

# HANDBOOK

AUSTRALIAN WAR WIDOWS

QUEENSLAND



2019

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## INTRODUCTION

The purpose of this handbook is to guide Branch Presidents, Secretaries, Coordinators and members on how Australian War Widows Queensland operates and explain the benefits and responsibilities that come with their roles.

## OUR HISTORY

“Yet it is no mean destiny to be called upon to go on for a man who laid down his life, as Christ did, to save mankind from the power of the Beast”.

These were the words spoken by the founder of the War Widows’ Guild of Australia, Jessie Mary Vasey, after the death of her husband Major General George Vasey in early 1945. With her natural ability as a leader, her charm and intellect, she gathered around her a group of talented, able and determined women to start a craft guild which taught weaving and other handicrafts to members so that they could augment their pitifully inadequate pensions. So was the beginning of a powerful lobby group which is consulted by Governments on all matters concerning war widows today.

War Widows of World War I and World War II needed not only financial help, their pensions were meagre, but they were in many ways a forgotten group. Everyone wanted to forget the war. The Guild provided companionship, counselling, child-minding and above all an environment of mutual support where members could relax and feel secure.

As Guilds were established in all States the organisation became more powerful and men in Government and Welfare reluctantly recognised its political importance. Mrs Vasey worried about accommodation available to members, especially the older women, and by 1954 the Guild was in a position to take advantage of the Aged Persons Home Act and go on to control an empire of property. Each State made its own arrangements to cater for members’ needs, reacting in different ways but making housing their priority.

Today there are over 70,000 war widows. It is Jessie Mary Vasey, and the women she inspired to work with her, whom they must thank for the security they now enjoy.

## THE WAR WIDOWS BADGE

The badge was chosen by our first National President and founder of the Guild, Mrs Jessie Vasey OBE, CBE. The badge issued by the government to widows during or just after the war had a very depressing feeling about its design. It had a little old bent over woman bedecked in widows’ weeds and looking sad.

Mrs Vasey said “We must have a badge typically and completely Australian. It must have no element of self-pity or sloppy sentiment and it should be one that could be worn proudly by every widow whatever her creed or ideals”.

After numerous suggestions for a design from all over Australia, it was finally decided that the badge would feature the Kookaburra, an industrious and cheerful bird who mated for life, was fearless and aggressive in the defence of its young and the area of territory it regarded as its own. “He goes out after what he wants - fights for his family. Isn’t that what we’re doing?” Mrs Vasey asked her girls.

So Mrs Vasey approached Mr Andor Meszaros, a distinguished Hungarian sculptor who was born in Budapest in 1900 and educated in Budapest and Vienna and was at that time living in Melbourne. She asked him to design a badge featuring a kookaburra and he suggested the present one, which was accepted by all the States. It depicts a kookaburra alighting in flight onto a branch of gum leaves. It is a brave bird and will tackle anything, as young widows had to do. The bird also had a unique call, not a song but a laugh - a chortle of rollicking mirth. It was a call to win the widow back to laughter. The kookaburra remains, to date, the symbol of Australian War Widows.

## AIM OF AUSTRALIAN WAR WIDOWS QUEENSLAND (AWWQ)

The War Widows Guild of Australia (Qld) Inc. was established in 1947, and was renamed to Australian War Widows Queensland (AWWQ) in 2016. AWWQ exists to watch over and protect the interests of war widows such as lobbying our politicians for the ultimate benefit of the war widow. Also to provide friendship and comfort in times of need to those in similar circumstances, particularly in their time of loss of a partner. Together, as a body, we feel we can make a difference.

Our motto is as relevant today as it was at our formation 60 years ago

“We all belong to each other  
 We all need each other  
 It is in serving each other  
 And in sacrificing for our common good  
 That we are finding our true life.”

From World War I until the formation in 1945, there had been no appreciable rise in pensions and war widows were amongst the under-privileged members of the community. Realising that it was only by statutory means that they could regain their rightful status, AWWQ continued to lobby the Commonwealth Government until the War Widows compensation was increased on a regular basis. It is now linked to 25% of the Male Total Average Weekly Earnings Index. Similarly, with the need for hospitalisation – war widows now receive this care through the Department of Veterans’ Affairs (who have contracts for the care of veterans and war widows in hospitals throughout Queensland). These and other benefits, such as free optical and dental treatment, have given the war widow an independence previously lacking and we continue to press for their rightful dues.

## AWWQ BOARD & STAFF

### BOARD

### STAFF

Jenny Gregory	State President	Natasha Oickle	Chief Executive Officer
Stephen Scott	Chairman	Rachel Johnson	Administration Manager
Peter Eardley	Independent Director	Jason Orchard	Operations Coordinator
Michelle McGrath, OAM	Independent Director	Rebecca Cordingley	Lifestyle Support Coordinator
Val Rooney	War Widow Director	Sue Hilditch	Lifestyle Support Coordinator
Bron Drinkwater	War Widow Director	Jackie Erilla	Administrative Coordinator
Suzi Vincent	War Widow Director		
Kim Morgan-Short	War Widow Director		

## 2019 STRATEGIC GOALS

Our strategic goals have changed over time to align to the changes in legislation, technology as well as the evolving needs of our members. For 2019, there are four overarching strategic priorities: reach out, support meaningfully, build bridges and govern effectively.

### REACH OUT

- 1.1 Conduct targeted activities to increase awareness of AWWQ with standardised print and digital media
- 1.2 Expand membership
- 1.3 Provide consistent, cohesive and targeted advocacy

### SUPPORT MEANINGFULLY

- 2.1 Provide meaningful services to members
- 2.2 Stay abreast of current issues facing members and families to inform service provision
- 2.3 Impart knowledge to members and families through forums, Bulletins and training

### BUILD BRIDGES

- 3.1 Work directly with members and families to identify changing needs
- 3.2 Improve services for members and families by establishing linkages and mutually beneficial partnerships with community networks, service providers, government agencies and other state guilds

### GOVERN EFFECTIVELY

- 4.1 Embed organisational policies into daily operations
- 4.2 Develop and build on a contemporary business mindset with outcomes-focussed and income-building strategies

## BENEFITS OF MEMBERSHIP

There are many benefits to becoming a member of AWWQ. Other than being a part of something meaningful and enjoying fun times with our existing members, below are some things our members enjoy:

### BECOMING PART OF A LOCAL SUB BRANCH & SOCIAL GROUP

There are 26 AWWQ Sub Branches & Social Groups. These Sub Branches & Social Groups provide support and friendship and social activities for their members. All Sub Branches & Social Groups meet once a month, but usually other activities are arranged throughout the year, such as trips or special meetings to celebrate birthdays or other milestones.

Each year, AWWQ's Friendship Week is held at one of the Sub Branch locations. Usually over 250 members attend from all over Queensland. The events usually include a commemorative service, lunch function with entertainment and a tour of the local area.

## HOLIDAY ACCOMMODATION / RESPITE

AWWQ has two holiday units available at Centrepont, Caloundra for members. These are rented out at a discount cost.

## HOUSING

AWWQ has two blocks of units in the Brisbane and Redcliffe areas and provides affordable and comfortable housing for members 55 years and over who are receiving the Income Support Supplement.

## SUPPORT & REFERRALS

AWWQ provides support services for members in a variety of ways. Perhaps a member is having issues with hospitalisation or transition care, making decisions about staying in the home or moving to an aged care home or just need someone to talk to if they are facing a troublesome issue. We are able to provide helpful assistance in the majority of cases, but when necessary, referrals are made to appropriate service providers that we are connected with (i.e. Podiatrist, Occupational Therapist, Physiotherapist, Psychologist, Home Care assistance etc.). We will never make a referral unless you give your expressed permission for us to do so.

## BULLETIN

A quarterly Bulletin is published and distributed to all members throughout the State and it is an excellent means of maintaining the bond between members as well as keeping them informed of activities, both past and present. We welcome contributions from our members to our Bulletin.

## E-NEWSLETTERS

For those who wish, they can be added to the distribution list to receive our e-newsletters. These newsletters are sent to your registered e-mail address and contain such things as activities light-hearted articles, health tips, news about upcoming events or anything else that might be of interest to members.

## SOCIAL CONTACTS AND ACTIVITIES

Occasional day trips, theatre outings, and other activities are arranged, details of which can be found in the Bulletin, Facebook or e-newsletters. Annual activities that give members an opportunity to come together include:

- ❖ Annual General Meeting
- ❖ Friendship Week
- ❖ Jessie Vasey Day
- ❖ AWWQ Christmas Party

Normally we will ask for members to RSVP well before each event to enable sufficient time to make bookings, order meals and reserve seats.

## FACEBOOK

Facebook is a popular way to connect to other members and to keep abreast of what's going on. Facebook is updated regularly with news and photos of AWWQ and Sub Branch events.

To visit our Facebook page please go to

<https://www.facebook.com/australianwarwidowsqueensland/>

### DISCOUNTS

Some organisations offer discounts to our members such as the Queensland Performing Arts Centre and various restaurants or coffee shops. We are constantly working toward building up more connections in the community so that our members can gain more benefits from their membership.

### PLANNING FOR THE FUTURE

We can provide information to you that can assist your decision whether or not to move out of your home into an aged care home. It is important that you talk to us before you make this very important decision as there are ways that we may be able to assist you to stay at home longer.

### TAXI SUBSIDIES

AWWQ Head Office reimburses Sub Branches and Social Groups for a one-way trip by members to Sub Branch & Social Group meetings.

## BECOMING A MEMBER

AWWQ is now incorporated under the Associations Incorporation Act 1981. To become a member, simply fill out our membership form, available on our website, through Head Office of the Sub Branches & Social Groups. This form enables us to gather information so that we can provide services to you. The information on the membership form is confidential and not given out to third parties. Once your membership has been processed, you will be sent contact details of your closest Sub Branch & Social Group and your name will go on the list to receive the Bulletin and the e-Newsletters.

There are two types of memberships:

### FULL MEMBERSHIP

To be eligible for full membership, one must be designated a “War Widow” by the Department of Veterans’ Affairs, (which means that the death of a spouse has been accepted as due to war causes). Full membership comes with the option to vote for AWWQ board members.

- ❖ The annual membership fee is \$20.00 or an amount determined by the Board

### ASSOCIATE MEMBERSHIP

Associate members will receive the same support from AWWQ as full members except they do not have voting rights for AWWQ board members and are unable to hold positions as Sub Branch Presidents. Anyone can be an associate member.

- ❖ The annual membership fee is \$20.00 or an amount determined by the Board

## PAYING MEMBERSHIP FEES

Membership fees are due by the end of March each year, however, payment can be made anytime by calling Head Office or organising payment through you Sub Branch or Social Group.

## SUB BRANCHES & SOCIAL GROUPS

Sub Branches and Social Groups exist to provide advocacy, support, friendship, social inclusion, and updates on various matters of interest to members. One other very important role of Sub Branches and Social Groups is to act as a communication vessel to the Members Consultative Group which reports directly to the Board. This enables the Board to make informed decisions based on the needs of members, and to continuously improve support and services for members. Generally speaking, Sub Branches are run by elected Presidents, Secretaries and Treasurers and they tend to hold AGMs. Social Groups are more flexible in their approach and may have Coordinators, Convenors and Treasurers, but do not usually hold AGMs.

## ROLES OF SUB BRANCH EXECUTIVES

Each Sub Branch has their own way of managing their branch, however, duties of the Executives of each Sub Branch **may** include the following suggestions:

### PRESIDENT

- ❖ Arranges and advertises Sub Branch meetings;
- ❖ Chairs the Sub-Branch meetings;
- ❖ Represents their Sub Branch at the Members Consultative Group or choose a delegated authority to represent the branch on their allocated date (please see the Members Consultative Group schedule in the calendar section of this Handbook);
- ❖ Ensures Sub Branch representatives are replaced via an election;
- ❖ Notifies Head Office in writing of changes;
- ❖ Ensures that all tasks are carried out in a timely manner, including when Sub Branch representatives are absent;
- ❖ Invites guests to speak to their Sub Branch members, as appropriate.

### SECRETARY

#### Before Sub Branch Meetings

- ❖ Sends out notice of meeting and call for agenda items one week before meeting;
- ❖ Consults with President on the agenda for the meeting;
- ❖ Circulates agenda to all members as well as any documents needed for discussion from previous meeting

#### During Sub Branch Meetings

- ❖ Records names of attendees to meetings;
- ❖ Records minutes of meetings

#### After Sub Branch Meetings

- ❖ Prepares a draft of the minutes for approval by President;

- ❖ Sends minutes to Sub Branch members

#### TREASURER

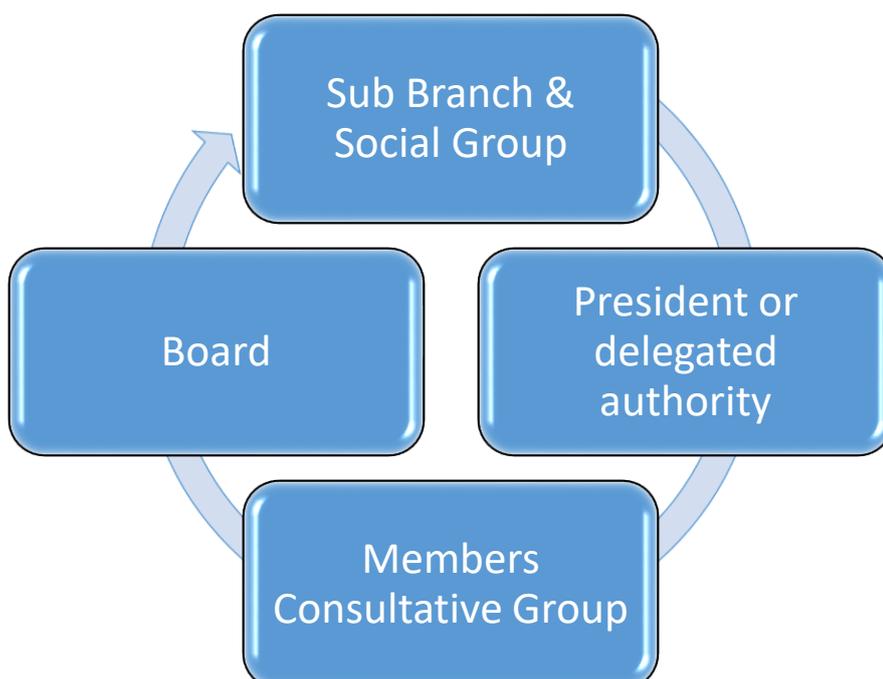
- ❖ Manages banking
- ❖ Collects payments
- ❖ Maintains bookkeeping and records
- ❖ Completes financial reporting to Head Office
- ❖ General Financial Oversight

\*Where possible, it is best practice if the same individual does not hold two of the roles above simultaneously. However, sometimes this is unavoidable if there are not enough people available to take on the roles.

### AWWQ REPORTING PROCESS

The formal structure utilised for the flow of information from Sub Branches & Social Groups is outlined below. However, members are welcome to make contact with AWWQ Head Office at any time.

1. Branch Presidents, Social Group Coordinators or their delegated authorities compile notable matters from their Sub Branch & Social Group meetings and bring them to the Members Consultative Group on their designated days.
2. The Members Consultative Group discuss matters raised at Sub Branches and Social Groups and compiles the matters in a report to the Board.
3. Notable matters are then taken to the Board Meetings by the CEO and State President to be discussed.
4. Subsequent outcomes are disseminated back to Sub Branches and Social Groups via the Sub Branch/Social Group reports sent out by Head Office.



## VISITS TO SUB BRANCHES & SOCIAL GROUPS

From time to time Sub Branches and Social Groups will be visited by staff and/or War Widow Board members. The purpose of this is to stay in touch with you, get your feedback, listen to any concerns you may have or provide you with new information. It is also a great chance to get to know our members and have a bit of fun. A schedule will be drawn up at the end of each year setting out the visiting schedule for the following year. Each Sub Branch & Social Group will receive an email of this schedule and it can also be found in the calendar section of this booklet. If you have a special month you would like a visit or you require a visit outside of the schedule, please let us know.

## INSURANCE

AWWQ Sub Branches are not a separate legal entity in their own right and therefore do not require their own insurance. The AWWQ public liability insurance covers Sub Branches & Social Groups.

## REPORTING INCIDENTS & ACCIDENTS

When an accident occurs at a Sub Branch or social group gathering, it is important to report this to AWWQ Head office within 24 hours. This includes any slips, trips and falls, sudden fainting or any injury or 'near miss'. The Incident Reporting Form can be found at the back of this Handbook.

## RECORDING ATTENDANCE & MINUTES

### ATTENDANCE

For Health & Safety reasons and in case of an emergency such as a fire, attendance must be taken and kept for all Sub Branch and Social Group meetings. There is no formal method for recording attendance as long as names are recorded. An example attendance sheet can be found at the end of this Handbook, however you can utilise any template you want for recording attendance.

### MINUTES

Some Sub Branches and Social Groups have difficulty taking minutes because of the age of their members. While there is no legal requirement for Sub Branches to take minutes of meetings, we do appreciate those who can because it contributes to building our history and formalises our communication.

## SUB BRANCH & SOCIAL GROUP ANNUAL GENERAL MEETINGS

There is no requirement to hold an AGM at Sub Branches & Social Groups each year. Sub Branches may choose to hold an AGM every second year. Sub Branches may choose to invite the State President to chair their AGMs.

## STORAGE OF RECORDS

It is a mandatory business requirement for AWWQ to protect personal information about members under Privacy Legislation. Confidential information such as membership forms, changes in personal details (address, phone number) are therefore to be forwarded to Head Office for record updating purposes, secure storage compliance and auditing.

## FINANCIAL REPORTING TO HEAD OFFICE

Reporting on the current financial status of your Sub Branch & Social Group can be completed simply by filling out the form at the back of this Handbook. This should be done in **March and October**. This will be sufficient to meet audit requirements for your Sub Branch & Social Group . The purpose of this report is to enable Head office to have updated financial information on hand if audited by a governing authority.

## CHANGING EXECUTIVE COMMITTEE MEMBERS

From time to time an executive committee member may need to change due to unexpected illness or other unavoidable circumstances. If a change is required, another member may need to step into a caretaker role until the next regular meeting or bi-annual election is held when voting can occur.

## MEMBERS CONSULTATIVE GROUP

### TERMS OF REFERENCE

#### PURPOSE

The role of the Members Consultative Group is to do as the name suggests: consult with members. This group will provide feedback and act as a voice for each area of Queensland, ensuring that the needs of members are being heard and, where possible, met. The Members Consultative group reports directly to the board and brings AWWQ the following benefits:

- 1.1 Diverse input and inclusion of all Sub Branches & Social Groups
- 1.2 Empowerment of Sub Branches and Social Groups in the knowledge that they can have formal input into decisions made by head office
- 1.3 A means to 'stay in touch'
- 1.4 A formal atmosphere to conduct outcome-focussed discussions with an agenda;
- 1.5 Opportunity for Sub Branches/Social Groups to share ideas with one another about best practice and challenges they are facing
- 1.6 A formal and systematic method of collating feedback and information for continuous improvement
- 1.7 Enhanced communication and relationship building opportunities with all regional areas;
- 1.8 A platform to gather information supporting systemic advocacy to local MPs, DVA and other relevant bodies
- 1.9 Provision of information to the Board regarding membership matters

#### MEMBERSHIP

The Members Consultative Group will comprise of:

- ❖ Sub Branch Presidents or delegated authority (if the President cannot attend, the Secretary, Treasurer or other Sub Branch member may come instead). Attendance of the Sub Branches are held on a rotating roster
- ❖ Chief Executive Officer
- ❖ Key members of staff
- ❖ State President

#### ROLES AND RESPONSIBILITIES

The Consultative Group is accountable for:

- ❖ fostering collaboration

- ❖ upholding the AWWQ values of friendship, honour, support and advocacy
- ❖ removing obstacles to effective communication and service delivery
- ❖ maintaining at all times the focus of the Group on the agreed scope, outcomes and benefits for members
- ❖ being factual and acting in the best interest of members being represented

## MEETINGS

- 1.10 Meetings will be held five times in 2019. This roster for 2019 is available in the calendar section of this Handbook
- 1.11 All meetings will be chaired by the State President at 41 Merivale Street South Brisbane. If the President is unable to attend, the CEO will act as Chair
- 1.12 All decisions will be made by consensus (i.e. members are satisfied with the decision even though it may not be their first choice). If not possible, the Group Chair makes the final decision
- 1.13 Papers will be provided by the CEO or his/her delegated authority, this includes:
- ❖ agendas and supporting papers
  - ❖ taking minutes
- 1.14 All transportation bearing a cost to AWWQ is to be organised by Head Office staff. The reason for this is that we may be able to apply for a grant or get discounts from airlines. Payment will be made for the following:
- ❖ Flight and airport transfer for North Queensland Sub Branches & Social Groups
  - ❖ Cost of public transport for those who do not drive
  - ❖ Cost of Uber/taxi for those who do not drive or have mobility challenges preventing them from taking public transport
- In all cases, AWWQ must endeavour to choose the most cost effective transportation option, measured against optimal safety for delegate

## CODE OF CONDUCT

It is expected that all attending members and staff align to the AWWQ Code of Conduct during meetings. This can be found in the Policy Section of this Handbook. The Code of Conduct includes, among other things:

- ❖ being supportive, polite and communicating in the spirit of friendship
- ❖ taking turns to voice opinions, allowing one speaker at a time
- ❖ maintaining an outcomes focus that addresses the 'big picture'
- ❖ leaving the meeting with a spirit of consensus, supporting decisions voted on by the group majority

## ADVOCACY

Relevant items discussed at the meetings will be compiled into a formal report for the AWWQ Board, local MPs, DVA and other relevant bodies.

## BRANDING

AWWQ's logo is more than just a logo, a colour, or a typeface; it represents the total experience a person has with our organisation and its long, respected history. The kookaburra is a symbol chosen by our founder, Jessie Vasey and it is very important to all members: it is a part of their very own identities. For that reason, it is critical to maintain consistency across all platforms of electronic or print communication on behalf of AWWQ, from the Bulletin to advertising and external contact.



AUSTRALIAN  
WAR WIDOWS  
QUEENSLAND



AUSTRALIAN  
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The centred, landscape and stacked logos are utilised for print such as letterheads and other material and web-based media. The Kookaburra is clear and easy to see from a distance.



AUSTRALIAN  
WAR WIDOWS  
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AUSTRALIAN  
WAR WIDOWS  
QUEENSLAND



AUSTRALIAN WAR WIDOWS  
QUEENSLAND



AUSTRALIAN WAR WIDOWS  
QUEENSLAND

This logo is utilised for war widow badges, proudly worn by our members.



## COLOURS

There are three colours primarily used: light blue, dark blue and golden orange. The codes for these three colours are:



Light Blue  
R-154 / G-182 / B-224



Dark Blue  
R-75 / G-135 / B-199



Orange  
R-241 / G-133 / B-8

## USING THE LOGOS

### THIRD PARTY USAGE

As we need to protect our Kookaburra logo, a third party can only use the AWWQ logo with written authorisation from the CEO. Any organisation we co-brand with must align with our values.

### EMAIL & FACEBOOK

The AWWQ logo should not be utilised in private email signatures such as Yahoo, Hotmail, Bigpond or in private Facebook pages as it increases organisational risk.

## BULLETIN: SUB BRANCH & SOCIAL GROUP CONTRIBUTION

We are always delighted to receive news from Sub Branches and Social Groups. Sharing your news and updates in the Bulletin enables members to stay connected to one another and helps those who are socially or geographically isolated.

Our Bulletins are published every quarter and a large section is reserved for Sub Branches & Social Groups to share photos and stories. Prior to publication, AWWQ Head Office will send out an email to all Branch Presidents and Secretaries calling for submissions to the Bulletin. Many branches send both photos and news.

- ❖ **NEWS:** As we have 26 Sub Branches who all submit information for the Bulletin, it is important to write with brevity, that is to write less but say more.
- ❖ **PHOTOS:** Send any photos you would like to share as an attachment to your email. Please do not place your photos into a Microsoft Word document as the photo loses a great deal of clarity once this is done - and that clarity cannot be recovered.

## FUNDING & GRANT SUBMISSIONS

AWWQ regularly applies for grants and funding. Most government funding applications have to be completed through the Grants Portal online. If you wish to apply for a grant or for funding, please contact Head Office. It is preferable for Sub Branches & Social Groups to keep head Office informed of grants that they intend to apply for so that we do not double up our applications or give conflicting information. In some instances, grant applications can be mistakenly rejected because other Sub Branches have already applied. In many instances, grants can be applied for on behalf of all Sub Branches & Social Groups in one application. By keeping a register of grants at Head Office, we are able to streamline the application process and maximise outcomes.

Once you have informed Head Office of a grant you wish to apply for, we will add it to our register. It is each Sub Branch & Social Group's decision if they wish to fill the grant application out themselves or have Head Office do it on their behalf.

## HARDSHIP REQUESTS

If a member is experiencing extreme hardship such as loss of property after a flood, fire or cyclone or some other circumstance that is causing extreme difficulty, please contact Head Office so that we can assist you.

# CALENDAR 2019

The following pages include dates of meetings and events. For easy reference, there are monthly calendars that can be pulled out of the booklet and put on your fridge. These calendars include all Sub Branch Meetings, special events and staff visiting dates.

## 2019 MEMBERS CONSULTATIVE GROUP MEETING DATES

Below are the dates and times for your sub branch to join the Members Consultative Group. The Branch President or their delegated authority may join. Head office will send a reminder email with an agenda at least two weeks prior to the meeting date. If you require transportation, Head office will organise this for you.

MEETING DATE	INVITED SUB BRANCH / SOCIAL GROUP REPRESENTATIVE
Wednesday February 13 <sup>th</sup> 10.30am – 12.00 noon	<ul style="list-style-type: none"> <li>❖ Tewantin / Noosa</li> <li>❖ Gold Coast South</li> <li>❖ Rockhampton</li> <li>❖ Caboolture</li> <li>❖ Warwick</li> <li>❖ Brisbane West (Gaythorne)</li> </ul>
Wednesday April 10 <sup>th</sup> 10.30am– 12.00 noon	<ul style="list-style-type: none"> <li>❖ Hervey Bay</li> <li>❖ Cairns</li> <li>❖ Redlands</li> <li>❖ Nambour</li> <li>❖ Gold Coast North</li> <li>❖ South East</li> </ul>
Wednesday June 12 <sup>th</sup> 10.30am– 12.00 noon	<ul style="list-style-type: none"> <li>❖ Ipswich</li> <li>❖ Redcliffe</li> <li>❖ Mackay</li> <li>❖ Brisbane North</li> <li>❖ South West</li> </ul>
Wednesday September 18 <sup>th</sup> 2.00 pm – 3.30pm	<ul style="list-style-type: none"> <li>❖ Bundaberg</li> <li>❖ Brisbane West (Gaythorne)</li> <li>❖ Gympie</li> <li>❖ Sherwood</li> <li>❖ Townsville</li> </ul>
Thursday November 14 <sup>th</sup> 10.30am– 12.00 noon	<ul style="list-style-type: none"> <li>❖ Caloundra</li> <li>❖ Cairns</li> <li>❖ Toowoomba</li> <li>❖ Maryborough</li> <li>❖ Maroochydore</li> </ul>

## 2019 KEY EVENT DATES – COME JOIN US & HAVE FUN!

DATES 2019	EVENT	LOCATION
24-26 July	Friendship Days	Gold Coast South
Wed 21 August	Annual General Meeting	City Hall, Brisbane
Thu 17 <sup>th</sup> October	Jessie Vasey Day	Brisbane
Thu 17 <sup>th</sup> October	Jessie Vasey Day	Bundaberg
Mon 25 <sup>th</sup> November	Christmas Party	TBA

## 2019 STAFF VISITS TO SUB BRANCHES/SOCIAL GROUPS

This year we decided to do up the visit calendars one year in advance to ensure that everyone knew ahead of time and could plan their schedules. We will send out a reminder to your branch at least two weeks prior to the visit. Please note that if you would like extra visits we would love to hear from you!

MONTH	SUB BRANCH / SOCIAL GROUP STAFF WILL VISIT
February	<ul style="list-style-type: none"> <li>❖ Ipswich</li> <li>❖ Brisbane North</li> <li>❖ Redlands</li> </ul>
March	<ul style="list-style-type: none"> <li>❖ Redcliffe</li> <li>❖ Bundaberg</li> <li>❖ South West</li> </ul>
April	<ul style="list-style-type: none"> <li>❖ Caloundra</li> <li>❖ Mackay</li> </ul>
May	<ul style="list-style-type: none"> <li>❖ Cairns</li> <li>❖ Townsville</li> <li>❖ Gympie</li> </ul>
Jun	<ul style="list-style-type: none"> <li>❖ Sherwood</li> <li>❖ Toowoomba</li> </ul>
July	<ul style="list-style-type: none"> <li>❖ Maryborough</li> <li>❖ Maroochydore</li> </ul>
August	<ul style="list-style-type: none"> <li>❖ Hervey Bay</li> <li>❖ Gold Coast South</li> <li>❖ Rockhampton</li> </ul>
September	<ul style="list-style-type: none"> <li>❖ Nambour</li> <li>❖ Gold Coast North</li> <li>❖ South East</li> </ul>
October	<ul style="list-style-type: none"> <li>❖ Caboolture</li> <li>❖ Warwick</li> <li>❖ Brisbane West (Gaythorne)</li> </ul>
November	<ul style="list-style-type: none"> <li>❖ Tewantin/Noosa</li> </ul>

## 2019 AWWQ BOARD MEETING DATES

(FOR YOUR INFORMATION ONLY)

February 20 2019

March 20 2019

April 17 2019

May 15 2019

June 19 2019

July 17 2019

August 21 2019 \*AGM

September 18 2019

October 16 2019

November 20 2019

All meetings to be held at 12 noon

## AUSTRALIAN WAR WIDOWS QUEENSLAND FEBRUARY 2019

SUN	MON	TUE	WED	THU	FRI	SAT
					<b>1</b>  Gympie Redcliffe South West	<b>2</b>
<b>3</b>	<b>4</b>  Gold Coast S Hervey Bay	<b>5</b>	<b>6</b>  Cairns	<b>7</b>  <b>IPSWICH</b> Warwick	<b>8</b>  Caboolture	<b>9</b>
<b>10</b>	<b>11</b>  Brisbane West (Gaythorne) Caloundra Nambour Tewantin/Noosa	<b>12</b>  Bundaberg Mackay Rockhampton	<b>13</b>  Toowoomba  Members Consultative Group Meeting	<b>14</b>	<b>15</b>  South East	<b>16</b>
<b>17</b>	<b>18</b>	<b>19</b>  Townsville <b>BRISBANE N</b> Maryborough Sherwood	<b>20</b>  AWWQ Board Meeting	<b>21</b>	<b>22</b>  <b>REDLANDS</b>	<b>23</b>
<b>24</b>	<b>25</b>  Maroochydore	<b>26</b>  Gold Coast N	<b>27</b>	<b>28</b>	<ul style="list-style-type: none"> <li>❖ Branches/groups in black indicate normal monthly meetings.</li> <li>❖ Branch names in <b>BLUE</b> indicate dates AWWQ staff will visit your Branch/Group.</li> <li>❖ Boxes highlighted in <b>PINK</b> are Head Office Meetings &amp; Special Events. Please check when your Sub Branch/Social Group are scheduled to attend the Members Consultative Group Meeting (Page 18)</li> </ul>	

## AUSTRALIAN WAR WIDOWS QUEENSLAND MARCH 2019

SUN	MON	TUE	WED	THU	FRI	SAT
					1  Gympie <b>REDCLIFFE</b> <b>SOUTH</b> <b>WEST</b>	2
3	4  Gold Coast S Hervey Bay	5	6  Cairns	7  Ipswich Warwick	8  Caboolture	9
10	11  Brisbane West (Gaythorne) Caloundra Nambour Tewantin/Noosa	12  <b>BUNDABERG</b> Mackay Rockhampton	13  Toowoomba	14	15  South East	16
17	18	19  Townsville Brisbane N Maryborough Sherwood	20  AWWQ Board Meeting	21	22	23
24	25  Maroochydore	26  Gold Coast N	27	28	29  Redlands	30
31	<ul style="list-style-type: none"> <li>❖ Branches/groups in black indicate normal monthly meetings.</li> <li>❖ Branch names in <b>BLUE</b> indicate dates AWWQ staff will visit your Branch/Group.</li> <li>❖ Boxes highlighted in PINK are Head Office Meetings &amp; Special Events. Please check when your Sub Branch/ Social Group are scheduled to attend the Members Consultative Group Meeting (Page 18)</li> </ul>					

## AUSTRALIAN WAR WIDOWS QUEENSLAND APRIL 2019

SUN	MON	TUE	WED	THU	FRI	SAT
	1 Gold Coast S Hervey Bay	2	3 Cairns	4 Ipswich Warwick	5 Gympie Redcliffe South West	6
7	8 Brisbane West (Gaythorne) <b>CALOUNDRA</b> Nambour Tewantin/Noosa	9 Bundaberg <b>MACKAY</b> Rockhampton	10 Toowoomba  Members Consultative Group Meeting	11	12 Caboolture	13
14	15	16 Townsville Brisbane N Maryborough Sherwood	17 AWWQ Board Meeting	18	19 Good Friday South East	20 Easter Saturday
21 Easter	22 Easter Monday Maroochydore	23 Gold Coast N	24	25 Anzac Day	26 Redlands	27
28	29	30	<ul style="list-style-type: none"> <li>❖ Branches/groups in black indicate normal monthly meetings.</li> <li>❖ Branch names in <b>BLUE</b> indicate dates AWWQ staff will visit your Branch/Group.</li> <li>❖ Boxes highlighted in PINK are Head Office Meetings &amp; Special Events. Please check when your Sub Branch/Social Group are scheduled to attend the Members Consultative Group Meeting (Page 18)</li> </ul>			

**\*\*Please check when your Sub Branch/ Social Group are scheduled to attend the Members Consultative Group Meeting on page 18**

## AUSTRALIAN WAR WIDOWS QUEENSLAND MAY 2019

SUN	MON	TUE	WED	THU	FRI	SAT
			1 <b>CAIRNS</b>	2 Ipswich Warwick	3 <b>GYMPIE</b> Redcliffe South West	4
5	6 Gold Coast S Hervey Bay	7 Bundaberg Mackay Rockhampton	8 Toowoomba	9	10 Caboolture	11
12 Mother's Day	13 Brisbane West (Gaythorne) Caloundra Nambour Tewantin/Noosa	14	15 AWWQ Board Meeting	16	17 South East	18
19	20	21 <b>TOWNSVILLE</b> Brisbane N Maryborough Sherwood	22	23	24	25
26	27 Maroochydore	28 Gold Coast N	29	30	31 Redlands	

- ❖ Branches/groups in black indicate normal monthly meetings.
- ❖ Branch names in **BLUE** indicate dates AWWQ staff will visit your Branch/Group.
- ❖ Boxes highlighted in **PINK** are Head Office Meetings & Special Events. Please check when your Sub Branch/ Social Group are scheduled to attend the Members Consultative Group Meeting (Page 18)

## AUSTRALIAN WAR WIDOWS QUEENSLAND JUNE 2019

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3 Gold Coast S Hervey Bay	4	5 Cairns	6 Ipswich Warwick	7 Gympie Redcliffe South West	8
9	10 Brisbane West (Gaythorne) Caloundra Nambour Tewantin/Noosa	11 Bundaberg Mackay Rockhampton	12 TOOWOOMBA  Members Consultative Group Meeting	13	14 Caboolture	15
16	17	18 Townsville Brisbane N Maryborough SHERWOOD	19 AWWQ Board Meeting	20	21 South East	22
23	24 Maroochydore	25 Gold Coast N	26	27	28 Redlands	29
30	<ul style="list-style-type: none"> <li>❖ Branches/groups in black indicate normal monthly meetings.</li> <li>❖ Branch names in <b>BLUE</b> indicate dates AWWQ staff will visit your Branch/Group.</li> <li>❖ Boxes highlighted in <b>PINK</b> are Head Office Meetings &amp; Special Events. Please check when your Sub Branch/ Social Group are scheduled to attend the Members Consultative Group Meeting (Page 18)</li> </ul>					

## AUSTRALIAN WAR WIDOWS QUEENSLAND JULY 2019

SUN	MON	TUE	WED	THU	FRI	SAT
	1 Gold Coast S Hervey Bay	2	3 Cairns	4 Ipswich Warwick	5 Gympie Redcliffe South West	6
7	8 Brisbane West (Gaythorne) Caloundra Nambour Tewantin/Noosa	9 Bundaberg Mackay Rockhampton	10 Toowoomba	11	12 Caboolture	13
14	15	16 Townsville Brisbane N <b>MARYBOROUGH</b> Sherwood	17 AWWQ Board Meeting	18	19 South East	20
21	22 Maroochydore	23 Gold Coast N	24 Friendship Day (Gold Coast)	25 Friendship Day (Gold Coast)	26 Friendship Day (Gold Coast)  Redlands	27
28	29	30	31	<ul style="list-style-type: none"> <li>❖ Branch/Group names in black indicate normal monthly meetings</li> <li>❖ Branch names in <b>BLUE</b> indicate dates AWWQ staff will visit your Branch/Group.</li> <li>❖ Boxes highlighted in <b>PINK</b> are Head Office Meetings &amp; Special Events. Please check when your Sub Branch/Social Group are scheduled to attend the Members Consultative Group Meeting (Page 18)</li> </ul>		

## AUSTRALIAN WAR WIDOWS QUEENSLAND AUGUST 2019

SUN	MON	TUE	WED	THU	FRI	SAT
				1 Ipswich Warwick	2 Gympie Redcliffe South West	3
4	5 GOLD COAST S HERVEY BAY	6	7 Cairns	8	9 Caboolture	10
11	12 Brisbane West (Gaythorne) Caloundra Nambour Tewantin/Noosa	13 Bundaberg Mackay ROCKHAMPTON	14 Toowoomba	15	16 South East	17
18	19	20 Townsville Brisbane N Maryborough Sherwood	21 AWWQ AGM (Brisbane City Hall)	22	23	24
25	26 Maroochydore	27 Gold Coast N	28	29	30 Redlands	31

- ❖ Branch / Group names in black indicate normal monthly meetings
- ❖ Branch names in **BLUE** indicate dates AWWQ staff will visit your Branch/Group.
- ❖ Boxes highlighted in **PINK** are Head Office Meetings & Special Events. Please check when your Sub Branch/ Social Group are scheduled to attend the Members Consultative Group Meeting (Page 18)

## AUSTRALIAN WAR WIDOWS QUEENSLAND SEPTEMBER 2019

SUN	MON	TUE	WED	THU	FRI	SAT
1 Father's Day	2 Gold Coast S Hervey Bay	3	4 Cairns	5 Ipswich Warwick	6 Gympie Redcliffe South West	7
8	9 Brisbane West (Gaythorne) Caloundra <b>NAMBOUR</b> Tewantin/Noosa	10 Bundaberg Mackay Rockhampton	11 Toowoomba	12	13 Caboolture	14
15	16	17 Townsville Brisbane N Maryborough Sherwood	18 AWWQ Board Meeting  Members Consultative Group Meeting	19	20 <b>SOUTH EAST</b>	21
22	23 Maroochydore	24 <b>GOLD COAST NORTH</b>	25	26	27 Redlands	28
29	30	<ul style="list-style-type: none"> <li>❖ Branch/group names in black indicate your normal monthly meetings</li> <li>❖ Branch names in <b>BLUE</b> indicate dates AWWQ staff will visit your Branch/Group.</li> <li>❖ Boxes highlighted in <b>PINK</b> are Head Office Meetings &amp; Special Events. Please check when your Sub Branch/ Social Group are scheduled to attend the Members Consultative Group Meeting (Page 18)</li> </ul>				

## AUSTRALIAN WAR WIDOWS QUEENSLAND OCTOBER 2019

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2 Cairns	3 Ipswich <b>WARWICK</b>	4 Gympie Redcliffe South West	5
6	7 Gold Coast S Hervey Bay	8 Bundaberg Mackay Rockhampton	9 Toowoomba	10	11 <b>CABOOLTURE</b>	12
13	14 <b>BRISBANE WEST (GAYTHORNE)</b> Caloundra Nambour Tewantin/Noosa	15 Townsville Brisbane N Maryborough Sherwood	16 AWWQ Board Meeting	17 Jessie Vasey Day (Brisbane & Bundaberg )	18 South East	19
20	21	22 Gold Coast N	23	24	25 Redlands	26
27	28 Maroochydore	29	30	31		

- ❖ Branch Names in black indicate your normal monthly meetings
- ❖ Branch names in **BLUE** indicate dates AWWQ staff will visit your Branch/Group.
- ❖ Boxes highlighted in **PINK** are Head Office Meetings & Special Events. Please check when your Sub Branch/ Social Group are scheduled to attend the Members Consultative Group Meeting (Page 18)

## AUSTRALIAN WAR WIDOWS QUEENSLAND NOVEMBER 2019

SUN	MON	TUE	WED	THU	FRI	SAT
					1 Gympie Redcliffe South West	2
3	4 Gold Coast S Hervey Bay	5	6 Cairns	7 Ipswich Warwick	8 Caboolture	9
10	11 Brisbane West (Gaythorne) Caloundra Nambour TEWANTIN/ NOOSA	12 Bundaberg Mackay Rockhampton	13 Toowoomba	14 Members Consultative Group Meeting	15 South East	16
17	18	19 Townsville Brisbane N Maryborough Sherwood	20 AWWQ Board Meeting	21	22	23
24	25 Maroochydore AWWQ Christmas Party	26 Gold Coast N	27	28	29 Redlands	30

- ❖ Branch Names in black indicate normal monthly meeting days.
- ❖ Branch names in **BLUE** indicate dates AWWQ staff will visit your Branch/Group.
- ❖ Boxes highlighted in **PINK** are Head Office Meetings & Special Events. Please check when your Sub Branch/ Social Group are scheduled to attend the Members Consultative Group Meeting (Page 18)

# FORMS

On the following pages there are a number of forms. Some of the forms are just examples so if you already have a form that is working for you, please feel free to continue using what works.

There are some forms marked with an\* next to the title. These forms need to be utilised because they satisfy regulatory and/or legislative requirements.

## **Optional Forms**

Templates are being provided. You may choose to use these templates or utilise something else that works for you.

[Meeting Attendance Sheet](#)

[Meeting Agenda](#)

[Voting & Nomination Forms](#)

## **Mandatory Forms**

Forms we need to utilise to satisfy legislative / legal requirements

[Membership Form](#)

Why do we need this?

To comply with: Division 55, Australian Charities & Not-For-Profit Commission Act 2012

Membership is a formal legal status, and all members should have their membership recorded on the members' register (or equivalent). For many structures, an organisation has a legal requirement to keep a members register up-to-date. It is important to note that members must consent to becoming a member of an organisation. Some groups create automatic memberships (for example if someone joins a sporting team) - however it is essential to get that person's consent.

The membership form enables us to gain evidence of your consent to be a member and to gather details that enable us to provide service that meets various other legislative standards and Acts.

[Incident Report Form](#)

To comply with Workplace Health & Safety Act 2011. All notifiable incidents must be maintained in a central register. When you send an incident report form, it is added to our register and the register is discussed at Board Meetings to ensure that everything is done to prevent a re-occurrence.

[Financial Report Form](#)

To comply with Australian Taxation Office; and Part 3-2 Record keeping and reporting Division 55-5 Federal Register of Legislation, Australian Charities & Not-For-Profit Commission. In case of an audit by the ATO, we need to demonstrate that we have a systematic method for monitoring incomings and outgoings.

## MEMBERSHIP FORM\*

The purposes of this form is to gather information so that we can provide appropriate services to you such as sending Bulletins, e-newsletters or invites to events or translation / support services, if required. The information you enter into this form will be maintained in our member database and stored safely and confidentially. Please refer to our Privacy Policy for further information.

### 1. DETAILS

*Last Name		*Given Name	
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other		
*Date of birth		Phone	
*Email			
Residential address			
*Suburb			
*State		*Postcode	
Postal address			
Suburb			
State		Postcode	
In which country were you born?	<input type="checkbox"/> Australia <input type="checkbox"/> Other _____		
What language do you speak at home?	<input type="checkbox"/> English <input type="checkbox"/> Other _____		
How well do you speak English?	<input type="checkbox"/> Fluently <input type="checkbox"/> Well <input type="checkbox"/> Not Well		
Do you need translation assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Are you of Aboriginal or Torres Strait Islander origin?	<input type="checkbox"/> No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander		
Do you consider yourself to have a disability, impairment or long-term condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If YES, then please indicate the areas of disability, impairment or long-term condition: (you may indicate more than one area)			
<input type="checkbox"/> Hearing Impaired <input type="checkbox"/> Vision Impaired <input type="checkbox"/> Acquired brain impairment		<input type="checkbox"/> Mental health conditions <input type="checkbox"/> Intellectual <input type="checkbox"/> Mobility challenges <input type="checkbox"/> Other condition _____	

### 2. EMERGENCY CONTACT

*Emergency Contact Person		Phone	
		Relationship	

### 3. DEFENCE SERVICES BACKGROUND

Are you a Gold Card holder?	<input type="checkbox"/> No <input type="checkbox"/> Yes    Number _____
Are you a current member of War Widows Queensland?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please indicate membership type	<input type="checkbox"/> Full Member <input type="checkbox"/> Associate Member
Are you a veteran?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you a widow / widower?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you a family carer of a veteran?	<input type="checkbox"/> Yes <input type="checkbox"/> No
*Which arm of the defence forces did you or your partner/family member serve in?	<input type="checkbox"/> Air Force <input type="checkbox"/> Army <input type="checkbox"/> Navy
<input type="checkbox"/> World War I <input type="checkbox"/> World War II <input type="checkbox"/> Occupation of Japan <input type="checkbox"/> Korean War <input type="checkbox"/> Vietnam War <input type="checkbox"/> Indonesia-Malaysia confrontation (Borneo)	<input type="checkbox"/> Gulf War <input type="checkbox"/> War in Afghanistan <input type="checkbox"/> Iraq War <input type="checkbox"/> East Timor <input type="checkbox"/> Peace-keeping Forces <input type="checkbox"/> Malaysian Emergency <input type="checkbox"/> Other _____

### 4. SERVICES

*What sort of services are you looking for from War Widows Queensland?	
<input type="checkbox"/> I want to hear information that affects me <input type="checkbox"/> I want to meet others and socialise <input type="checkbox"/> I want to join a sub branch or social group <input type="checkbox"/> Other (please specify)	<input type="checkbox"/> I would like to become a volunteer <input type="checkbox"/> I would like support with a particular issue <input type="checkbox"/> I need accommodation

### 5. CONSENT

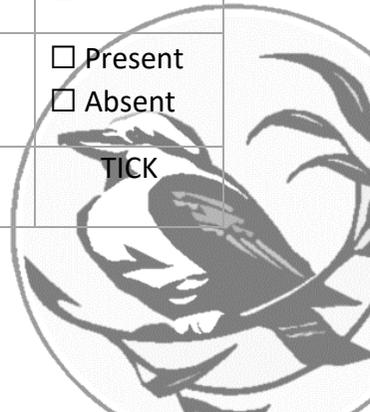
*Would you like to receive the War Widows Queensland Bulletin in the post?	<input type="checkbox"/> Yes <input type="checkbox"/> No
*In addition, would you like to also receive news and/or updates by email?	<input type="checkbox"/> Yes <input type="checkbox"/> No
*Do you consent to your photo appearing in our bulletin/website (event photos, group meeting photos etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No

### 6. SIGNATURE

*Name			
*Signature		*Date	

# SAMPLE MEETING ATTENDANCE SHEET

Sub Branch / Social Group						Date
Attendance						
NAME	TICK	NAME	TICK	NAME	TICK	
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent	
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent	
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent	
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent	
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent	
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent	
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent	
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent	
NAME	TICK	NAME	TICK	NAME	TICK	



	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent
	<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent		<input type="checkbox"/> Present <input type="checkbox"/> Absent
<p>Important Notes (New members or reportable incidents)</p>					



## INCIDENT REPORT FORM\*

The purpose of this form is to ensure that Head Office is informed of reportable incidents and/or accidents that take place during AWWQ events such as meetings or outings. The content of this form is utilised for insurance reporting purposes.

Name of person filling out this form			
Which Sub Branch or Social Group?			
Date of Incident		Time of Incident	
Place of Incident			
Who was involved in the incident?			
Was anyone injured?	No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, please specify _____		
Was there damage to property?	No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, please specify _____		
Description of incident			
Did anybody witness the incident?	No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, please specify _____		
Were emergency services contacted?	No <input type="checkbox"/> Yes <input type="checkbox"/>		
Was medical attention required?	No <input type="checkbox"/> Yes <input type="checkbox"/>		
Was the incident reported to the President/Co-ordinator or person in charge at the time?	No <input type="checkbox"/> Yes <input type="checkbox"/>		
Signature			Date

### OFFICE USE ONLY

Date report of incident received by AWWQ Head Office			
Comments on cause and nature of incident			
List any outstanding actions that need to be undertaken			
Suggested action/s to be taken to minimize risk of recurrence			
Signature:			Date:

# FINANCIAL REPORT\*

This form is to be filled out and sent to Head office in March and October. The purpose of this form is for Head Office to have information readily available in case of audit by a governing Authority.

Branch / Group			
Today's date		Closing Balance (Amount currently in account)	
Expenses since the last report (or expenses in the past 6 months if this is your first report)			
Income since the last report (or income in the past 6 months if this is your first report)			
Signature of Representative		Date	

## SAMPLE MEETING AGENDA

This template is a sample only. If you have your own template that you prefer to use, please feel free.

Sub Branch	
Welcome	
Introduction of any new members or guests	
Apologies	
War Widows Motto	"We all belong to each other We all need each other It is in serving each other And in sacrificing for our common good That we are finding our true life."
Review of Previous Minutes	<i>Discussion around the outcomes of any matters from the previous meeting.</i>
General Business	<i>Any items that need to be discussed at today's meeting</i>

## VOTING BALLOT SUB BRANCH / SOCIAL GROUP

Check the box beside the name of your preferred nominee for the committee position.  
Those eligible to vote **must** be current financial members of Australian War Widows Queensland.

Tick one box	Name of Candidate	Committee Position
<input type="checkbox"/>		

## NOMINATION FORM VICE PRESIDENT

We the following financial members wish to nominate the following member for the position of Vice President.

Name of nominee			
Nominated by			
Seconded by			
Signature of person being nominated * <i>by signing you agree to be nominated for the above position</i>		Date	

A returning officer and at least one other member is appointed, neither of whom are standing for any position. Results are announced at the AGM and papers moved.

## NOMINATION FORM PRESIDENT

We, the following financial members, wish to nominate the following member for the position of President.

Name of nominee			
Nominated by			
Seconded by			
Signature of person being nominated * <i>by signing you agree to be nominated for the above position</i>		Date	

## NOMINATION FORM SECRETARY

We the following financial members wish to nominate the following member for the position of Secretary.

Name of nominee			
Nominated by			
Seconded by			
Signature of person being nominated * <i>by signing you agree to be nominated for the above position</i>		Date	

## NOMINATION FORM TREASURER

We the following financial members wish to nominate the following member for the position of Treasurer

Name of nominee			
Nominated by			
Seconded by			
Signature of person being nominated * <i>by signing you agree to be nominated for the above position</i>		Date	

# POLICIES

On the following pages there are a number of policies that apply to the Board, staff and Sub Branch / Social Groups. These policies are also available on our website at [www.warwidowsqld.org.au](http://www.warwidowsqld.org.au)

- ❖ Code of Conduct
- ❖ Compliments, Feedback & Complaints
- ❖ Privacy Policy
- ❖ Cultural Safety Policy
- ❖ Pre-Election Policy

## CODE OF CONDUCT

All directors, employees, volunteers and members are expected to act in accordance with fundamental ethical principles of integrity and impartiality; commitment to the organisation; as well as accountability and transparency.

### INTEGRITY AND IMPARTIALITY

- ❖ To act honestly and with utmost integrity and comply with the letter and spirit of all relevant laws; the Australian War Widows Queensland Constitution; and this Code of Conduct.
- ❖ To act in the best interest of the Australian War Widows Queensland, including its clients and not to any personal interests.
- ❖ To be respectful of all and adopt the highest standards of personal behaviour and appearance that upholds the reputation and name of Australian War Widows Queensland and respect its values.
- ❖ To exercise their best professional and ethical judgment, make decisions fairly, objectively and without bias, using the information available, and where appropriate documenting those decisions.
- ❖ To act responsibly on becoming aware of possible behaviour or wrongdoing by another by submitting their concern via the complaint and feedback policy.
- ❖ To align behaviour to Australian War Widows Queensland's values of honour, friendship, support and advocacy.
- ❖ To be kind in spirit and behave at all times in a respectful and courteous manner to fellow members, employees and directors.

### COMMITMENT TO THE ORGANISATION

Directors, employees and volunteers are required:

- ❖ To uphold the mission, vision and values of Australian War Widows Queensland.
- ❖ To use every opportunity to promote the interest, values and objectives of Australian War Widows Queensland.

### ACCOUNTABILITY AND TRANSPARENCY

Directors, employees and volunteers are required:

- ❖ To consistently comply with all policies and procedures established by Australian War Widows Queensland.
- ❖ To comply with delegation of authorities at all times.
- ❖ To respect the confidentiality of information entrusted to them in the course of their duties at Australian War Widows Queensland.
- ❖ To receive no benefits from their position other than approved remuneration and expense payments.
- ❖ To use the assets of Australian War Widows Queensland economically, efficiently and with due care.
- ❖ To maintain a cooperative and collaborative approach to all working relationships

## COMPLIMENTS, FEEDBACK & COMPLAINTS POLICY

Australian War Widows Queensland believes that feedback from members and community is vital for continuous quality improvement. This policy provides guidance to all members and stakeholders in the community on how compliments complaints and/or feedback is managed at Australian War Widows Queensland.

The following principles guide Australian War Widows Queensland in its feedback and complaints management:

- ❖ Members and other stakeholders in the community have a right to provide feedback and / or complaint;
- ❖ Feedback and the opportunity to provide complaint resolution are key to continuous quality improvement;
- ❖ Respect for confidentiality is observed at all times;
- ❖ The best interest of our members is our primary consideration.

Contents of this policy are to be made available to all stakeholders through the website, other resources and publications as appropriate.

The following information shall be included:

- ❖ How to lodge a compliment, complaint and provide feedback to Australian War Widows Queensland;
- ❖ The complaints management process, timelines, confidentiality;
- ❖ Relevant forms;
- ❖ How people can access an advocate;
- ❖ The process for pursuing an unresolved case through an external body, such as the Department of Veterans Affairs.

### RECEIVING COMPLIMENTS, FEEDBACK, COMPLAINTS AND GRIEVANCES

- ❖ Feedback and complaints can be received via different channels:
- ❖ Regional Sub Branches and Social Groups
- ❖ Phone calls
- ❖ Postal letter
- ❖ Email

### COLLECTING & MONITORING FEEDBACK AND COMPLAINTS

- ❖ The Information regarding feedback and complaints is collated in a feedback and complaints register.
- ❖ Complaints and feedback are analysed for trends and provide necessary recommendation for improvement action in accordance with the Continuous Improvement Policy.
- ❖ Confidentiality of information about complaints and feedback is maintained.

### RESPONDING TO COMPLAINTS

Internal response to a complainant is to be given in writing within 7 business days and may involve the following:

- ❖ Investigating the complaint and providing the respondent with an opportunity to respond to issues raised;
- ❖ Attempting to mediate the dispute (if appropriate) and/or attempt to resolve the matter;
- ❖ Taking appropriate action as a result of the complaint.

If measures taken above are unsuccessful and the complainant is still dissatisfied, external action may be taken to resolve the issue (i.e., external mediation and dispute resolution services). The length of time it will take to respond to the complaint will depend on the individual policies of the external service being utilised. The response will be coordinated accordingly depending on who the subject of the complaint or feedback is:

- ❖ For complaints involving a member of staff, complaints are forwarded to the Chief Executive Officer
- ❖ For complaints involving the Chief Executive Officer, complaints are forwarded to the Chair of the Board, who determines the party to investigate the complaint.
- ❖ For complaints involving a member of the Board, the Chair determines who will investigate the complaint in consultation with the rest of the Board members and Chief Executive Officer (where appropriate).
- ❖ Where the Chair is the subject of a complaint, it should be referred to the Secretary of the Board in consultation with the Chief Executive Officer (where appropriate).

#### COMPLAINT RESOLUTION AND FOLLOW-UP

- ❖ Complaints are to be acted upon within 28 business days after receipt.
- ❖ Following resolution of the complaint, Australian War Widows Queensland will follow-up with the complainant to review satisfaction with the actions taken.
- ❖ The Feedback and Complaints Register is regularly reviewed to inform service planning, risk management and continuous improvement processes.

#### SUPPORT FOR MEMBERS AND STAKEHOLDERS MAKING A COMPLAINT

- ❖ Stakeholders and members have the right to use an advocate of their choice to negotiate on their behalf. An advocate may be a family member or friend, or an external local advocacy agency.
- ❖ Stakeholders and members have the right to make anonymous complaints or pseudonyms. However, there may be issues that are unable to be addressed if the complaint is anonymous or a pseudonym is utilised.
- ❖ It is the responsibility of the Chief Executive Officer to ensure that complainants are aware of Australian War Widows Queensland's appeals mechanism and of external agencies to assist them with their appeal.

#### DOCUMENTATION AND STORAGE

- ❖ All details of a formal complaint are documented by the person managing the complaint.
- ❖ All relevant documentation shall be stored accordingly in accordance with the Record Management Policy.

#### REPORTING

- ❖ The Chief Executive will report on unresolved and/or high impact complaints to the Board of Directors at relevant Board meeting.
- ❖ Complaints will be reported to the governing bodies where such a report is a condition of the funding.

## PRIVACY POLICY

Australian War Widows Queensland recognises the importance of privacy, security and confidentiality of information held about its members, staff, volunteers, and other stakeholders. This is taken very seriously as our member information is private and sensitive. This policy outlines a framework for Australian War Widows Queensland to manage the information provided to us by individuals in accordance with the 13 Australian Privacy Principles from Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

This policy applies to all records, hard and electronic copies, which contain personal or sensitive information about individuals.

Australian War Widows Queensland is committed to managing personal information in an open and transparent manner, protecting individuals' rights to privacy. Personal information about members, former members, former and current staff and volunteers is considered confidential and subject to privacy restrictions under current federal and state legislation.

Australian War Widows Queensland will ensure that:

- ❖ it meets its legal and ethical obligations as an employer and membership representative in relation to protecting the privacy of individuals through its systems, practices and procedures.
- ❖ individuals are provided with information about their rights regarding privacy, including their right to access and correct their information, lodge a privacy complaint and have that complaint dealt with fairly and promptly.
- ❖ individuals are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature.
- ❖ all staff, board members, consultants, contractors, students and volunteers understand what is required in meeting privacy obligations.

All Australian War Widows Queensland Board Directors, staff, volunteers and contractors are responsible for observing privacy and confidentiality requirements in accordance with the Australian Privacy Principles (APP). The table below specifies the type of information we must provide to you.

### AUSTRALIAN PRIVACY PRINCIPLES

<b>The kinds of personal information we collect and hold;</b>	Your personal information is only collected if you give us consent to do so. Consent can be either in writing via the privacy consent form or verbally. If consent is given verbally, a note will be made on your file that you have given verbal consent. Australian War Widows Queensland will only collect information that is necessary to provide services to you. This information may include the following: your name, address, contact details, communication needs (e.g. interpreter or translator), emergency contact information, or other items required to deliver a service to you.
<b>How we collect and hold your personal information;</b>	For example, some information is collected via the Australian War Widows Queensland membership form that you will be encouraged to fill out when you apply to become a member. Some information may be collected over the phone, such as when a client telephones us. Your personal information is stored in our

secure database or in hard copy in a secure location. Your information is never shared.

<p>The purposes for which we collect, hold, use and disclose personal information;</p>	<p>Your personal information is collected for the purposes of providing support to you. Your information will not be disclosed to third parties unless you or your legal representative gives consent. Written consent must specify the information to be released and to whom. This policy excludes the collection and transmission of non-identifying statistical data to any funding agency or for purposes of research. Australian War Widows Queensland is obliged to disclose information about an individual, with or without the consent of the client and/or their responsible person where directed or prescribed as a legal requirement.</p>
<p>How you may access personal information about yourself that is held and seek the correction of such information;</p>	<p>If you would like access to your personal information for any reason, you can contact our staff in writing by email or post. Individuals may have access to their own records following a written request to our office. Access may include viewing the information, receiving a summary of information held, or having information explained. Access to some records may be limited if providing access potentially breaches another individual's privacy. We will collate all electronic and paper files held on the individual making the request, review and make a recommendation for access to the Chief Executive Officer. Upon approval, the staff member will liaise with the individual to arrange access at a time and location suitable to both parties. Staff will obtain photographic proof of identity, including proof of current residential address prior to providing access to files. A copy of the documents sighted is forwarded to the Privacy Officer.</p>
<p>How you may complain about a breach of the Australian Privacy Principles;</p>	<p>You can make a complaint anytime if you believe Australian War Widows Queensland has breached the Australian Privacy Principles. You can make a complaint to us: E: <a href="mailto:reception@warwidowsqld.org.au">reception@warwidowsqld.org.au</a> T: 07 3846 7706 F: 07 3846 7701 W: <a href="http://www.warwidowsqld.org.au">www.warwidowsqld.org.au</a> A: 41 Merivale Street, South Brisbane, QLD, 4101 or P.O. Box 13604, George Street Post Shop, Brisbane, QLD, 4003</p>
<p>How we will deal with a complaint;</p>	<p>The Feedback and Complaints policy and form outlines how we will respond to your complaint and the timelines within which we will provide a response.</p>
<p>Disclosure of personal information to overseas residents;</p>	<p>Australian War Widows Queensland does <b>not</b> disclose personal information to overseas residents.</p>

### ANONYMITY AND PSEUDONYMITY

You have the option of dealing with us anonymously; however, this only applies where it is practicable for us to deal with you acting anonymously or under a pseudonym. Examples of when you may prefer to remain anonymous or use a pseudonym could include your preference to not be identified; to keep your whereabouts secret for safety purposes; to access services (such as some of our Carer Support Services) without being identified; and/or to express your views without being personally identified.

In some instances, it may be impractical for us to provide assistance if you are anonymous or utilising a pseudonym. For example, if you make a complaint under a pseudonym we may be unable to investigate your complaint.

### PASSIVE INFORMATION COLLECTION

As you navigate through our website, certain information can be passively collected (that is, gathered without you actively providing the information) using various technologies, such as cookies, Internet tags or web beacons, and navigational data collection (log files, server logs, and clickstream data). For example, we may collect information about matters including but not limited to the date, time and duration of visits and which pages of a website are most commonly accessed. This information is generally not linked to your identity.

# CULTURAL SAFETY POLICY

## POLICY STATEMENT

Australian War Widows Queensland is committed to an organisational culture that respects and celebrates diversity and inclusion. We believe that diversity bring enrichment, creativity and respect that is crucial to organisational sustainability. Our culture encompasses differences in personal characters, culture, ethnicity, religion, language, age, gender identity and family status and is free from discrimination, bullying, victimisation and harassment.

We provide an environment that is culturally safe and based on the philosophy that all individuals and groups are treated with regard to their unique cultural needs and differences. It assumes the right to difference and supports interactions that do not diminish, demean or disempower individuals based on any perceived or actual difference.

## PRINCIPLES

The following principles underpin Australian War Widows Queensland in its cultural management:

1. Building on a culture that challenges unconscious and conscious bias;
2. Supporting a culture that is free from judgement and discrimination;
3. Valuing those who understand the facets of diversity and how it contributes to a positive environment.
4. Providing support that enables all stakeholders to feel that they belong and are valued;
5. Building the confidence and skills of employees to implement, advocate and model inclusive practices;
6. Identifying and cultivating partnerships that promote diversity;
7. Embedding equitable practices into all operations;
8. Understanding that culture may be linked to country, ethnicity, socio-economic status, religion, gender identity, age, sexuality or disability
9. Examination of, and reflection on, one's own culture and its potential impact on others
10. Developing and displaying sensitivity to historical influences on the health and well-being of others
11. Acknowledging power relationships and dominance that are a result of cultural privilege and acting to ensure equitable and respectful engagement
12. Ensuring respectful dialogue and avoiding use of language that may be polarising or 'othering' in nature (the tendency to view 'others' as exotic and one's own cultural group as the 'norm')
13. Acceptance of the right to hold differing world and other views.

## KEY DEFINITIONS

### Discrimination - Protected Attributes

Anti-discrimination laws protect individuals in different areas on the basis of particular attributes known as 'protected attributes'. Only discrimination which occurs on the basis of certain specific personal attributes of a person is unlawful. Attributes are inherent features, characteristics or qualities that exist in people, such as a person's age or religion. There are federal and state anti-discrimination laws that may apply to any single occurrence of discrimination.

Protected attributes under Federal discrimination laws (*Fair Work Act 2009, Sex Discrimination Act 1984, Age Discrimination Act 2004, Disability Discrimination Act 1992*). Protected attributes include:

1. disability, disease or injury including work-related injury
2. race, colour, descent, national origin or ethnic background
3. sex
4. religion
5. marital or relationship status
6. social origin
7. parental status or carer responsibilities
8. sexual orientation, intersex status or gender identity
9. pregnancy and breastfeeding
10. age
11. political opinion
12. medical record
13. an association with someone who has, or is assumed to have, one of these characteristics, such as being a parent of a child with a disability
14. industrial activity, including being a member of an industrial organisation/trade union or taking part in industrial activity or deciding not to join a union

It is against the law to treat someone unfavourably because you assume they have a personal characteristic or may have it at some time in the future.

The *Anti-Discrimination Act 1991* (Qld) prohibits discrimination on the basis of the following personal attributes:

1. Sex
2. Pregnancy
3. Breastfeeding
4. Race
5. Religious belief or activity
6. Trade union activity
7. Relationship status
8. Parental status
9. Age
10. Impairment
11. Lawful sexual activity
12. sexuality
13. family responsibilities
14. Gender Identity
15. Sexuality
16. Family responsibility
17. Association with, or relation to, a person identified on the basis of any of the above attributes

The objective of the *Sex Discrimination Act 1984* (Cth) is to eliminate, as far as possible, discrimination on the grounds of sexuality, gender identity and intersex status, marital or relationship status.

**Discrimination** is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by law (e.g. sex, age, race or disability). It may be direct or indirect.

**Direct discrimination** occurs if a person treats another person who has a protected attribute less favourably than someone without that protected attribute, in the same or similar circumstances.

**Indirect discrimination** occurs if the way a condition, requirement or practice operates results in discrimination against a person who has a protected attribute. Indirect discrimination can be very subtle and therefore difficult to identify.

Indirect discrimination occurs when there is:

- ❖ a condition, requirement or practice that applies to everyone;
- ❖ has the effect that a person with a protected attribute will be disadvantaged by it **because** they have that attribute; and
- ❖ it is unreasonable in the circumstances to require a person with a protected attribute to comply with the imposed condition, requirement or practice.

## BULLYING

If someone is being bullied because of a personal characteristic protected by equal opportunity law, it is a form of discrimination. Under Federal law, this behaviour does not have to be repeated to be deemed as discrimination. Bullying that is not protected by equal opportunity law can take many forms including but not limited to jokes, teasing, nicknames, emails, pictures, text messages, social isolation or ignoring people, and unfair work practices.

This type of bullying is defined as repeated and unreasonable behaviour directed towards a person, or a group of people, that creates a risk to health, safety and well-being.

Bullying hampers productivity by creating dysfunction and damaging morale within work environments. It includes behaviour (generally a pattern of behaviour) that intimidates, offends, degrades or humiliates another person and may include:

- ❖ Sarcasm and other forms of demeaning language
- ❖ Repeated 'misgendering'
- ❖ Threats, shouting or verbal abuse
- ❖ Coercion
- ❖ Isolation
- ❖ Inappropriate blaming
- ❖ 'Ganging up' on an individual/s because they are different
- ❖ Constant unconstructive criticism
- ❖ Deliberately withholding information or equipment that an individual requires to do their job or access their entitlements
- ❖ Unreasonable refusal to request for leave, training or workplace benefits.
- ❖ Speaking disparagingly about another individual because of their personality, cultural, ethnic, national or other protected attribute

## SEXUAL HARASSMENT

Sexual harassment is a specific and serious form of harassment. Sexual harassment is unwelcome sexual behaviour that could be expected to make an employee feel offended, humiliated or intimidated. A single incident is enough to constitute sexual harassment.

Sexual harassment can be physical, spoken or written and can include:

- ❖ Comments about an employee's private life or the way they look,
- ❖ Outing or attempting to 'out' an employee as sexuality or gender diverse
- ❖ Sexually suggestive behaviour such as leering or staring
- ❖ Brushing up against someone, touching, fondling or hugging
- ❖ Sexually suggestive jokes or comments
- ❖ Displaying offensive screen saver, photos, calendars or objects
- ❖ Repeated unwanted requests to go out

- ❖ Requests for sex
- ❖ Sexually explicit posts on social networking sites
- ❖ Insults or taunts of a sexual nature
- ❖ Intrusive questions or statements about an employee's private life
- ❖ Sending sexually explicit emails or text messages
- ❖ Inappropriate advances on social networking sites
- ❖ Accessing sexually explicit internet sites
- ❖ Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications
- ❖ Sexual harassment in the workplace can happen at work, at work related events, between employees sharing the same workplace or between colleagues outside of work.

## VICTIMISATION

Victimisation is subjecting or threatening to subject someone to a detriment because they have:

- ❖ asserted their rights under equal opportunity law
- ❖ made a complaint
- ❖ helped someone make a complaint
- ❖ refused to do something because it would be discrimination, sexual harassment or victimisation.

## RELEVANT LEGISLATIONS ADDRESSED BY THIS POLICY

- ❖ Racial Discrimination Act 1975 (Cth)
- ❖ Sex Discrimination Act 1984 (Cth)
- ❖ Australian Human Rights Commission Act 1986 (Cth),
- ❖ Disability Discrimination Act 1992 (Cth)
- ❖ Age Discrimination Act 2004 (Cth)
- ❖ The Equal Opportunity for Women in the Workplace Act 1999 (Cth)
- ❖ Anti-Discrimination Act 1991 (Qld)

## APPLICATION

This policy applies to:

- ❖ board members;
- ❖ all staff, volunteers, student placements, contractors, sub-contractors and members
- ❖ how Australian War Widows Queensland provides services to members and how it interacts within the community;
- ❖ all aspects of employment, recruitment and selection; conditions and benefits; training and promotion; task allocation; shifts; hours; leave arrangements; workload; equipment and transport;
- ❖ on-site, off-site or after hours work; work-related social functions; business trips; conferences – wherever and whenever staff may be as a result of their duties as persons administered by or working for Australian War Widows Queensland;

## RIGHTS AND RESPONSIBILITIES

### ALL STAFF, VOLUNTEERS, MEMBERS & BOARD MEMBERS

Have a right to:

- ❖ a culturally safe environment free from discrimination, victimisation, bullying and sexual harassment
- ❖ raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised

Have responsibility to:

- ❖ adhere to the standards outlined in this policy, and model appropriate standards of behaviour
- ❖ discourage any form of discriminatory behaviour
- ❖ immediately report any offensive action
- ❖ offer support to fellow employees who experience discrimination, bullying or sexual harassment including information about how to make a complaint
- ❖ avoid gossip and respect the confidentiality of the complaint resolution processes
- ❖ treat everyone with dignity, courtesy and respect
- ❖ ensure that any complainant, potential complainant, witness and/or potential witness of/to a breach, or alleged breach of this policy, is not victimised in any way. This includes a complainant, potential complainants, witness, and/or potential witness in relation to a complaint to a legal or administrative body or authority competent to deal with such a complaint.

### BOARD & CHIEF EXECUTIVE OFFICER RESPONSIBILITIES

It is the responsibility of the Chief Executive Officer and Board to ensure that:

- ❖ all reasonable steps to support cultural safety and eliminate bullying, discrimination harassment and victimisation are made
- ❖ all employees and volunteers are regularly made aware of their obligations and responsibilities in relation to providing a culturally safe workplace free from bullying, discrimination, victimisation and harassment
- ❖ all complaints are treated seriously and promptly with sensitivity and complete confidentiality except where:
- ❖ the rules of natural justice require the accused party to have knowledge of the identity of their accuser and the nature of the allegations made; and/or
- ❖ any disclosure is mandated under applicable occupational health and safety legislation.
- ❖ guidance and education is provided where requested and/or appropriate, to cases and subsequent decisions relating to bullying
- ❖ ongoing support and guidance is provided to management, employees and volunteers in relation to the prevention of bullying, discrimination and harassment
- ❖ the development of culturally specific materials is undertaken in consultation and collaboration with members of the cultural group referenced.
- ❖ culturally unsafe practices and interactions are avoided, and where safe to do so, challenging potentially unsafe practices and interactions, including such things as stereotyping, discrimination, and racist, sexist or other demeaning and harmful commentary.

#### RELATED POLICIES

This policy should be read and applied in conjunction with the Code of Conduct and Feedback and Complaints Policy

#### REVIEW

This policy is to be reviewed every two years or earlier when the need arises in accordance with the Policy Development and Review Framework.

## PRE ELECTION POLICY

Board Members and Board Committee Members have the ultimate responsibility for running a charity and managing its finances. AWWQ upholds a fair and transparent process for election of Executives for Board and Board Committee positions. This policy outlines the principles that should be observed in relation to conduct during the pre-election period. This policy should be read in conjunction with the Constitution.

### APPLICATION

This policy applies to:

- ❖ Nominees for AWWQ Board positions
- ❖ Candidates for AWWQ Board positions
- ❖ Current AWWQ Board members

### AUSTRALIAN CHARITIES & NOT-FOR-PROFIT COMMISSION

As a charity organisation, we are governed by the Australian Charities & Not-for-profits Commission (ACNC) which outlines governance standards for operating a Charity. ACNC Governance Standard 4 mandates that all registered charities must ensure that individuals in positions of authority have been adequately checked to ensure their suitability to the role. This Standard applies to:

- ❖ Nominees (prior to acceptance as an election candidate); and
- ❖ Current Board Members (every two years or as the need arises)

### NOMINEES

Even after a nominee has been nominated for a position on the Board by members, to meet ACNC Standards, they can only become a candidate for election *after* the following has been completed:

1. Nomination paperwork has been filled out and sent to Head Office;
2. Resume has been forwarded to Head Office;
3. Conflict of Interest Form has been completed and sent back to Head Office;
4. Due diligence check has been completed by the Executives of the Board which includes:
  - ❖ Criminal History Check
  - ❖ ACNC and ASIC check
  - ❖ An interview has been conducted by the Executive Panel with the nominee
  - ❖ Skills and knowledge check against existing gaps in skills and knowledge of the Board or Board Sub Committee;

### DISQUALIFICATION OF NOMINEES

Nominees may be disqualified from becoming election candidates under the following circumstances:

- ❖ if they have been disqualified by the ACNC in the past or are disqualified from managing a corporation within the meaning of the Corporations Act 2001 (Cth);

- ❖ if they are an undischarged bankrupt or are subject to a ‘personal insolvency agreement’ they have not followed;
- ❖ they have been disqualified by the ASIC, the Office of the Registrar of Aboriginal and Torres Strait Islander Corporations (ORIC), or an Australian or New Zealand court;
- ❖ they have a criminal history;
- ❖ they have been involved in any matters that may bring the reputation of AWWQ into disrepute or have demonstrated behaviour that does not align with the AWWQ Code of Ethics.

## CANDIDATE CONDUCT

For nominees who advance to becoming election candidates, certain behaviours during the pre-election period must be observed:

- ❖ Behaviour in any manner that appears to (or actually) disparages another candidate is not considered acceptable practice;
- ❖ Mass mailings, including mass emails, on the part of a candidate seeking election or by other individuals on behalf of that candidate is not accepted practice. Although it is appropriate for candidates to communicate their suitability to the membership, mass mailings are inappropriate because they create the possibility of unfair economic advantage for some candidates;
- ❖ Individual personal letters, including emails or phone calls to friends and colleagues, are appropriate;
- ❖ Submissions to the Bulletin or organised promotion through Head Office is appropriate.
- ❖ Form letters or “Dear Members”-type letters or emails sent by a candidate to a group of members on a mailing list is not acceptable practice;
- ❖ Visiting a member’s personal residence, Sub Branch or Social Group meeting with voting papers requesting for members to fill them out is not acceptable practice as this puts unfair pressure on members.

Any member who suspects that they have received or viewed communication from a candidate, or by another individual on behalf of a candidate, that violates these election guidelines may file a complaint to Head Office.



AUSTRALIAN  
WAR WIDOWS  
QUEENSLAND

## GET IN TOUCH

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