

***IRISH AUSTRALIAN
ASSOCIATION
INCORPORATED***

13 -15 Carrington Street, Adelaide, South Australia

STANDING ORDERS

ARTICLE XV OF THE CONSTITUTION

STANDING ORDERS ARTICLES

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ARTICLE I - PREAMBLE

Members of the Board are accountable to the Membership of the Irish Australian Association for the day to day management and operation of the Association and its club rooms. These Standing Orders set out the practices under which this operation and management shall be conducted.

These Standing Orders can be amended or changed by the Board following a simple majority decision at two consecutive monthly Board meetings. Duties related to the various positions shall be as determined and as set down by the Board from time to time.

ARTICLE II – BOARD ROLES AND RESPONSIBILITIES

It is unequivocally accepted that no single person shall unilaterally make decisions on behalf of the Executive, Board, Officers or Sub-committee that would commit the Association to any course of action whatsoever.

In the event of any vacancy on the Board or any sub-committee the Board may appoint a member to fill the role permanently or temporally in accordance with the Constitution and these Standing Orders to complete any role or duty needed to be completed

President

The President shall provide guidance necessary to enable Members of the Board to perform the duties of their office. The President shall encourage members of the Irish Club to take part in functions of the Association and shall perform all ceremonial duties, including the oversight of external relationships and be the principle media and public relation liaison. When absent, the Vice President or Past President may perform these duties.

Chairperson

The Chairperson shall primarily be responsible for the Leadership and Management of all Association business. The Chairperson shall conduct all **activities**, meetings of the Association in accordance with the Articles of the Constitution and these Standing Orders Articles, guiding discussion and decision making. Keep up to date with all issues affecting the financial, statutory and compliance requirements for the Association. The Chairperson is also deemed to be Chairperson of the Executive responsible for the Day to Day running of the Association's Business.

Past President

The Past President shall provide guidance to the Board and when called upon, represent the President to perform such duties as would have been required for the President. From a historical perspective contribute to the governance of the Association in respect of the Association's purpose, goals, policies and programs.

Vice President

The Vice President shall where practical provide assistance to the Executive, and when called upon, represent the President to perform such duties as would have been required for the President. The Vice President may include in their role fundraising and public relations activities to enhance the Association's Public Standing.

Honorary Secretary

The Honorary Secretary shall primarily be responsible for all general administration matters, keep accurate minutes of all meetings of the Association and shall maintain a register of all incoming and outgoing correspondence, signed Board and Sub-Committee minutes and other documents and records. The Honorary Secretary shall be responsible for acting in administrative matters as directed by the Board.

Honorary Treasurer

The Honorary Treasurer shall be responsible for overseeing all financial activities of the Association (including the activities of Sub-committees) ensuring they are legal, Constitutional and within accepted professional accounting practices. The Honorary Treasurer shall maintain accurate up-to-date records of the financial position of the Association in accordance with good accountancy practices.

The Honorary Treasurer shall present a financial report at all Board Meetings, General Meetings (as appropriate) and at Annual General Meetings of the Association.

The Honorary Treasurer shall also be responsible for ensuring all projects proposed or entered into by the Association are fiscally responsible and can be funded from the Association's resources.

The Honorary Treasurer shall be responsible for the preparation and compilation of the end of year financial statements of the Association for the Annual General Meeting or as directed by the Board and for presenting the Financial Report at the Annual General Meeting.

Honorary Membership Secretary

The Honorary Membership Secretary shall be responsible for maintaining accurate records in relation to the membership of the Association and the associated financial records, for canvassing new members, , issuing Member's Badges and such other material as directed by the Board. The Honorary Membership Secretary shall report to all meetings of the Board detailing Membership statistics and new members for acceptance.

Honorary Events Secretary

The Honorary Events Secretary shall be responsible for arranging social functions as directed by the Board and for booking entertainers, caterers and the like. All such bookings or arrangements must be approved by the Board and shall be confirmed in writing with all external services or agencies, using the official letterhead.

The Executive

The Executive, as defined in the Constitution, shall be responsible for the actual day to day running of the Associations business and shall report to the meetings of the Board any priority decisions taken required to be taken before the next meeting. The Chairperson of the Association is deemed to be the Chairperson of this Executive. As the Chairperson, any decisions that are required to be taken outside of the normal Board meetings must be with the consent of the absolute majority of the Executive.

Board Members

All Board Members shall perform duties of board membership responsibly and serve as ambassadors for the Association. Board Members should support all activities of the Association and attend functions and events staged by the Association and affiliated organisations. When called on Board Members should serve on Sub-committees. All Board Members should be involved in the strategic planning for the Association looking to its long term purpose, mission and financial success. All Board Members accept the confidentiality of matters considered by the Association and will respect this confidentiality both during and after their involvement as a member of the Board. Board Members must be made aware of their legal responsibilities in that by law they have the same responsibilities as a Member of the Board of any Incorporated Company

ARTICLE III - PROCEDURES FOR ALL MEETINGS OF THE ASSOCIATION

These Standing Orders shall be applicable to all Meetings of the Irish Australian Association Incorporated.

1. Meetings shall, subject to the presence of a quorum, start at the advertised time and shall, subject to the discretion of the meeting continue until all business on the Agenda is disposed of.
2. If no quorum is present within 20 minutes of the starting time, the meeting shall lapse, and subject to any resolution previously passed, the Chairperson shall fix the time of the next meeting. All business on the Agenda of the lapsed meeting shall be included on the Agenda of the next meeting and shall take precedence over new business.
3. No member other than the proposer of a motion or an amendment shall speak to it until it has been seconded. A motion or amendment lapsing for want of a seconder need not be recorded in the Minutes.
4. A motion or amendment before the Chair shall not be withdrawn except by its mover.
5. A motion or amendment before the meeting may be reworded by the mover subject to the leave of the meeting.
6. When an amendment is before the meeting, discussion shall be confined to that amendment. No further amendment shall be proposed until the amendment before the Chair has been disposed of.
7. The Chairperson shall, as far as practicable, call on speakers for and against a motion or amendment alternately, subject to the right of the seconder to speak immediately after the mover. If two consecutive speakers have both argued for or against a motion or an amendment and there is no member wishing to argue the opposite view, or, in the case of a motion, to move an amendment, the motion or the amendment shall (subject, in the case of a motion, to the right of reply of the mover) be put without further debate.
8. Any member may raise a point of order which shall take precedence over all other business and which shall be open to discussion. The point of order must be raised at the time the alleged irregularity occurred. A point of order shall only be raised when an irregularity has occurred in the proceedings of the meeting and not because the person raising the point of order does not agree with what is being said.
9. A member who has not already participated in the debate may at any time, whether another speaker has the floor or not, move that the question be now put, which motion, if accepted by the Chairperson, shall be put without amendment or debate. The Chairperson shall have absolute discretion to accept or refuse the motion. The Chairperson may also personally put the question if he/she feels that adequate discussions have taken place. In either case the mover of a motion shall retain the right of reply. If an amendment is before the meeting the closure motion shall be deemed to close the debate on the amendment only.
10. Notwithstanding anything hereinbefore contained any decision made by a validly constituted meeting shall not be void by reason only of a departure from these Standing Orders which was not detected until after the decision had been made.
11. Any matters not dealt with in the above Standing Orders shall be governed by the customary procedure at meetings.
12. The business of each meeting shall follow an Agenda, which shall generally follow the form of the next of these Standing Orders.

ARTICLE IV - SPECIMEN AGENDA FOR BOARD MEETINGS

- a. MEETING DECLARED OPEN.
- b. MINUTES.
- c. OBJECTIONS TO THE MINUTES.
- d. MOTION ACCEPTING THE MINUTES
- e. MATTERS ARISING FROM THE MINUTES.
- f. CORRESPONDENCE

- g. PRESIDENT'S REPORT
- h. CHAIRPERSON'S REPORT
- i. HONORARY SECRETARY'S REPORT
- j. HONORARY TREASURER'S REPORT shall include:
 - a) All Receipts since the previous meeting;
 - b) Balance at Bank including any investments;
 - c) Cash in hand;
 - d) Accounts for Payment; Accounts to be tabled and recorded.
 - e) Forecast of likely future expenditure;
 - f) Comments on monies owed to the Association
- k. ACCEPTANCE OF THE HONORARY TREASURER'S REPORT
- l. HONORARY MEMBERSHIP SECRETARY'S REPORT
- m. BAR MANAGER'S REPORT.
- n. KEEPER OF THE HALL REPORT.
- o. HONORARY EVENTS SECRETARY REPORT
- p. MOTIONS ACCEPTING THE VARIOUS REPORTS
- q. ANY OTHER BUSINESS.

ARTICLE V - SUB-COMMITTEES

MANAGEMENT AND RESPONSIBILITIES FOR SUB-COMMITTEES

The Board must make all decisions affecting the Association. However, some powers may be delegated to members, office bearers or to sub-committees.

A sub-committee is a small group of people assigned to focus on a particular task or area, such as finance or special projects. A sub-committee generally makes recommendations to the Board for decision. However, the Board may delegate aspects of decision-making to a sub-committee.

Regardless, any decisions made by such groups remain the responsibility of the whole Board. Generally, it would be preferred that any appointed sub-committees would have at least one current Board member as a member of that sub-committee.

- The Honorary Treasurer is responsible for overseeing all financial activities of the Association (including the activities of Sub-committees) ensuring they are legal, Constitutional and within accepted professional accounting practices.
- A sub-committee is a small group of people assigned to focus on a particular task or area, such as finance or special projects. A sub-committee generally makes recommendations to the Board for decision. However, the Board may delegate aspects of decision-making to a sub-committee. Regardless, any decisions made by such groups remain the responsibility of the whole Board. Generally, it would be preferred that any appointed sub-committees would have at least one current Board member as a member of that sub-committee.
- The Honorary Secretary is primarily be responsible for all general administration matters, keep accurate minutes of all meetings of the Association and shall maintain a register of all incoming and outgoing correspondence, signed Board and Sub-Committee minutes and other documents and records. The Honorary Secretary is responsible for acting in administrative matters as directed by the Board. The legal definition of "records" includes computer records of any type. Whilst sub-committees are entitled to correspond with all and any associated parties those records must be recorded by the Honorary Secretary or form part of the final report and handover of all records on wind up of the activity in question to ensure the Association's corporate knowledge is updated.

Terms of reference and reporting

The Terms of Reference and reporting back procedures of any sub-committees should be laid down in writing, agreed by the Board, and regularly reviewed. The terms of reference should clearly indicate the responsibilities and authority of the sub-committee. These Term of Reference shall be recorded by the Honorary secretary and presented to each approved sub-committee member and filed appropriately for future reference.

It must be clear whether sub-committees can make decisions about particular matters or whether they can only make proposals or recommendations to the Board.

The Board notes that when decisions are delegated to a sub-committee, the Board remains ultimately accountable.

Sub-Committees Terms of reference

Each sub-committees shall have an approved Terms of Reference for each of their activities so that there is no ambiguity as to their purpose or responsibilities.

All sub-committees and their Terms of Reference shall be reviewed at the first meeting of the Board after the AGM who will decide if the sub-committee is needed or its Terms of Reference and proposed members are appropriate. All appointments to any Sub-Committee must be approved by the Board.

In General the common elements of the Term of Reference shall include

- Reports to the Board shall include detailed costings or anticipated costings and what is expected of the Association to cover all costs.
- Recommend to the Board, seeking approval before committing the Association to any course of action to ensure positions taken by the sub-committee are not simply presented as *fait accompli*.
- In all matters relating to the financial aspects of the event the reports must be presented in accordance with the accounting standards as directed by the Association's Treasurer.
- All financial transaction must be approved by the Board at a monthly meeting of the Board. It also must be noted that no transaction will be approved if it cannot be completed by the Treasurer under the Business Banking Online procedures of Electronic Funds transfer.
- Above all the financial risks must be minimised in that all events must strive for a satisfactory result for the Association and this must be taken into consideration at the first point of discussion.
- At the completion of each project activity the sub-committees shall present to the Board the final report with all financial matters included in detail to the accounting standards required by the Association's treasurer. All correspondence - electronic or other - shall be filed with the Association's Honorary Secretary for future reference - adding to the Associations Corporate knowledge.

It is recognised that many of the sub-committees may be formed for operational purposes and meet informally to co-ordinate activities and the Terms of reference of those sub-committees are designed to create a frame work for their area of responsibility. Reporting in these cases is more about updates to the Board at the Monthly meetings.

ARTICLE VI – MEMBERSHIP

MEMBER'S ENTITLEMENTS AND RESPONSIBILITIES

Members are the core of the Association and the primary purpose for its existence. Members provide financial and human resources to perform the work of the Association. A healthy membership leads to a vital organisation.

Entitlements

Every new member has to be approved by the Board and every new member will be provided with access to a copy of the Constitution and Standing Orders.

All members shall:

- Be given a Membership Card for the current year of their membership.
- Members receive discounted prices over the bar, which are decided from time to time by the Board.
- Members may purchase drinks at the bar during an event for anyone from their table or group at member's bar discounts and the member may be asked to produce their membership card to verify the transaction. Should a non-member from that table or group purchase drinks from the bar, those drinks are to be purchased at normal bar prices.
- Members are entitled to one free hiring of the upper room at the Irish Club during the current year of their membership. The Member must be in attendance to ensure appropriate conduct of their event. No other concessions other than those available to any non member bookings shall be considered unless approved by the Board. Bookings have to be taken in the year of the membership and cannot be forward booked to a subsequent membership year.

Responsibilities

The Board's function is steering the Association in the direction outlined in the Constitution. Board members look at the big picture and with that in mind attempt to guide the Association towards a prosperous future.

Members roles and responsibilities include:

- Member's involvement and contribution are fundamental to making the Association successful. Therefore, members have a responsibility to support the Association and be committed to the objectives of the Association, it's policies and aims;
- Members are encouraged to propose projects or policy initiatives to the Board;
- Members are encouraged to make themselves available to sit on sub-committees;
- Members are encouraged to undertake volunteer roles within the Association, as a way of meeting other members of the Irish Club community, and contributing to the support of the community;
- Members are encouraged to seek to recruit new members for the Association;
- Members must act with the utmost integrity putting the Association ahead of personal interests.

ASSOCIATE MEMBER POLICY

The Constitution of the Association allows for a Membership entitled an Associate Member, being other groups and organisations whose aims and objects are compatible with the objects of the Association and which are otherwise acceptable to the Board for Associate Membership.

The Board recognises the value of associate groups that will be proactive in promoting and maintaining the culture and traditions of the Irish nation in South Australia and welcomes such groups to join in partnership with the Association as an Associate Member.

Acceptance Process

The Association Board could extend such an invitation to become an Associate Member group to any appropriate group at its discretion.

The Association Board would confirm the affiliation by recognising the group as an Associate Member group by a formal motion at a Board meeting.

Any groups wishing to become an Associate Member would apply directly to the Board.

Associate Member group membership would not have to be processed as ordinary members are, as set out in the Constitution, but considered separately as that particular group, at a Board meeting.

The Board would formally recognise an Associate Member with the issue of a letter or certificate or similar.

An Associate Member could at the discretion of the Board have the Associate Membership revoked and cancelled.

Associate Member Criteria

An Associate Member group:

Must subscribe fully to the Aims and Objectives of the Association.

Be subject to all applicable rules applying to membership of the Association.

Be required as an Associate Member to hold a Public Liability policy for at least \$20 million.

Be a single entity with a committee or nominated persons in charge, or similar, accepting responsibility for their group's activities.

A group wanting to be recognised as an Associate Member group would make formal application to the Board.

Responsibilities and Entitlements

The Associate Member group must have a set of rules or constitution. This set of rules or constitution must have aims that align with those of the Association.

The constitution or rules of the Associate Member group must be submitted to the Association and only when accepted will that group be seen to meet the conditions of an Associate Member.

Associate Members cannot be elected to the Board. The Associate Member group can nominate one of their membership at the Association's Annual General Meeting for a non-voting representative position on the Association Board; for the nominee to attend Board Meetings as a representative of the Associate Member group.

An Associate Member would not have a vote at a General Meeting or Board meetings.

The Board to meet with all Associate Members, as a group together, three times a year, one such meeting to be about one month before the Annual General Meeting.

An Associate Member group would have certain entitlements, namely, be entitled (the number as agreed by the Board) to up to 11 free uses of the upstairs clubroom for meetings/practice and 1 additional use of the clubroom for an annual function of that group eg Christmas party. In total this is 12 bookings per year free of charge. This benefit does not extend to include the use of the Main Hall.

These bookings could not be used for any commercial or formal fundraising purpose, for which usual booking conditions and fees would apply.

Individual members of Associate Member groups would not be able to claim ordinary members free hall hire or entitlements or bar discounts.

Would allow for Associate Member groups to feature in the Association media and publicity.

Would allow for an Associate Member group to use the Association address, if approved by the Board.

Associate Member groups to be advised of 'Opening the Doors' (actual costs) as every meeting/venue use imposes a cost to the Association in the running of the Irish Club, through electricity, cleaning, maintenance etc.

Associate Member groups would be required to state how they would support the Association both culturally and financially, before being confirmed as an Associate Member; in return for the free use of the upstairs clubroom; and or to agree to the payment of an annual fee.

ARTICLE VII - HALL MANAGEMENT

Bar Manager

The Bar Manager shall be responsible to the Board for the management of the bars. The Bar Manager shall ensure adequate stocks are maintained at all times and bar equipment is maintained in a good and serviceable condition. The Bar Manager shall also advise the Board on the staffing requirements, co-ordinate and recruit bar staff, undertake the training of bar staff and liaise with the Honorary Treasurer regarding bar floats. The Bar Manager shall present a report at each Board Meeting.

Keeper of the Hall

There are two main roles the Keeper of the Hall may be asked to manage which and the Board may appoint a designee for each of the roles.

Hall Maintenance

The Keeper of the Hall shall be responsible for all cleaning arrangements and maintenance of the Hall. This role may be shared other nominated designee or sub-committees as delegated by the Board.

The Keeper of the Hall shall present a report at each Board Meeting detailing an up to date state of of any maintenance required and other matters related to the bookings and the general state of the hall.

Hall Bookings

The appointed officer to manage Hall hire Bookings shall be responsible for all hall bookings and shall :

- Ensure persons hiring the Hall have the necessary access,

- have paid deposits, bonds and all other fees due
- that bookings are appropriate as according to the guidelines set down by the Board.
- maintain an accurate register of all such bookings on the Associations computer systems
- provide reports to the Treasurer and the Board of all financial receipts for the hiring of the Hall cross referenced in the Hall Hiring records under the direct supervision of the Honorary Treasurer and the proper accounting standards.

ARTICLE VIII - CODES OF PRACTICE

CODE OF CONDUCT POLICY - ETHICS

As a not for profit organisation at the forefront of presenting Irish culture and traditions in South Australia, the Association's policy is to uphold the highest legal, ethical, and moral standards. Our donors and volunteers support the Association because they trust us to be good stewards of their resources, and to uphold rigorous standards of conduct. Our reputation for integrity and excellence requires the careful observance of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The Association will comply with all applicable laws and regulations and expects its Board Members, members, volunteers and employees to conduct business in accordance with the letter and spirit of all relevant laws; to refrain from any illegal, dishonest, or unethical conduct; to act in a professional, businesslike manner; and to treat others with respect. Board Members and members should not use their positions to obtain unreasonable or excessive services or expertise from the Association's staff.

In general, the use of good judgment based on high ethical principles will guide Board Members, general members, and employees with respect to lines of acceptable conduct. However, if a situation arises where it is difficult to determine the proper course of conduct, or where questions arise concerning the propriety of certain conduct by an individual or others, the matter should be brought to the attention of the Board. Volunteers should contact their immediate supervisor and, if necessary, a Board Member. Board members should raise any such concerns with the Chairperson or the President of the Association's Board. In all questions involving ethics and conduct, the Board will make relevant determinations, except that any individual whose conduct is at issue will not participate in such decisions.

The Board sees this policy as an extension to the Ethics Code, Article VIII, as contained in the Constitution, which is now seen to become integrated with this policy.

BULLYING, DISABILITY, RACIAL AND SEXUAL POLICY

The Association is committed to providing a safe, healthy and fair meeting and workplace place where all members, employees, visitors, associated third parties co-operate together with respect, courtesy and professionalism; free from discrimination, bullying and harassment of any nature, whether intended or no. Such behaviour will not be tolerated.

The Board and supervisors have particular responsibilities for implementing the Association's policy, being alert to issues in the Irish Club and taking timely action in response to reported or observed alleged harassment, bullying or discrimination.

Discrimination occurs when a person or a group of people is treated less favourably than another person or group because of: race, colour, national or ethnic origin, sex, sexuality, family or caring

responsibilities, marital status, age, disability, religion, political beliefs; or making a vexatious or knowingly false complaint.

The Association subscribes to all the State and Commonwealth anti-discrimination legislation enacted and will be proactive in complying with all statutes as they relate to the running of the Irish Club and the Association.

CONTROL OF FRAUD AND FIDUCIARY POLICY

While the Association wishes to foster a culture of openness, trust, and integrity, this can only be achieved if external and internal threats to the integrity of the Association's systems are recognised and the organisation is protected as far as possible against fraud, misuse of the Association's assets by the damaging actions of others.

Good governance and strong financial and internet protocols need to be implemented. Being a small target is no protection from online and offline threats. The Board shall where appropriate implement approved Operating Procedures to provide Good Governance and provide officers with guidance to better manage their roles and affairs of the Association.

This policy sets out guidelines for generating, implementing and maintaining practices that protect the Association.

This policy applies to members, employees, contractors, consultants, and volunteers at the Association, including personnel affiliated with third parties, to include all equipment and services owned or leased by the Association.

The Association to move towards a 'cash free' environment within the Irish Club, with only occasions such as ticket sales being the exception.

The Association to consider appointing a Finance sub-committee as a check to help prevent fraud by ensuring all tasks are not performed by one person.

Bank Accounts

All funds collected by the Association from Bars, Door Takings, Hall Hire, Donations, Membership Fees, or from any other source must be lodged exclusively into an Association ADTI approved account; which records shall be accessible on call by any member of the Executive (Constitution Article 1.3). No funds may be held temporarily or for any other reason in any non-Association account. All Association accounts must have been formally approved by the Board at a meeting of the Board.

The Records of the Association's Accounts to be accessible to all designated Board Members, at call and all accounting reports presented to the Board shall be recorded with the Minutes as a permanent record of the Board and financial activities of the Association. It is imperative that the Association's bank accounts be protected making it mandatory for more than one person to authorise all payments and transfers. Only the Seal Holders as defined by the Constitution may be the signatories to any approved bank account, online Banking or financial instrument. On the change of these signatories the registered signatories on all accounts must be updated within one month of the change.

Payment of incidental reimbursement

- All claims for reimbursement for incidentals must be submitted formally using the form approved by the Honorary Treasurer and submitted at the next Boards meeting unless it is covered by a Board ruling.
- Reimbursement claims being over \$100 to be approved by the Executive prior to the claim being paid or submitted to the Board for approval.

- All authorised Accounts paid since the previous Board meeting to be presented to the subsequent Board meeting.
- Accounts due, to be presented to the Board at each meeting.
- All invoices issued by any officer or sub-committee shall be copied to the Honorary Treasurer and submitted to the next meeting of the Board.

The Board to further implement Operating Procedures as deemed necessary for:

- Accounting System Access Controls
- Physical Audits of Assets
- Standardised Financial Documentation
- Regular Trial Balances
- Periodic Reconciliations of Accounting Systems
- Approval Authority Requirements
- Conduct Internal audits as deemed necessary
- The proper recording keeping in regards to Computer data and all Financial Reports be established to safe guard all records and associated passwords.

Responsibilities

It is the responsibility of the Board to ensure that:

- All officers and staff are aware of and comply with this policy;
- that any breaches of this policy coming to the attention of the Board are dealt with promptly;

Members that take on roles for the Association, such as Hon Treasurer, Bar Manager, Keeper of the Hall in the Hall Hirer role, Honorary Membership Secretary and so on to be vigilant and proactive in their management of the Association's finances and follow all the management Operating Procedures as set down by the Board.

COMPLAINTS AND GRIEVANCES POLICY

The Irish Australian Association has a grievance and complaints management system in place to ensure all such matters are dealt with fairly and efficiently.

How to lodge a complaint or grievance

Any Member or Guest of the Irish Australian Association can raise their complaint or grievance with the Board:

- By post to: 11-13 Carrington Street, Adelaide, SA 5000
- By Email to: secretary@irishclub.org.au
- In person to the Chairperson or to any Board Member
- Over the telephone on: 08) 8212-3767

The person complaining must provide contact details so that the Board can seek further information and respond to the person about their investigation and resolution of the complaint or grievance.

A complaint or grievance when formalised should be submitted to the Board in writing with the name and address of the person lodging the complaint or grievance, and their contact details. Plus

a brief description of the problem, issue or concern. Also, if appropriate, the names of any persons who may have witnessed the incident and who are prepared to comment.

How the complaint or grievance will be investigated

Upon receipt of a complaint or grievance the Chairperson will consider whether it needs resolution by the Board or can be resolved simply, outside of the Board.

The Chairperson or a Board Member will contact the complainant/s to discuss the concerns and/or to ask for further information.

Once the complaint or grievance has been investigated, the Board will consider the matter and respond to the complainant after making a determination; giving the reason for their decision and/or intended future actions.

How long will it take

The intention would be to acknowledge receipt of the complaint or grievance within 3 days and respond to the complaint or grievance within 10 days.

If the Board is unable to respond within 10 days the complainant/s will be contacted to explain why and advise the timeframe in which a response will be given.

Further action

If the complainant is not satisfied that the complaint or grievance has been adequately resolved by the Board, the complainant will be entitled to ask for a review.

Should such a review incur any costs whatsoever, the complainant shall agree to pay those costs in their entirety, before the review shall proceed.

An independent suitable person will then be appointed by the Board to undertake an investigation of the issue and make a determination on the matter. This option shall be included when the reasons given for the determination of the Board are given to the complainant.

The complainant if still not satisfied with the independent person's determination of the issue/s, then the Board will facilitate the complainant taking the issue to Mediation SA, which is operated by the Southern Community Justice Centre and currently funded by the State Attorney-General's Department.

EMPLOYMENT, EQUAL OPPORTUNITIES POLICY

Introduction

The Irish Australian Association recognises that Equal Employment Opportunity is a matter of lawful employment obligation, social justice and legal responsibility. The Association also recognises that prohibiting discriminatory policies and procedures is sound management practice.

This policy has been designed to facilitate the creation of a social and workplace culture that maximises organisational performance through employment decisions. These decisions will be based on real business needs without regard to

non-relevant criteria or distinctions, and will ensure that all decisions relating to employment matters are based on merit.

Definitions

Discrimination occurs if a person treats, or proposes to treat, a person with an attribute unfavourably because of that attribute. It can also occur if a person imposes, or proposes to impose, a requirement, condition or practice that has, or is likely to have, the effect of disadvantaging persons with an attribute; and that is not acceptable.

Equal Employment Opportunity consists of ensuring that all members and employees are given equal access to training, promotion, appointment or any other duties related issue without regard to any factor not related to their competency and ability to perform their duties.

Victimisation means subjecting, or threatening to subject, a person to any detriment because they have:

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

Policy

The Association is an equal opportunity employer and will provide equality in employment for all people employed or seeking employment.

Every person will be given a fair and equitable chance to compete for appointment, promotion or transfer, and to pursue their involvement in the Association as effectively as others.

Employment decisions relating to appointment, promotion and career development will be determined according to individual merit and competence.

Consistent with this, the Association does not condone any form of unlawful discrimination or vilification, including that which relates to:

- gender;
- pregnancy;
- potential pregnancy;
- marital/domestic status;
- disability;
- race, colour, national extraction, social origin, descent, and ethnic, ethno-religious or national origin;
- age;
- family responsibilities, family status, status as a parent or carer;
- racial classification;
- sexuality;
- HIV/AIDS vilification;
- religious belief or activity;
- political belief or activity;
- industrial activity;
- employer association activity;

- trade union activity;
- physical features;
- breastfeeding;
- transsexuality;
- transgender;
- profession, trade, occupation or calling;
- medical record; and
- criminal record, subject to the Board's decision.

In all cases no factors other than performance and competence are to be used as the basis for performance assessment, training and development opportunities and promotions.

This policy is to be used in conjunction with any Discrimination, Harassment and Affirmative Action policies.

ENVIRONMENTAL POLICY

The Association is committed to fostering environmental awareness, minimising the environmental impact of our operations upon suppliers and members and customers and affiliated organisations, and being an environmentally responsible neighbour in the community where we operate, which we will achieve through our commitment to:

Involving members, suppliers, customers, any employees, subcontractors and other stakeholders and affiliated organisations in our environmental program and provide necessary training where applicable to enable them to discharge their responsibilities;

Complying and meeting all current and future Federal, State and Council requirements set and adhere to stringent requirements with all relevant codes of practice;

Wherever possible, recycle waste and use environmental and or sustainable products;

Work with key suppliers and associated organisations to encourage them to develop environmental best practice; and

Improve resource efficiency, including our use of water, energy, and raw materials., by reducing their use wherever possible;

Limit the noise in and around the Irish Club site, lessen the risk to members and the public from practices and activities associated with the Irish Club;

Sustain a program of continual improvement in environmental performance incorporating suitable measurement and monitoring mechanisms.

Regularly review the environmental impact of our activities, endeavour to reduce our overall impact and prevent waste using best practice techniques.

INFORMATION TECHNOLOGY, INTERNET PRESENCE, SOCIAL MEDIA AND COMMUNICATIONS MANAGEMENT POLICY

Information Technology (I.T.) and Internet administration is an important part of the Association Business management solution and must ensure the systems are robust, the Board May consider appointing a designee or a sub committee to take on the various supervisory and advisory roles.

Media and Communications

The Board recognises the importance of the Internet and the traditional media in shaping public thinking about our organisation and our current and potential services. The Board also recognises the importance of our members joining in and helping shape public conversation and opinion through interaction in social media. The Association is committed to supporting honest, transparent, and knowledgeable dialogue on the Internet, and through all traditional media channels.

The Association's media use shall be consistent with the following core values:

- **Integrity:** The Association will not knowingly post incorrect, defamatory or misleading information about its own work, the work of other organisations, or individuals. In addition, it will post in accordance with the generally accepted Copyright and Privacy codes.
- **Professionalism:** Media represents the Association as a whole and should seek to maintain a professional and uniform tone. Members and volunteers may, from time to time and as appropriate, post on behalf of the Association using its online profiles, but the impression should remain one of a singular organisation rather than a group of individuals.
- **Information Sharing:** The Association encourages the sharing and reposting of online information that is relevant, appropriate to its aims, and of interest to its members and the general public.
- The Association should seek to grow its social media base and use this to engage with existing and potential members, donors and stakeholders. At the same time, a professional balance must be struck which avoids placing the Association's reputation at risk.
- Unless otherwise nominated by the Board, the Chairperson and or the President will be the media spokespeople for the Association, when responding to media enquiries or making statements to the media on behalf of the Association.

Internet Security

The Board shall appoint an Internet security designee or subcommittee to ensure that:

- the Board to be kept aware of any changes to the Association's security requirements;
- to monitor the Association's equipment, systems and network traffic at any time for security and network maintenance purposes, and to keep all systems updated and properly functioning.
- to be aware and monitor the Association's presence on the Internet the including online banking, or any other online service.
- Protocols, including protecting passwords, securing access to computers, and maintaining protective software, to be implemented.
- The eMail systems shall be managed by service providers and ensure that all data is backed up, accessed by authorised officers and password protected.

Electronic Data

The Associations data be stored on a cloud based system operated from the Associations Computer system as the master copy which is also backed up to the cloud. Access to these data systems is to be protected and access is only allowed to the Officers or sub-committees directly related to the data. It is a critical part of recording and preserving the Associations Documents that all Officer's and sub-committees recognise anything created in the execution of their duties and roles is the property of the Association and must be stored on the Association's Systems.

- The data that is created for or on the Association's systems remains the property of the Association; supported with appropriate level of security that will best protect it. Members

must be confident that their details will not be misused or commercialised.

- Members' personal details and credit card details need to be strongly protected.
- Be cautious about publishing member's information on the public internet or social media channels, or providing such information to a third party.
- The Member database, Social media data must be password protected and secured within the control of the Associations cloud based systems.
- Implementing a secure password policy should be overseen by the Board, with more than one Board Member having responsibility for the information.
- All information and graphics that are published by the Association is copyright to the Association unless formally stated to the contrary.
- It is imperative that the that anti-virus, anti-spyware, and personal firewall software is installed and up-to-date on the Association's computers.
- To standardise documents for storage on the Associations system Microsoft Office products should be used.

OCCUPATIONAL HEALTH AND SAFETY POLICY

The Association is committed to providing a safe and healthful work and public space and ensure that personnel are properly trained with the appropriate safety and emergency equipment, which we will achieve through our commitment to:

Involving members , suppliers, customers, any employees, subcontractors and other stakeholders and associated organisations in our occupational health and safety program and provide necessary training where applicable to enable them to discharge their responsibilities;

Complying and meeting all current Federal, State and Council requirements set and adhere to stringent requirements with all codes of practice;

Establish procedures to ensure all members and any employees are knowledgeable of, understand and comply with all codes of practice;

Develop and improve operations and technologies to minimize health and safety risks, and dispose of waste material safely and responsibly;

Provide training in manual handling and any other physical tasks required to be undertaken;

Have reporting procedures in place to report all accident incidents and noncompliance issues in accordance with applicable governmental reporting requirements, evaluate causes of noncompliance, and implement corrective procedures.

Establish periodic review of compliance with all codes of practice;

Promptly correct any practice or condition not in compliance with this policy.

PRIVACY POLICY

This following section sets forth the Privacy Policy for the Irish Australian Association Incorporated. The Irish Australian Association subscribes to the Privacy Act 1988 and accepts to generally be bound by the Privacy Act 1988 (Cth), which sets out a number of principles concerning the privacy of individuals.

Collection of Personal Information

The Association accepts the importance of confidentiality and of maintaining the privacy and security of all information collected.

Access to Personal Information is restricted to Board Members and staff who need it to provide benefits or services.

The Association may collect in the course of its administrative and business activities Personal Information about Members and other persons associated with the Irish Club. This Personal Information may include the Member's or non-member's full name, email, address and phone contact details, and or other relevant information.

Any Member, who discloses in any way Personal Information about another Member the disclosure of which information has not been directly authorised by the Board at a formal meeting of the Board, will be deemed to be in breach of Article V Clause 11 of the Constitution and subject to its provisions.

Sharing of Personal Information

The Association may occasionally hire other companies to provide services on behalf of the Irish Club, including but not limited to handling customer support enquiries, processing transactions, surveys, ticket selling, internet services and the like. Those companies may be permitted to obtain only such Personal Information as they need to deliver the service.

The Irish Australian Association takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of all personal information.

The Association will not disclose information to other organisations except as outlined above, or to anyone else unless required by law.

Access to Member's records

A Member can access their full records held by the Association by contacting the Honorary Membership Secretary.

A Member may request access to Personal Information about themselves that the Association holds and may ask the Association to correct Personal Information if they find that it is not accurate, up-to-date or complete.

A Member may also make a complaint about the handling of their Personal Information by the Association.

The Association will need evidence of the Member's identity before granting access to any information about their membership or to change it.

A Member can contact the Association by email, or phone, or send their request or complaint to the postal address of the Irish Club. The Association undertakes to respond within 30 days.

Membership records will be kept for up to 10 years following a Member's resignation from the Irish Club.

Use of Personal Information

For each visitor to reach the Irish Club website, namely www.irishclub.org.au the Association expressively collects the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the

website, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to a visitor while they are at this website.

From time to time, the Association may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information collection practices change at some time in the future the Association will use the information for these new defined purposes only. Data collected from the time of the policy change forward will adhere to our updated practices.

There are many aspects of the Irish Club website which can be viewed without providing personal information, however, for access to future Irish Club member support features a visitor may be required to submit personally identifiable information. This may include but not limited to a unique username and password, or provide sensitive information in the recovery of their lost password.

SOCIAL MEDIA POLICY

The Association recognises the importance of the Internet in shaping public thinking about our organisation and our current and potential services. The Association also recognise the importance of our members joining in and helping shape community conversation and direction through interaction in social media. The Association is committed to supporting honest, transparent, and knowledgeable dialogue on the Internet through social media.

Establishing an official Irish Australian Association presence on a public social network (Website, Facebook, YouTube, Twitter, LinkedIn, etc.) must be authorised beforehand by the Board of the Association.

Social Media Values

Build trust by being open and transparent. Share information and what the challenges and opportunities are for the Association in our community.

When disagreeing with others' opinions, remain appropriate and polite. If members find themselves in a situation online that looks as if it's becoming antagonistic, to not get overly defensive and to not disengage from the conversation abruptly. Contact a Board Member or the designee for advice on how to disengage from the dialogue in a polite manner that reflects well on the Association. Be prepared to respond to negative or inaccurate posts if response is warranted. Correct misinformation, but don't engage in heated arguments. Delete irrelevant or vulgar posts. Some negative comments do not require a response, while others should be taken seriously and addressed. Refrain from advocating for political or other polarising issues online.

Members should not engage in any online conduct which: creates a conflict of interest between them and the Association, creates a conflict with one of the Association's program participants, or otherwise harms the interests of the Association.

Material published online should first be checked for copyright or any other exclusions

Who Does What

Determining who's in charge of each of our social media activities will be determined by the Board; assigning responsibility and accountability for the Association to the member or designee or service provider.

Social media to be monitored

A member or designee should have the responsibility of monitoring social media channels frequently, and backup administrators/monitors should be designated so there is no gap in the monitoring. Prompt corrective action shall be taken when an issue arises that places, or has potential to place, the Association in a negative light.

Privacy and Confidentiality

Members should respect the privacy rights of their co-members and must not disclose information about Association related events involving other members of the Association, its clients, vendors and business partners without obtaining their permission. Members must not post confidential or proprietary information about the Association, photographs or images of any co-members, Association clients, vendors, or business partners on any social media site without having the express permission to do so.

Protect Members own privacy

Members should not post anything that the member would not be happy presenting face to face.

Personal conversation within social media networks should be considered public rather than private.

What We May Do With the Information Shared with the Association

By member's providing stories or information to the Association, this action gives authorisation for the information to be used in both online and offline formats, including but not limited to:

- Any websites owned or managed by the Association.

- Social networking or social media platforms.

- Presentations to members and supporters.

- Brochures, direct mail, publications, video footage etc.

VOLUNTEER POLICY

The Association recognises the importance of the Volunteer in the management and operational running of the Association in order to successfully provide our current and potential services. The Association also recognises the importance of our members joining in and helping to support and shape the Association by being involved in the day to day activities of the Irish Club. To this end our commitment will embrace:

Targeted recruitment

- Selection of the volunteer with a consideration for managing risk.

- Non discriminatory approach to selecting volunteers.

- Volunteer Insurance , Health and Safety for volunteers.

- Ensure that volunteers are provided with an overview of the Association's role and services that relate to the volunteer role through an orientation process.

- Volunteer's should be a member of the Association.

- Volunteers accepting of the Association's policies and objectives.

- Management of unsuitable volunteers, including dismissal and resolution of conflict.

- Relevant procedures and information for roles on the Association's Board or sub-committees.

- Recognising and acknowledging volunteers contribution e.g with certificates or other.

- Asking volunteers to say how they became involved with the Association and how their role could be improved.

Screening Checks

As Promulgated by the Board in 2021 – Standing Orders of Irish Australian Association Incorporated July 2021 - Page 21

Proof of identity.

Reference checks and Qualification checks.

Police checks as appropriate.

Description of the position

Skills and/or qualifications mandatory and desirable.

Key areas of responsibility included in a list of duties.

Key relationships, such as supervision.

Conditions of the role, such as attendance times, required training.

Reimbursement for out of pocket expenses if appropriate.

Introduction to the physical environment, equipment and facilities.

Information provided is up to date.

Volunteer's responsibilities include

Being reliable.

Respecting privacy and confidentiality.

Carrying out their volunteer role as specified in the job description.

Being accountable for their own actions.

Undertake orientation and training as requested.

Asking for support or assistance when needed.

Valuing and supporting other members to the team.

Carrying out the work agreed to responsibly and ethically.

Giving notice before leaving.

WHISTLE BLOWER POLICY

The Irish Australian Association Incorporated will actively support and be seen to be complying and meeting all current Federal, State and Council requirements set and adhere to stringent requirements with all codes of practice; The official guidelines will be kept in the office available on request but always available on Public web pages.

Under the whistleblower protection legislation, an eligible whistleblower can be someone who is or was:

- An officer or employee of the Association
- An individual or an employee of a person that supplies services or goods to the entity (including volunteers)
- An individual who is an associate of the entity

- A relative or dependant of any of the above, or a dependant of the spouse of any of the above
- An individual prescribed by the Regulations as being an eligible whistleblower.

An eligible whistleblower can remain anonymous and still qualify for protection.

A whistleblower is entitled to protection under the Incorporated Association Act if they make a qualifying disclosure to an eligible recipient.

A qualifying disclosure involves reporting conduct by an Association or an officer or employee of the Association that represents misconduct, an improper state of affairs or circumstances, or breach of the law. This can include conduct that:

- contravenes the Incorporated Association Act, or the ASIC Act
- constitutes an offence against another Commonwealth law that is punishable by imprisonment for 12 months or more
- represents a danger to the public or the financial system, or
- is prescribed by the regulations.

To qualify for protection, the whistleblower must have reasonable grounds to suspect that the information they will disclose indicates misconduct.

To qualify for protection, a whistleblower must make their disclosure to an eligible recipient:

- A Commonwealth body nominated for this purpose in _____ (this does not include the ACNC)
- A legal practitioner, if someone is seeking legal advice about whether the protections will apply to them
- An officer or senior manager of the Association in question
- An auditor or member of the audit team for the Association

Whistleblowers, or potential whistleblowers, can be compensated for any loss, damage, or injury they suffer. It is illegal to fire, harass or discriminate against a whistleblower or potential whistleblower because someone thinks they made a disclosure.

If a person breaches a whistleblower's confidentiality or causes detriment to a whistleblower because of their disclosure, the person faces criminal or civil penalties.

Importantly, these penalties are not limited to situations with an actual disclosure. They extend to situations where the person merely believes or suspects someone made or could have made a disclosure.

These Standing Orders as referenced in the revised Constitution, namely Article XV, at the Special General Meeting held on the 5th of November, 2017, replace the Standing Orders that were approved at the Annual General Meeting held on the 18th of September, 1994. These revised Standing Orders have been promulgated over two consecutive Board Meetings by the Board in both in 2018, 2019 and 2021.

These Standing Orders End Here