



Koala Preservation Society of NSW Inc.

POLICY AND PROCEDURES 2010

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KPS POLICY AND PROCEDURES

PART 1: APPLICATION FEES AND ANNUAL FEES.

An application for membership shall be made in writing – on the prescribed form - and accompanied by the appropriate fees. The application form and fees will be forwarded to the Membership Secretary.

The Association Members in General Meeting will determine all fees. These fees may be reviewed – if necessary - at each Annual General Meeting.

PART 2: MANAGEMENT POSITIONS AND RESPONSIBILITIES.

Although some of the duties of the Committee members are defined within the Constitution it is considered that a more detailed list of duties should be made available to-members of the Association.

President:

- Chair all meetings.
- Provide liaison between Management and Hospital Staff, on behalf of the Committee
- External representation of the Association when appropriate
- Ensure regular Committee meetings are held
- Draft an agenda for meetings in conjunction with the Secretary and/or the Hospital Supervisor
- Prepare written Presidents report for general meetings and Annual General Meeting
- As chairperson guides the meeting through the agenda, keeping discussion relevant; decision making clear; and encourages broad participation
- Sign the minutes of the previous meeting after they have been confirmed as an accurate record
- Ensure all meetings are conducted in accordance with the Constitution
- Stay in touch with day-to-day activities of the Association
- Shall be ex-officio of all sub-committees of the Association
- Support the Media/PR coordinator
- Support the I.T. coordinator
- Use the Association email address

Vice President:

- Provides support for President
- Chair meetings in President's absence
- Other duties as the President may request
- Prepare written report for Committee and general meetings
- Report to the committee on OH&S issues as submitted by the KPS OH&S advisor
- Report to the committee on Security issues as submitted by the KPS OH&S advisor
- Use the Association email address

Secretary:

- Draft an agenda for committee and general meetings in conjunction with the President as required
- Distribute final agendas and reports for all committee and general meetings on the Monday before the meeting
- Attend all committee and general meetings
- Take minutes, prepare and place a copy in the Day Room
- Issue minutes within one week of the meeting concerned and again attached to the agenda advising of the next meeting
- Attend to correspondence as requested by Management
- Provide monthly koala statistics to the committee
- Ensure koala statistics are provided to National Parks & Wildlife Service quarterly through Gum Tips
- Submit prospective members name to committee prior to 3 month period
- Report membership changes
- Written report to monthly committee meetings from Membership Secretary
- Collect, log and distribute mail
- Order office stationery as required
- Use the Association email address

Treasurer:

- Prepare weekly wages for hospital staff and leaf collectors
- Pay all authorised accounts
- Prepare superannuation and tax documents to the level required by the relevant law
- Keep all records regarding financial matters required by the Association on an accounting software package as prescribed by the Committee
- Perform all banking
- Prepare financial reports for Executive, Committee and general meetings
- Prepare annual accounts required for the Annual General Meeting and submit to the Auditor for yearly audit
- Make a computer back up of financial records as per accounting requirements
- Advise the Committee on financial strategies
- Support the Kiosk coordinator
- Support the Friends and AAWK coordinators
- Use the Association email address

The Treasurer or Assistant Treasurer shall not be a paid employee of the Association. No paid employee shall be appointed Treasurer or Assistant Treasurer of the Association.

The executive must meet at least 6 times in each period of 12 months at such place and time as the executive may determine.

Co-ordinators:

Hospital:

- Support the Staff & Night Phone Roster coordinator
- Supervise the ordering and purchasing of hospital supplies.
- Supervise petty cash
- Coordinate new working members training
- Organise KPS vehicle service maintenance
- General duties as required
- Prepare written Hospital coordinators report for Committee and general meetings
- Present written Hospital Supervisor's report at Committee and general meetings in the absence of the Hospital Supervisor
- Use the Association email address

Education:

- Accept bookings for hospital tours – schools, tour groups, etc.
- Roster volunteers for 'Walk & Talk'
- Accept bookings for talks at the hospital
- Arrange a speaker for all booked tours/talks
- Ensure education calendar and respective folder is up to date
- Maintain record of book library and video library of hospital
- Maintain and update educational display
- Maintain stock of educational leaflets/ brochures, etc
- Distribute leaflets to local Information Centres
- Train members re education
- Arrange and coordinate displays in local area
- All educational material presented to the public to be authorised by the Hospital Supervisor
- Puppet Show Development
- Prepare written report for Committee and general meetings
- Use the Association email address

Ecological Consultant:

- Attend Port Macquarie-Hastings Council meetings where habitat issues may be discussed and report to the Committee
- Support the Habitat coordinator to liaise where possible with local builders and developers on appropriate tree planting and tree cutting, etc.
- Liaise with Port Macquarie Hastings Council on new sub-divisions and other developments
- Liaise with Local State & Federal Members and Port Macquarie Hastings Council to complete an overall LGA Koala Plan of Management

- Support Leaf Collector coordinator
- Prepare written report for Committee and general meetings
- Use the Association e-mail address

Maintenance:

- Oversee all maintenance work at the hospital and grounds.
- Coordinate all maintenance work with the Committee.
- Prepare written report for Committee and general meetings
- Use the Association email address

Member 1:

- To be one of the non-committee coordinators

Member 2:

- To be one of the non-committee coordinators

Member 3:

- To be elected from any 'entitled to vote' membership category

Public Officer:

The Secretary to be appointed as Public Officer or a member of the committee

- Sign correspondence to the Office of Fair Trading including:
 - Application for change of name
 - Applications to extend the date of the AGM;
- Lodge with the Office of Fair Trading within 1 month after the AGM a copy of
 - The income and expenditure statements of the Association
 - A statement of the assets and liabilities of the Association
 - A statement as to any mortgages or any other charges or securities affecting any property of the Association
- Maintain a register of members of the Committee
- Authenticate documents or proceedings of the Association for the Office of Fair Trading;
- Receive formal notices from the Office of Fair Trading;
- Ensure any other responsibilities of the Public Officer as specified in the Associations Incorporation Act, 1984 as amended are met including notification of the name and address of the Association Public Officer
- Use the Association email address

Non-management positions (non-elected):

All persons holding the responsibilities listed below to provide a written report to monthly committee meetings

Although not part of the Committee a member may be delegated to perform the duties of the position. At least one but up to three of the following coordinators can be elected at the AGM as an Ordinary Member of the Committee.

Habitat coordinator:

- Being responsible to the Ecological Consultant
- In conjunction with the Ecological Consultant, liaise with local builders and developers on appropriate tree planting and tree cutting, etc.
- Establish Tree Nursery of Tube Stock etc
- Prepare written report for Committee and general meetings
- Use the Association email address

Kiosk coordinator

- Being responsible to and reporting to the Treasurer
- Order all kiosk stock
- Maintain all shop rosters
- Ensure security of all shop monies
- Train kiosk staff re kiosk duties: telephones, information to tourists, record rescue calls: receive tour requests.
- Maintain overseas agents stock requests

- Maintain visitor register
- Prepare written report for Committee and general meetings
- Use the Association email address

Fundraising co-ordinator: (Friends of the Koala Hospital)

- Being responsible to and reporting to the Treasurer
- Support to “Adopt-A-Wild-Koala” and reporting to the Treasurer
- Raise funds by activities including raffles, garage sales, auctions, concerts, calendars, or any other suitable means
- Run the Annual Open day at Easter and the Family Fun Day in September/October
- Seek donations for use as prizes
- Seek sponsorship for hospital running costs
- Seek corporate sponsorship
- Encourage member participation in fundraising activities
- Ensure grant applications are submitted, after review by the Committee
- Prepare written report for Committee and general meetings
- Use the Association email address

I.T. coordinator (Information Technology):

- Being responsible to the President
- Systems management
- Install and maintain I.T. equipment and software
- Network computers and printers
- Coordinate data backup
- Being responsible for general office equipment
- Ensure that KPS website is up to date
- Improve the look and extending the use of the website
- Adding additional material to the website
- Prepare written report for Committee and general meetings
- Coordinate Gum Tips publication

Assistant Treasurer:

- Provides support for the Treasurer
- Use the Association email address

Rosters co-ordinator:

- Being responsible for rostering ‘Staff’ and ‘Night Phone’; reporting to the Hospital coordinator

OH&S co-ordinator:

- Being responsible for KPS ‘OH&S’ reporting to the committee through the Vice President

Security co-ordinator:

- Being responsible for KPS ‘Security’ reporting to the committee through the Vice President

Adopt a wild koala coordinator:

- Being responsible for “Adopt-A-Wild-Koala” reporting to the Fundraising Coordinator
- Receive new adoption applications
- Send authorised adoption package as soon as practicable
- Record adoption details in database
- Send out renewal notices as required
- Order stationery as necessary
- Conduct all adoption activities
- Prepare written report for Committee and general meetings
- Use the Association email address

Media-PR:

- Being responsible to the President and report to Committee
- Liaise with Hospital Supervisor, President and committee members
- Liaise with film crews – overseas and local
- Liaise with media – television, newspaper and radio
- Prepare written report for Committee and general meetings
- Use the Association email address

Membership secretary:

- Being responsible to the Secretary
- Receive all new membership applications including the application fee
- Enter the name, address and telephone number of the prospective member into the Membership Register
- Under the supervision of the Secretary maintain a register of members
- Submit prospective members name to Secretary prior to 3 month period
- Report membership changes to Secretary
- Provide badges to new members and renew annual badges
- Ensure that all monies are delivered to the Treasurer
- Receive and record all monies from members' annual subscriptions as kiosk, mail or internet
- Under the supervision of the Secretary adjust the Membership Register following receipt of annual subscriptions
- Ensure that all monies from annual subscriptions are delivered to the Treasurer
- To determine that all members that vote at any meeting are financial members
- Prepare written report for Committee and general meetings
- Use the Association email address

Donation Box co-ordinator:

- Being responsible for “Donation Boxes” reporting to the Treasurer
- Ensure donation boxes are distributed and emptied regularly and such donations are delivered to the Treasurer for banking
- Prepare written report for Committee and general meetings
- Use the Association email address

NOTE:

- Non-elected members may attend committee meetings but are not eligible to vote
- No KPS paid members elected to the committee to be eligible to vote on issues in their area of responsibility at committee meetings
- The Hospital Supervisor is required to attend committee meetings
- Invited guests/members may attend committee meetings and leave when their part has concluded
- Stand-in committee members have full voting rights of the committee member they stand-in for

Committee members code of conduct

Committees operate most effectively if everyone is aware of the expectations of them. To clarify those expectations, the following Code of Conduct for Committee members has been developed.

Committee members agree to:

- Abide by the Constitution and philosophy of the Association
- Observe all the rules of the Association including those specified in the Constitution, the Associations Incorporation Act, 1984 as amended, and any other rules set by the Committee or the membership of the Association in general meeting;
- Attend monthly committee meetings whenever possible, and if unable to attend, to send apologies;
- Not act on any Association matters without the consent of the Committee, including any interference in the day-to-day operations of the hospital;
- Adhere to all the accounting procedures of the Association;
- Represent the Association in a positive manner;
- Not discuss confidential issues with people outside of the Association or with staff or members of the Association without the consent of the Committee;
- Follow grievance procedures set down in the Constitution to try to resolve conflicts with staff, or members of the Association;

- Not abuse, physically or verbally, staff or members of the Association
- Committee members agree to conduct their personal interactions with others with courtesy, respect and kindness

OTHER SUPPORT POSITIONS

Leaf collector's coordinator:

- Being responsible to the Ecological Consultant and Treasurer
- Prepare the leaf collectors weekly rosters
- Prepare the leaf collectors holiday and leave roster
- Attend to the service of the collection vehicles and trailers

Team Leaders

- Responsible to Hospital Supervisor and coordinated by the Hospital Coordinator

PART 3. JUNIOR MEMBERSHIP:

Junior Members wishing to work should be 14 to 16.

Junior Members do NOT have voting rights.

School Students who may wish to do work experience at the hospital shall be covered by their respective School Insurance Cover. Other Junior Members who may wish to work at the hospital shall provide proof of private insurance cover.

PART 4: ACCESS TO KPS FACILITIES

KPS members not rostered on (committee members excepted) are not permitted to enter the treatment room, ICU or rehabilitation yards without permission from the Team Leader on duty, the Hospital Supervisor or President.

Volunteers not trained in koala care or yard work are not permitted to enter any part of the yards or ICU at any time unless authorised by the Hospital Supervisor, Team Leader or President.

Relatives or friends of KPS members and other wildlife carers are not permitted to enter any part of the koala hospital buildings or yards at any time with the exception of organised meetings in the education facility.

Visitors are not permitted to enter the koala hospital building or yards without express permission from the President, Hospital Supervisor or in their absence the Team Leader except in the following circumstances:

- **Media entry** (under supervision) to be authorised only by the Media Coordinator or, in their absence, the President or Hospital Supervisor.
- **Technical or trades persons** may enter under supervision for work relating to KPS or NPWS matters after identifying themselves with the Hospital Supervisor, or in her absence, the President or a Team Leader/person in charge (hospital or kiosk).
- **Student training** to be organised and supervised by the Hospital Supervisor.
- **Work experience** students to be supervised by the Hospital Coordinator and Hospital Supervisor or Kiosk Coordinator depending on work duties given
- **Overseas volunteers** to be responsible to Hospital Supervisor & those in charge on shift.

Federal, State or Local Government visitors to be accompanied by the President, Hospital Supervisor, Media Coordinator or Educational Coordinator.

Rostered working members to be responsible to a Team Leader

PART 5. INTERNAL DISPUTES:

Any formal complaint must be promptly reported to a member of the Executive.

Formal Complaints must be handled through the 'Chain of Command i.e. firstly to your supervisor or Team Leader. If no resolution can be obtained, then refer to the Committee. If no resolution can be reached at this stage then it must go to the final stage as set out in the KPS Constitution

PART 6. MATTERS NOT COVERED BY THE CONSTITUTION:

Where no provision is made within the Constitution any decision that the Committee may wish to make should be ratified by a majority agreement of members at a general meeting.

PART 7. DELEGATION BY COMMITTEE TO SUB-COMMITTEE:

Sub-Committees should be given written direction from the Committee designating the terms of the appointment, the duties that they may perform, and reports to the Committee.

i.e. What they are being asked to investigate.

The time span of the investigation, including level of reporting.

Any interim reports and frequency.

The President of the Association shall be an "ex-officio" member of all Sub-Committees.

PART 8. FORMS:

Forms recognised by the Association are set out in the annexure section; letter head and invoice masters available from the secretary.

- **Letter Heads:**

1. Koala Hospital
2. Koala Preservation Society

- **Invoice:**

A unique number is to be acquired from the Treasurer when preparing an invoice, e.g.; BG123 (*your initials followed by the invoice number from the Treasurer*)

On completion of the invoice a copy is to be given to the treasurer for record keeping and costing purposes.

- **Leave application:**

All coordinators/team leaders and paid staff should fill a leave form and hand it over to their direct supervisor in case of paid staff a copy should also be given to the Treasurer for payment purposes

- **Expenditure Approval**

No employee, member or representative of the Koala Preservation Society of Inc. shall incur or commit to any expense or liabilities on behalf of the society without first obtaining approval (see details in annexure)

Any reasonable out of pocket expenses incurred by a volunteer performing Koala Hospital duties may be claimed by presenting an invoice or a mileage claim to the Treasurer.

- **Certificates:**

1. Adoption Certificate
2. Volunteer Service Award
3. Appreciation of Support Award
4. Jean Starr award

- **Volunteer Identification:**

1. Badge:
 - a. Volunteer
 - b. Team Leader
 - c. Committee
 - d. Life Member
2. Business Card

PART 9. ONGOING MATTERS LIKELY TO EXTEND INTO ANOTHER YEAR:

For ongoing matters it is important that a handover of all commitments and responsibilities pertaining to these matters are provided to the new Committee.

PART 10. LIFE MEMBERSHIP:

Life membership is not automatic and must be earned.

Life Membership is not automatic when members have completed a minimum ten (10) years.

On the recommendation of the Committee, a simple majority at any ordinary general meeting may elect a member, who has been a continuous member for a minimum of ten (10) years, to life membership.

Life members are entitled to all the privileges of membership without paying the annual subscription.

PART 11. HONORARY MEMBERSHIP:

On the recommendation of the Committee, a simple majority at any ordinary general meeting may elect a community person to honorary membership for life or other such period.

Honorary members are entitled to all the privileges of membership without paying the annual subscription.

PART 12. SERVICE AWARDS

Service awards to be presented to volunteers when working members have achieved continuous service for five years and multiples of five years. Awards are to be presented at an AGM or GM.

PART 13. CODE OF CONDUCT:

Introduction:

The 'Code of Conduct' provides assistance to all members or employees of the Association, when addressing any issue that may arise while representing the organisation.

Organisational values:

The Constitution and policies of the Association contain a number of principles, which guide and shape the organisation.

These are:

- Commitment to the objectives of Association.
- Professionalism at all times and high personal standards.
- Loyalty to the Association, its employees and fellow members.

Personal behaviour:

All members of the Association are responsible for projecting a professional image by being:

- Honest, fair and courteous in all dealings with employees, fellow members and the public.
- Up to date with advances and changes in all their areas of expertise.
- Supportive of the Committee.
- Non-discriminatory to employees, fellow members or the public for any reason.
- Positive towards the public or other organisations, avoiding derogatory remarks.
- Enthusiastic when dealing with the public.
- Encouraging public awareness and the benefits of participating in Association activities.

Any person or organisation on any matter must not use official correspondence unless approved by the Committee.

PART 14. ELECTION OF MEMBERS OF THE MANAGEMENT COMMITTEE:

As nominations are received copies will be displayed in the Day Room in the time leading up to-seven days prior to the election.

PART 15. TRUST

PART 16. COMPLAINTS:

The President, or other person delegated by the President, will handle complaints from both within the Association and external to the Association. Complaints will be reported at the next Committee meeting with a

recommendation for action. The President or other person delegated by the President will set up a register of complaints. The results of any investigation or action taken will also be recorded in the register of complaints.

PART 17. REQUESTS TO THE COMMITTEE:

- (a) KPS working members may submit an agenda item to the committee through the committee member responsible for their area of work or through the president.
- (b) Requests of financial support from KPS by other organisations to be put to the committee through the president.
- (c) Requests to borrow KPS equipment by members or others to be put to the committee through the president. Following approval the borrower shall:
 - (i) Enter item borrowed into Day Book with name of person (executive member) who authorised it
 - (ii) Borrow the item
 - (iii) Return the item
 - (iv) Enter into the Day Book the date item returned.
- (d) All KPS contracts with any organisation or person to be signed by the president.

PART 18. VEHICLES LOG BOOK

Entry required by the ATO to ensure KPS use does not generate FBT:

- (a) If Log Book not in vehicle then usage to be documented and placed in the Hospital Coordinator's incoming mail drawer with a dated and signed note to the Secretary "Log Book not in vehicle".
- (b) If an entry is missing from the Log Book write "Details Not Entered by previous user". Vehicles to be used in a coordinated fashion not several trips in one day to get individual items that are not urgently required.

PART 19. CHANGES TO ASSOCIATION'S POLICY AND PROCEDURES:

Any changes to the Policy and Procedures will be recommended by the Committee for approval at a General Meeting by a simple majority of the members present and voting.

Koala Preservation Society of NSW Incorporated

POSTAL BALLOT FORM

I, _____
Print Full Name

of _____
Address

being an voting member of the Koala Preservation Society of NSW Inc. hereby direct my vote as indicated below at the Annual/Special/General Meeting of KPS to be held at the Koala Hospital, Macquarie Nature Reserve, Lord St. Port Macquarie (*or other location*) on (*date*) at (*time*) and at any adjournment of that meeting.

Voting Directions

Please mark to indicate your directions

Resolution	For	Against	Abstain
Item 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Item 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Item 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Item 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Item 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you mark the Abstain box for a particular item, you are directing the chairperson not to vote on that item and your vote will not be counted in computing the required majority on a poll for that item.

Name of Member issuing this vote _____ Signed _____

Date _____

Received by the Secretary _____ Date _____

PLEASE NOTE THAT:

1. A Postal Vote must be directed on how to vote. Non-directed votes will not be counted.
2. Postal Vote forms must be received by the Secretary NOT LATER THAN (date 7 days prior to meeting) to be included in the votes. Postal Vote forms received after this date will be strictly treated as if the reply from the member has not been received.