposed by the Act.
- require all staff of to be aware of procedures relating to health and safety; and
- assist in the resolution of issues regarding workplace health and safety.

### *Health and safety*

In accordance with the requirements of the legislation, information and relevant training will be provided to all staff on the causes and prevention of work-related illnesses and injuries.

### *Furniture and Equipment*

Staff will be provided with relevant training prior to the use of any equipment. YANQ will purchase furniture and equipment which minimises the risk of injury or strain - particularly for staff working on keyboards. It is the responsibility of staff to ensure that they use equipment appropriately and follow the procedures recommended to protect keyboard users from muscle fatigue and repetitive strain injury.

Photocopiers will be placed in a separate room, where possible, and/or in a position with good ventilation. Staff should ensure that they protect their eyes from the light emitted by the photocopier and should take care when filling the machine with toner.

### *Stress*

YANQ recognises that stress is an occupational hazard and aims to minimise stress for staff by:

- making good staff working conditions a priority;
- clearly defining job responsibilities and accountability structures;
- establishing support systems for all staff;
- ensuring work plans and timelines are realistic.

### *Smoking*

YANQ recognises the dangers of passive smoking and has made the office and YANQ vehicle a smoke-free environment.

### *Accidents*



A Workplace Accident Report Form (*refer Attachment 4.07.1*) should be completed by any staff involved in an accident (however minor) at work and given to the Director as soon as possible. Completion of this form does not constitute a claim for Employees' Compensation. These forms are available from the Director and are required where medical treatment has been received and/or time is lost from work.

## 5.0 Human Resource Management

(YANQ's Human Resource Policies are based on the provisions of the *Social, Community, Home Care and Disability Services Award 2010*)

### 5.01 Allowances

#### Travelling and motor vehicle allowance

All travel and motor vehicle expenses can only be paid with prior approval of use of Motor Vehicle by the Director. Should an employee be required to use his/her own vehicle on the employer's business, the employee is to receive a vehicle allowance at the following rate:

- Under 6 cylinder = 55.5 cents per kilometre
- 6 cylinder and over = 66 cents per kilometre

Mileage Claim Form (*refer to Attachment 3.06.1*) is to be used for a mileage claim and given to Finance Officer.

An employee required to travel by other means in connection with his/her work shall be reimbursed all reasonable travelling expenses so incurred with reasonable proof of such expenses to be provided by the employee to the employer. An Expense Reimbursement Form (*refer to Attachment 3.04.1*) is used to reimburse travel expenses.

Where an employee is called out on duty at night or at other times than his/her normal hours, he/she shall be reimbursed his/her fares including taxi fares or, if using his/her own vehicles to travel between home and work, he/she shall receive a travelling allowance as above, subject to returning home prior to commencing work.

#### Travelling expenses

An employee required to stay away from home overnight shall be reimbursed the cost of reasonable board, lodgings and meals. Reasonable proof of costs so incurred is to be provided by the employee to the employer. An Expense Reimbursement Form (*refer Attachment 3.04.1*) is used to reimburse travel expenses.

#### Meal allowance

When required to work away from home employees are entitled to the amount of twenty five dollars (\$25.00) per breakfast, lunch and dinner that a meal is not provided. As the meal allowance is above the award rate it will appear on the group certificate as an allowance. For individual taxation purposes employees must keep receipts of expenditure of the meal allowance.

#### First Aid

An employee who holds a current first aid certificate issued by the St John's Ambulance Association or Australian Red Cross Society or equivalent qualification, and who is designated by his/her employer to perform first aid duty at his/her workplace shall be paid the allowance per week as prescribed in the current provisions of the *Social, Community, Home Care and Disability Services Award 2010*.

### 5.02 Code of Conduct

The Code of Conduct describes the organisation's responsibilities as well as the general standards of work conduct and behaviour expected of all staff, students, and volunteers to help YANQ reach its goals. Codes of behaviour are designed to guide and direct conduct of professional employees, clearly a code of conduct/ethics cannot be all encompassing and address every specific situation.

The organisation's *Code of Conduct* is based on the following guiding principles:

- Observation of relevant legislation, awards, agreements and policies
- Values, Vision and Priorities
- Fairness and equity in dealing with other employees and members
- Safe and healthy work practices and a concern for staff welfare

- Honesty, courtesy and acting in accordance with these principles
- Acting in the best interests of the YANQ

#### Role of YANQ

YANQ is committed to:

- respect of employees and members rights and needs
- providing a safe, rewarding and challenging work environment
- providing appropriate recognition for the work performed by its employees

#### Role of Employees

- Carry out their duties in an alert, safe, honest, diligent and competent manner
- Treat other employees and members with courtesy and respect
- Use their authority in a fair and unbiased manner and not take advantage of their position
- Avoid behaviour or situations that may reflect badly on YANQ
- Abide by relevant work-related legislation, award provisions and YANQ policies and procedures.

### **5.03 Confidentiality**

For the purpose of this policy, YANQ defines confidentiality as a mechanism to protect the disclosure of the specific content of discussions, points of view, trends in opinions, or personalised details of discussions or behaviours.

YANQ sees confidentiality as an important process, and as an organisation has a responsibility to respect and protect the privacy of all those connected with it, including young people, employees, volunteers, members, subscribers and management.

Employees should be clear about their ability to hold information in confidence. There may be times when they legally, morally and responsibly cannot. If possible employees should not put themselves in a position whereby they may be compromised.

All staff and Management Committee members of YANQ agree to respect all matters of confidentiality with regard to personal details of staff, clients and members of the organisation in a trustworthy and honest manner.

All staff and Management Committee members of YANQ also agree to the following:

- Not discuss confidential issues (eg. finance, surveys) of YANQ with people outside the organisation unless in supervision or with a partner/confidante.
- Not discuss confidential staff issues of YANQ with people outside the organisation without permission of the staff and Management Committee.
- Information about any person connected with the organisation must not be given to anybody without that person's express permission. This includes staff members' and Management Committee members' telephone numbers.
- If there is doubt regarding a particular situation the matter should be clarified further with the Director.
- Anyone connected with YANQ should sign a statement of confidentiality (*refer Attachment 5.03.1 Confidentiality Statement*).
- Personal information should only be used for the purpose for which it was gathered. Each client and staff member has the right to request to view information concerning their own personal records.
- Master financial files are not to be removed from YANQ office without permission.
- Duty of Care will be considered at all times in relation to confidential information.

Any breach of confidentiality is a serious organisational issue that will be addressed through an immediate grievance procedure being entered into.

### **5.04 Employment Agreement**

An Employment Agreement is to be given to each employee upon commencement of employment and would appear in the format set out in *Attachment 5.04.1 Employment Agreement*.

## 5.05 Consultants and Contractors

All Consultants and Contractors must be approved by the Management Committee before commencing a contract. At least one referee should be sought for contractors or consultants and examples of their work or product given if possible. Each contractor or consultant is required to sign a Consultancy Contract (*refer Attachment 5.05.1*) with YANQ.

If breaches of the contract occur then the General Conditions within the Consultancy Contract (Attachment 5.05.1) will be adhered to, to rectify the contract.

## 5.06 Employment Process

### Equal Opportunity Employment

YANQ aims to choose the best person for the job regardless of race, colour and national origin; physical, intellectual or psychological impairment including HIV and AIDS; gender; marital status (including de facto); parental status (including pregnancy); religious or political beliefs, activities or practices.

YANQ will establish and monitor all employment policies, practices and procedures to ensure that equal opportunity principles are followed in all areas of staff management including:

- advertising for positions;
- job descriptions and selection criteria;
- interview questions and processes;
- selection panel composition and practices;
- appointment procedures;
- staff training and development;
- transfer, promotion and higher duties;
- discipline and dismissals.

To find the best applicants for the position, YANQ will focus on the requirements of the job rather than questions or assumptions about the applicant's circumstances or background.

YANQ will provide information and training to all staff and management group members involved in the staff advertising, selection and appointment process.

### Recruitment

Youth Affairs Network of Queensland (YANQ) is an equal opportunity employer thereby promoting access to YANQ positions vacant to men and women from the diversity of social and cultural groups within the community. Every effort is to be made to promote YANQ vacant positions within a variety of social and cultural contexts in order to generate openness and encourage diversity in the recruitment of YANQ staff.

All staff are recruited in accordance with YANQ's Equal Employment Opportunity Policy. All permanent vacancies are advertised externally. The Director is responsible for the recruitment of YANQ's staff (paid and unpaid). The Management Committee is responsible for the recruitment of the Director. Selection panels for the Director will comprise three people, including the President and at least one other Committee member.

### Advertising vacant positions

All vacant positions of 6 months duration or greater must be publicly promoted to invite applications from suitably experienced people. All permanent positions must be advertised in relevant newspaper classified advertisements. Widespread promotion via YANQ website, community service networks, ethnic media and other avenues is also encouraged. The Director shall have primary responsibility for undertaking these activities.

It is not necessary for limited term positions of less than 6 months duration to be advertised in relevant newspapers, but calls for expressions of interest/applications must be made via community service networks or other means.

Positions of less than six months duration may be filled by an internal appointment. Where the duration of these positions extends beyond three months, public promotion of the vacancy must occur.

All staff and Management Committee Members at YANQ are to be informed of vacancies as they arise as well as the selection process and successful applicant.

## Selection process

### *Role of the Management Committee*

The Management Committee is to oversee the selection and recruitment process and approve all appointments - directly or by delegating authority to the Director and/or a selection panel. A panel is to be determined by the Management Committee to undertake the interviews and selection of applicants for positions of 6 months duration. All other appointments can be made with the authority of the Director.

In the event of a Management Committee member declaring their interest in a YANQ vacant position by submitting an application for a vacancy, the Committee member is to relinquish their role on the Management Committee until the outcome of the selection and recruitment process is known. They may rejoin the Committee if not taking up a staff role.

### *Recruitment Process for Paid Staff*

- Clarify the need for and role of the position vacant and develop or review the Job Description
- Determine who will be involved in the short listing and interviewing
- Advertise the position
- Advise applicants to download Employment Package (Position Description, Summary of Values, Selection Criteria) of website or post applicants a copy
- Shortlist applicants on the basis of their relevant skills and experience
- Interview
- Select the most suitable applicant
- Make offer of employment by telephone and in writing
- Sign an Employment Agreement
- Write letters to unsuccessful applicants
- Induct the new worker

### *Short listing*

Short listing of all applicants should be carried out by the interview panel. The panel should decide, on the basis of the job description, what skills and experience are essential in order to do the job and what skills and experience are desirable.

Applicants who, on the basis of their written application, appear to have the essential skills and experience should be short listed for an interview.

The short listing and interview panel

- For the employment of the Director, the short listing and interview panel will comprise:
  - the President
  - at least one other Management Committee member
  - one other person such as a worker with another community group, local government authority or government department may be invited to assist with the selection process

For the employment of other staff, the short listing and interview panel will comprise no less than:

- the Director
- one other nominee of the Management Committee

### *Interviewing*

The selection panel should draw up a list of interview questions prior to the interviews. All applicants should be asked the same questions. The questions will aim to explore the applicant's relevant skills and experience to perform the duties.

## **5.07 Employee Grievance**

It is the policy of YANQ that a grievance procedure should be available to all staff. This includes any grievance that the Director may need to take against the organisation as well as any grievances staff may wish to take against the Director or other staff. While informal means of conflict resolution are preferred, it is recognised that these are not always successful or appropriate.

This policy draws primarily on the following sections of the *Social, Community, Home Care and Disability Services Award 2010*:

- Section 3.2 Employee Grievance Procedure
- Section 4.8 Termination of Employment

### *Objectives*

- To ensure that all staff are treated justly and fairly.
- To provide a formal process for the resolution of conflict where informal means are not successful or appropriate.
- To provide a mechanism to address problems with policies which result in confusion or conflict.

### *Definitions*

The employee who believes that they have been treated wrongly, and who wishes to lodge a grievance is called 'the complainant'.

The person whose behaviour is the subject of the grievance is called the 'the respondent'. Where a policy decision is the subject of the grievance, 'the respondent' is the person who is responsible for the decision. In some cases this will be the Management Committee.

### *Procedures*

Employees may invoke the Employee Grievance Procedure as detailed in Section 3.2 of the State Award. The following procedure represents more detailed steps in the Grievance process, Step 1 - Raising the Issue: Step 2 - First meeting, second meeting and written warning. It represents the organisation's procedure for counselling and disciplining employees in accordance with clause 3.2 of the Award.

#### Step 1 - Raising the Issue

In the first instance, the complainant should attempt to resolve the grievance with their immediate supervisor and shall be entitled to have a union representative present if the complainant so desires. Where the grievance relates to an organisational policy, the issue shall be referred to the Director and/or the Management Committee for a review of the policy. Where staff are the complainants in a policy matter, they are to be consulted in the review process.

Where the complainant is unable, or considers it inappropriate for the grievance to be raised directly with their supervisor or employer, and/or where the initial attempt at settlement has failed, the complainant may notify a duly authorised trade union representative. The trade union representative may then seek a meeting with the employer.

Alternatively, the complainant and respondent may agree to involve an independent third party as facilitator in a meeting. This meeting shall take place within (7) working days of the notification of the grievance with the employer or from the date at which the grievance was unsuccessfully resolved.

#### Step 2 - Counselling and Disciplinary Procedures

##### (a) First Meeting

- Where the Director has serious concerns about the work performance or conduct of an employee, the Director shall notify the employee at least one day in advance that they wish to counsel the employee. A counselling session shall be conducted on a one-to-one basis, at a mutually agreed time as soon as possible (but no more than two weeks unless in exceptional circumstances) afterwards.
- Where the Union notifies the employer's representative that in its view such counselling session is not appropriate in the circumstances, it may seek a meeting with the representative in lieu of one. Such meeting shall then be held as soon as possible at a mutually agreed time (but not later than two weeks from the date it is requested unless in exceptional circumstances), and shall consist of an equal number (unless otherwise agreed) of one or two representatives of each party.
- At such counselling session or meeting, the employer's representative(s) shall outline their concerns to the employee/Union. Where it is agreed on action to resolve the problem and, where appropriate, a timetable for review of the action taken shall be established.

- (iv) Unless it is agreed that a serious problem does not exist, the parties shall separately or jointly prepare (as soon as possible afterwards) a record of the relevant facts and the outcome of the meeting, to be placed on the employee's personal file. This record shall remain strictly confidential between the parties attending the meeting, except by agreement between the parties. The employee's personal file shall be kept in a secure place and shall be accessible to all parties present at the meeting.
  - (v) Where the parties agree that there is no longer cause for serious concern or that no further action is warranted, this shall be jointly stated on the employee's personal file as soon as possible afterwards. Unless the same problem arises within six months thereafter, all references to the problem shall then be deleted from the file.
- (b) Second Meeting
- (i) Where it was agreed that action to deal with the problem should be reviewed or where after a reasonable time period (normally at least four weeks) the employer still has serious concerns about the same matter, a further counselling session or meeting shall be held on the basis outlined above.
  - (ii) Where the concerns relate to allegations of harassment or intimidation on the basis of gender, sexuality or physical disability, the complainant shall not be required to meet with the respondent if the complainant does not wish to do this.
- (c) Written Warning
- (i) Where, in the opinion of the employer, the second meeting has not resolved the employer's concerns about the matter, and agreement has not been reached on a further plan of action to deal with the problem, the employer shall after a second meeting, issue a written warning to the employee that disciplinary action will be taken, or their employment may be terminated by the employer unless the employee's performance or conduct is satisfactory by the end of a period of at least four weeks after the warning is issued. The warning shall outline the employer's concerns; the facts relied upon to justify the warning, the length of the warning period, and the action which the employer proposes to take if performance or conduct is not satisfactory by the end of the period. A copy of this warning may be sent promptly to the relevant Branch office of the appropriate trade union.
- (d) Disputes concerning a written warning
- (i) Where a written warning has been issued to an employee, and the Union notifies the employer that it has serious concerns regarding the warning, a meeting shall be held as soon as possible at a mutually agreed time, but no more than two weeks after the issuing of the warning unless in exceptional circumstances, between an equal number of employer and union representatives, unless otherwise agreed.
  - (ii) Where the procedures outlined in this policy fail to settle the dispute, the Union or the employer may seek to have any dispute related to this policy referred to the Australian Industrial Relations Commission.
  - (iii) The dispute, if not resolved by conciliation, shall be referred to the Australian Industrial Relations Commission for arbitration, as amended and the jurisdiction of the Commission.
- (e) Disciplinary Action and Termination of Employment
- (i) Except in circumstances justifying summary dismissal no action shall be taken by the employer to discipline or terminate the employment of an employee on the grounds of employer concern regarding employee performance or conduct unless the procedures in this policy have first been followed. Disciplinary action shall not be contrary to, or prejudice the employee's rights and entitlements under the organisation's policy and relevant industrial law.
  - (ii) The employer may, in exceptional circumstances (such as a charge of physical harassment made against an employee), suspend an employee on full pay or direct them to perform different

duties or in a different workplace, but under the employee's existing working conditions, commencing after the first meeting as described in this policy. The period of and reasons for such action shall be given to the employee at the time of suspension or transfer, in writing. No employee shall otherwise be suspended on grounds of employer concern regarding conduct or performance.

### **5.08 Exit Interview**

YANQ strives to ensure that it provides a positive work environment for all its employees. In line with this approach, it seeks to take note of the feedback from staff exiting the organisation. The completion of an exit interview allows YANQ to gain from valuable information acquired from a terminating employee during the exit interview session.

Employees are required to provide a written Notice of Termination of Employment in accordance with the provisions of Section 4.8 of the *Social, Community, Home Care and Disability Services Award 2010*. A copy of the original Notice of Termination of employment should be forwarded for inclusion in the employee's personnel file.

Upon notification by an employee of their impending termination of employment, it is the Director's responsibility to assure the collection of all keys and other property. The Director must also assure the security of the organisation's information systems by cancelling passwords and the return of any hardware and software that may be in the employee's possession.

An exit interview may be conducted at the time of the employee's termination of employment. The process involves the Director arranging an interview with the employee prior to their last day of employment. An Exit Interview Form (*refer Attachment 5.08.1*) is used during the interview and the outcome of the exit interview is to be recorded on the form. It is the responsibility of the Director to take any necessary follow up action arising from the outcome of the exit interview process.

When an employee leaves YANQ, the following procedure applies:

- arrange an exit interview.
- prepare the employee's termination payment:
- calculate ordinary wages/salary due or wages/salary in lieu of notice;
- calculate Annual Leave due to the date of termination. This is paid at the employee's current rate of pay;
- calculate Leave loading in accordance with the Employment Agreement;
- check if the employee is entitled to pro-rata Long Service Leave;
- check if any allowances are owing;
- pay final employer superannuation contribution amounts and notify superannuation company of employee termination date.
- check if the employee owes YANQ any monies;
- prepare a written statement showing the detailed calculation of all monies to be paid to the employee.

Ensure there is a letter of resignation from the employee if they resigned, or a letter of termination from the Management Committee if they were dismissed. (Copies of these letters should be kept on file with copies of the employee's Agreement);

If requested, prepare a written statement of employment detailing the period of employment and type of work performed.

If appropriate, prepare a reference; complete a Centrelink Employment Separation Certificate and give it to the employee; make sure that property belonging to YANQ is returned, including keys, files and equipment. Ensure the employee signs the key register on return of keys.

## 5.09 Harassment

YANQ is committed to eliminating all forms of harassment. This policy attempts to provide a clear understanding of what constitutes an act of harassment and how it may affect the individual.

It is the responsibility of the consumer, family member, advocate or staff member to report an instance of suspected abuse, physically, sexually, verbally or psychologically, by following the appropriate Harassment Procedure.

Staff are not to participate in any act of harassment and to report all such incidents to the Director or, in the case the Director is at fault, to the Executive Committee of the Management Committee.

YANQ does not tolerate any form of harassment. Under the *Anti-Discrimination Act (1991)*, sexual harassment is against the law. Other types of harassment that occur on the basis of one of the thirteen attributes identified in the Act are a form of discrimination and therefore are also unlawful. YANQ finds all types of harassment unacceptable.

### Definitions

#### *Sexual Harassment*

A person is harassed if he or she is subjected to uninvited, unsolicited, unwanted and unwelcome behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended by a person who stands in a position of power in relation to him or her.

Sexual harassment is not a behaviour, which is based on mutual attraction or private, consenting friendship, whether sexual or otherwise. It does not refer to occasional compliments. It refers to behaviour which is not welcome and which is personally offensive and debilitates morale.

### Procedure

Managers and supervisors are required to ensure that all employees, members and volunteers are treated fairly and equitably and are obliged to prevent sexual harassment in the work place.

Some examples of Sexual Harassment include:

- Physical contact such as touching or fondling or unwanted sexual advances, unwelcome comments or questions about a person's sex life
- Suggestive behaviour
- Leering, patting, pinching, touching or unnecessary familiarity, such as deliberately brushing against a person
- Unwelcome sexual propositions/demands or even subtle pressures for sexual favours or outings, continual requests for dates
- Offensive comments on physical appearance, dress or private life
- Jokes, messages or telephone call of an offensive, sexual nature
- Distribution or display of offensive sexual material
- Sexual assault or other behaviour which creates a sexually hostile working environment

If such sexual behaviour makes an individual feel offended, humiliated, threatened, scared or uncomfortable at work, it is against YANQ's Harassment Policy and is unlawful. Comments and behaviour, which do not offend one person, may offend another, the Organisation accepts that individuals may react differently and expects this right to be generally respected.

Employees, members and volunteers who believe they are being harassed are encouraged to inform offenders that their behaviour is offensive, unacceptable and against YANQ's policy. They are entitled to the full support of management, fellow employees, advocates and volunteers.

Management must act immediately on any report of harassment and must support and protect employees, clients, students and volunteers who believe they have been victims of sexual harassment.

### Workplace Harassment/Bullying Statement

YANQ is committed to providing all staff with a healthy, safe and discrimination free work environment. Workplace harassment and bullying directly contradicts these principles and is an unacceptable form of behaviour, which will not be tolerated under any circumstances.



YANQ aims to establish a work environment free from hostility and intimidation and consequently free from any type of workplace harassment. Harassment damages staff morale and productivity and may result in the loss of competent employees. Therefore it is an important workplace issue within the organisation and every attempt should be made to prevent it.

#### What Is Workplace Harassment/Bullying?

Workplace Harassment/Bullying is defined as unwelcome behaviour directed towards another person on the basis of one or more attributes as defined in the *Queensland Anti-Discrimination Act (1991)*; and the behaviour is intended to offend, humiliate or intimidate the person; or where a reasonable person would have anticipated the possibility of offence, humiliation or intimidation.

#### What should you do if you are being harassed or bullied?

Address the issue with the Director or if the Director is involved then contact a member of the Executive Committee on the Management Committee.

### **5.10 Hours of Work**

The ordinary hours of work prescribed herein shall be worked within a designated spread of twelve hours, except for meal breaks, between 6.00am and 8.00pm. The spread of hours may be altered by agreement between the employer and the employee. Normal working hours at YANQ are between 9.00am and 5.00 pm.

### **5.11 Leave**

A Leave Form (*refer Attachment 5.11.1*) must be submitted for approval by the Director 28 days prior to date of proposed leave.

#### Sick Leave

A full-time employee who becomes sick and unfit for duty shall receive 7.6 hours leave for each completed month of service up to 76 hours leave for each completed year of service. In the case of a part-time employee, sick leave will be a fraction of 76 hours per year based on his/her weekly hours as a proportion of 38 hours. The employee must establish by the production of a medical certificate or statutory declaration that he/she was unable to work because of injury or personal illness if longer than two days.

An employee must take all reasonable steps to notify the employer of his/her absence from work prior to the normal commencement time or, if not practicable, as soon as possible after this time.

Sick leave shall be taken in minimum units of one hour. There shall be no payment of portions of sick leave not taken, on retirement or termination.

#### Bereavement leave

On the death of a person with whom the employee is in a bona fide domestic relationship (eg. spouse) or parent or child, brother, sister, father-in-law or mother-in-law, grandparent, grandchild or sibling of the employee or his/her spouse, an employee may take leave up to and including the day of the funeral. Three days of any such leave shall be without deduction of pay. The employee will give notice to the employer of his/her intention to take bereavement leave and will provide reasonable proof of death. However, this clause shall not apply for any period the bereavement leave coincides with any other period of leave

#### Annual leave

Employees, other than casual employees, will receive at the end of each year of employment paid annual leave of four weeks. An employee, other than a casual employee, who has completed at least one month's continuous service, may request in writing to take annual leave on a pro-rata basis prior to the completion of any period of a full twelve months' service.

#### Long Service Leave

*Principle Statement* – YANQ encourages employees to establish a balance between their personal and working lives. To assist employees to achieve life balance, long service leave should be available and taken when due.

*Policy – all employees (except casual employees)*

Employees are entitled to 13 weeks long service leave on full pay on completion of the first period of ten years continuous service. Employees may access pro rata long service leave payment after seven years of continuous service. Employees must take accrued long service leave at mutually agreed times within five years of the leave becoming due.

Employees may apply for long service leave at:

- double the period of entitlement on half pay
- half the period of entitlement on double pay; or
- any portion of the entitlement in way of a payment

Employees who resign or whose appointment is terminated for any reason will be paid any accrued long service leave (excluding pro-rata) as at the termination date.

*General Staff (except casual employees)*

Employees are entitled to an additional 13 weeks long service leave on full pay on completion of subsequent periods of seven years continuous service. Employees who have accessed pro-rata leave are not required on resignation to repay any monies representing the pro-rata leave. Employees who do not clear long service leave within 5 years of the leave becoming due will not accrue a further entitlement unless Management Committee are advised that exceptional circumstances apply. Accrual of long service leave will resume one at least 50% of the accrual has been cleared.

In exceptional circumstances where operational requirements have prevented an employee taking long service leave within 5 years the Management Committee may approve an extension of up to 2 years.

If an employee has not been able to access long service leave within 5 years of the accrual, the employee of YANQ may provide not less than 6 months notice for taking their long service leave.

Employees will receive a lump sum payment for pro-rata long service leave in the following instances:

- retirement at or over 55 years of age
- retirement on the grounds of ill health
- death with the payment being made to an estate or other nominated person approved by the YANQ Management Committee
- as approved by the Management Committee of YANQ

Long service leave is calculated at the rate of salary of an employee at the date of payment, retirement, resignation or death and not payment will exceed the equivalent of twelve months' salary.

'Continuous service' means any period an employee is absent on full or part pay by does not include:

- any period exceeding 2 weeks' leave without pay
- any service of an employee who resigns or is dismissed, other than service prior to resignation or dismissal date when prior service has actually entitled the employee to long service leave
- any period of service between the 5<sup>th</sup> anniversary date of the employee's accrued entitlement, or a deferred commencing date approved by the Management Committee and the date on which the employee clears the entitlement.
- any service by an employee who has been granted a deferment because of impending retirement between a deferred commencing date and the date the employee retires or clears a full entitlement or long service leave if the employee does not retire on the nominated date
- any period of long service leave paid out.

## **5.12 Overtime and Time off in Lieu**

### Overtime

Except in defined emergency situations, overtime can only be worked with the prior approval of the Director. A time will be negotiated to take the overtime worked as time off in lieu of payment within the next two pay periods or banked.

An employee may only work overtime without specific prior approval in the following emergency situations. These include:

- Media responses; or
- Where, to not continue the work, would significantly undermine the credibility of the organisation. It is expected that this would be a rare occurrence.

The Director shall seek approval to work overtime, and to take time off in lieu of overtime worked, from the President or their Delegate.

#### Time off in lieu of overtime

In accordance with the Community Services Award and due to the organisation's financial constraints, time off will be granted in lieu of overtime payment. Subject to approval procedures outlined in *Overtime*.

Time off in lieu of overtime shall be calculated on a time for time basis.

Accumulated time in lieu shall be taken as soon as is practicable after it has been accrued or within two pay periods (28 days) as negotiated with the Director. Alternatively, up to 38 hours of accumulated time off in lieu may be banked and taken with Annual Leave or as negotiated with the Director. This accumulated time in lieu does not attract annual leave loading.

The Director is entitled to one Rostered Day Off per month.

### **5.13 Payment of Wages**

On commencement of employment, employees must notify on the Personnel Form (*refer to paragraph 5.15 Personnel Records Management and attachment 5.15.1*) their bank account details for wages to be deposited into. All wages will be paid fortnightly on a Wednesday into the employees designated account. The pay day may be changed by mutual agreement.

### **5.14 Performance Appraisal**

YANQ is committed to supporting staff to improve their own efficiency and effectiveness. Staff are expected to perform their duties to the best of their ability and to show a high level of personal commitment to providing a quality, professional service at all times.

Staff appraisals will be conducted annually by the Director for all paid staff and linked with any salary/wage increments. Annual appraisals will be scheduled as close as possible to commencement day and month. Staff appraisals for the Director will be conducted annually by the Committee member who is their supervisor.

Staff appraisals are based on position descriptions and agreed work plans.

Staff appraisals will also be carried out for regular volunteers in the service.

*The aims of the staff performance appraisal are:*

- to allow free and confidential discussions about work between employee and supervisor;
- to provide a structure process for feedback to staff;
- to discuss the employee's job performance, in comparison with set standards;
- to discuss any work problems and search for a solution;
- to discuss means of improving work performance including identification of training and development needs.

*The purpose of the staff appraisal process is to:*

- establish clear expectations by setting objectives related to the employee's job description
- establish a clear work plan to achieve the objectives
- identify and plan for any training and development required to achieve planned objectives

- provide regular, constructive feedback and support to the employee through reviewing progress and achievements towards the objectives
- provide a framework for planning the employee's career development
- provide a clear commitment from the organisation regarding its role in providing support and developing the skills of its employees

### The Appraiser

The Director, together with a nominee of the Management Committee, has overall responsibility for the performance planning and appraisal of other staff. The Executive of the Management Committee is to take responsibility for performance planning and staff appraisal in respect of the Director, which will usually be the responsibility of two members or nominees of the Management Committee.

### Reviewing

The Management Committee may review all staff performance appraisals conducted by the Director and members or nominees of the Management Committee. A review of a staff performance appraisal may be sought by either the appraiser or the employee whose performance is the subject of that appraisal.

### Staff Performance Appraisal Process

The following steps constitute the Staff Performance Appraisal Process:

- Initial meeting between the appraiser and the appraisee to explain the purpose and process
- Staff performance planning meeting to:
  - o negotiate performance objectives and standards, based on the employee's job description
  - o identify training and development required, if any, to assist the employee to achieve these objectives
  - o develop a work plan based on these objectives
- Midway meeting 6 months after performance planning meeting to:
  - o appraise performance and achievements towards meeting the negotiated objectives
  - o renegotiate objectives, where necessary
  - o assess additional support required, if any, to meet work plan objectives
- Staff performance appraisal meeting - Final outcome meeting, usually twelve months after the initial planning meeting to:
  - o discuss performance and results in relation to objectives in work plan
  - o agree on and document the extent to which the objectives have been met
  - o agree on overall performance, i.e., performance has been satisfactory or unsatisfactory
  - o Where agreement on the overall staff performance assessment cannot be reached, a review of the appraisal must be sought. The appraiser will be responsible for ensuring the review occurs, although either party may seek the review.
  - o Where performance is satisfactory, the staff appraisal cycle is recommenced, as described above.
  - o Where performance is unsatisfactory, further action will be taken in accordance with the organisation's counselling and disciplinary policy and procedures.
- Documentation on Staff Appraisal Form (*refer Attachment 5.14.1*)

All stages of the Staff Appraisal process are to be documented on the pro forma provided and signed by the appraiser and the appraisee. A copy of each of these forms will be kept on the employee's file.

### Disputed Appraisals

Any concerns regarding the process or outcomes of the appraisal should be noted on the appropriate forms, signed and dated. Disputes should be addressed and resolved if at all possible during the final appraisal meeting. Unresolved disputes must be referred to the Management Committee, as noted above.

Possible outcomes of a review by a member, or delegate, of the Management Committee include:

- confirmation of the appraiser's assessment
- direction being given to the appraiser to implement diminished performance process
- the appraiser's assessment being overturned
- the appointment of an alternative appraiser

## 5.15 Personnel Records Management

A paper file copy for each employee will be kept by the Director that includes the following information:

- Personnel form (*refer to Attachment 5.15.1*)
- Taxation declaration
- Leave applications
- Staff Performance appraisal forms
- Confidentiality Statement
- Training Register
- Employment Agreement
- Correspondence in relation to employee

## 5.16 Position Descriptions

All staff (paid and unpaid) should have a Position Description (PD) which specifies their roles and responsibilities. Position Descriptions should be reviewed and updated when a staff member leaves and/or every two years to ensure that they are appropriate. Updated copies of Position Descriptions must be included in this Manual. Current position descriptions are shown below.

Each staff member should be given a copy of their Position Description prior to commencing employment and whenever their Position Description is changed.

Current Positions at YANQ:

- Director (*refer to Attachment 5.16.1 for PD*)
- Policy Coordinator (*refer to Attachment 5.16.2 for PD*)
- Finance Officer (*refer to Attachment 5.16.3 for PD*)
- Administration and Communications Officer (*refer to Attachment 5.16.4 for PD*)
- CPLAN Facilitator (*refer to Attachment 5.16.5 for PD*)

## 5.17 Probation

YANQ may initially engage a full-time or part-time employee for a period of probationary employment for the purpose of determining the employee's suitability for ongoing employment. The employee must be advised in advance that the employment is probationary and of the duration of the probation which can be up to but not exceed three months. Probationary employment shall not apply in respect of casual employees.

## 5.18 Social, Community, Home Care and Disability Services Award 2010

The *Social, Community, Home Care and Disability Services Award 2010* is the Award in which YANQ operates under, a full copy is available at Document / Share Folder / SACS.

## 5.19 Staff Induction Checklist

An Employment Agreement specifying all the terms and conditions of employment is signed by the staff member and the President or Director and a copy given to the staff member along with a copy of their Position Description.

The employee is given a copy of the Policy and Procedures Manual (hard copy or electronic) and a Staff Induction Check list (*refer to Attachment 5.19.1*). The employee and Director both sign off on the Staff Induction Check list.

### *Staff orientation kit*

A staff orientation kit will be maintained by the Director and given to all new staff members on recruitment. The orientation kit will include:

- YANQ philosophy and objectives
- YANQ Membership Form
- Policy & Procedure Manual
- Employment Agreement
- Personnel Form
- Employment Declaration

- Position Description
- Union Information

## **5.20 Staff Training, Professional Development and Supervision**

### Staff Training & Professional Development

The development of staff by planning and providing opportunities for training and other experiences that are likely to enhance staff knowledge and skills, and the development of YANQ as a whole is encouraged. In addition, staff development is to be fostered by providing internal promotional opportunities, and higher duties, for existing staff.

All YANQ staff will receive training appropriate to their position. By providing opportunities for staff development and encouraging staff to expand their knowledge and skills, YANQ believes that the improved abilities of its staff will be reflected in continuing improvements to services. Staff development, education and training are tied into the staff appraisal and staff supervision process.

### Basic Training Requirements

The training needs of staff should be discussed with the Director on recruitment, at the annual staff performance appraisal and at supervision sessions. The Director is responsible for ensuring that the basic training needs of staff/volunteers are met. This may be through:

- the provision of a staff orientation kit and/or procedures manual;
- referral to an external training course;
- the provision of 'in-house' training sessions or on-the-job training.

Basic training for staff will ensure that all new staff have induction training through an orientation session. This will cover the content and use of this Policy and Procedures Manual and staff receive training in relation to the role of YANQ.

### Staff Training and Education

Staff training and education plans are to be formulated with each staff member every 12 months during the Performance appraisal process. A budget item is to be designated in the Budget annually for full-time staff for training of \$300.00 or pro-rata for part-time employees.

### Conference Attendance

Staff participation in relevant conferences is encouraged. Applications for conference attendance are to be made to the Director. Approval will be assessed on the basis of the extent to which the conference experience will benefit individual staff and the organisation as a whole; the availability of funds; equity in access to these opportunities among staff, and staffing levels.

### Higher Duties and Promotion

Staff are encouraged to take up duties in higher level positions where positions are vacant for 5 working days or more. This will assist staff in developing higher level skills and better equip them to seek appointment to higher level positions within the organisation as they arise. The provisions of Clause 4.6 of the State Award apply.

### Staff Development Opportunities

YANQ will support its staff in staff development, education and training activities which are relevant to, and will benefit, the organisation. Support may include:

- staff attendance at workshops, seminars and conferences;
- flexibility of working hours to participate in an accredited course of study part-time or externally at a recognised educational institution;
- purchasing resources such as videos and research literature.

Staff should report back to the Director about any training activities which they have attended and the value of the activity to their work.

Any staff wishing to participate in staff development opportunities should discuss these with the Director at least 14 days prior to the activity. This will allow for arrangements to be made to cover a person's work.

All Training and Education by staff members is to be recorded on the Employee Training Register (*refer Attachment 5.20.1*) in the personnel file and copies of Certificates or Statements of Attendance photocopied and kept on file.

### Staff Supervision

Supervision and support are important to ensure that staff are supported in their work and that their work is carried out effectively. Additionally, supervision sessions provide an opportunity to follow through on staff development issues noted in staff performance appraisals.

All staff will be provided with monthly supervision (*refer Attachment 5.20.2*). This will include an annual staff appraisal.

Staff should contact the Director if issues arise between supervision sessions which need to be dealt with urgently.

The President of YANQ is responsible for providing supervision and support to the Director. The President needs to possess relevant skills and experience.

The Director is responsible for providing supervision and support to all other staff.

Monthly meetings will be held between individual staff members and the Director. These meetings will be scheduled for up to one hour's duration. Where agreed between the staff member and the Director, these meetings can be scheduled less regularly. The aim of these meetings will be to:

- Reflect on individual work plans and work congruence with YANQ Values.
- address issues of workload
- raise any issues of concern

Supervision sessions will cover the following points:

- reflection and learning on activities since last session;
- major activities planned before next session;
- organisation issues;
- Identification of strategies for staff development.

### External supervision

The Management Committee supports the Director seeking external supervision and assistance in relation to the performance of their role. The Director is to negotiate the details of any such supervision arrangements with the Management Committee on an annual basis.

## **5.21 Staff Reports**

Employees of YANQ are required to provide monthly reports to the Management Committee detailing their duties and programs for the month. These reports are to be compiled and given to the Administration Officer nine days prior to the Management Committee Meeting.

## **5.22 Student /Volunteer/Casual Process**

YANQ recognises the valuable contribution made by students and volunteers and encourages their participation because it:

- enables volunteers to contribute to their community;
- provides the opportunity for work experience and the development of new skills;
- enhances the range of services available;
- allows for wider community participation in YANQ.

It is desirable that all staff and management committee members notify the Administration Officer of persons available as volunteers and/or casuals to assist with administrative duties on an "as needed" basis eg bulk mail outs.

It is the responsibility of the Administration Officer to record volunteers' and/or casuals' names and contact details and to maintain currency of the details.

It is the responsibility of all staff members to ensure that no volunteer and/or casual remains in the office without a staff member present and to ensure that the volunteer and/or casual is aware of relevant

policies/procedures. Whilst volunteers and/or casuals are present in the office, it is desirable that staff members' personal items are safely locked away to avoid any unpleasantness.

It is the responsibility of the staff member for whom the volunteer and/or casual is provided, to ensure that clear and precise instructions of the duties involved are provided to that volunteer and/or casual and to provide specific time limits, if any. The staff member should apprise the Administration Officer of the details of the task and time frame to avoid disruption to him/her.

However, should a staff member delegate organisation and/or supervision of volunteers and/or casuals to the Administration Officer, it is desirable that ample notice be given to organise volunteers and/or casuals and time available for the task to be completed in a timely manner.

Staff members must notify the financial officer of any impending casual labour, the expected rate of pay and expected total payment to ensure availability of funds. Prior agreement as to remuneration must be reached between both parties. Casuals are paid in cash on completion of the task and must sign a note setting out their name, the date of payment, number of hours worked, hourly rate and total received.

It is the responsibility of all staff members to report immediately to the Director any concerns they may have concerning any volunteer and/or casual.

#### Student/Volunteer role

Students/Volunteers will not be used to replace paid employees at YANQ. The opportunity to use Students/Volunteers may fluctuate from time to time. The particular role to be played by Students/Volunteers will be identified by the Director and negotiated with the Management Committee.

#### Student/Volunteer recruitment

Where the opportunity to use the services of a student/volunteer arises, the Director will arrange an interview with the student/volunteer to establish their skills and ability to undertake the student/volunteer role. When a student/volunteer is recruited, a position description and reporting arrangements should be put in writing prior to the student/volunteer's commencement.

#### Student/Volunteer training

The training needs of students/volunteers should be discussed with the Director on recruitment and during any supervision sessions. The Director is responsible for ensuring that the basic training needs of the students/volunteers are met. This may be through:

- the provision of a staff orientation kit and/or procedures manual;
- referral to an external training course;
- provision of in-house training sessions or on-the-job.

#### Supervision sessions for Students/Volunteers

Supervision and support are important to ensure that students/volunteers are supported in their work and that their work is carried out effectively. Additionally, supervision sessions provide an opportunity to follow through on the further development of the student's/volunteer's skills and knowledge. All students/volunteers will be provided with regular supervision, at least once per quarter. Students/Volunteers should contact their supervisor if issues arise between supervision sessions which need to be dealt with urgently.

#### Supervision sessions will cover the following points:

- review of work undertaken since last session;
- major activities planned before next session;
- organisational matters' issues;
- feedback on performance, including identification of strengths and weaknesses;
- identification of strategies for student/volunteer development, especially addressing volunteer weaknesses.

### **5.23 Termination of Employment**

#### Notice of Termination by Employer

In order to terminate the employment of a full-time or part-time employee the employer shall give to any employee at Levels 1 to 5 of Schedule 1 of the Award, or Levels 1 to 3 of Schedule 2, the following notice:

<u>Period of continuous service with the employer</u>	<u>Period of notice</u>
Not more than 1 year	At least 1 week
More than 1 year but not more than 3 years	At least 2 weeks
More than 3 years but not more than 5 years	At least 3 weeks



More than 5 years

At least 4 weeks

For employees employed in Levels 6, 7 and 8 of the Award, at least four weeks' notice shall be given.

In addition to the notice prescribed in the relevant subclauses of the Award, employees over 45 years of age, at the time of the giving of the notice, with not less than two years' continuous service, shall receive an additional week's notice.

Payment in lieu of the whole or part of the notice period prescribed in the relevant subclauses of the Award shall be made if the full notice period is not given.

The calculation of payment in lieu of notice shall use the wages an employee would have received for the normal time he/she would otherwise have worked during the period of notice.

The period of notice in this clause shall not apply in the case of conduct which justifies instant dismissal, or in the case of casual employees, or employees engaged for a specific period of time or for a specific task or tasks.

#### Notice of Termination by Employee

The notice of termination required to be given by an employee shall be the same as that required of an employer, save and except that there shall be no additional notice based on the age of the employee concerned.

If any employee fails to give notice, the employer shall have the right to withhold moneys due to the employee with a maximum amount equal to the ordinary time rate of pay for the period of notice.

#### **5.24 Timesheets**

A timesheet (*refer Attachment 5.24.1*) will be provided to each employee upon commencement of employment in an Excel Spreadsheet format. Employees are responsible for completing their timesheet each fortnight and placing in the Directors In-Tray every second Monday to ensure processing of payroll the following Tuesday. The Director checks the timesheet for accuracy and authorises the payment of payroll.

#### Filling in Timesheet

Start and Finish Times –the first start time is recorded as the time that you commence work and the first finish time is the time that you stop for lunch. The second start time is the time you recommence after lunch and the second finish time is the time you stop work for the day. Times are recorded in fifteen minute intervals. A meal break must be taken between the fourth and sixth hour from commencement of duty of a minimum of 30 minutes and maximum of 1 hour.

#### Total Hours Worked

Add the total hours worked for the day excluding the meal break.

#### TOIL (Time off in Lieu) Accrued

Refer to paragraph 5.12 of this Manual.

If more than the standard 7.6 hours are worked per day then the extra time is recorded in TOIL Accrued column (ie if 10 hours are worked then place 10 hours in the Total Hours Worked column and 2.4 hours in the Toil Accrued Column). All TOIL to be carried over on a timesheet must be approved by the Director before accrual. TOIL should be taken as soon as practicable after it has accrued.

#### Sick Leave

If Sick Leave is taken than a medical certificate is to be attached to your timesheet and the hours recorded in the Sick Leave Column.

#### Annual Leave

Annual Leave in hours taken are placed in this column.

#### TOIL Taken

TOIL taken hours are to be placed in this column; permission to take TOIL must be approved by the Director.

#### TOIL Accrued to Date

Is the balance carried forward of TOIL from your previous timesheet.

*TOIL Taken*

TOIL Taken automatically calculates the figure from the TOIL Taken column of the timesheet of TOIL taken

*TOIL Accrued this Pay*

TOIL Accrued this pay automatically is taken from the TOIL Accrued column of the timesheet.

*TOIL Balance*

TOIL Balance is the balance of TOIL at the end of the payroll fortnight.

## 6.0 Information Technology

A staff member is nominated to act as the organisational IT Liaison Officer and facilitate the provision of technical support and maintenance (of computer hardware and software) to staff of the organisation.

It is the responsibility of the IT Liaison Officer to maintain a current IT Manual for the benefit of management and staff of the organisation.

The computer system at YANQ is maintained by the IT Consultant. As of June 2012, this is Paul Brackenridge of Bizux IT Systems. Any computer (including network problems, software problems, viruses etc) or printer errors need to be raised with the IT consultant via the IT Liaison Officer.

No staff member has permission to load software or make any alterations to software/programs including the YANQ database and its supporting mail merges currently loaded to the YANQ server without first obtaining the approval of the IT Liaison Officer or the Director.

It is the responsibility of each staff member to allow computer updates to proceed. These will appear as a coloured icon in the top right hand corner of the screen and needs to be clicked at least once every month to begin the update. Staff will be required to enter the ROOT password to enable the updates. This is available from the Administration and Communications Officer.

### 6.01 Virus Management

The IT Consultant will ensure that the YANQ computer network and server is protected from viruses by quality Anti-Virus software. The IT Consultant will also ensure that it is regularly updated with the latest anti-virus definitions.

### 6.02 Internet and Email

The Internet and e-mail facilities used at YANQ provide staff with the opportunity to access worldwide information as well as communicating with colleagues around Australia and overseas. It also provides the organisation with the opportunity to advertise its services on the Web.

The Internet and email is to be used professionally and ethically, to increase the quality of data and information produced.

Staff are not permitted to access, display or download material that may be considered offensive or intimidating.

All staff are required to keep their usage to a minimum and only access areas that are relevant to their duties. Any private access must be kept to a minimum.

#### Guidelines for Using Social Networking and Social Media

YANQ maintains social media accounts with Facebook and Twitter. These provide a great way of connecting with likeminded individuals and organisations, and maintaining a current presence in the virtual world. Part of the Administration and Communications Officer's position is to ensure these accounts are kept up to date and all questions and posts are responded to. Please ensure that Twitter and Facebook posts relate to the strategic priorities of YANQ, and do not post personal messages from YANQ accounts.

Whilst individuals have the right to use these sites freely outside of work time, it is important that use of them do not impact upon your employment relationship. If staff have identified themselves with YANQ (ie. You have filled out your employment details on Facebook, or have listed an @yanq.org.au email on your profile), your behaviour also reflects that of YANQ. If you have identified yourself with YANQ online, then the following guidelines must be implemented:

1. Act in accordance with the Values, Vision and Priorities document
2. Do not engage in activities which have the potential to bring YANQ's reputation into disrepute
3. Do not use the internet in any way to attack or abuse colleagues
4. Do not post derogatory or offensive comments
5. Protect your privacy. What you publish will be public for a long time

6. Use a disclaimer if you publish anything related to work you do, or subjects associated with your employer.
7. Respect copyright laws
8. Don't provide confidential information
9. Ensure your profile and related content is consistent with how you wish to present yourself as an employee
10. Ensure your online activities do not interfere with your job performance.

### **6.03 Website Management**

*Refer also to paragraphs 1.05 Electronic Mail, 1.08 Media, 1.12 Publications, and 8 Membership*

The website is maintained by the Administration and Communications Officer and therefore liaisons between other YANQ staff and that Officer are essential in keeping the website topical and accurate. It is the responsibility of the Administration and Communications Officer to maintain the currency of the admin site of the website, which is password protected. Procedures relative to individual sections of the website are contained in the IT Manual.

#### Administrative Maintenance

It is the responsibility of individual staff members to inform the Administration and Communications Officer of any changes to particular sections of the website and forward material for uploading onto the website – this includes events for notation within the 'Events Calendar' and 'links'. It is desirable that staff advise the Administration Officer as to which section of the site material is to be uploaded and particularly if material is to be available at more than one section.

It is the responsibility of the Administration Officer to ensure that all graphics required for the website are accessible to all staff – hence their storage in the relevant sub-folder within Admin / Web Site folder.

#### Paypal

Paypal is the program that operates the online (web site) payments. Paypal email notifications [of payments] are received by both the Administration Officer and the Financial Officer firstly by notice of receipt of payment and secondly by confirmation of processed payment (or refusal to process payment).

In the case of Membership/Subscriptions whether or not for "new" or "renewed" applications *refer to Membership/Subscriptions* for procedures following notification.

In the case of online store purchases ie items for sale such as YANQ Training, Conference Registrations etc, procedures following notification are as agreed between the Director, the Administration Officer and other relevant staff member/s. More detailed procedures in this regard are contained in the IT Manual.

### **6.04 Electronic Files**

Staff do not permanently save organisational files on their own local hard drive, but rather on a shared server with the alias 'documents'. All staff are allocated their own folders within which to save specified sub-folders and files.

Specific programs are allocated their own folders eg Management Committee, projects such as CROC, Ministerial, Media and so on. A "Share Folder" is allocated for sub-folders and files that are shared amongst staff members. Respect to privacy is acknowledged therefore staff do not access another staff member's folder without first gaining permission.

It is the responsibility of individual staff members to ensure that their electronic files are filed in folders or sub-folders appropriately named.

For security purposes, both the Director and Finance Officer are allocated separate "drives" and accessed by password known only to the Finance Officer and Director.

#### Electronic Archiving

It is desirable that, at the beginning of each financial year, all staff perform a search of their folders, sub-folders and files including the specified program folders and Share Folder to ensure all completed (or no longer in use) folders, sub-folders and files are archived to H: Archive (folder) located on H Plato (server).

Electronic archiving is by folder name; sub-folder is the current year. It is preferable that relevant material only is stored in this manner in accordance with the relevant legislation.

Authors of files saved in the Share Folder should liaise with staff prior to archiving specified material to ensure that specified material is not in use by another staff member.

Electronic copies of Publications, Policy documents, Discussion Papers, Submissions, Information Brochures, Kits and the like must be verified by the Director prior to archive as these documents are loaded onto the YANQ website (*refer to 6 Information Technology*).

A hard copy Electronic Archive Register (*refer to Attachment 1.01.3*) recording the destruction of electronic archives should be maintained on the Information Technology (paper) file operated by the Administration and Communications Officer.

### **6.05 Electronic Mail**

Also refer to *1.06 Databases, 1.12 Publications, 6 Information Technology and 7 Management*

#### General

Staff members have individual mail accounts, hosted by the online server Unlimited Space and operated via Mozilla Thunderbird. No staff member is to access another staff member's email unless specifically directed by that staff member. Project Officers may be allocated their own email addresses but those email addresses are disconnected on completion of the project.

As a Peak Body, the organisation is listed on assorted "Mail Lists" and therefore several staff members may be recipients of identical incoming mail from identical senders. It is the responsibility of those staff members to advise the Administration Officer so that unwanted duplicate mail is not repeatedly distributed.

Copies of all *official* electronic mail (in and out) showing sender's details, addressee, date sent and subject matter, must be kept on relevant files.

It is the responsibility of the Administration and Communications Officer to ensure that a current copy of the Email Address Book is available to all staff by exporting same to the Share Folder.

Staff must forward requests for additions, amendments and/or deletions to mail lists to the relevant/responsible staff member. To maintain currency of the mail lists, these notifications must be attended to on the same day notifications are received.

The distribution system of the bulk electronic mail lists allows unlimited addresses in a single command with recipient addresses being "bcc" (blind carbon copies).

In accordance with relevant legislation, recipients of bulk email must provide permission (verbal or written) for their email address to be added to the bulk email lists. Hard copies of these permissions, if received, are filed in the relevant file held in the Administration Officer's file cabinet.

In accordance with relevant legislation, a paragraph advising addressees how to "unsubscribe" must be included in the forwarding message. On receipt of any request to "unsubscribe", the addressee's details must be removed immediately.

With the current setup of YANQ's mail lists, "bounces" are notified to and dealt with by the Admin and Comms Officer.

#### Incoming

[admin@yanq.org.au](mailto:admin@yanq.org.au) is the "common" address to receive incoming electronic mail for the organisation. It is the responsibility of the Administration and Communications Officer to constantly scan incoming daily mail and distribute to the relevant staff member/s in a timely manner.

Should the Administration and Communications Officer be absent from the office for a prolonged period then another staff member must be nominated to scan incoming daily mail and distribute to the relevant staff member/s in a timely manner.

#### Outgoing

It is the responsibility of individual staff members to ensure their electronic communication is clearly marked with a disclaimer in relation to confidentiality, copyright, legal responsibilities and viruses. *Refer to 6 Information Technology*.

For further information and procedures relating to bulk electronic mail and/or YANQ's mail lists refer to *6 Information Technology* and the Information Technology Manual provided by the IT Liaison Officer.

### **6.06 Email Bulletin**

The E-Bulletin is prepared by the Administration and Communications Officer using the online mail service Mailchimp. The E-Bulletin is a free publication distributed every second Thursday morning to the YANQ ebulletin mailing list. It is basically a HTML version of all the recent uploads onto the YANQ website, with short descriptions and links to relevant pages. Electronic copies of the ebulletin are to be loaded onto the website following distribution, and are to be stored electronically in the YANQ Publications / Ebulletin file.

## 7.0 Management

### 7.01 Annual General Meeting & Reporting

*Refer to Constitution*

It is the responsibility of the Administration and Communications Officer to maintain templates of all required Annual General Meeting (AGM) notices (*refer Attachment 7.01.1*).

In accordance with relevant legislation and the YANQ Constitution, it is the responsibility of the Administration Officer in conjunction with the Director to distribute the AGM Notices and supporting material to all financial members.

The Director together with the Administration and Communications Officer ensures appropriate premises are available for the event as well as the organisation/confirmation of speakers and supporting equipment/material (including refreshments) availability.

It is the responsibility of the Administration and Communications Officer in conjunction with the Director and Management Committee members to maintain the AGM (non-member) invitation list and to ensure these invitations are distributed in a timely manner. Following distribution, the Administration and Communications Officer must record all "rsvps". It is the responsibility of all staff, if and when received, to forward notice of RSVPs to the Administration Officer.

In accordance with relevant legislation, the required documentation, reports, returns etc are completed and forwarded to the Office of Fair Trading.

The Administration and Communications Officer at the direction of the Director ensures copies of the Annual Report are distributed to government departments, State/Federal Libraries, other community organisations, independent people as directed at the AGM.

As soon as practicable after the Annual General Meeting, but no later than the following Management Committee Induction, the Administration and Communications Officer prepares and distributes to all Management Committee members the next year's Management Committee "Current Management Committee Contact List", Schedule of forthcoming monthly Management Committee meetings for the year, YANQ Constitution (if required), Structure, Roles and Responsibilities (if required), individual Management Committee member web ID and password.

### 7.02 Decision Making

YANQ's decision-making policy encompasses the following:

Significant strategic decisions and policy direction decisions are made by the Management Committee of YANQ which meets on a monthly basis.

All funding submission applications are to be approved by the executive of the Management Committee.

The Director is responsible for day-to-day decision-making within clear delegations given by the Management Committee. The Director is responsible for day-to-day decision-making in relation to the staff.

The Management Committee is responsible for appointment of the Director, management of grievances and termination of employment relating to the Director. The Director is responsible for appointments, management of grievances and termination of employment, except when the grievances are in relation to the Director.

Between monthly meetings of the Management Committee, where necessary, an Executive of the Management Committee, comprising the President, the Secretary and the Treasurer, can be convened to deal with urgent issues. The outcome of any such meeting needs to be documented and decisions made tabled at the next Management Committee meeting where the decisions taken need to be ratified.

*Emergency decision-making*

From time to time, there will be situations where there is a need for decision-making powers in emergency circumstances. Generally, YANQ's approach is that an Executive Meeting should be convened to deal with such emergency matters.

The situations where emergency decision-making may be necessary can be divided into different categories:

- Events which need an urgent response because of the nature of the emergency (e.g., fire)
- Events which need a quick response because of YANQ's own policies (e.g., that a grievance is responded to within 7 days)
- Events which offer YANQ an opportunity if taken up quickly (e.g., funding submissions)

While generally, the Executive needs to be consulted in relation to emergency decision-making, the Director will have responsibility for dealing with the initiation of urgent action to deal with emergent circumstances such as fire and other situations which would have a significant negative impact upon YANQ.

As a minimum requirement, the Director should at least check with the President when making significant decisions on behalf of YANQ in an emergency situation.

### **7.03 Management Committee Induction**

An orientation kit for Committee members will be maintained by the Secretary, with assistance from the Director and be given to all new members.

The Committee Orientation Kit will include copies of:

- the Constitution
- Committee roles and responsibilities
- budget
- information about funding sources
- organisation chart
- staff position descriptions
- Vision, Values and Priorities
- the annual operational plan
- Strategic Plan
- information about management meetings
- details about each project.

### **7.04 General Management Committee**

It is the responsibility of the Administration and Communications Officer to maintain a current list of Management Committee members and their business hours contact details consisting of name, organisation, position title, telephone number, facsimile number, mobile number and email address together with postage mail labels within Management Committee folder located H:\Management Committee and accessible to all staff.

It is the responsibility of the Administration and Communications Officer to distribute updated Management Committee Contact List to all committee members and staff, as updates occur.

It is the responsibility of the Administration and Communications Officer to maintain a current bulk email list of Management Committee members (*refer to 1.05 Correspondence/Mail - Electronic Mail*).

It is the responsibility of the Administration and Communications Officer to maintain current details of Management Committee members within the organisational database including the delegation of *individual* website ID and passwords. The Administration Officer must report to the Director any overdue membership fees by Management Committee members.

The Director, Policy Co-ordinator and Finance Officer must provide the Administration and Communications Officer with their written monthly reports and attachments thereto that are required to be provided to the Management Committee. Minutes of the previous meeting are sent to the Committee by the Director.

The Administration and Communications Officer must provide copies of the Mail Registers (In and Out) for the relevant period to the Management Committee at its monthly meetings.

On the nominated day, a business week prior to the scheduled Management Committee meetings, it is the responsibility of the Administration Officer to collate relevant material as set out in the "Notice of Meeting" and "Agenda" located at H:Management Committee sub-folder "meeting templates" (refer Attachment 7.04.1) for postage to all Management Committee members and production to the Director.

It is the responsibility of the Administration and Communications Officer to ensure all new membership applications are available to Management Committee by filing those applications in the folder provided and stored in the Management Committee in-tray. (Also refer to 1.05 Mail and 8.0 Membership).

After the meeting and at the direction of the Management Committee, the Director returns the new membership applications to the Administration and Communications Officer for processing in accordance with the procedures set out in 8.0 Membership.

All electronic copies of correspondence under the hand of the Management Committee and at its request produced by the Administration and Communications Officer must be stored in the chronological folders within the Management Committee folder (refer to 1.05 Correspondence/Mail - Outgoing correspondence).

It is the responsibility of the Administration and Communications Officer to ensure that individual Management Committee members are apprised of their personal YANQ email addresses.

### **7.05 Management Committee Meetings**

The Management Committee consists of 12 ordinary members elected annually at the Annual General Meeting and the Director in an ex-officio capacity. Specific roles within the Committee include: President, Vice-President, Treasurer and Secretary, which also form the Executive.

#### Agenda

Management Committee meeting Agenda are drafted by the Committee and Director one week prior to the Management Committee meeting. The Administration and Communications Officer finalises the Agenda and circulates with other appropriate documentation to the Committee one week prior to the meeting. Agenda items should include a brief summary of each topic to be discussed and, where decisions need to be made, a motion should be included, if possible. The Committee has adopted the 'consent agenda' model.

Meetings will be conducted in accordance with the Constitution. The agenda for the meetings will be:

- Welcome and opening of meeting.
- Apologies.
- Review of agenda.
- Acceptance of Minutes from previous meeting.
- Business arising from previous Minutes.
- Correspondence.
- Reports - Director's report
- Treasurer's report
- Sub-Committee reports
- Membership report.
- General business.
- Next meeting.
- Close meeting.

#### Pre-meeting material

One week prior to the meeting, the Administration and Communications Officer distributes meeting papers to the Management Committee and Director. This information should include:

- Notice of Meeting and Agenda
- Staff reports
- Financial Reports
- Mail Correspondence
- Any other relevant documentation

#### Minutes

The Secretary is responsible for typing up Minutes (refer Attachment 7.05.1) of the meeting during the meeting on the laptop. Minutes are distributed by the Director prior to the next meeting.



### Arranging travel to Brisbane for members not based in Brisbane

Airfares need to be booked for members not based in Brisbane for face-to-face meetings (usually 3-4 times per year, but this depends on the budget). Dates for these face-to-face meetings are planned when the new Committee is formed. Always try to book in advance to benefit from discount rates.

Request tickets to be made available at the appropriate airport of departure. Check with Committee member prior to booking about what times they wish to fly and confirm flight details with them after booking has been made. Also book accommodation, where required.

### Documents for monthly meetings

The following documents/reports need to be prepared prior to each meeting:

- Correspondence
  - Add 'outgoing' mail from correspondence book to computer file. Prepare a summary listing of all correspondence (in and out) which is relevant to the committee (check with other staff if unsure) and print day prior to meeting;
- Transactions list — list of cheques written for previous calendar month, provided by Accountant;
- Financial reports — quarterly reports stating YANQ's financial position, provided by Accountant;
- Any other documents required for the meeting

### Changes to Committee

If the Committee membership changes throughout the year, update names and distribute new list to Committee members and staff.

### The Executive

The Executive is comprised of President, Vice President, Treasurer, Secretary and Director. The Executive has the responsibility to oversee all employment-related issues and financial management issues, making recommendations for decisions to the full Committee.

### Time

Management Committee meetings are held monthly at the YANQ office. Other meetings may be arranged by the Committee as required. The date and time of the meetings are scheduled to suit the majority of management committee members at the time.

### Attendance

Committee meetings should be attended by all Committee members and the Director. Guests may be invited to attend meetings (by the President) for a specific purpose.

Any Committee member who does not attend three (3) consecutive Committee meetings without providing a reasonable excuse can be expelled by a majority vote of the Committee.

### Quorum

The quorum for the Management Committee meeting is detailed in the Constitution which provides that a simple majority of a number equal to the number of members elected and/or appointed to the Management Committee as at the close of the last General Meeting of members shall form a quorum. The Constitution provides that the membership of the Management Committee shall consist of not less than 9 nor more than 13 financial members including the Director as a non-voting member.

### Role of the Director at Management Committee meetings

The Director attends Committee meetings to provide advice and information to the Committee to assist it in its deliberations and will provide a report on the operations of the service including outcomes achieved, future plans and any issues which need to be considered by the Committee.

### Director's Report

The Director should prepare a monthly report to the Management Committee which includes the following information:

- |   |                                              |                                              |
|---|----------------------------------------------|----------------------------------------------|
| 1 | Matters for decision by Management Committee | Include Issue, Background and Recommendation |
|---|----------------------------------------------|----------------------------------------------|

2 Information items, including major activities in the last month (including outcomes achieved)

3 Staffing information

any changes to staff / volunteers  
staff on leave  
staff training  
staff vacancies  
any disputes, grievances

In addition, a Monthly Financial Report for the Management Committee must be presented to the Committee.

### **7.06 Management Committee Structure Roles & Responsibilities**

Terms of Agreement (*refer Attachment 7.06.1*) have been developed for each Management Committee position, specifying their role. Committee members are required to sign a Terms of Agreement on appointment.

## 8.0 Membership

### 8.01 YANQ membership of other organisations

The Director holds any user names and passwords that may be required in relation to YANQ's membership of other organisations.

### 8.02 YANQ organisational membership

#### Members

Membership of YANQ is available to youth organisations, youth employees and young people in the non government youth sector, who have:

- agreed to support the Vision, Values and Priorities Summary of the Network, and
- paid the prescribed membership fee and completed the Membership Application form.

#### Subscribers

Any other individual or organisation interested in the work of YANQ is entitled to become a subscriber to the Network after submitting the relevant fee.

#### Reciprocal Members/Subscribers

At the Director's own discretion, reciprocal arrangements may be offered to other like organisations.

#### Free trial membership

Free one year membership may be offered to the Sector based on the discretion of the Director

#### General

A register (see *Databases*) of all members and subscribers and their contact details will be kept updated. Further information on membership is available in the Constitution of YANQ.

Membership/subscription conditions and fees are prescribed in accordance with YANQ's Constitution. Membership/subscription classifications and fees must be clearly displayed on YANQ Membership/Subscription Brochures/Forms, Renewal Notices, Overdue Notices and YANQ Website.

*For procedures refer to Attachments 8.02.1 to 8.02.09.*

# PROCEDURES

# 1. Administration

## 1.01 Archiving and Filing

- Files are stored in suspension files in relevant staff locked filing cabinets.
- All files created are recorded in a File Register (*refer to Attachment 1.01.1 File Register*), by the Administration Officer.
- Large on-going files, eg Service Agreements/Projects, Ring Binders or Green Spiral Spring Action Folders may be preferable. Labelled coloured dividers can be used to indicate sections ie Correspondence, Agreements, Reports, Minutes of Meetings, Work Plans and so on.
- Files for memberships, specified “past” publications eg *Network Noise, In fact, YANQ Submissions*, “past” Discussion Papers, printed media etc are, due to size and content, Ring Binders clearly labelled with content and period covered. An “Index” page must be included. These files do not require file numbers but archive procedures must be followed when applicable.
- It is the responsibility of the Administration Officer:
  - to ensure that administration files in relation to administrative procedures eg maintenance of equipment, projects and programs are up-to-date;
  - to ensure catalogues, brochures etc relating to office equipment, stationary, printing etc, technical or otherwise, are appropriately filed and available for consultation by all staff members.
- As soon as practicable on the closure of a file, archived files:
  - must be recorded in an Archive Register (*refer to Attachment 1.01.2 Archive Register*) and stored in clearly labelled boxes (on top and sides for clear vision) with box number, contents, archive date and date to be destroyed.;
  - must be stored at office and/or secure premises of a reputable storage company;
  - must have regular checks on destruction dates followed by timely destruction in accordance with relevant legislation in place at that time.

## 1.02 Complaints and Problems

- In the first instance, refer the Complainant to the Director.
- If the complaint is against the Director, refer the Complainant to the President or nominee of the Management Committee.
- Once the complaint has been discussed, it is preferable to put it in writing on a Complaint Form.

Stages in the complaint process – internal mechanism:

- Initial enquiry received from the Complainant.
- Director interviews the Complainant to discuss the matter in detail and fill in a Complaint Form (*refer to Attachment 1.02.1*).
- The Complaint Form is registered on the Complaint Register (*refer to Attachment 1.02.2*).
- The respondent is notified of the complaint.
- The Director then brings the parties together in an endeavour to resolve the matter.
- If the matter is resolved, then the complaint is closed.

If the complaint is still unresolved the complaint is to be taken to the Management Committee by the Director. The Management Committee will then contact the Complainant and endeavour to resolve the complaint by discussing the issue or meeting with the Complainant. The Management Committee will follow the procedure outlined in the *Queensland Community Services Award* and can initiate disciplinary processes.

### 1.03.1 Conference/Forums

The Administration Officer is available to assist staff members or consultants with administrative duties relating to the organisation of conferences/forums/seminars/workshops/reference groups. In the case of consultants, it is desirable that the Administration Officer is apprised of and familiar with those duties.

In relation to in-house forums eg but not limited to MYNQ, CPLAN, if required, it is the responsibility of the Administration and Communications Officer to:

- (a) liaise with the relevant staff member/s to prepare flyers, invitations, advertisements, venue, mail out lists, rsvps and so on;
- (b) set up databases (and any corresponding forms) in consultation with the relevant staff members to include ID, individual/organisational name, contact address, facsimile, telephone and email numbers, event, cost, amount paid and any balance owing, date and how paid, receipt no and any other specified information for the purpose of recording attendees, providing reports and tracking financials;
- (c) to maintain currency of data entry on receipt of RSVPs (with or without payment);
- (d) to provide tax invoices when required and to follow up late payments;
- (e) to transfer data for any other purpose.

### 1.03.2 Cross Cultural Youth Work Practice Training

It has been agreed with the trainer that the number of trainees be limited to 12 due to the nature and depth of training.

It is the responsibility of the Administration Officer to prepare all relevant documentation and record trainee details as follows:

1. On receipt of confirmation of the training date/s, liaise with the nominated staff member (if any) to ascertain venue details (refer to Venue Database), cost etc to enable the preparation of the Invitation/Registration Form.

2. On confirmation of date, venue, cost etc, details must be advertised in the fortnightly Email Bulletin, loaded on the calendar of the YANQ website and circulated to relevant Mail Lists eg MYNQ.

3. Set up the Training Database to record registrations, more fully detailed in following paragraphs. (*also refer to Attachment 1.06.1 Database Procedures*).

4. Prepare the relevant training material for trainees including a master copy for the trainer (to be returned to YANQ as the completed administration file) as follows:

(a) Each trainee is provided with a YANQ folder containing copies of the Program, Manual, any handouts (of the trainer) and Evaluation Form. The trainee retains these documents except for the Evaluation Form which is completed and returned to the trainer.

(b) The master file/folder contains the following documents sectioned by appropriately named dividers and/or sleeves:

- Original Invitation/Registration Form.
- (Paid) Trainee Registration Forms
- (Unpaid) Trainee Registration Forms.
- Receipts
- Program
- Attendance Sheet.
- Evaluation Form.
- Certificates of Participation
- Manual
- Handouts (provided by trainer)

5. The following

(a) In the case of receipt of *unpaid* registration, trainee details must be recorded in the Training Database with the registration form being filed in the (Unpaid) Trainee Registration Forms sleeve; follow up payment of registration fees until paid as training must be paid for prior to the event. Any unpaid training must be approved by the Director.

(b) Acknowledge receipt of the *unpaid* registration form by email and advise confirmation cannot be made until receipt of full payment.

(c) In the case of receipt of *paid* registration:

6. Issue a written receipt, clearly showing payer, training event, date and name/s of trainees, and record receipt number in the process on receipt of completed Invitation/Registration Form from a prospective trainee: enter on the registration form. A copy of the registration form (receipt number noted) must be provided to the Financial Officer for recording.

If payment is made by cheque then the cheque together with the copy of the registration form is provided to the Financial Officer.

If payment is made by credit card then a request to the Financial Officer to return the EFTPOS receipt to the Administration Officer is made with the copy of the registration form.

Registration and payment details are entered into the database with appropriate notation being recorded on the registration form.

An email is forwarded to the trainee confirming receipt of registration, payment and advising that receipts will be available on the day of training. However should a receipt be immediately required the trainee must advise before posting the receipt. A template to this effect is saved under "Templates" of the Administration Officer's Email.

Receipts are stored in the appropriately named sleeve for the trainer to distribute on the day of training, unless previous arrangements have been made.

7. Prepare the Program in consultation with the trainer.

8. Prepare the Attendance Sheet for completion by trainees prior to session and to ensure an accurate record is kept. The Trainer must return this document to YANQ.

9. Prepare the Evaluation Form for completion by trainees on completion of the session. On return of these Evaluation Forms, the Administration Officer records all the comments on the appropriate form.

10. Prepares Certificates of Participation (on presentation paper) immediately prior to the day of training and on confirmation of the number of trainees for distribution by the trainer to those trainees that complete the one-day training. The Certificates are signed by the Director.

11. Prepare the Manual (by photocopying).

12. Photocopy any hand outs provided by the trainer.

13. On completion of the training and return by the trainer, the administration file is filed in the CALD Training draw of the Administration Officer.

14. Maintain currency of templates/pro formas of the documentation related to Cross Cultural Youth Work Practice training ie Invitation/Registration Form, Program, Attendance Sheet, Evaluation Form, Certificate of Participation, Manual and any other forms including those specifically provided by the trainer eg handouts. Hard copies are filed in the master administration file stored in the CALD Training draw of the Administration Officer's cabinet.

All Templates/Pro Formas are to be found at [documents\Share Folder\CrossCultural Training\CC Train PRO FORMAS\2008](#) (see Attachment 1.03.2.1 for sample templates)

15. Liaise with the trainer in relation to training equipment and confirm with the venue on the availability of specified equipment such as whiteboard, overhead projector etc. YANQ does own certain equipment that may be used for training purposes but it may be more convenient if the venue provides this equipment.

16. Liaise with both the nominated staff member who organised the training date and/or venue (if any) and the Financial Officer to ensure that venue costs such as deposit are made in a timely manner.

17. Liaise with the nominated staff member who organised the training date and/or venue (if any) to ensure that any required hire agreement documentation is completed and returned in a timely manner AND ensure that copies of that documentation are kept on relevant file.

18. Provide the trainer with a copy of any terms and conditions of hire of venue.

19. The Invitation/Registration form is clearly marked with a request to be notified of any special requirements such as access, dietary. Therefore liaise with the venue and caterer to ensure any requested special requirements are met if required. (YANQ's Venue Database and Suppliers' Database records venues and caterers that provide specialist services)

20. Ensure appropriate catering is provided eg provision of tea/coffee on arrival etc and to liaise with caterers to provide delivery of catering at specified times due to the training demands.

21. Should it be required and on agreement with the trainer and Director, organise and confirm any air travel, accommodation and any other travel arrangements on behalf of the trainer. The Administration Officer must also provide the Financial Officer with copies of relevant documents and/or written relevant details.

#### **1.04 Correspondence/Mail/Documentation**

Procedures for incoming and outgoing electronic mail (email) refer to 6.0 *Information Technology*.

##### Templates:

Staff are not allowed to make any alterations or amendments to any template without first checking with the Administration and Communications Officer.

It is the responsibility of the Administration Officer to:

- liaise with staff as to their requirements for frequently used formatted documents
- set up and maintain templates and/or mail merge forms including documenting specifications for all stationary items, publication items, and frequently used forms

Staff are to liaise with the Administration and Communications Officer in relation to templates and/or mail merge forms and in particular relating to the organisation's databases (*refer to 1.06 Databases*) due to technical formats.

##### Incoming Mail:

Mail is delivered to the office premises by Australia Post and is collected daily from the mailbox situated at the entrance to the premises and placed in the "In Mail" tray located on the Administration Officer's desk.

The premises mailbox must be kept locked at all times. One (1) key to the mailbox is kept in the top drawer of the Administration Officer's desk. Spare keys are locked in the Key Cabinet (*also refer to 4.06 Office Security*) situated in the administration/reception area.

Australia Post incoming mail must be date stamped and details of date received, to whom addressed, sender (individual and/or organisation) and "matter" must be entered into the Mail Register (*refer to Attachment 1.05.4* which is an Access document located within the folder H:\Admin.mail register. New applications for membership of YANQ are indicated by ticking the appropriate box and placed in the "New Membership" folder for presentation to the next Management Committee meeting on completion of relevant procedures (*refer to 8 Membership* for relevant procedures).

Incoming mail marked "Personal/Confidential" must be date stamped and placed in the relevant addressee's mail in-tray unopened.

Incoming mail is placed in relevant staff in-trays ie Director, Policy Co-ordinator, Multicultural Development Office, Financial Officer, Conference Organiser, Administration Officer, and Management Committee. If relevant, "Project Officers" are allocated in-trays. In-trays are clearly labelled and placed on shelves in the administration/reception area. It is the responsibility of individual staff members to collect their own mail from their in-trays.

Originals of all incoming mail relating to funding/finances, service agreements or auspiced projects and/or addressed to Management Committee or individual members of the Management Committee are placed in the Management Committee in-tray with a photocopy placed in Director's in-tray. However in the case of large documentation, liaison with the Director is preferable prior to photocopying.

It is the responsibility of individual staff to bring to the attention of the Director, all significant/contentious incoming correspondence.

For procedures on incoming membership/subscription refer to *8 Membership*.

Magazines, journals, newsletters, flyers, brochures and the like that are relevant to more than one staff position are placed in the position inbox most relevant to the publication. They will then bring the document to share at the next team meeting.

Office administration mail such as catalogues for office equipment, stationary, printing and the like are filed in the Administration Officer's file cabinet accessible by and for reference by *all* organisational staff. *Refer to 1.01 Archiving and Filing*.



Incoming mail received by facsimile is recorded in the Fax Register (*refer to Attachment 1.05.7*) and then placed into the recipient's in-tray.

Individual staff are responsible for the filing of their mail in chronological order on relevant files.

Outgoing:

All outgoing mail is presented on either letterhead or headed facsimile (*refer Attachment 1.05.8*) for which templates are located within the sub-folder "Stationary" in H: Share Folder. Please note that templates have been prepared for both "official" correspondence produced on "official" YANQ letterhead and correspondence produced on plain white letterhead (*refer Attachments 1.05.2 A and B*)

Outgoing correspondence transmitted by facsimile must be recorded in the Fax Register (*refer Attachment 1.05.3*). Proof of transmission is by attaching the fax confirmation sheet (produced by the fax on request) to your correspondence and placed on the relevant file.

In the case of *official* correspondence, pre-printed letterheads are provided for this purpose.

All outgoing correspondence is the responsibility of each individual staff member. Correspondence is signed under the hand of the Director except when expressed to the contrary and a copy must be provided to the Director.

Correspondence requiring signature by Management Committee is placed in the Management Committee tray. Copies of all outgoing correspondence under the hand of the Management Committee or Executive Committee member must be placed in the Management Committee in-tray and available for the next Management Committee meeting. (*refer to 7 Management*).

Hard copies of correspondence must be kept in chronological order on relevant files. The filing of this correspondence is the responsibility of individual staff (*refer to 1.01 Archiving and Filing*).

It is the responsibility of individual staff to place their outgoing mail in the "Out Mail" tray located on the Administration Officer's desk. Prior to preparation for postage, mail must be recorded in the Mail Register with details of date sent, sender, addressee (individual and/or organisation) and "matter". The Out Mail Register (*refer to Attachment 1.05.5* is an Access document located within the folder H:\Admin.mail register.

Supplies of postage stamps are kept locked in a box kept in the second drawer of the Administration Officer's desk. Postage stamps are treated as cash and therefore prior to purchase of further stamps, the Stamps Register must be balanced. Any discrepancy must be reported to the Director.

Current Australia Post postage regulations are kept in the Administration Officer's file cabinet in a file called "Australia Post" as is the regulation gauge for envelope sizing. It is the responsibility of the Administration Officer to check at least twice a year with Australia Post that the current regulations publications are held on file.

YANQ has an account (*No 108709*) with Australia Post for the purpose of purchasing goods and distribution of bulk and/or "print post" mail. Purchase of credit for the YANQ pre-paid mobile phone may also be charged to this account after approval by the Director. Australia Post provides specified forms for lodgement at the time of purchase and it is the responsibility of the Administration Officer that a number of these forms are available for use. This form together with the Australia Post receipt attached must be returned to the Finance Officer's in-tray for reconciliation purposes.

## **1.05 Database procedures**

*Also refer to the 6.0 Information Technology and the IT Manual; 8.0 Membership*

(a) More than one database may be set up but all databases must be stored within the folder "DATABASES" and saved within their individually named sub-folder eg training database (contains details of training sessions run by YANQ); suppliers database (contains contact details of suppliers of stationery, equipment etc). The sub-folder "YANQ Database" is the main organisational database.

(b) All (individuals and organisations) entries within the database are allocated a User ID for in-house identification purposes. User ID is identical to Member/Subscriber ID and Website ID and all financial members/subscribers are allocated a password (*refer to 8.0 Membership*). ID and passwords are required to access the YANQ website (*refer to IT Manual*).

(c) It is the responsibility of the Administration and Communications Officer to maintain the currency of the information contained in the data entries. It is the responsibility of all staff to inform the Administration Officer of any notified amendments to data entries. All staff have access to the database.

(d) Prior to entering “new” information into the database, a search must be run to ensure duplicate entries of that “new” information are not made. Individuals are entered in their own right but may also be a staff member of an organisation that has its own entry eg a representative of the MYNQ group will be entered as an individual with their employer information noted within that entry; the organisation (employer) could be entered as a member of YANQ. These types of entries must be kept separate.

(e) The database contains a mail list category eg YANQ Email Bulletin; State Youth Affairs Conference; Youth Justice Coalition etc. Each entry in the database must also be tagged with “Mailing List” entry to ensure that entry’s inclusion of mail merges.

(f) A miscellaneous tag is provided for the purpose of entering notes such as change of names, expressed termination of membership etc.

(g) Each entry has the ability to record physical address as well as billing address as these two addresses may, at times, differ; ensure both addresses are entered.

(h) To allow for identification of specific offices of larger organisations “branch” is provided within the database eg Anglicare CQ has 4 separate offices in 4 towns distantly apart, and to avoid confusion with individual offices and/or doubling up of membership renewals, identification is by “branch”.

(i) No entries are to be deleted from the database without prior approval of the Director except in the case of duplicate entries.

(j) Staff are entered into the database as “complimentary” members. Staff, State & Commonwealth Libraries and other entries designated by the Director or Management Committee entered into the database as “ongoing complimentary” must also be accompanied by the entry “withhold renewal reminders” to ensure currency. As a staff member departs the organisation their individual entry must be deleted; however should that staff member wish to become “financial” then the individual entry must be adjusted accordingly.

(k) All Management Committee members who are not “individual” YANQ members but a representative of their employer organisation *must* be entered as a separate entry to be allocated personal ID and password, which is not available to staff of the employer organisation, to enable them to access the Management Committee page of the YANQ website.

## 1.06 Membership

\*All templates for letters can be found in *documents/Members/Master Forms*. Add the Director’s electronic signature to each letter and print on letterhead.

### New:

If a new member/subscriber application is received, this application form is given to Sue who will process the payment. She will return this application form which is then put in the MC in-tray in the office area for it to be tabled at the next MC meeting. If the next MC meeting isn’t for some time, send a letter noting that the application and payment has been received and is being processed (attach receipt if required).

When the member/subscriber is accepted by the MC, you need to add the person’s/organisation’s details to the database (see below for instructions on how to use the database). MC may reject an application. If this happens, issue a rejection letter.

Make a note of the new member/subscriber ID number and web password (top right hand corner) on the application form.

Send a letter to the new member/subscriber (the relevant template can be found in the *documents/Members/Master Forms*)

File the application form in the Membership folder on the shelf in the main office area

Before a new member/subscriber can access the restricted sections of the website, they need to be ‘enabled’ or added to the website. Do this by going to the administrator section of the website and selecting User Manager from the Control Panel. Find the relevant ID/User number and click on the red cross under ‘Enabled’ to enable the user. Or, if not on the website already, click add New User and enter the necessary details. You can change the level of access they have through their user profile.

### Renewal/ overdue:

If a renewal or overdue form is received, give to Sue for processing of the payment. Sue will issue a receipt for each payment and return the payment forms.

Update the member’s/subscriber’s information on the database.

Add the new receipt/payment details under the ‘Membership details’ section of the user’s card.

[Optional] Issue the relevant letter with the receipt if requested.

File renewal/ overdue form in the Membership folder.

### Complimentary and Reciprocal:

Recording of, in the first instance, approved 'complimentary/free' membership and 'reciprocal' subscription follows the same procedure as a new member/subscriber. Check Reciprocal memberships with Siyavash if unsure. Relevant letter in Members folder.

### Notification of renewals and overdues:

Notices are sent in the first week of each month. Overdue notices are forwarded twice after the initial renewal notice. If renewal is not received then the member/subscriber becomes 'unfinancial'. Renewals and overdues are printed on bright coloured paper. These notices are generated through a mail merge letter therefore this must be done using the Virtual Machine as it has access to the database.

### Sending out Renewals and Overdues (monthly)

#### *Renewal Forms*

- Open the Virtual Machine
- Open Members ▫ Master Forms ▫ Renewal and Overdue Forms and Letters ▫ 3- Renewal Form
- Open Mail Merge - Click on Tools ▫ Letters and Mailings ▫ Mail Merge Wizard
- Set Up Mail Merge – Click Edit Recipient List (if this is greyed out, the link to the database is broken. Click on Browse ▫ My Computer ▫ documents ▫ DATABASES ▫ YANQ Database ▫ YANQ and click to connect server. Close Microsoft Access before you do this, otherwise it will not connect.)
- In the pop-up table, choose qry\_Invoices-Due Now and click ok. This will take you back to the doc and the 'edit recipient list' link will be activated.
- Click 'Next: Write Your Letter' on the bottom of the Mail Merge Wizard
- Click 'Next: Preview Your Letters' on the bottom of the Mail Merge Wizard. The query data will be imported into the document.
- Exclude – you can choose to exclude double ups and other renewals you'd like kept aside at this point. Don't change any of the content, as it will not be saved. Use the buttons on either side of 'Recipient X' to see all forms.
- Once you are happy, click 'Next: Complete the Merge' ▫ then 'Edit Individual Letters' ▫ (with 'all' ticked) click OK
- You will now have a word file you can edit to include all missing data – especially amount owed. Save this document in Members ▫ Year ▫ Month ▫ Renewal Forms sent dd/mm/yy
- Print all forms on coloured paper.
- Take note of reciprocal and complimentary renewals and put them aside to create cover letters (see sections below).
- Place all other renewal forms inside envelopes, ready to send.

#### *Complimentary Cover Letter*

- Create letters for every renewal form which shows Membership type as complimentary.
- Open Members ▫ Master Forms ▫ Renewal and Overdue Forms and Letters ▫ 5 – Complimentary Renewal Letter
- Follow previous steps to set up the Mail Merge. If database link is broken, choose qry\_Ccomplimentaries Due Now
- Sometimes, you will find the mail merge does not find complimentary renewals that you have in the renewal forms you have just printed. Do these up manually.
- Save all cover letters in Members ▫ Year ▫ Month ▫ Complimentary Letters sent dd/mm/yy
- Print all letters on letterhead paper and include with relevant renewal forms inside envelopes, ready to send.

#### *Reciprocal Cover Letter*

- Create letters for every renewal form which shows Membership type as reciprocal.
- Open Members ▫ Master Forms ▫ Renewal and Overdue Forms and Letters ▫ 6 – Reciprocal Renewal Letter
- Follow previous steps to set up the Mail Merge. If database link is broken, choose qry\_Reciprocals Due Now

- Sometimes, you will find the mail merge does not find reciprocal renewals that you have in the renewal forms you have just printed. Do these up manually.
- Save all cover letters in Members ▾ Year ▾ Month ▾ Reciprocal Letters sent dd/mm/yy
- Print all letters on letterhead paper and include with relevant renewal forms inside envelopes, ready to send.

### Overdue Accounts

Overdues are sent out once one Renewal form has been sent and no response received. All Overdues receive cover letters.

Open Members ▾ Master Forms ▾ Renewal and Overdue Forms and Letters ▾ 1 – Overdue Form

Open Mail Merge: Click on Tools ▾ Letters and Mailings ▾ Mail Merge Wizard

Set up the Mail Merge as with Renewals above. If the Edit recipient list is greyed out, connect to qry\_Invoices-Overdues.

Click 'Next: Write Your Letter' on the bottom of the Mail Merge Wizard

Click 'Next: Preview Your Letters' on the bottom of the Mail Merge Wizard. The query data will be imported into the document.

Exclude – you can choose to exclude double ups and other overdues you'd like kept aside at this point.

Don't change any of the content, as it will not be saved. Use the buttons on either side of 'Recipient X' to see all forms.

Once you are happy, click 'Next: Complete the Merge' ▾ then 'Edit Individual Letters' ▾ (with 'all' ticked) click OK

You will now have a word file you can edit to include all missing data – especially amount owed. Save this document in Members ▾ Year ▾ Month ▾ Overdue Forms sent dd/mm/yy

Print all forms on highly coloured paper.

Now separate overdues into normal, complimentary and reciprocal and create relevant cover letters for each form.

### Overdue Cover Letter

- Open Members ▾ Master Forms ▾ Renewal and Overdue Forms and Letters ▾ 2 – Normal Overdue Letter
- Open Mail Merge: Click on Tools ▾ Letters and Mailings ▾ Mail Merge Wizard
- Set up the Mail Merge as above. If the Edit recipient list is greyed out, connect to qry\_Invoices-Overdues.
- Exclude all COMPLIMENTARY AND RECIPROCAL overdues.
- You will now have a word file you can edit to include all missing data – especially amount owed. Save this document in Members ▾ Year ▾ Month ▾ Overdue Letters sent dd/mm/yy
- Print all letters on letter head, find relevant overdue form, collate and place inside envelope, ready to send.

After you have sent an overdue form 3 times

- Once an Overdue notice has been sent out three times to a past member/subscriber, it is worthwhile giving them a call to check they're intentions. If no response, then go into their Microsoft Access file and click 'Hold reminders' ▾ indefinitely in the Membership section.

### YANQ database:

The database is a Microsoft Access database and therefore can only be accessed through the Virtual Machine. To open the VM, go to the Sun Virtual Box icon at the top toolbar on your desktop or click on Applications (top left corner), System Tools, Sun Virtual Box. This will open up a window. Press Start. Click on your username and enter the relevant password.

There is a shortcut to Access on the desktop. Open this and you will see the YANQ database listed a recent document on the right panel. The database file is found in documents/DATABASES/YANQ Database/YANQ

When first opened, Access will open two windows.

Click on Add/Edit members to add, edit or search members/subscribers.<sup>1</sup>

<sup>1</sup> There are cards that have been created for people who are not members/subscribers to YANQ e.g. interagency members due to using Access to create mailing lists et al.

To search for a member/subscriber, highlight the ID/Username in the top right corner, and press CTRL F to bring up a search box. Change 'Look In' to 'YANQ Members and Contacts' so that it searches the whole database and 'Match' to 'Any part of field'. Access can be very touchy and you may have to search with different words to find the record you want. Often, entries may have a spelling error or may have been entered with the organisation name abbreviated. Correct these as you see necessary.

To edit a user card, search for the relevant ID number or username and then edit the information. Make a note in the Notes section of a user's card explaining any significant changes, e.g. why a card/ID number shouldn't be used or if there are multiple cards for a single member/subscriber

To add a renewal payment, go to the Membership Details section of a user's card. Click on Add a Renewal. Complete the necessary boxes and save. This section will note whether a member/subscriber is financial or not. To stop a user from appearing in reminder lists for renewal or overdue payments, change box on right side to 'Hold Reminders'.

To add a new user card, go to the bottom toolbar in Access where it will have several arrows and the total number of user cards. Click on the box with an arrow and a star. This will create a blank entry. Complete the card with the new user details.

Click on the second window (YANQ Database Access 2000 File Format) to run queries

To generate a list of members/subscribers according to a category (e.g. by financial status, location, membership status), click Queries on the left panel. Click on the necessary queries. This will open up a spreadsheet with the details of the users who match the query. To export the spreadsheet into an Excel format compatible with mail merge, go to File, Export and select .xls format and save.

## 2. Communications

### 2.01 Fortnightly Ebulletin

The ebulletin is created using Mailchimp, an online ebulletin production client. There have been moves to re-develop the back end of the website to include mailout and membership management capabilities, but as yet, the Administration and Communications Officer is required to maintain a separate external mailing list with Mailchimp, and sync this manually when membership contact details change. The password to the Mailchimp client are stored by the Administration and Communications Officer.

Two or three days prior to the ebulletin going out, the Admin and Comms Officer should email the rest of the staff and ask if they would like to submit reports for publication.

Begin creating the ebulletin on the day before it will be sent to allow time to finish. It will take between two and three hours to complete. Follow the process below:

1. Log in to Mailchimp
2. Ensure all new members' details are added to the list
3. Replicate an existing campaign template
4. Delete old information and images
5. Create new banner image and save a .jpg
6. Upload banner image and any other relevant images
7. Add content (all website content since last ebulletin)
8. Link all content to relevant article
  1. Give the ebulletin a catchy title – what will make your recipient open the email?
9. Test ebulletin by sending to your own email and clicking on all links to ensure they direct correctly
10. Make any additional changes
11. Click 'send now' at around 10am Thursday morning to email list.
12. Click on the web version of the email and save as webpage in documents/yanqpublications/ebulletin
13. Link ebulletin to 'email update backissues' on website
14. Check out the report and see how your open rate went. If you're down, think of what might have been the reason and fix this accordingly next time.

### 2.02 Network Noise

*Network Noise* is YANQ's quarterly magazine that goes out to our financial members and subscribers in hard copy. We previously used an external designer to compile the newsletter and then printed it at the YANQ office however since 2012 we have produced it in-house and used a commercial printer. This was done using InDesign. The newsletter should contain something from each of the following categories:

- Info/general updates
- Consultations/reviews
- CALD matters
- Research and development
- Values and youth work
- Interagencies

Content is to be determined by the editorial board, which is made up of YANQ staff members and relevant external people. Newsletters are to be approximately 24 pages long

It is up to the editor to keep track of the interagency list and ensure that this is a replication of that on the website. The website list will need to be updated by the Admin and Communications Officer at least every three months.

In 2012, Network Noise was printed at MBE South Brisbane, with front and back covers in full colour and inside pages in black and white. YANQ has a credit account with MBE. Ensure enough copies are printed to cover all members and subscribers, and for enough extra to be taken to events, leave at the office and store in the archives.

Once printed and picked up, it is the responsibility of the Administration and Communications Officer to collate with cover letter and other relevant resources and post out to all current and unfinancial Members and Subscribers. To save time and effort, it is usually worthwhile timing the send out to coincide with

renewals and overdue invoices, and also provides the member with a hard copy reason to remain as a member of the Network.

File two copies of Network Noise in the Network Noise Archive stored in the reception area. When this file is full, move into the store room and start a new file.

### 2.03 Social Media

YANQ has a Facebook fan page ([www.facebook.com/youthaffairsqld](http://www.facebook.com/youthaffairsqld)), and a Twitter account (@news\_yanq). These are used to promote stories, events, etc, especially once they have been published on our website. The Facebook fan page requires you to be a member of the page, and then designated an administrator by another admin. It is good to keep these accounts active and post a story and tweet every day or two. Make sure that they are on-topic and relevant to the work we do.

### 2.04 Managing YANQ's Website

Almost anything related to services for marginalised young people aged 12-25 is relevant to YANQ's web-audience. This includes items related to:

- Human Rights
- Housing, homelessness
- Employment
- Education and training
- Juvenile Justice and crime prevention
- Drug and alcohol (with some caveats – see below)
- Child protection/child safety, particularly as it relates to 12-18 year olds
- Workforce news, tools, qualifications and industrial matters
- Information for young people – eg events, targeted reports, consultation opportunities, service news etc .

YANQ tends not to publish information from the field of psychiatry. The two reasons for this being: a) our readers are not (with a few exceptions) psychiatrists and so much of the material is not relevant; and b) because psychiatrists current tendencies to equate 'challenging' behaviours with internal (and widely debated) 'illnesses' in stark contrast to YANQ's values of celebrating and embracing diversity.

YANQ also avoids publishing (for free) information provided by for-profit businesses. The only exception is where it would be in the public interest to publish the information such organisations provide to YANQ. For all other items YANQ invites for-profit organisations to advertise their information (for a small fee) on the website and in YANQ's publications. Direct potential advertisers to [www.yanq.org.au/advertising](http://www.yanq.org.au/advertising). Often, information about events or training opportunities are circulated to the 'publications' account. It is advised that general discretion is used to determine whether publishing or advertising the event or material on the website is in the YANQ readership's best interests. If the event appears to be relevant and of value to the audience (and not exorbitantly expensive), *and publication has not directly been requested by the event organiser*, then publish with discretion.

#### How to Maintain the Website:

Keeping YANQ's website up-to-date involves adding new content, editing existing items and removing old content. The process for each of these is described below. Information to be uploaded may be sent by all staff members to [admin@yanq.org.au](mailto:admin@yanq.org.au).

Only the Administration and Communications Officer is to make template or structural changes to the website. For full details about changing widgets, adding events or updating menus, view the Joomla Community Forums for more details.

#### Adding Content

Adding content to the site is as simple as logging in from [www.yanq.org.au/administrator](http://www.yanq.org.au/administrator) and then clicking the *Content – Article Manager – New* (in right hand side of Article Manager tool bar, with green cut out addition symbol) icons.

You'll then see a new page in which you can add a title introduction, a main body and, to the right hand side, various other details such as publishing dates, meta tags, author etc.

The Joomla Quick Start Guide describes in detail how content can be added. Here are some general 'rules of thumb' to keep in mind:

- You only need to enter a Title. You can leave the 'Title Alias' field blank.
- Keep the "Intro" section as brief as possible. The intro section should, where possible, only be 1-2 sentences long, with just enough information for a reader to know what the article is about. The main body of the content item should include all the details. If the content item you are uploading is very short (e.g. details of an event) you can break with this rule. After the brief intro, use the 'Read More' button to break the page (the 'read more icon is the second from the right on the bottom row on the formatting tool bar)
- Use Formatting – Paragraphs, Headings for content. Often when you start typing into the intro or main body sections (or copy and paste content), the text may not be formatted as either a heading or paragraph. Use the 'format' (drop down list) to make sure all the text is appropriately formatted as either a paragraph or heading. To clear formatting select the text and then click on the 'Clear Formatting icon (the small 'eraser' on the far right of the second row of the formatting icons tool bar)
- Insert Links to 'Open in New Window' and include shortened URLs as well. Always try to add links in the text where appropriate (e.g. when naming other organisations who have a website). When inserting a link to another site, mark it to "open in new window". Key links (e.g. to an article which is the main topic of the content item) should be included as proper URLs (i.e. not embedded but included as part of the content).
- Where the URL is long or complicated (lots of unusual characters) please shorten the URL using a service such as <http://is.gd/> or <http://bit.ly/>. Plugins for both of these are available for the Firefox Browser. With one of these plugins installed, you can right click on a link and choose the option to shorten the URL, which you can then paste into the content.
- It is important to provide shorten URLs because some of YANQ's members prefer to print out their fortnightly newsletter – and will not be able to look up long links with lots of backslashes etc. See below for further details on this process.
- Avoid uploading attachments. YANQ has a generous download quote on our hosting plan, but too many attachments will slow things down. Wherever possible, instead of uploading attachments, copy the relevant information from the attachment into the content item (intro and main body as appropriate). Otherwise, check whether the attachment is available on the organisation's website, and provide a link back to it instead. The only occasions on which attachments should be uploaded are when:
  - The content you are loading related to YANQ's work (e.g. you are uploading a new paper YANQ has published, or a flyer about a YANQ event).
  - The source of the notice has paid YANQ a fee as per our advertising fees ([www.yanq.org.au/advertising](http://www.yanq.org.au/advertising)) to include the attachment as a download. If you need to upload and provide a link to an attachment, use the "add file link" button in the editing window.
  - To add an attachment follow these steps:

For links:

- Highlight text (to link to article, site etc)
- Click *Link* icon (green chain with small green cross icon, middle line – hover over the icons for their function title)
- Paste URL into command box
- Select 'open in new window'

For documents attachments etc:

- As above, highlight text (to link to article, site etc)
- Click *Link* icon (green chain with small green cross icon, middle line – hover over the icons for their function title)
- Click the *Browse* icon on the 'Advanced Link' pop-up page (it is the icon second from the right, with the small magnifying glass, at the top of the page)
- Click the *Upload* icon (it is the middle, grey icon with the small green arrow, towards the top right hand corner of the menu)
- Click *Add*
- Go to Documents – Multicultural Development Officer – Website Attachments folder (ensure the document is saved there in the first place)
- Select the document to be attached – click Open
- Click *Upload*



- Click *Insert* (sometimes the actual file name needs to be selected in order for this to occur, ensure the file name is in bold and the action will work)
- Select 'open in new window'

For images:

- Click the *Image* icon (the one with the tree - next to the Link icon)
- Proceed using the above steps – from 'Click the *Browse* icon' to 'Click *Insert*'
- Specify the image's alignment in the *Properties* section of the Image Manager of the menu

In some exceptions you may wish to add an entire article to YANQ's website (either one that YANQ has written, or someone else). In the case of articles written by an external party, please check the copyright of the article to make sure that YANQ has permission to copy the article to our website (e.g. sometimes this is possible with articles published on On Line Opinion).

\*Where a whole article is republished, attribute appropriate publication details to the author. It is recommended that the first line reads 'From – ' with the author or publisher's name/organisation listed afterwards. Then select the *source* style from the drop-down Style menu. Include a link to the original publication site if possible or considered appropriate. Follow the usual 'Insert Link' procedure, as detailed above.

Beware of Hidden Paragraphs. The WYSIWYG editor for adding content to the site is a bit quirky and often inserts extra paragraphs between paragraphs and especially at the end of content. Use the backspace key between paragraphs and at the end of content to make sure there are no hidden paragraphs.

To embed Youtube videos, enter the following into the editor: [youtube:URL]

Always remember to hit 'Save' or 'Apply' when creating or editing an item. Then hit 'Close'.

# ATTACHMENTS

**Attachment 1.01.1 File Register**

File No	Author	Title/Details	Date Created	Date Closed	Archive Box No
----/yy	Director	Service Agreement 04/05	01/12/03	01/08/05	

**Attachment 1.01.2 Archive Register**

Archive Box No	Archive date	File No	Item/Details	Destroy Date

**Attachment 1.01.3 Archive YANQ Paper Publications Register**

FOLDER NAME/NO.	SHELF NO.	DETAILS
MEDIA (newspaper articles and YANQ comments)	1 – Top	* YANQ organisational from January 2009 - August 2011
		*

**Attachment 1.01.4 Content Index**

NO	DATE	TITLE	AUTHOR
1	June 1991	<i>Gaining Statewide Perspectives, report on the first YANQ Policy Forum</i>	YANQ Staff

**Attachment 1.02.1 Complaint Form**

**COMPLAINT FORM**

DATE OF COMPLAINT: ..... COMPLAINT No:.....  
 .....

COMPLAINT RECEIVED BY:.....  
 .....

COMPLAINT MADE VIA: Telephone Letter (attached) Website In person Other  
 SUBJECT OF COMPLAINT:

.....  
 .....  
 .....

Details of the complaint should be written on the next page. If there is insufficient space, attach extra sheets.

**INFORMATION TO BE GIVEN TO THE COMPLAINANT:**

1. Reassure Complainant that all complaints are treated confidentially and that they will suffer no loss of service because they have made a complaint.
2. Explain the complaints procedure.
3. Remind the Complainant that they have the right to use an advocate of their choice.
4. Thank the Complainant for their complaint and explain that complaints are valuable in helping to maintain and improve the services of YANQ.

NAME OF COMPLAINANT:	
ADDRESS:	Postcode:
PHONE NUMBER:	
DETAIL OF COMPLAINT:	
COMMENTS:	

ACTION TO BE TAKEN:	
OUTCOME:	
FOLLOW-UP:	
SIGNED:	DATE: ...../...../.....

**Attachment 1.02.2 Complaint Register**

Complaint No	Date	Complainant	Details	Action Taken	Complaint Closed

## Attachment 1.03 Cross Cultural Youth Work Practice Training Templates

Invitation/Registration Form



**youth affairs network qld**

ABN 28 205 281 339

invites you to attend a full day training session with **Peter Westoby** on

<p align="center"><b>CROSS CULTURAL YOUTH WORK PRACTICE TRAINING FOR WORKING WITH YOUNG PEOPLE FROM REFUGEE AND MIGRANT BACKGROUNDS</b></p>
---------------------------------------------------------------------------------------------------------------------------------------------

**WHERE:** [insert details]  
[insert parking details]

**WHEN:** [insert details]  
9.00am until 5.00pm (tea/coffee from 9.00-9.30am)

**COST:** \$120.00 (includes GST)  
Includes morning tea, lunch and afternoon tea

Peter Westoby is currently a Lecturer in Community Development within the School of Social Work, and a Research Associate with the Australian Centre for Peace and Conflict Studies (University of Queensland). He is also a director/community development practitioner with Community Praxis Co-op. In 2006 he completed a PhD exploring social healing processes with refugee groups. During the past 15 years he has worked in cross-cultural youth work practice in South Africa, Ghana, PNG, the Philippines and Australia. From 1999-2003 he practiced and managed the youth work program at the Queensland Program of Assistance to Survivors of Torture and Trauma.

**The course will provide an introduction to the following:**

- **Defining and understanding culture, identity, and ethnicity**
- **Understanding and defining youth within a cross-cultural framework**
- **Diverse experiences of young people from culturally and linguistically (CALD) diverse backgrounds**
- **Thematic issues facing young people from CALD background**
  - Example Issues that can be explored are
    - Intergenerational conflict, parents relationships/ stressors
    - Racism
    - Educational disadvantage/schooling
    - Language issues
    - Trauma (settlement and/or war trauma) & mental health
    - Income
- **A generic cross-cultural practice framework**
  - A community development approach to working with young refugees.
  - Some specific cross-cultural practice frameworks that can also be explored include:
    - ♣ Working with CALD young people using a family approach
    - ♣ Cross-cultural conflict transformation
    - ♣ Working with young people from a refugee background
- **Agencies and working with CALD young people; e.g.**
  - ♣ Access and equity strategies
  - ♣ Access and engagement checklists
  - ♣ Guide to using interpreters

**Places are limited. Registrations cannot be accepted at the door. Registration bookings with payment MUST be received by COB, [insert details]**

**RSVP the attached Registration Form by fax 3844 7731 by COB [insert details]**

**For further information or any enquiries, please contact YANQ on Ph 3844 7713 or email [admin@yanq.org.au](mailto:admin@yanq.org.au)**

**Cross Cultural Training Registration Form, [insert details]**

NAME.....Position .....  
.....

Organisation.....Postal  
Address.....

.....Postcode  
.....

Telephone/Mobile.....Fax.....Email.....  
.....

Special Needs (eg access, dietary)  
.....

- Places are limited; a registration form is required with payment by COB, [insert details]
- Registrations cannot be accepted at the door.
- Registrations will be confirmed by mail when payment is received

**REGISTRATION FEE:        \$120.00 inclusive of GST**

**CANCELLATION POLICY**

Registrations cancelled more than 4 weeks prior to the training day will receive a full refund; cancellations made up to 7 days prior to the training day will incur a 50% cancellation fee. Refunds cannot be made for cancellations less than 7 days prior to the training day or if you do not attend on the day.

**Tax Invoice** ABN 28 205 281 339

**Payment Methods**

**Cheque** payable to Youth Affairs Network of Qld and mail to 30 Thomas Street, West End Qld 4101

**Electronic funds transfer** Deposit to BSB 633-000 Account # 123043259 Youth Affairs Network of Qld and email remittance advice to [finance@yanq.org.au](mailto:finance@yanq.org.au) or fax to 07 3844 7731

**Credit Card**                     Master Card         Visa                    (please indicate)  
Card No \_\_\_\_\_ Amount \$ \_\_\_\_\_  
Expiry Date \_\_\_\_\_  
Name on Card \_\_\_\_\_

\_\_\_\_\_ Signature \_\_\_\_\_

Do you require a receipt        Yes / No

**Fax, Email or Mail** (with cheque payable to YANQ) Registration Form to Youth Affairs Network of Qld to be received by COB [insert details] to 30 Thomas Street, West End Q 4101 Fax 3844 7731 Phone 3844 7713 (Free call regional Qld 1800 177 899) Email: [admin@yanq.org.au](mailto:admin@yanq.org.au) Web: [www.yanq.org.au](http://www.yanq.org.au)

**Please indicate which topic/s you would like to focus mostly upon:**

- ^ Defining and understanding culture, identity, and ethnicity
- ^ Understanding and defining youth within a cross-cultural framework
- ^ Diverse experiences of young people from culturally and linguistically (CALD) diverse backgrounds
- ^ Thematic issues facing young people from CALD background
- ^ Working with young people from CALD background
- ^ Agencies and working with CALD young people

**OFFICE USE ONLY:**



Receipt No.....	Date.....	Entered.....	Confirmed
.....			

**Program:**

Cross cultural youth work practice  
Working with young people from refugee and  
migrant backgrounds

9.00-9.30am          Arrival, tea and coffee

9.30-11.00am      Session #1:  
                         Introductions, working agreement, program

Defining and understanding culture, identity, and ethnicity

Understanding and defining youth within a cross-cultural framework

11.00-11.30am      Morning Tea

11.30am-1.00pm   Session #2  
Diverse experiences of young people from culturally and linguistically (CALD) diverse backgrounds

Thematic issues facing young people from CALD background

1.00-1.45pm          Lunch

1.45-3.15pm        Session #3  
Working with young people from CALD background  
A generic cross-cultural practice framework  
A community development approach to cross-cultural youth work  
Specific cross-cultural practice frameworks that can be explored include:

- Working with CALD young people using a family approach
- Cross-cultural conflict transformation
- Working with young people from a refugee background

3.15-3.45pm        Afternoon Tea

3.45-5.00pm        Session #4  
                         Agencies and working with CALD young people; e.g.

- Access and equity strategies
- Access and engagement checklists
- Guide to using interpreters

Evaluation and closure

## Attachment 1.04 Consent Form for Reproducing Images

### EXPLANATORY NOTES

#### What is this consent for?

This Consent Form authorises YANQ to use the specified image/s and/or recording/s of the participant, together with information about their participation in YANQ's events in publications, productions and presentations in connection with YANQ's work. The consent extends to use of the image/s and/or recording/s in whole or part and any digital adaptations used alone or in conjunction with words, drawings and other images.

#### What sort of publications could this material appear in?

This material can appear in electronic advertising, videos, brochures, forms, public relations displays, annual reports, media advertising, internal documents such as manuals, web sites, certificates, strategic plans, posters and promotional material and other materials produced by YANQ.

#### What is an image or recording?

An image or recording referred to in this Consent Form includes photographs, videos, films or sound recordings of the participant.

#### Who is a child?

A child is defined as any person who has not yet turned 18 years of age.

#### Who is a person with a decision-making disability?

For the purposes of this Consent Form, a person with a decision-making disability is a person who cannot give consent because they lack capacity or have an intellectual or other impairment that affects their capacity to consent. If a person is an adult and unable to give consent, an authorised decision-maker must give consent on the person's behalf (see *Powers of Attorney Act 1998* and/or *Guardianship and Administration Act 2000*).

#### What happens to the Consent Form once it is filled out?

The Consent Form is retained by YANQ on its relevant file. A copy is provided to the participant.

#### Modification or Withdrawal of Consent

Consent can be modified or withdrawn in writing at any time however, any changes will only

#### Consent Form

*If you are under 18 or identify as a person with a decision-making disability, please ensure that a parent, guardian or authorised decision-maker gives consent on your behalf. If you do not consent to the use of images in publications or presentations, please do not sign this form.*

I, [name] \_\_\_\_\_, consent to the photography, audio and video recording of my image, and its reproduction in resources and presentations relevant to this event.

<<OR>>

I, \_\_\_\_\_, being the Parent / Guardian / Authorised Decision-maker for \_\_\_\_\_, consent to the photography, audio and/or video recording of their image, and its reproduction in resources and presentations relevant to this event.

### Attachment 1.05.1 YANQ Logo

YANQ has an official logo, reproduced below as optimised for screen, normal and professional printing. Please use the appropriate logo and include in all official correspondence. Logos are found in [documens/admin/yanqlogos](#).

#### YANQ's Logo for Screen



#### YANQ's Logo for Print



#### YANQ Logo for Professional Printers



**Attachment 1.05.2 YANQ Letterhead Template**

**A. Electronic Letterhead**



**youth** affairs network qld

[www.yanq.org.au](http://www.yanq.org.au)

## **B. Formal Printed Letterhead**

## Attachment 1.05.3 YANQ Document Template

**Attachment 1.05.4 "In Mail" Register**

ID No	Date	To	From Person	From Organisation	Keyword (matter)	NEW MSHIP
						<input checked="" type="checkbox"/>

**Attachment 1.05.5 Fax Register**

**Fax Register**

IN				OUT			
Date	From	To	Re	Date	From	To	Re

**Attachment 1.05.6 Facsimile header**

# Fax

**ATTENTION:**

To:

From:

Fax:

Pages including cover:

Phone:

Date:

Re:

CC:

( Urgent      ( For Review      ( Please Comment      ( Please Reply      ( Please Recycle

↖ Comments:

This facsimile may contain privileged and/or confidential information intended for the addressee. If you received this information and you are not the addressee, please telephone this office on 07 3844 7713 immediately. The sender does not waive any confidentiality.

**Attachment 1.05.8 "Out Mail" Register**

ID	Date Sent	From	To Person	To Organisation	Keywords



**Attachment 1.07.1 Borrowing/Hire Register**

Date Borrowed / Hired	Articled Borrowed & Period <b>include Equipment type, model, serial no. If written material include Title, Author.</b>	Borrower / Hirer Contact details ( <b>name, street address, phone, mobile, email</b> )	Cost ( <b>if any</b> )	Deposit	Balance owing	Signatures <b>Borrower</b>

**Attachment 1.09.1 Hire Agreement**

**HIRE AGREEMENT**

1. **YOUTH AFFAIRS NETWORK OF QLD INC (YANQ)** of 30 Thomas Street, West End agrees to hire material/equipment the details of which are specified below at “Details of Equipment”, at the rate (or part thereof) specified below in paragraph 9.
2. The individual/organisation hirer agrees to pay a deposit of ten percent (10%) of the value of the material/equipment however it is within the sole discretion of YANQ to request a deposit of no less than \$60.00, payable prior to or at time of collection of equipment.
3. Both parties agree that, on return of the material/equipment undamaged and in proper working condition as set out within this Hire Agreement, the deposit paid will be deducted from the total hire cost and the balance owing is payable on production of the tax invoice.
4. YANQ acknowledges that the material/equipment is supplied in proper working condition (and in the case of battery operated equipment includes fully charged batteries).
5. The Hirer acknowledges that in the case of battery operated equipment, batteries will be returned fully charged.
6. Both parties acknowledge that it is the responsibility of the individual/organisation hirer, whose details are set out below, to notify YANQ in writing of any loss or damage to the hired item/s and/or any attachments either prior to or at the point of return of the equipment to a staff member of YANQ.
7. Both parties acknowledge that it is the responsibility of the individual/organisation hirer, whose details are set out below, to pay the full cost of any loss or damage caused to the hired item/s and/or any attachments.
8. The individual/organisation hirer acknowledges that they are aware the cost of loss and/or damage \_\_\_\_\_ to

\_\_\_\_\_ could be up to \_\_\_\_\_

**Details of Equipment:**

Material/Equipment Description (if leads are included with equipment they must be listed eg Peaston N/532 CAT LTSA-2F/0.75mm <sup>2</sup> v75	Model	Serial No	Returned (to be completed on return of equipment. Please circle)
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No
			Yes No



**Attachment 1.14.1 Team Meeting Agenda**

**TEAM MEETING AGENDA**

**1. ATTENDANCE:**

---

**2. APOLOGIES:**

---

**3. WELCOME:** *how people are feeling*

---

---

**4. BUSINESS** arising from previous meeting:

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**5. REFLECTIONS, DIARY DATES, PROJECT DISCUSSION** - staff input/involvement; time frames  
(not including policy issues)

**Director**

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**Policy**

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**Admin / Comms**

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**Projects**

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**6. Appreciation**

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**Attachment 1.15.1 Data Collection Form**

<b>Date</b>	<b>Type of contact, ph, meetings, conf, etc</b>	<b>Purpose of contact</b>	<b>Role played by YANQ</b>	<b>Input by YANQ</b>	<b>Outcome</b>	<b>Further Action</b>
-------------	-------------------------------------------------	---------------------------	----------------------------	----------------------	----------------	-----------------------

**Attachment 2.02.1 Vehicle Accident Report**

<b>Vehicle Accident Report</b>					
<b>Name of Staff</b>	<b>Date and Time</b>	<b>Explanation of accident and notification (including road conditions)</b>	<b>Details of Damage to Vehicle</b>	<b>Other Vehicle/ Person</b>	<b>Signature of Staff Member</b>

**Attachment 3.04.1 Expense Reimbursement Form**

**YANQ Expense Reimbursement**

Date:

Employee Name:

Date	Item	Reason for Expenditure	Amount
		<b>TOTAL</b>	<b>\$ -</b>

Method of Payment:  Cheque   
 Direct Deposit

Claimant's Signature  
 \_\_\_\_\_

Authorisation Signature  
 \_\_\_\_\_







**Attachment 3.09 Financial Accountability Proforma**

**FINANCIAL ACCOUNTABILITY**

(A separate form is to be completed for each successful funding application and attached to the inside cover of the file)

PROJECT TITLE \_\_\_\_\_

FUNDING RECEIVED: Date: \_\_\_\_\_ Amount: \_\_\_\_\_

FUNDING SOURCE: \_\_\_\_\_

CONATCT PERSON: \_\_\_\_\_ Phone: \_\_\_\_\_

INTERIM REPORT REQUIRED BY: \_\_\_\_\_ (Date)

FINAL REPORT REQUIRED BY: \_\_\_\_\_ (Date)

AUDITED STATEMENT REQUIRED BY: \_\_\_\_\_ (Date)

AGREED DATA COLLECTION:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ADDITIONAL DETAILS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ACTION TAKEN**

INTERIM REPORT:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

FINAL REPORT:

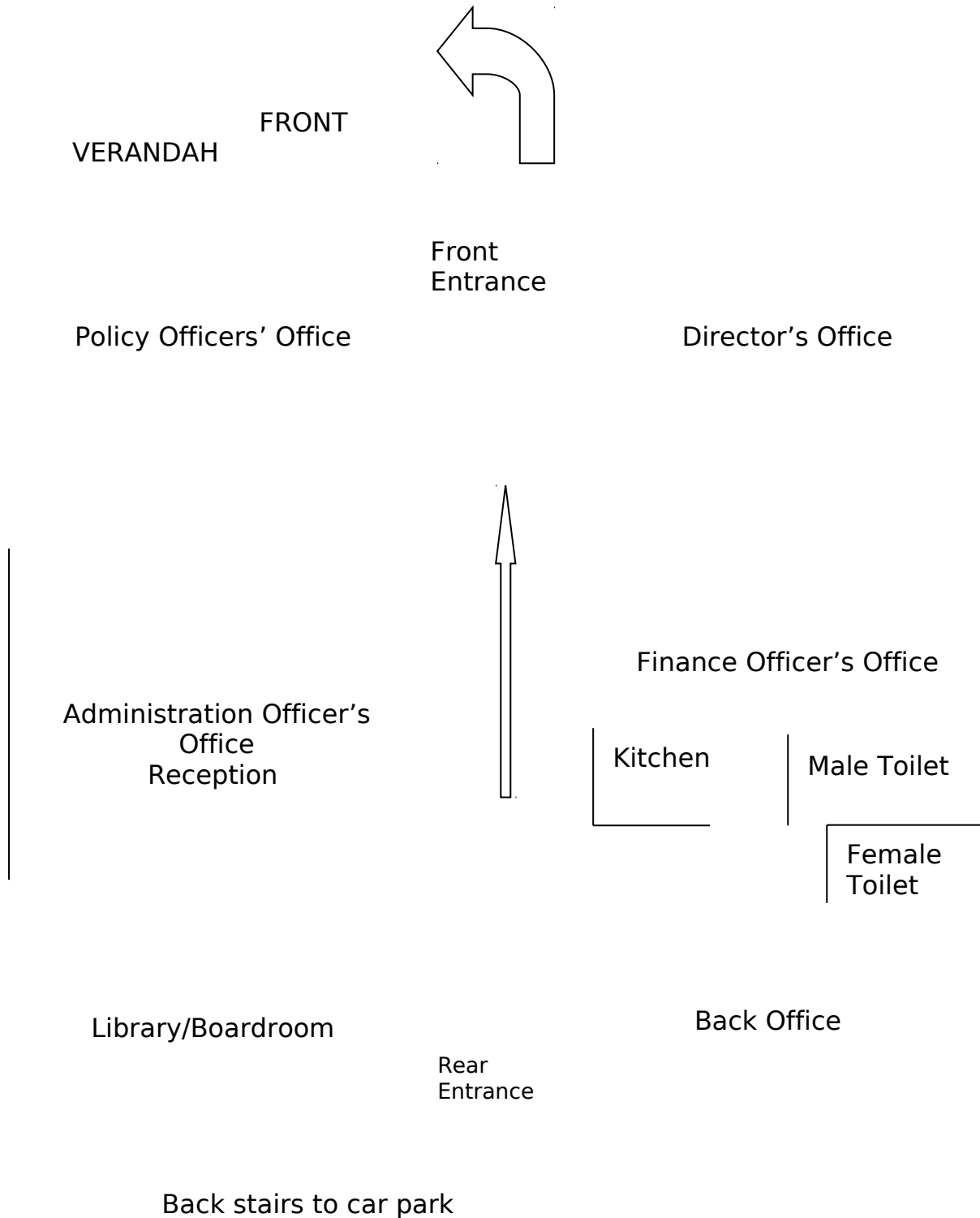
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

AUDITED STATEMENT:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Accountability requirements completed: \_\_\_\_\_ (signed and dated)**

Attachment 4.02 Evacuation Procedure Diagram



**Attachment 4.06.1 Key Register**

**KEY REGISTER**

Name	Keys Given	Date	Signed	Keys Returned	Signed	Date

**Attachment 4.07.1 Workplace Accident Report Form**

**WORKPLACE ACCIDENT REPORT FORM**

Last Name: \_\_\_\_\_ Given Names: \_\_\_\_\_

Position Title: \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

Where did the accident occur?  
\_\_\_\_\_  
\_\_\_\_\_

What type of accident? (e.g., "motor vehicle", "slipped on wet floor")  
\_\_\_\_\_  
\_\_\_\_\_

Describe your injuries in simple terms:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What exactly were you doing at the time of the accident?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What (in your opinion) caused the accident?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Did you:

♣ Report the accident to the Director YES / NO  
Date reported: \_\_\_\_\_ Time: \_\_\_\_\_

♣ Go off duty after the accident? YES / NO

♣ Receive medical attention? YES/NO

If "Yes", Doctor's name: \_\_\_\_\_ Date examined: \_\_\_\_\_

♣ Do you have a witness to the accident? YES / NO

If "Yes", give name and address of witness -

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
(Signature of Employee) (Date)

**DIRECTOR'S REPORT**

Comments on the cause and nature of the accident:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What action has been taken to prevent a recurrence?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
(Signature of Director) (Date)

File: copy to personnel file

**Attachment 5.03.1 Confidentiality Statement**

**CONFIDENTIALITY STATEMENT**

I ..... in the position of .....  
with YANQ have read and understand the stated policy on confidentiality. I agree to abide by these requirements during my period of engagement with YANQ and thereafter. I understand that this confidentiality extends to young people, volunteers, staff and management and does not lapse with the conclusion of my engagement with YANQ.

Signed: .....

Witnessed: .....

Dated: .....

**Attachment 5.04.1 Employment Agreement**

**Youth Affairs Network of Queensland Inc.  
Employment Agreement**

This Agreement is between the Youth Affairs Network of Queensland Incorporated (YANQ) and \_\_\_\_\_.

This Agreement is to offer you employment in the position of \_\_\_\_\_ for \_\_\_\_\_ hours per week, graded as Level \_\_\_\_\_ Paypoint \_\_\_\_\_ of the *Social, Community, Home Care and Disability Services Award 2010*, dependant on funds for the position. There is a 3-month probation period. You are required to review the terms of this contract and YANQ's Human Resource Policies as attached. To accept this offer of employment you are required to sign this agreement.

**Purpose of this position**  
(insert details)

**Reporting Relationship:**

- This position reports to the Director of YANQ

**Conditions of Employment**

This position is covered by the *Social, Community, Home Care and Disability Services Award 2010*. The Award provides detail in relation to remuneration and conditions of employment matters. A copy of the SACS Award is available on YANQ Server for your information. You are invited to peruse this document prior to signing this Employment Agreement.

For the purpose of the calculation of Leave accruals your commencement date:    /    /

**Agreement**

I accept the terms of employment set out in this Employment Agreement.

I hereby agree to accept the offer of employment as \_\_\_\_\_ at Youth Affairs Network of Queensland Inc. commencing on \_\_\_\_\_.

Signed: \_\_\_\_\_  
Employee

Date: \_\_\_\_\_

Witnessed by: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Director



## Attachment 5.05.1 Consultancy Contract



youth affairs network qld

Dear \_\_\_\_\_

The Youth Affairs Network of Queensland Inc (YANQ) (hereinafter referred to as "the Principal") is pleased to confirm its offer to \_\_\_\_\_ to provide consultancy services for the \_\_\_\_\_ for Youth Affairs Network of Queensland Inc.

### CONSULTANCY SERVICES

The consultancy services to be provided are to include:

### TIMING

Work on the project is to commence by \_\_\_\_\_ and be completed by \_\_\_\_\_.

### PERSONAL SERVICES

The Principal expects the work to be conducted by suitably qualified and experienced personnel.

### FEES

The fee offered by the Principal for the consultancy services is \_\_\_\_\_ including GST, payable on receipt of correctly rendered Tax Invoices to the Principal. Payment will be made according to the following schedule by direct deposit into nominated bank account.

Date	Amount	Milestone
------	--------	-----------

### INVOICE PROCEDURE

Tax Invoices forwarded by the Consultant must be correctly addressed and shall include the following information:

- (a) [title of Consultancy Services]; and,
- (b) [name of liaison officer].

Subject to acceptance of the Consultancy Services by the Principal, the due date for payment shall be seven days from receipt of correctly rendered tax invoices to the Principal.

### PRINCIPAL ASSISTANCE

The Principal shall provide the following facilities free of charge to the Consultant for the performance of the Consultancy Services Contract:

- (a) the advice of a liaison officer should the consultant require clarification about any aspect of the consultancy service.

### LIAISON OFFICER

\_\_\_\_\_ shall be the liaison officer with responsibility for supervision of the Contract on behalf of the Principal and authority to issue and receive any written notification under the Contract.

#### TERMS AND CONDITION OF CONSULTANCY

The attached terms and conditions marked "Attachment 1" and entitled "GENERAL CONDITIONS FOR CONSULTANCY SERVICES" shall form part of this agreement.

#### ACCEPTANCE

A duplicate of this letter is enclosed with an endorsement that provides for notification of acceptance. If you agree to provide the Consultancy Services as set out in and attached to this letter your acceptance must be notified by signing, dating and returning the enclosed duplicate letter to the Principal. Receipt by the Principal of acceptance in writing of these terms and conditions will constitute the entire contract for the provision of the Consultancy Services.

Yours sincerely

Director  
Youth Affairs Network of Queensland Inc  
\_\_\_\_ / \_\_\_\_ / \_\_\_\_

\_\_\_\_\_ agrees to provide the Consultancy Services described in the above letter in accordance with the terms and conditions set out in and attached to this letter.

Signed:

For and on behalf of \_\_\_\_\_

Dated this .....

Name: Title:

#### ATTACHMENT 1

##### GENERAL CONDITIONS FOR CONSULTANCY SERVICES

#### INTERPRETATION

1. (i) In these Conditions:

- (a) "the Principal" means the [name of organisation];
- (b) "the Contract" means the Contract under which the Consultancy Services are to be provided to the Principal including these general conditions;
- (c) "the Consultancy Services" means the services to be performed under the Contract;
- (d) "the Consultant" means the party who, by the Contract, undertakes to provide the Consultancy Services;

(ii) Words importing a gender include any other gender. Words in the singular number include the plural and words in the plural number include the singular.

## VARIATION OF CONTRACT

2. No agreement or understanding that varies or extends the Contract (including in particular the scope of the Consultancy Services) and would result in an increase in the monies payable by, or other liability of the Principal, shall be legally binding upon either party unless in writing and signed by both parties.

## CONTRACT MATERIAL

3. (i) The title to and ownership of intellectual property (including copyright) in all contract material shall vest upon its creation in the [name of organisation].

(ii) On the expiration or earlier termination of the Contract, the Consultant shall deliver to the Principal copies of all contract material.

(iii) The Consultant shall ensure that the contract material is used, copied, supplied or reproduced only for the purposes of the Contract.

(iv) In this Condition, "contract material" means all material brought or required to be brought into existence as part of, or for the purpose of performing the Consultancy Services including, but not limited to, documents, equipment, information and data stored by any means.

## DISCLOSURE OF INFORMATION

4. The Consultant, its employees or agents shall not disclose or make public any information or material acquired or produced in connection with or by the performance of the Consultancy Services without prior approval in writing of the Principal.

## CONFLICT OF INTEREST

5. The Consultant warrants that, at the date of entering into the Contract no conflict of interest exists or is likely to arise in the performance of its obligations under the Contract. If, during the term of the Contract, a conflict or risk of conflict of interest arises, the Consultant undertakes to notify the Principal immediately in writing of that conflict or risk.

## NEGATION OF EMPLOYMENT AND AGENCY

6. (i) The Consultant shall not represent itself, and shall ensure that its employees do not represent themselves, as being employees or agents of the Principal.

(ii) The Consultant shall not by virtue of this Contract be or for any purpose be deemed to be an employee or agent of the Principal.

## TERMINATION OF CONTRACT

7. (i) The Principal may, by written notice, terminate or constrict the Contract or any part of the Contract or any part of the Contract and upon such notice being given the Consultant shall cease or reduce work according to the tenor of the notice and shall forthwith immediately do everything possible to mitigate consequential losses.

(ii) In that event, the Consultant may submit a claim for compensation and the Principal shall pay to the Consultant such sums as are fair and reasonable in respect of any loss sustained by the Consultant in unavoidable consequence provided that:

(a) the Consultant shall not be entitled to compensation for loss of prospective profits; and,

- (b) the Principal shall not be liable to pay any sum which, in addition to any amounts paid or due or becoming due to the Consultant under the Contract, would together exceed the full price of the Consultancy Services ordinarily payable under the Contract.

#### DEFAULT

8. If the consultant fails within 14 days after receipt of written notice, to remedy any default in performance of the following obligations, namely:

- (a) to commence or to proceed at the rate of progress strictly in accordance with the Contract; or,
- (b) to perform or observe the terms and conditions of the Contract, the Principal may, by written notice, terminate the Contract and recover from the Consultant any loss or damage suffered by the Principal.

#### APPLICABLE LAW

9. (i) The Contract shall be governed by and construed in accordance with the law for the time being in force in the State of Queensland and the parties submit to the jurisdiction of the courts of that State.
- (ii) The Consultant shall ensure that the work done under the Contract complies with the laws from time to time in force in the State or Territory in which the Consultancy Services, or any part thereof, are to be carried out.

#### WORKERS' COMPENSATION AND INSURANCE

10. The Consultant shall accept liability for any insurance claims against itself or any associated sub-consultant for the duration of the consultancy services to the full extent against its and their liability to the employees engaged in the performance of the consultancy services under all relevant laws of Australia relating to Workers' Compensation. Moreover, the Consultant shall (also) take all other action required or appropriate as an employer in relation to its employees.

The Consultant shall effect and maintain appropriate Workers' Compensation Insurance cover in respect of the project or any activities the subject of, or associated with, the Contract to the full extent of the Consultant's liability to the persons engaged in the performance of those activities under all relevant laws of the relevant State and of Australia relating to Employees' Compensation and the Common Law for the duration of this Contract.

#### INDEMNITY

11. The Consultant shall indemnify and keep indemnified the Principal, its officers, employees and agents from and against any loss, damages, expenses or costs including the cost of any settlement arising from any claim, demand, action suit or proceeding that may be made or brought by any person against the Principal, its officers, employees or agents or any of them for or in respect of personal injury to or the death of any person whomsoever or loss or damage to any property or any loss or damage whatsoever arising out of or as a consequence to an unlawful or negligent act or omission by the Consultant, its servants, agents or sub-consultants in or in connection with the consultancy services or the execution of any activity arising pursuant to this Contract by the Consultant, or its employees, agents or sub-consultants except where caused by the wrongful acts (civil or criminal) of the Principal or any officer, employee or agent of the Principal.

**Attachment 5.08.1 Exit Interview Form**

**EXIT INTERVIEW FORM**

Name of employee:	
Position:	
Date of commencement:	
Effective date of resignation:	
Date of exit interview:	
Report of exit interview	
Reason/s for resignation	
2. Views/feedback of YANQ as an employer	
3. Suggestions to improve the work environment	
4. Any other matters	
Comments (need to ensure that any matters requiring further action are clearly identified)	
Director's signature	
Date	

**Attachment 5.11.1 Leave Form**

**YANQ  
APPLICATION FOR PAID LEAVE**

**EMPLOYEE TO COMPLETE:**

**Name:**..... **Position:**.....

**Type of Leave Requested** (tick box)

- |                                             |                                              |                               |
|---------------------------------------------|----------------------------------------------|-------------------------------|
| <input type="checkbox"/> Annual Leave       | <input type="checkbox"/> Sick Leave          | <input type="checkbox"/> TOIL |
| <input type="checkbox"/> Long Service Leave | <input type="checkbox"/> Compassionate Leave |                               |

**Days Requested**.....(days)

**Commencement Date:**..... **Return Date:**.....

**Reasons for leave:**.....

.....  
.....  
.....

(Sick leave and compassionate leave only.)

(Please note a Doctor’s certificate is required for sick leave of more than two consecutive days and it should be attached to this form.)

**Signature:**..... **Date:**.....  
(Employee)

---

**DIRECTOR TO COMPLETE**

**Leave Requested:**

- |                                             |                                              |                               |
|---------------------------------------------|----------------------------------------------|-------------------------------|
| <input type="checkbox"/> Annual Leave       | <input type="checkbox"/> Sick Leave          | <input type="checkbox"/> TOIL |
| <input type="checkbox"/> Long Service Leave | <input type="checkbox"/> Compassionate Leave |                               |

**Total number of days entitled to:**.....

**Paid leave recommended:**  Yes  No

**Signature:**..... **Date:**.....  
(DIRECTOR)

**Attachment 5.14.1 Performance Appraisal Form**

**YOUTH AFFAIRS NETWORK OF QUEENSLAND STAFF APPRAISAL PLAN**

Name:				
Position:				
Staff appraisal period:				
Objective / strategy	Performance target	Timeline for completion	Progress notes – midway meeting	Final review meeting
1.				
2.				
3.				

**Attachment 5.15.1 Personnel Form**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

D.O.B: \_\_\_\_\_

Contact Ph: \_\_\_\_\_

Mobile: \_\_\_\_\_

**In Case of Emergency**

Next of Kin: \_\_\_\_\_

Relationship: \_\_\_\_\_

Contact Ph: \_\_\_\_\_

*Medical Information*

Are there any medical conditions of which we should be aware? Eg Allergies (medical and food)

\_\_\_\_\_  
\_\_\_\_\_

*Superannuation*

Superannuation Company: \_\_\_\_\_

Membership No: \_\_\_\_\_

*Bank Account Details*

BSB No: \_\_\_\_\_

Account No: \_\_\_\_\_

Account Name: \_\_\_\_\_

Date Commenced: \_\_\_\_\_

*\*Union relevant for your role is the Australian Services Union, a membership form is available at H: Share Folder.*



## **Attachment 5.16.1 Position Description for Director**

### *Purpose*

The purpose of the position is to provide leadership towards achieving the aims and objectives of the Youth Affairs Network of Queensland (YANQ), including responsibility for the maintenance, growth and development of the organisation, the effective management of staff and financial resources, and ensuring that all tasks are undertaken in a collaborative manner between staff, members and the Management Committee.

### *Reporting relationship*

The position reports to the Management Committee. The Director is responsible for the day-to-day management of YANQ and is an ex-officio member of the Management Committee.

### *Specific tasks and duties*

Responsible for the supervision of all operations to achieve the effective and efficient functioning of YANQ, including the co-ordination of work with young people, youth sector providers, communities and government in developing services, networks, strategic and action plans, service quality assurance and other support mechanisms, the development of networking, policy development and research in relation to improving the quality of life for young people.

Apply a high level of interpersonal skills in the resolution of organisational issues, negotiate contracts, develop and motivate staff. Apply a sound understanding of and implement effective staff management and personnel practices. Ensure that all working relationships are clearly defined and understood and that the working environment facilitates the motivation of staff to perform effectively. Forge a working environment characterised by initiative, innovation and collaborative decision-making.

Co-ordinate a range of functions through the development of effective work practices, policies and procedures, adherence to planning objectives, including problem-solving strategies, and ensuring optimal use of resources.

Promote and co-ordinate the development of the YANQ membership, including the identification of the information needs of the membership in relation to issues affecting young people. Co-ordinate the organisation's liaison with the public media on youth issues, both proactive and reactive, and be the organisation's prime contact for interview requests. Ensuring the representation of the YANQ at public and membership forums and on appropriate national and state peak bodies. Ensure effective linkages are maintained.

Responsible for the Budget planning, preparation, monitoring and reporting to the funding bodies and the Management Committee. Investigate funding options, liaise with funding bodies and prepare funding submissions. Identify current and future opportunities for the development of the organisation, initiate and formulate extension of the services through the development of innovative responses, and co-ordinate the effective and efficient use of the organisation's physical and financial resources, including the leasing and maintenance of buildings.

Responsible for organisational planning, including the maintenance of the strategic and operational planning documents, evaluation processes and reporting mechanisms.

Co-ordinate the planning and organisation of the Youth Affairs Conference.

Ensure the development of the organisation's information and educational resources as well as publications.

Devise, initiate, co-ordinate and evaluate strategies to improve communication and projects that generate increased information exchange between the members, the youth sector and young people. Develop innovative communication strategies.

Appraise and supervise the performance of other staff in conjunction with the Management Committee and provide training opportunities to facilitate their continued development and their contribution to the objectives of YANQ.

*Selection criteria*

Demonstrated understanding of YANQ's values base and commitment to working within the organisation's value framework, policies and procedures.

High level of knowledge and experience in the processes of strategic planning, monitoring and evaluation.

HRM knowledge and experience as well as the interpersonal skills to supervise and develop a small specialist team.

Highly developed communication skills, verbal and written, to operate effectively at political, bureaucratic, academic, private and community sector levels.

A sound understanding of financial management, including knowledge of funding sources and fund-raising opportunities.

Extensive knowledge and experience of the youth and community services sector and youth affairs in general.

An ability to promote the needs and rights of young people with all stakeholders and to utilise the media to best advantage.

Sound understanding of policy development processes.

Current knowledge and understanding of information and communication systems and their application.

Current Queensland manual drivers licence.

## Attachment 5.16.2 Position Description for Policy Officer

**POLICY COORDINATOR**  
(part-time)  
**YOUTH AFFAIRS NETWORK OF QUEENSLAND**  
*March 2011*

### PURPOSE

The purpose of this position is to engage and coordinate the youth sector and other key stakeholders in youth policy development processes

### REPORTING RELATIONSHIP

This position reports to the Director, Youth Affairs Network of Queensland.

### SPECIFIC TASKS AND DUTIES

1. To undertake a range of functions within the area of "Youth" affairs policy development, research and networking activities; provision of advice on policy matters and contribute to their development.
2. Coordinate the development and analyses of policies that impact on young people. Prepare policy processes which engage YANQ members Queensland wide and use technology to bring equity of representation across the state.
3. Coordinate and support YANQ's policy processes which include the Youth Consultative Network, Youth Sector Development and Policy Facilitator's Network, the Communities of Practice Leadership Action Networks.
4. Develop strong links and partnerships with research institutions and other key stakeholders in the youth affairs field.
5. Maintain a strong link with the community youth sector. Initiate partnerships and conduct research into the rights of young people using a variety of research methods, evaluating research information for the purposes of informing policy development and planning processes of the organisation.
6. Participate in and contribute to the development of the organisation's operational policies and planning processes.
7. Support the collaborative management of the work environment.
8. Provide the Director with information and advice on youth policy issues.
9. Undertake other activities identified by the Director as organisational priority.

## SELECTION CRITERIA

1. Understanding of the broad social, political and cultural environment in which YANQ operates and a commitment to working within the organisation's value framework, policies and procedures.
2. Commitment to reconciliation and multiculturalism and demonstrated understanding of issues faced by young people from Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse backgrounds, their families and communities and demonstrated ability to promote these with all stakeholders.
3. The ability to undertake project management that includes need identification, planning, budget, staff supervision, reporting requirements, meeting timelines and finalising acquittals. This includes control and co-ordination of a work area within budgetary constraints.
4. High level knowledge of youth and community services sector issues and youth affairs in general.
5. A high level of understanding of policy development, including the design of research and the development of appropriate consultation processes, and the mechanisms for monitoring and analysis.
6. High level of communication skills, verbal and written, to operate effectively at political, bureaucratic, academic and private and community sector levels. (Including extensive skills in preparing written reports at a professional level and finalised by deadlines).
7. Ability to work independently and as part of a collaborative team to maintain an effective work environment. Including time management to ensure outcomes are achieved.
9. Current Manual Driver's Licence.

### **Attachment 5.16.3 Position Description for Financial Officer**

Position: Part-time Financial Officer

Accountability: Director

#### *Purpose*

Consistent with the Mission Statement of YANQ, to manage all aspects of their financial administration, including payroll duties and accounts received and payable.

#### *Reporting relationships*

The Financial Officer will report to the Director.

#### *Duties and responsibilities*

- Administer accounts payable and receivable.
- Manage the payroll systems.
- Maintain electronic and manual accounting systems for all accounts that meet requirements for professional accountability and audit.
- Maintain records on all employees that include time sheets, accrued leave entitlements, taxation information and other relevant information.
- Prepare monthly account summaries and reports for Management Committee and be able to report to Director on financial position of agency upon request, including all current assets and liabilities.
- On a monthly basis prepare Group Tax and Employer Superannuation payments and process to required funds.
- Monitor changes to Taxation legislation and other statutory conditions relating to accounts and payroll duties.
- Prepare Income and Expenditure Statements as required by funding bodies for all program areas.
- Maintain a detailed asset register and assist the Manager with general asset management.
- Assist the Director in preparing insurance applications and claim forms, Lease applications and other matters related to financial planning and management.
- Undertake other duties as from time to time negotiated with the Director and/or management committee.

#### *Qualifications, knowledge, skills and experience*

- Sound knowledge of organisational policies and procedures
- Specialist skills in accounts administration, audit processes and payroll systems.
- Good knowledge of accounting programs including MYOB
- Sound knowledge of accounting principles, including an understanding of accrual accounting.
- Knowledge of organisation structures and functions
- Prerequisites would be:
  - A relevant four-year degree with two years relevant experience
  - OR three-year degree with three years of relevant experience
  - OR Associate Diploma with significant relevant experience
  - OR lesser formal qualifications with substantial years of relevant experience
  - OR attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required for this position.

#### *Selection Criteria*

1. An understanding of YANQ's values base and commitment to working within the organisations value framework, policies and procedures.
2. Demonstrated ability and experience in the maintenance of all daily financial records, including specialists' skills in account administration, audit processes and payroll systems.

3. Demonstrated understanding of computer application skills, including the ability to maintain electronic accounting systems with a good knowledge of MYOB.
4. Sound knowledge of accounting principles, including an understanding of accrual accounting.
5. An understanding of tax requirements including group tax and changes in Taxation legislation.
6. Ability to maintain a detailed asset register, preparation of insurance applications, and relevant lease applications.
7. Ability to prepare monthly financial reports for the Management Committee and Financial reports for funding bodies.
8. Ability to work independently and as part of a collaborative team to maintain an effective work environment.

#### **Attachment 5.16.4 Administration and Communications Officer**

##### **Purpose**

The purpose of this position is to manage all aspects of YANQ's Administration and external communication—electronic and print.

##### **Reporting relationship**

This position reports to the Director, Youth Affairs Network of Queensland.

##### **Specific tasks and duties**

###### **Administration specific tasks and duties:**

1. Manage and maintain YANQ's administrative function including reception and maintenance of computerised systems. Set priorities and monitor work flows to ensure the efficient functioning of all areas of administration and effective functioning of YANQ.
2. Provide administrative support to other staff, project employees and consultants as negotiated with the Director.
3. Maintain and develop general records file management system, including relevant registers eg. correspondence, Cab Vouchers, suppliers, etc and develop and maintain database systems.
4. Be responsible for the maintenance of all aspects of membership subscription systems.
5. Monitor and ensure the maintenance all office supplies and equipment to ensure the effective and efficient operation of the administrative function.
6. Assist the Director in identifying the organisation's information requirements, and co-ordinate the design and implementation of systems for the storage and access of information.
7. Support the collaborative management of the work environment.
8. Participate in and contribute to the development of the organisation's operational policies and planning processes.
9. Undertake other activities identified by the Director as organisational priority.

###### **Communication specific tasks and duties:**

10. Coordinate the development and dissemination of all print and electronic publications and explore opportunities that enhance the members' and young people's access to information.
11. Collect, prepare and disseminate information on youth issues, organisation policy positions and the outcome of research projects utilising organisation's publications and IT systems.
12. Provide the Director with information and advice on communication strategies.

## **Selection Criteria**

- Understanding of YANQ's value base and commitment to working within the organisations value framework, policies and procedures.
- High level of autonomous operational experience in providing a broad-based administrative office service, including front office desk and telephone reception, processing of mail, data base maintenance, file and records management, and office equipment use and maintenance.
- Demonstrated ability to organise meetings, forums and other events.
- Demonstrated high level of communication skills, verbal and written and the ability to communicate professionally with a wide range of contacts, from young people to senior politicians, is an essential requirement.
- Demonstrated high level of understanding of and previous experience with electronic communication technologies, including experience with word processing, the use of spreadsheets, website management and use of social media.
- Demonstrated experience in producing electronic and desktop publications including design and layout for both mediums and coordinating printing of publications.
- Knowledge of the youth sector and the various stakeholders will also be a decided advantage.



## **Attachment 5.16.5 CPLAN Facilitator**

### **Purpose of this Position**

The role of the CPLAN facilitator is to provide both secretariat support and facilitation of the CPLAN guided by the Participatory Action Research Framework.

The CPLAN facilitator assists with the documentation of key insights, discussions and strategies emerging from the CPLAN and supports two way communications across all CPLAN's, YANQ, QUT, DET and other key stakeholders.

### **Reporting Relationship/s**

This position reports to the Policy Coordinator of YANQ.

### **Specific Tasks and Duties**

- Assist in the initial establishment; maintenance and smooth running of the CPLAN through collaborative processes that ensure duplication of networks do not occur
- Liaise with existing networks and inter-agencies to investigate cooperative arrangements
- Ensure administrative support to the CPLAN through coordinating the agenda, minutes, venues and catering
- Facilitate the CPLAN inquiry into youth sector development on a local, regional and state perspectives through using participatory action research
- Work with the CPLAN to identify and action activities that will support the youth sector including skilling opportunities
- Assist in the documentation of key insights, discussions and strategies emerging from the CPLAN.
- Assist YANQ in facilitating and participating in state wide policy development ensuring strong local and regional input
- Support two way communications across all CPLAN's, YANQ, QUT, DET and other key stakeholders.
- Develop Regional CPLAN activity calendar

**Attachment 5.19.1 Staff induction checklist**

NEW EMPLOYEE'S NAME:	
INDUCTION UNDERTAKEN BY:	

**PREPARATION BEFORE NEW EMPLOYEE COMMENCES:**

- Allocate responsibility for each stage of induction of new employee
- Allocate time for new staff induction process
- Prepare all required paperwork and forms for completion
- Organise relevant meeting times with other staff (organise relief, if necessary)
- Organise meeting with management or its representatives
- Schedule time for staff introductions
- Organise welcoming get together
- Prepare expected outcomes for first two weeks
- Prepare copies of all documentation to be given to new employee

**ADMINISTRATIVE ARRANGEMENTS:**

A Personnel file is opened that contains:

- Application for position
- Advertised position
- Record of interview
- Record of referee reports
- Current Position Description
- Signed (original) Employment Agreement
- Tax File Number and other relevant details
- Superannuation Fund Details
- Personnel Form
- Union Membership

Introduction to Facilities and Co-employees

- Tour of building conducted
- Workplace toured, location of equipment and resources explained
- Staff room/kitchen shown
- Introduced to co-employees
- Information about parking, transport, facilities for food, smoking explained
- Operation of telephone system explained
- Standard telephone answering techniques explained
- Accessing organisational resources
- Personal use of organisational facilities explained
- Computer systems and software explained

*Project-specific information*

Discussions are held with the new employee on:

- Objectives of project
- Accountability
- Time frames and key dates
- Progress indicators
- Project budget
- Key resources and resource people
- Travel arrangements (e.g., cab docket)
- Any other relevant details

INDUCTION COMPLETED:	
DATED:	
SIGNED:	



**Attachment 5.20.1 Employee Training Register**

Name: \_\_\_\_\_

Date	Training Title	Organisation

**Attachment 5.20.2 Supervision Form**

**STAFF SUPERVISION PRO FORMA**

**1. How you are feeling.**

**2. Re-visit last month: 3 key things making me happy that worked well; 1 thing did not go well; why?**

**3. Next month: calendar, major things coming up**

**4. Team/staff**

**5. Time Management: workload, timeframes etc.**

**6. Training/Conferences**

**7. Any other issues**

**8. Feed back by Director:**

**9. Next meeting**

Attachment 5.24.1 Timesheet

Fortnight Commencing: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Day	Start	Finish	Start	Finish	Total Hrs	TOIL	Sick	Annual	TOIL	RDO	
					Worked	Accrued	Leave	Leave	Taken	Taken	
Tuesday	8.15am	12.00pm	12.30pm	5.00pm							
Wednesday											
Thursday											
Friday											
Saturday											
Sunday											
Monday											
Tuesday											
Wednesday											
Thursday											
Friday											
Saturday											
Sunday											
Monday											
<b>Total Hours Worked</b>					0.000						
<b>Total Hours</b>					0.000	0.000	0.000	0.000	0.000		

	<u>TOIL</u>	
-		
Toil Accrued to Date		10.250
Toil Taken		0.000
Toil Accrued this Pay		-32.000
TOIL Balance		-21.750

Authorised By:

\_\_\_\_\_

Date:

\_\_\_\_\_

**Attachment 6.0.1 Computer Maintenance Report**

Date	Name	Computer Error	Read by ITC (Y/N)	Result

**or Computer Problems Report**

Date	Name	Description of Computer Problem

**Electronic Archive Register**

Destruction Date	Details	Web access required	Hard copy available
<b>dd/mm/yyyy</b>	<b>(Title of document) discussion paper dated August 1999</b>	<b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <input checked="" type="checkbox"/>	<b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <input type="checkbox"/>
<b>dd/mm/yyyy</b>	<b>Admin correspondence 2000</b>		



## Attachment 7.01.1 Annual General Meeting Notices



**youth affairs network qld**

### **Agenda**

#### **ANNUAL GENERAL MEETING**

**(date month year)**

The meeting will begin by introducing the facilitator, welcome/apologies and receiving minutes from the previous AGM.

- A. The receiving of the Management Committee's report and the statements of income and expenditure, assets and liabilities and mortgages, charges and securities affecting the property of the association for the preceding year;
- B. The receiving of the auditor's report upon the books and accounts for the preceding financial year;
- C. The announcement of the results of the election for the Management Committee for the following year;
- D. The appointment of an auditor for the current financial year;
- E. Close of AGM



**youth affairs network qld**

**Notice to all YANQ Members & Subscribers**

As part of this package, you will find:

1. Notice of YANQ's Annual General Meeting
2. Agenda for the AGM
3. Rules of the election of the Management Committee
4. Nomination form for Management Committee (If you wish to nominate, please complete the form and return to YANQ by

(time, day, month, year)



**y o u t h a f f a i r s n e t w o r k q l d**

**Notice of AGM**

You are hereby invited to the **(year)** Annual General Meeting of the  
Youth Affairs Network of Queensland Inc.

**Where:** (place)

(street address)

**Date:** (day, date, month & year)

**Time:** (time)

**RSVP:** YANQ (07) 3844 7713

Nominations for the Management Committee close at (time) on (day, date, month & year)

## YANQ (year) AGM

### Election of Management Committee for

(financial year)(day, date, month & year) at (time)

Clauses 10.1; 10.2; and 10.9 from the YANQ Constitution

10.1 The Management Committee will consist of not less than nine (9) or more than thirteen (13) financial members comprising:

10.1.1 the Director of the Network, as a non-voting member, and, not less than eight (8) nor more than twelve (12) voting members, who shall be financial members of the Network and will be appointed to the Management Committee for a 2 year term.

10.2 At each Annual General Meeting, half the positions on the Management Committee will be declared vacant. The 2 year term of between four (4) and six (6) members elected prior to the Annual General Meeting each year, will commence at the Annual General Meeting, provided that:

10.2.1 Management Committee members may not be permanently or regularly employed by the Network, and,

10.2.2 the majority of voting Management Committee members shall be at least 18 years of age, and,

10.2.3 no more than two (2) people who are members of the governing body or staff of the same organisation can be members of the Network Management Committee, and, four positions may be reserved for the following:

- a young person member,
- an Aboriginal or Torres Strait Islander member,
- a member from a non-English speaking background,
- and a member living outside Brisbane

10.9 All members of the Management Committee will be required to sign an agreement to work within the Values and Vision, Objects, Charter and policies of the Network before being entitled to vote, and must: if they are new members, be required to participate in an orientation workshop, which will introduce members to the Values and Vision of the Network and the role and responsibilities of Management Committee members.

Nomination form for the (year) YANQ Management Committee

I ..... of .....  
Name of candidate Candidate's network

As a financial member of the Youth Affairs Network Queensland Inc hereby nominate for the position of Committee Member on the YANQ Management Committee and agree to work within the Values, Vision, Objects, Charter and policies of the Network.

.....  
Signature of Candidate Date

I ..... of .....  
Name of Proposer Proposer's network

Being a financial member of YANQ, hereby propose the nomination of the nomination of the above named Candidate.

.....  
Signature of Proposer Date

I ..... of .....  
Name of Seconder Seconder's network

Being a financial member of YANQ, hereby second the proposed nomination of the above named Candidate.

.....  
Signature of Seconder Date

I am < 18 years of age or  I am > 18 years of age

There are currently six vacancies on the management committee. One position is reserved for a member from non English Speaking Background (**clause 10.2.4 of YANQ Constitution**)

I nominate for one of the following Categories:

\_\_\_\_\_ Non English Speaking Background (1 Vacancy)  
\_\_\_\_\_ General YANQ Member (5 Vacancies)

CANDIDATE: Please provide a brief statement (no more than 250 words) of your position and interest in the youth sector.

Forward Nominations to  
The Secretary, YANQ 30 Thomas Street West End QLD 4101 or Fax (07) 3844 7731

**Nominations must reach YANQ by 5.00 pm Wednesday 5<sup>th</sup> November 2004**

**All sections must be completed**



**youth affairs network qld**

I.....of.....being a financial member of the Youth Affairs Network Qld Inc hereby appoint .....of ..... or failing him/her..... of..... as my proxy to vote on my behalf at the Annual General Meeting of the Network to be held on the..... day of..... 20..... and at any adjournment thereof.

Signed this .....day of..... 20....

.....  
(signature)

This form is to be used in favour of/against\* the resolution.

(\*Strike out whichever is not desirable).

Unless otherwise instructed the proxy may vote as she/he thinks fit.

**Attachment 7.04.1 Notice of Meeting and Agenda**



**youth affairs network qld**

**YANQ MANAGEMENT COMMITTEE**

**(day month & year)**

**(time)**

**@ YANQ, 30 Thomas Street West End**

List of material for the Management Committee meeting is as follows:

1. Agenda.
3. Director's Report.
4. Policy Co-ordinator's Report
6. Financial Report.
7. Mail Register.

Please note that, if applicable, correspondence and new member application forms will be available at the meeting.

If you are unable to personally attend the meeting but are available by telephone, please contact *[insert admin officer's name]* by the Wednesday prior to the meeting and the booking of a teleconference call will be arranged.



**youth affairs network qld**

YANQ Management Committee Meeting  
**(time) (day month & year)**

**AGENDA:**

- Facilitator
- Present
- Apologies
- Previous Minutes (Business arising)
- Correspondence
- Director's Report
- Policy-Coordinator's Report
- Financial Reports
- Membership
- General Business
- Next meeting





Moved by:

Seconded by:

Carried

General Business:

Item:

Issue:

Resolution / Action:

Item:

Issue:

Resolution / Action:

Item:

Issue:

Resolution / Action:

Item:

Issue:

Resolution / Action:

Meeting Closed:

**ACTION PLAN**

Item	Action	Who	Completed by

COMMUNICATION PLAN

Subject	Audience	Priority	Communication Tools
Management Committee decisions	Staff	High	Meeting highlights circulated by email and posted on website

**Attachment 7.04.2 Voting Proxy Form**

**PROXY FORM**

I ..... of .....  
being a financial member of the Youth Affairs Network of Queensland Inc, hereby appoint  
..... of ..... or failing  
him/her .....of as my proxy to vote on my behalf at the Management  
Committee Meeting of the Network to be held on the ..... day of .....  
(year) and at any adjournment thereof.

Signed this ..... day of ..... (year). ..... (Signature).

**Attachment 7.06.1 Terms of Agreement**

YOUTH AFFAIRS NETWORK OF QUEENSLAND
TERMS OF AGREEMENT FOR PRESIDENT ..... (Name of President)

I agree to carry out the duties of the President listed below:

I accept responsibility with other members of the Management Committee for:

- meeting the requirements specified in the Constitution and the *Associations Incorporation Act* ;
- managing any services provided, including the management of staff;
- meeting any requirements of Funding/Service Agreements;
- making sure that membership and community support of YANQ are maintained;
- making sure that the policies and procedures as set down in the YANQ Policy and Procedures Manual are followed.

Additionally, I agree to:

- make sure regular Management Committee meetings are held;
- encourage other Management Committee members to attend meetings;
- draw up an agenda for the meetings with the assistance of the Secretary and/or the Director of the service;
- prioritise agenda items and, if necessary, set time limits;
- lead the meeting through the agenda, keeping discussion relevant and decision-making clear, and encouraging broad participation;
- sign the Minutes after they have been confirmed as an accurate record of the previous meeting;
- make sure meetings are run in accordance with YANQ's Constitution;
- act as a spokesperson for YANQ;
- stay in touch with day-to-day happenings in the service through the Director.

Attendance at Meetings:

- I agree to attend all scheduled and extraordinary Management Committee meetings.
- If I am unable to attend a meeting, I agree to give the maximum notice possible.

Resignation of Member

- In the event that I must resign, I agree to give one month's notice in writing and will make every effort to find a replacement person for the Management Committee.

Expulsion of Member

- I am aware that I can be expelled from the Management Committee for missing three meetings in a row without providing acceptable reasons.

_____ (Signed)	_____ (Date)
YOUTH AFFAIRS NETWORK OF QUEENSLAND	
TERMS OF AGREEMENT FOR TREASURER .....	

(Name of Treasurer)

I agree to carry out the duties of the Treasurer listed below:

I accept responsibility with other members of the Management Committee for:

- meeting the requirements specified in the Constitution and the *Association's Incorporation Act*;
- managing any services provided, including the management of staff;
- meeting any requirements of Funding/Service Agreements;
- making sure that membership and community support of YANQ are maintained;
- making sure that the policies and procedures as set down in the YANQ Policy and Procedures Manual are followed.

Additionally, I agree to:

- make sure proper books of account are properly maintained and kept safe;
- make sure monthly and quarterly financial reports are produced and present these at monthly Management Committee meetings;
- make sure the financial requirements of funding bodies are met;
- make sure Management Committee members understand the financial reports;
- make sure an audit of the books is prepared each year and that the accounts of YANQ, showing the financial position at the end of the preceding financial year, is submitted to members at the Annual General Meeting;
- make sure funds are not being mismanaged.

Attendance at Meetings

- I agree to attend all scheduled and extraordinary Management Committee meetings.
- If I am unable to attend a meeting, I agree to give the maximum notice possible.

Resignation of Member

- In the event that I must resign, I agree to give one month's notice in writing and will make every effort to find a replacement person for the Management Committee.

Expulsion of Member

- I am aware that I can be expelled from the Management Committee for missing three meetings in a row without providing acceptable reasons.

---

(Signed)

---

(Date)

YOUTH AFFAIRS NETWORK OF QUEENSLAND

TERMS OF AGREEMENT FOR SECRETARY

.....  
(Name of Secretary)

I agree to carry out the duties of the Secretary listed below:

I accept responsibility with other members of the Management Committee for:

- meeting the requirements specified in the Constitution and *Associations Incorporation Act*;
- managing any services provided, including the management of staff;
- meeting any requirements of Funding/Service Agreements;
- making sure that membership and community support of YANQ are maintained;
- making sure that the policies and procedures as set down in the YANQ Policy and Procedures Manual are followed.

Additionally, I agree to:

- take accurate Minutes of all meetings and make sure these are properly filed;
- compile a correspondence list including letters received and sent, and bring to the attention of the meeting any correspondence that requires immediate attention;
- make sure that correspondence is properly filed and up-to-date and is available for any member to examine;
- make sure that copies of the Minutes are distributed to Committee members before the next meeting;
- keep a Register of members and Management Committee Members;
- maintain the Management Committee orientation kit and provide a copy to all new Committee members on appointment;
- make sure the Policy and Procedures Manual is kept up-to-date and is followed.

Attendance at Meetings:

- I agree to attend all scheduled and extraordinary Management Committee meetings.
- If I am unable to attend a meeting, I agree to give the maximum notice possible.

Resignation of Member:

- In the event that I must resign, I agree to give one month's notice in writing and will make every effort to find a replacement person for the Management Committee.

Expulsion of Member:

- I am aware that I can be expelled from the Management Committee for missing three meetings in a row without providing acceptable reasons.

\_\_\_\_\_  
(Signed)

\_\_\_\_\_  
(Date)



YOUTH AFFAIRS NETWORK OF QUEENSLAND

TERMS OF AGREEMENT FOR MANAGEMENT COMMITTEE MEMBERS

.....  
(Name of Management Committee Member)

I agree to carry out the duties listed below:

I accept responsibility with other members of the Management Committee for working within the articulated Values and Vision of YANQ and to:

- meeting the requirements specified in the Constitution and *Associations Incorporation Act*;
- managing any services provided, including the management of staff;
- meeting any requirements of Funding/Service Agreements;
- making sure that membership and community support of YANQ are maintained;
- making sure that the policies and procedures as set down in the YANQ Policy and Procedures Manual are followed.

Additionally, I agree to:

- assist the President, Secretary or Treasurer in undertaking their duties;
- act as a spokesperson when requested by the Committee;
- manage and support staff when requested by the Committee;
- be a member of and/or chair sub-committees/task groups as required;
- sign letters or documents on behalf of the Association as required;
- do any other tasks which may arise.

Attendance at Meetings

- I agree to attend all scheduled and extraordinary Management Committee meetings.
- If I am unable to attend a meeting, I agree to give the maximum notice possible.

Resignation of Member

- In the event that I must resign, I agree to give one month's notice in writing and will make every effort to find a replacement person for the Management Committee.

Expulsion of Member

- I am aware that I can be expelled from the Management Committee for missing three meetings in a row without providing acceptable reasons.

\_\_\_\_\_  
(Signed)

\_\_\_\_\_  
(Date)



youth affairs network qld

**MEMBERSHIP / SUBSCRIPTION APPLICATION FORM**

30 Thomas Street, West End QLD 4101 Ph 07 3844 7713  
 Regional 1800 177 899 Fax 07 3844 7731  
 Email [admin@yanq.org.au](mailto:admin@yanq.org.au) Web: [www.yanq.org.au](http://www.yanq.org.au)

**TAX INVOICE** (on payment)

ABN 28 205 281 339

All fees are GST inclusive.

No income or funding—contact YANQ for special consideration.

Title \_\_\_\_\_ First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
 Organisation / Department \_\_\_\_\_ Position Title \_\_\_\_\_  
 Postal Address \_\_\_\_\_ Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_ Mobile/s \_\_\_\_\_  
 Email \_\_\_\_\_ Additional Email address/s for YANQ Email Bulletin \_\_\_\_\_

Additional Email address/s for Multicultural Youth Network of Qld (MYNQ) \_\_\_\_\_

Do you identify as being from / Does the organisation work with — ATSI, Anglo-Celtic or other Culturally & Linguistically Diverse (CALD) background. Please specify \_\_\_\_\_

MEMBERSHIP	Individuals	MEMBERSHIP	Organisations	SUBSCRIPTIONS
(Year of Birth _____)		<b>Community Not-for-profit</b>		<b>Individual</b> (Year of birth _____) \$ 60.00 <input type="checkbox"/>
Receive Centrelink	\$ 5.00 <input type="checkbox"/>	Funding <\$100,000	\$ 55.00 <input type="checkbox"/>	<b>Community Not for Profit</b> \$160.00 <input type="checkbox"/>
Young Person (aged 12-25)	\$ 10.00 <input type="checkbox"/>	Funding \$101,000—\$250,000	\$ 80.00 <input type="checkbox"/>	<b>Organisation For Profit</b> \$200.00 <input type="checkbox"/>
Income <\$25,000	\$ 15.00 <input type="checkbox"/>	Funding \$251,000—\$400,000	\$ 120.00 <input type="checkbox"/>	<b>Government Department / Service</b>
Income \$26,000—\$50,000	\$ 40.00 <input type="checkbox"/>	Funding >\$401,000	\$ 150.00 <input type="checkbox"/>	(Federal State or Local) \$185.00 <input type="checkbox"/>
Income >\$51,000	\$ 50.00 <input type="checkbox"/>	<b>Organisation For Profit</b>	\$ 165.00 <input type="checkbox"/>	<b>Reciprocal</b> (Peak Body) <b>N I L</b> <input type="checkbox"/>

I \_\_\_\_\_ have read and support the objects and values summary of Youth Affairs Network Qld Inc and hereby request to become a member of the Network.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**If for some reason you are unable to sign the Values and Vision Statement of YANQ you are entitled to become a subscriber after submitting the relevant fee.**

I enclose \$ \_\_\_\_\_ the prescribed Membership / Subscription fee (please delete whichever is not applicable) .

**Payment Methods**

**Cheque** payable to Youth Affairs Network of Qld and mail to 30 Thomas Street, West End Qld 4101  
**Electronic funds transfer** Deposit to BSB 633-000 Account # 123043259 Youth Affairs Network of Qld and email remittance advice to [finance@yanq.org.au](mailto:finance@yanq.org.au) or fax to 07 3844 7731

**Credit Card**  Master Card  Visa (please indicate)

Card No \_\_\_\_\_ Amount \$ \_\_\_\_\_ Expiry Date \_\_\_\_\_

Name on Card \_\_\_\_\_ Signature \_\_\_\_\_

Do you require a receipt Yes / No

Do you attend / are you a member of a youth interagency? If yes, advise Interagency Name \_\_\_\_\_

**OFFICE USE ONLY: MEMBERSHIP ID ..... RECEIPT NO ..... WEB USER ID .....WEB PASSWORD.....**

## Attachment 8.02.2 Acknowledgment letters

Dear

### RE: COMPLIMENTARY MEMBERSHIP APPLICATION

We acknowledge receipt of your application for *complimentary* membership of the Youth Affairs Network of Queensland (YANQ). We advise that your application will be tabled at the next Management Committee meeting due to be held .

Your support and involvement with YANQ will enable the youth sector to continue developing and advocating for youth policy that is in the interests of all young people especially disadvantaged and marginalised young people. We encourage you to make the most of your membership by participating in the various networks, consultations, meetings and working parties that YANQ works with to develop youth policies.

*On acceptance of your application for complimentary membership by Management, allocated user name and password to the YANQ web site will be forwarded together with member ID. **(the following sentence to be inserted into organisational membership – delete for individual)** We ask that you circulate these details to your staff.*

YANQ distributes a fortnightly email bulletin that contains information such as “Goings On at YANQ”, news for the youth sector, Research Reports, Articles & Resources, Funding and Training Opportunities, upcoming events and positions vacant. Your details have now been added to the distribution list.

We will also forward you the YANQ quarterly newsletter *Network Noise* and fact sheet *In fact*, for news on current issues, actions, forums, meetings, conferences, campaigns and funding; and remember, that as a member you also have access to YANQ’s library resources, as well as discounts on its other publications, forums and workshops.

If you have any queries, please do not hesitate to contact us and we would be more than happy to assist you with your queries.

Thank you for your support and we look forward to your input.

Yours **faithfully/sincerely**

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**

**OR**

Dear

**RE: COMPLIMENTARY “FREE” STUDENT MEMBERSHIP APPLICATION**

We acknowledge receipt of your application for *complimentary free student* membership of the Youth Affairs Network of Queensland (YANQ) whilst you complete your YANQ training. We advise that your application will be tabled at the next Management Committee meeting due to be held .

Your support and involvement with YANQ will enable the youth sector to continue developing and advocating for youth policy that is in the interests of all young people especially disadvantaged and marginalised young people. We encourage you to make the most of your membership by participating in the various networks, consultations, meetings and working parties that YANQ works with to develop youth policies.

On acceptance of your application for *complimentary free student* membership by Management, allocated user name and password to the YANQ web site will be forwarded together with member ID.

YANQ distributes a fortnightly email bulletin that contains information such as “Goings On at YANQ”, news for the youth sector, Research Reports, Articles & Resources, Funding and Training Opportunities, upcoming events and positions vacant. Your details have now been added to the distribution list.

We will also forward you the YANQ quarterly newsletter *Network Noise* and fact sheet *In fact*, for news on current issues, actions, forums, meetings, conferences, campaigns and funding; and remember, that as a member you also have access to YANQ’s library resources, as well as discounts on its other publications, forums and workshops.

If you have any queries, please do not hesitate to contact us and we would be more than happy to assist you with your queries.

Thank you for your support and we look forward to your input.

Yours **faithfully/sincerely**

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**

**OR**

Dear

**RE: MEMBERSHIP APPLICATION**

We acknowledge receipt of your application for membership of the Youth Affairs Network of Queensland (YANQ). We advise that your application will be tabled at the next Management Committee meeting due to be held .

Your support and involvement with YANQ will enable the youth sector to continue developing and advocating for youth policy that is in the interests of all young people especially disadvantaged and marginalised young people. We encourage you to make the most of your membership by participating in the various networks, consultations, meetings and working parties that YANQ works with to develop youth policies.

*On acceptance of your application by Management, a receipt for payment of your fees will be forwarded together with a user name and password to the YANQ web site which is allocated to you as a financial member of YANQ. **(the following sentence to be inserted into organisational m'ship – delete for individual)** We ask that you circulate these details to your staff.*

YANQ distributes a fortnightly email bulletin that contains information such as “Goings On at YANQ”, news for the youth sector, Research Reports, Articles & Resources, Funding and Training Opportunities, upcoming events and positions vacant. Your details have now been added to the distribution list.

We will also forward you the YANQ quarterly newsletter *Network Noise* and fact sheet *In fact*, for news on current issues, actions, forums, meetings, conferences, campaigns and funding; and remember, that as a member you also have access to YANQ's library resources, as well as discounts on its other publications, forums and workshops.

If you have any queries, please do not hesitate to contact us and we would be more than happy to assist you with your queries.

Thank you for your support and we look forward to your input.

Yours **faithfully/sincerely**

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**

OR

Dear

**RE: RECIPROCAL SUBSCRIBER APPLICATION**

We confirm that we received your application for reciprocal subscription for the year \_\_\_\_\_ of the Youth Affairs Network of Queensland Inc (YANQ). We advise that your application will be tabled at the next Management Committee meeting due to be held \_\_\_\_\_. On acceptance of your application by Management, advice as to your user name and password to the YANQ web site will be confirmed.

Your support and involvement with YANQ will enable the youth sector to continue developing and advocating for youth policy that is in the interests of all young people especially disadvantaged and marginalised young people. We encourage you to make the most of your subscription by participating in the various networks, consultations, meetings and working parties that YANQ works with to develop youth policies.

YANQ distributes a fortnightly email bulletin that contains information such as "Goings On at YANQ", news for the youth sector, Research Reports, Articles & Resources, Funding and Training Opportunities, upcoming events and positions vacant. Your details have now been added to the distribution list. We will also forward you the YANQ quarterly newsletter *Network Noise* and fact sheet *In fact*, for news on current issues, actions, forums, meetings, conferences, campaigns and funding.

If you have any queries, please do not hesitate to contact us with your Subscriber ID (to be confirmed) and we would be more than happy to assist you with your queries.

Thank you for your support and we look forward to your input.

Yours **faithfully/sincerely**

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**

## Attachment 8.02.3 Acceptance letters

Dear

RE: COMPLIMENTARY MEMBERSHIP/SUBSCRIPTION APPLICATION  
RE: MEMBER/SUBSCRIBER ID

We refer to our previous communications and confirm that your application for *complimentary membership/subscriber* of Youth Affairs Network of Qld Inc (YANQ) was tabled and accepted by the Management Committee at its meeting held . Please find enclosed copies of the current editions of *Network Noise* and *In fact*. Please keep a note of your *membership/subscriber ID* as set out above.

Your support and involvement in YANQ will enable the youth sector to continue developing and advocating for youth policy that is in the interests of all young people especially disadvantaged and marginalised young people. We encourage you to make the most of your *membership/subscriber* by participating in the various networks, consultations, meetings and working parties that YANQ works with to develop youth policies.

As previously advised, as a *member/subscriber* of YANQ you are allocated web user ID and password. We confirm your details are as follows:

Web User ID

Web Password

**(insert for organisation delete for individual)**We ask that you circulate these details to your staff.

If you have any queries, please do not hesitate to contact us (with your *Membership/Subscription* ID as set out above) and we would be more than happy to assist you with your queries.

Thank you for your support and we look forward to your input.

Yours *faithfully/sincerely*

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**

OR

Dear

**RE: COMPLIMENTARY "FREE" STUDENT MEMBERSHIP APPLICATION**  
**RE: MEMBER ID**

We refer to our previous communications and confirm that your application for *complimentary "free"* student membership of Youth Affairs Network of Qld Inc (YANQ) whilst you complete YANQ training was tabled and accepted by the Management Committee at its meeting held . Please find enclosed copies of the current editions of *Network Noise* and *In fact*. Please keep a note of your membership ID as set out above.

Your support and involvement in YANQ will enable the youth sector to continue developing and advocating for youth policy that is in the interests of all young people especially disadvantaged and marginalised young people. We encourage you to make the most of your membership by participating in the various networks, consultations, meetings and working parties that YANQ works with to develop youth policies.

As previously advised, as a member/subscriber of YANQ you are allocated web user ID and password. We confirm your details are as follows:

Web User ID

Web Password

If you have any queries, please do not hesitate to contact us (with your Membership ID as set out above) and we would be more than happy to assist you with your queries.

Thank you for your support and we look forward to your input.

Yours **faithfully/sincerely**

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**



OR

Dear

RE: **MEMBERSHIP/SUBSCRIPTION APPLICATION**  
RE: **MEMBER/SUBSCRIBER ID**

We refer to our previous communications and confirm that your application for **membership/subscription** of Youth Affairs Network of Qld Inc (YANQ) was tabled and accepted by the Management Committee at its meeting held . Please find enclosed receipt no for **membership/subscription** fees for the year . Also enclosed are copies of the current editions of *Network Noise* and *In fact*. Please keep a note of your **membership/subscription** ID as set out above (and also noted on your receipt).

Your support and involvement in YANQ will enable the youth sector to continue developing and advocating for youth policy that is in the interests of all young people especially disadvantaged and marginalised young people. We encourage you to make the most of your **membership/subscription** by participating in the various networks, consultations, meetings and working parties that YANQ works with to develop youth policies.

As previously advised, as a financial **member/subscriber** of YANQ you are allocated web user ID and password. We confirm your details are as follows:

Web User ID

Web Password

**(insert for organisation delete for individual)**. We ask that you circulate these details to your staff

If you have any queries, please do not hesitate to contact us (with your **Membership/Subscription** ID as set out above) and we would be more than happy to assist you with your queries.

Thank you for your support and we look forward to your input.

Yours **faithfully/sincerely**

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**

**OR**

Dear

**RE: RECIPROCAL SUBSCRIPTION**

We refer to our previous communications and confirm that your application for reciprocal subscription of Youth Affairs Network of Qld Inc (YANQ) was tabled and accepted by the Management Committee at its meeting held . Please note your Reciprocal Subscription ID is .

Enclosed are copies of the current editions of *Network Noise* and *In fact*.

Your support and involvement in YANQ will enable the youth sector to continue developing and advocating for youth policy that is in the interests of all young people especially disadvantaged and marginalised young people. We encourage you to make the most of your membership by participating in the various networks, consultations, meetings and working parties that YANQ works with to develop youth policies.

As previously advised, as a reciprocal subscriber of YANQ you are allocated web user ID and password. We confirm your details are as follows:

Web User ID

Web Password

***(insert for organisation delete for individual)*** We ask that you circulate these details to your staff.

If you have any queries, please do not hesitate to contact us with your Reciprocal Subscriber ID as set out above and we would be more than happy to assist you with your queries.

Thank you for your support and we look forward to your input.

Yours **faithfully/sincerely**

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**

## Attachment 8.02.4 Reject letter

Dear

**RE: MEMBERSHIP/SUBSCRIPTION APPLICATION**

We refer to our previous communications and confirm that your application for membership/subscription of Youth Affairs Network of Qld Inc (YANQ) was tabled at the Management Committee meeting held .

We, regrettably, advise that your application was unsuccessful [on the grounds that ].

If you have any queries, please do not hesitate to contact us and we would be more than happy to assist you with your queries.

Yours faithfully/sincerely

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**

**Attachment 8.02.5 “receipt” letter**

Dear

**RE: RENEWAL MEMBER/SUBSCRIBER ID**

Thank you for your continued support of Youth Affairs Network of Qld Inc (YANQ). Enclosed is receipt no for renewal fees paid for the year .

Your continued support and involvement in YANQ will enable the youth sector to continue developing and advocating for youth policy that is in the interests of all young people especially disadvantaged and marginalised young people. We encourage you to make the most of your membership/subscription by participating in the various networks, consultations, meetings and working parties that YANQ works with to develop youth policies.

If you have any queries, please do not hesitate to contact us (with your Membership/Subscriber ID as set out above) and we would be more than happy to assist you with your queries.

Thank you for your support and we look forward to your input.

Yours faithfully/sincerely

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**



**OR**

Dear

**RE: RENEWAL RECIPROCAL SUBSCRIPTION ID «MembershipID»**

We note that your annual reciprocal subscription of Youth Affairs Network Qld Inc (YANQ) is due to expire on «DateExpired». If you wish to continue your reciprocal subscription, please complete and return the enclosed Membership/Subscription Application Form.

YANQ needs your support to continue developing and advocating for youth policy that is in the interests of all young people especially disadvantaged and marginalised young people. By joining YANQ you will have greater opportunities to participate in and influence youth policy development in Queensland. You will also be provided with YANQ's publications.

We hope that you will take this opportunity to join YANQ for another year. We confirm that as your reciprocal subscription was, in the first instance, accepted by the Management Committee your renewal will not require further submission and acceptance.

Please note that the web user and password IDs originally issued to you on confirmation of acceptance of your reciprocal subscription and entitled you to access the YANQ web site, will lapse within thirty days of the expiration of the stated period.

Should you have any queries, please do not hesitate to contact us.

Yours faithfully/sincerely

**Siyavash Doostkhah**  
**Director**  
**Youth Affairs Network Qld**

Attachment 8.02.7 Overdue Notice



youth affairs network qld

30 Thomas Street West End QLD 4101  
 Ph: 07 3844 7713 Toll Free: 1800 177 899 Fax: 07 3844 7731  
 Email: [admin@yanq.org.au](mailto:admin@yanq.org.au) Web: [www.yanq.org.au](http://www.yanq.org.au)

**MEMBERSHIP/SUBSCRIPTION  
 OVERDUE NOTICE  
 TAX INVOICE**

ABN 28 205 281 339

«CONTACT»  
 «OrganizationName»  
 «Street»  
 «Street2»«PostalSuburb» «PostalState» «PostalCode»

This is a reminder notice to let you know that your 2011/2012 «Status\_desc» is **OVERDUE** and will shortly lapse. **Please note** that should your membership/subscription lapse, you will no longer have access to all areas of the YANQ website. **Our records indicate...**  
**Member/Subscriber ID:** «MembershipID»  
**Membership Type:** «Membership\_Type»  
**«Status\_desc» Fee** (inclusive of 10% GST) for the period is: «Price»  
 and is **PAYABLE NO LATER THAN «DatePayable»**

*Please check the currency of your membership/subscription classification and amend if relevant:*

<p><b>MEMBERSHIP Individuals</b> <i>please tick</i></p> <p>Receive Centrelink <input type="checkbox"/> \$ 5.00                  Young Person (aged 12-25) <input type="checkbox"/> \$10.00                  Income &lt; \$25,000 <input type="checkbox"/> \$15.00                  Income \$25,000 - \$50,000 <input type="checkbox"/> \$40.00                  Income &gt; \$51,000 <input type="checkbox"/> \$50.00</p>	<p><b>MEMBERSHIP Organisation</b> <i>please tick</i></p> <p><b>Community not-for-profit</b></p> <p>Funding &lt;\$100,000 <input type="checkbox"/> \$55.00                  Funding \$100,000-\$250,000 <input type="checkbox"/> \$80.00                  Funding \$250,000-\$400,000 <input type="checkbox"/> \$120.00                  Funding &gt;\$400,000 <input type="checkbox"/> \$150.00</p> <p><b>Organisation For Profit</b> <input type="checkbox"/> \$165.00</p>	<p><b>SUBSCRIPTION</b> <i>please tick</i></p> <p><b>Individual</b> <input type="checkbox"/> \$60.00  <b>Community Not For Profit Organisation</b> <input type="checkbox"/> \$160.00  <b>For Profit Organisations</b> <input type="checkbox"/> \$200.00  <b>Government Department or Service</b> <input type="checkbox"/> \$185.00                  (State, Federal, or Local)</p>
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<p><b>Current details:</b></p> <p>«Contact»                  «OrganizationName»                  «Street» «Street2»                  «PostalSuburb» «PostalState» «PostalCode»</p> <p><b>Phone:</b> «WorkPhone»      <b>Mobile:</b> «MobilePhone»  <b>Fax:</b> «FaxNumber»</p> <p>Email</p>	<p><b>Please insert corrections if required:</b></p> <p><b>Contact Name</b>.....  <b>Organisation</b>.....  <b>Address</b>.....                  .....  <b>Phone</b>.....<b>Mobile</b>.....  <b>Fax</b>.....<b>Email</b>.....</p>
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**Payment Methods**

**Cheque** payable to Youth Affairs Network of Qld and mail to 30 Thomas Street, West End Qld 4101

**Electronic funds transfer**      Deposit to BSB 633-000      Account # 123043259      Youth Affairs Network of Qld  
 and email remittance advice to [finance@yanq.org.au](mailto:finance@yanq.org.au) or fax to 07 3844 7731

**Credit Card**       Master Card       Visa      *(please indicate)*

Card No \_\_\_\_\_

Amount \$ \_\_\_\_\_      Expiry Date \_\_\_\_\_

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_

Do you require a receipt Yes / No *(please indicate)*

**OFFICE USE ONLY:** : «Status»ID: «MembershipID»      Receipt #.....      Forwarded.....

Attachment 8.02.8 Renewal Notice



youth affairs network qld

30 Thomas Street West End QLD 4101  
 Ph: 07 3844 7713 Toll Free: 1800 177 899 Fax: 07 3844 7731  
 Email: [admin@yanq.org.au](mailto:admin@yanq.org.au) Web: [www.yanq.org.au](http://www.yanq.org.au)

**MEMBERSHIP/SUBSCRIPTION  
 RENEWAL NOTICE  
 TAX INVOICE**  
 ABN 28 205 281 339

«Name»  
 «OrganizationName»  
 «Street»  
 «Street2»  
 <<Street2>>«PostalSuburb» «PostalState» «PostalCode»

**2012/2013 «Status\_desc» RENEWAL NOTICE**  
 Our records indicate...  
**Membership ID:** «MembershipID»  
**«Status\_desc» Type:** «Membership\_Type»  
**«Status\_desc» Fee** (inclusive of 10% GST) for the period is: «Price»  
 INVOICES ARE PAYABLE NO LATER THAN «DatePayable»

*Please check the currency of your membership/subscription classification and amend if relevant:*

MEMBERSHIP Individuals please tick	MEMBERSHIP Organisations please tick	SUBSCRIPTION please tick
Receive Centrelink <input type="checkbox"/> \$5.00	<b>Community not-for-profit</b>	<b>Individual</b> <input type="checkbox"/> \$60.00
Young Person (aged 12-25) <input type="checkbox"/> \$10.00	Funding <\$100,000 <input type="checkbox"/> \$55.00	<b>Community Not For Profit Organisation</b> <input type="checkbox"/> \$160.00
Income < \$25,000 <input type="checkbox"/> \$15.00	Funding \$100,000-\$250,000 <input type="checkbox"/> \$80.00	<b>For Profit Organisations</b> <input type="checkbox"/> \$200.00
Income \$25,000 - \$50,000 <input type="checkbox"/> \$40.00	Funding \$250,000-\$400,000 <input type="checkbox"/> \$120.00	<b>Government Department / Service</b> <input type="checkbox"/> \$185.00 (State, Federal, or Local)
Income > \$51,000 <input type="checkbox"/> \$50.00	Funding >\$400,000 <input type="checkbox"/> \$150.00	<b>RECIPROCAL (Peak Body)</b> <input type="checkbox"/> <b>NIL</b>
	<b>Organisation For Profit</b> <input type="checkbox"/> \$165.00	

<p><b>Current details:</b>                  «Contact»                  «OrganizationName»                  «Street»                  «Street2»                  &lt;&lt;Street2&gt;&gt;«PostalSuburb» «PostalState» «PostalCode»                  Phone: «WorkPhone»      Mobile: «MobilePhone»                  Fax: «FaxNumber»                  Email:</p>	<p><i>Please insert corrections if required:</i>                  Contact Name.....                  Organisation.....                  Address.....                  Phone.....Mobile.....                  Fax.....Email.....</p>
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**Payment Methods**

**Cheque** payable to Youth Affairs Network of Qld and mail to 30 Thomas Street, West End Qld 4101

**Electronic funds transfer** Deposit to BSB 633-000 Account # 123043259 Youth Affairs Network of Qld and email remittance advice to [finance@yanq.org.au](mailto:finance@yanq.org.au) or fax to 07 3844 7731

**Credit Card**       Master Card       Visa      *(please indicate)*

Card No \_\_\_\_\_

Amount \$ \_\_\_\_\_      Expiry Date \_\_\_\_\_

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_

Do you require a receipt Yes / No *(please indicate)*

OFFICE USE ONLY: «Status»ID: «MembershipID»      Receipt #.....Forwarded



**Attachment 9.01 YANQ Strategic Plan 2012-2015**