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# Policy Context

|  |  |
| --- | --- |
| **Document Number** | ACC01 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Review Period** | 3 years or as required |

**How to use this document**

This document provides context for the policies and procedures of Alphington Community Centre (ACC).

Our policies, procedures, programs and services are aligned with and consistent with the Victorian Charter of Human Rights and Responsibilitiesand respect the basic rights, freedoms and responsibilities of all people in Victoria.

Our policy suite guides the day-to-day management of our organisation. It is set by our Committee of Governance (Committee). Our policies are developed in context, including:

* The regulations and expectations that relate to our status as a neighbourhood house, a not-for-profit incorporated association and a partner with local government
* Our funding and reporting agreements
* Our employment agreements
* Our need to seek small grants and how we go about that, and
* Legislation that directly impacts our organisation.

*Our Constitution*

As a not-for-profit incorporated association, we must comply with the Associations Incorporation Reform Act 2012which outlines the legal framework for the organisation.

Our constitution sets out:

* Our purposes
* Our powers (what the organisation can do)
* Rules about membership
* How the committee is elected
* How committee meetings are conducted
* How meetings of the organisation (AGM etc.) are conducted
* Financial matters
* Grievance and dispute resolution measures, and
* Other general items – like what happens if the organisation needs to be wound up.

*We are a Not For Profit Association*

We are registered with the Australian Charities and Not-for-profit Commission (ACNC). As a not-for-profit organisation we are required to report within six months of the end of the financial year to the ACNC via their online charity portal and complete the Annual Information Statement.

*Government Funding*

Our core funding comes from the Victorian State Government via the Neighbourhood House Coordination Program. It is administered through the Department of Families, Fairness and Housing (DFFH). The general guidelines for this program can be foundat [**https://providers.dffh.vic.gov.au/neighbourhood-house-coordination-program.**](%20https%3A//providers.dffh.vic.gov.au/neighbourhood-house-coordination-program.)

There are reporting requirements under this program. Three months after the end of the reporting period each year, or one week after the AGM (whichever comes first) we must complete the State Government Service Agreement Compliance Certificate (SACC)using the My Agency portal of the Funded Agency Channel (FAC), to report against our service agreement obligations.

In addition we are required to participate in collective reporting against the broader community development program goals and objectives under the program annually. This process is administered by our peak body, Neighbourhood Houses Victoria (NHVic), and typically occurs in the first quarter of each calendar year.

As a neighbourhood house, our work is guided by a community development framework and the Neighbourhood House Sector Principles, which are:

* Community ownership
* Community participation
* Empowerment
* Diversity and inclusion, access and equity
* Lifelong learning
* Inclusion
* Networking
* Advocacy
* Self-help
* Social action.

Our other reliable annual income comes from our two local governments’, Yarra City Council and Darebin City Council. Funding agreements with both local governments set out our obligations and reporting requirements.

*Grants*

Neighbourhood houses are chronically underfunded and regularly seek project specific grants. These grants could come from local, state or federal government, or various philanthropic organisations. We use grants to further the goals of the organisation.

Generally all grants we receive require us to sign a grant agreement outlining what we agree to do. This could include:

* How we will spend the money
* The project activities/deliverables agreed, and
* Reporting and funding reconciliation processes.

*Employment Conditions*

ACC staff are employed under the Neighbourhood Houses and Adult Community Education Collective Agreement (NHACE) which sets out the minimum rates of pay, leave arrangements and other working conditions that we provide for relevant staff.

*Legislation, Regulations and Standards*

We are required to comply with numerous pieces of legislation and associated regulations and standards.

* Associations Incorporation Reform Act 2012 (Vic)
* Australian Charities and Not-for-profits Commission Act 2012 (Cwlth)
* Child Safe Standards 2022
* Children, Youth and Families Act 2005 (Vic)
* Child Wellbeing and Safety Act 2005 (Vic)
* Fair Work Act 2009 (Cwlth)
* Food Act 1984 (Victoria)
* Food Standards Australia New Zealand
* Liquor Control and Reform Act 1998 (Vic)
* Crimes Act 1958 (Vic) (including Failure to Protect and Failure to Disclose offences)
* Disability Discrimination Act 1992 (Cwlth)
* Equal opportunity Act 2010 (Vic)
* Local government laws and regulations (Darebin & Yarra)
* Occupational Health and Safety Act 2004 (Vic)
* Privacy and Data Protection Act 2014 (Vic)
* Workplace Health and Safety Act 2011(Cwlth)
* Wrongs Act 1958 (Vic) (including Part XIII – Organisational liability for child abuse)

**Alphington Community Centre (ACC) Strategic Plan**

ACC is a neighbourhood house located in the heart of Alphington. It is managed by paid staff and is governed by a volunteer Committee of Governance (the Committee).

The Committee means the President, Vice President, Secretary, Treasurer and general committee members who provide strategic direction and are responsible for legal and compliance oversight of our organistaion.

Our vision

Working together to build and strengthen our community.

Our purpose

As a neighbourhood house we:

* Enable individuals to lead an active, creative and sustainable life
* Nurture community connections, and
* Action a fairer society for all.

Our goals

1. To understand and meet community needs
* We employ a community development framework to guide programming.
* We are strategic and focus on the things that will make a difference.
1. To be compassionate, respectful and inclusive
* We value individuals and put ourselves in others’ shoes.
* We are flexible and kind-hearted.
* We prioritise the most vulnerable in our community.
1. To be financially robust
* We maintain rigorous accounting processes to ensure our organisation is transparent and accountable.
* We leverage our income to make the most of opportunities.
1. To increase community ownership of our neighbourhood house
* We listen and engage with people and ideas with a ‘can do’ attitude.
* We look for partnership opportunities and shared projects.

# Recruitment Policy

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| --- | --- |
| **Document Number** | ACC02 |
| **Version** | 1 |
| **Scope/Application** | All staff and committee members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy guides the recruitment of paid staff to reflect our values, to ensure they are suitable to work with children, young people and vulnerable people, and to ensure they understand and can perform their role and responsibilities.

**Policy**

Alphington Community Centre (ACC) attracts the best available staff by broadly advertising all permanent remunerated positions.

Recruitment and selection procedures and decisions reflect our commitment to equal opportunity and fair, efficient, and effective processes. We assess all potential candidates according to their skills, knowledge, qualifications and capabilities.

We take all reasonable steps to ensure that applicants can be safely entrusted with the duties of their position through a comprehensive induction process and ongoing training and development opportunities as outlined in the **Learning and Development Policy**.

Staff induction and ongoing training complies with the Child Safe Standards and our mandated legal responsibilities. We are committed to safeguarding children and vulnerable adults and ensure all necessary screening processes are undertaken to meet this commitment.

* All employment advertising includes our commitment to child safety and wellbeing.
* Position descriptions and our **Staff Induction Kit** set clear expectations about the role’s requirements, duties and responsibilities regarding child safety and wellbeing including record keeping, information sharing and reporting obligations.

All staff must undertake a Police Check prior to employment, provide at least 2 referees and hold a current Working with Children Check linked to our organisation.

# Learning and Development Policy

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| --- | --- |
| **Document Number** | ACC03 |
| **Version** | 1 |
| **Scope/Applicaton** | All staff, committee members and volunteers |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy ensures everyone in our organisation is appropriately trained and continues their professional development for best practice in our sector.

**Policy**

Alphington Community Centre (ACC) is committed to setting up paid staff, volunteers and our Committee of Governance (Committee) for success in their roles.

Staff, volunteers and our Committee are provided with an **Induction Kit** on commencement to ensure that they can be safely entrusted with the duties of their position.

Regular performance reviews are conducted with staff to identify strengths and opportunities for learning and growth.

The Executive Officer ensures that staff and volunteers meet government requirements regarding skill and accreditation levels. Staff are encouraged and supported to pursue and complete professional development relevant to their work, or to their further career goals if those align with our work.

The annual budget allocates funding for professional development that is aligned with the opportunities anticipated and available for that coming year, along with regular compliance training (e.g. updating first aid certificates, child safe standards training etc.).

Staff, Committee and volunteers may apply for financial assistance for any additional training which directly relates to their current or prospective role and which can be appropriately funded.

Professional development opportunities are provided at the discretion of the Executive Officer.

Funding for professional development can also be sourced outside the organisation.

Any serious performance management issues are escalated to the Committee.

# Volunteering Policy

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| --- | --- |
| **Document Number** | ACC04 |
| **Version** | 1 |
| **Scope/Application** | Formal volunteers |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy guides the recruitment of formal volunteers to reflect our values, to ensure they are suitable to work with children, young people and vulnerable people, and to ensure they understand and can deliver on their role and responsibilities.

‘Formal’ volunteers are volunteers with a position description. ‘Informal’ volunteers are people who volunteer as part of a program or event (eg. a person who returns books for a book club or sells craft at the market etc.).

**Policy**

We provide a safe and welcoming workplace for all volunteers.

Our staff, in consultation with the Executive Officer, do their best to ensure all volunteers have opportunities to develop and share their skills and gain new skills in areas of their choice, when possible and practicable.

Our Executive Officer establishes the framework/scope/position description for each formal volunteer position. The **Volunteer Induction Kit** outlines key information to help ensure formal volunteers can be safely entrusted with the duties of their position.

Volunteer induction and ongoing training complies with the Child Safe Standards and our mandated legal responsibilities. We are committed to safeguarding children and vulnerable adults and ensure all necessary screening processes are undertaken to meet this commitment.

* All employment advertising includes our commitment to child safety and wellbeing.
* Position descriptions and our **Volunteer Induction Kit** set clear expectations about the role’s requirements, duties and responsibilities regarding child safety and wellbeing including record keeping, information sharing and reporting obligations.

All formal volunteers must undertake a Police Check prior to employment and hold a current Working with Children Check linked to our organisation.

# Workplace Health, Safety and Wellbeing Policy

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| --- | --- |
| **Document Number** | ACC05 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy ensures we provide a safe and healthy environment and promote a culture of physical and psychological wellbeing, safety and health for everyone.

**Policy**

Alphington Community Centre (ACC) is a safe and healthy environment for everyone in our organisation and using our services. We comply with health and safety legislation and guidelines for physical and psychological safety and wellbeing.

Everyone in our orgaisation and using our services has a duty of care towards themselves and others and responsibility for health, safety and wellbeing.

We promote a culture of safety and our staff regularly discuss physical and psychological health, safety and wellbeing.

Within ACC we provide emergency procedures and clearly signpost the location of:

* Fire extinguishers
* First aid kits
* The defibrillator, and
* Evacuation procedures.

We ensure that at least one member of permanent staff is qualified with a Level 1 First Aid Certificate.

All staff are responsible for regularly assessing safety and ensuring health and safety concerns are addressed immediately or as soon as practicable, and that any health and safety concerns are also formally reported to the Executive Officer.

Everyone is responsible for reporting any accidents, near miss accidents, incidents or potential hazards. Everyone is responsible for reporting behaviours that make them or others feel unsafe.

We maintain a register of accidents and incidents which is regularly reported to the Committee.

We ensure our insurance coverage meets legislative requirements, adequately protects staff, volunteers, contractors, our Committee of Governance (Committee), participants and visitors and fulfills our obligations under our lease and funding agreements.

# Code of Conduct

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| **Document Number** | ACC06 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved by** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

The code of conduct explains the values, attitudes and behaviours expected of anyone who accesses our services or uses our spaces.

**Policy**

Alphington Community Centre (ACC) is committed to upholding ethical standards, professional behaviours, a positive, inclusive and safe culture and best practice in programs and services.

We pride ourselves on providing a kind, caring and welcoming place for everyone. All staff, contractors, volunteers, participants, visitors, room hirers and our Committee of Governance (Committee) are required to display appropriate attitudes and behaviours.

All individuals must at all times must observe a duty of care and:

* Engage in conduct that is in keeping with our culture of kindness, caring and inclusion and treat others with respect, courtesy and sensitivity.
* Foster an environment that encourages equal opportunity for all participants, regardless of race/ethnicity, religious beliefs, age, ability, sexual orientation, gender identity, financial or social background and education in line with our **Diversity, Inclusion, Access and Equity Policy**.
* Not bully or harass others.
* Respect the privacy of all participants, staff, visitors, Committee and volunteers in accordance with our **Privacy Policy.**
* Not misuse their position to benefit themselves or disadvantage others.
* Uphold the organisation’s good reputation. No person is authorised to post content on our social media channels without permission. And they may not post content or post comments on social media channels about our organisation or our community more generally that may be considered unkind, unprofessional, defamatory, obscene, libelous, threatening, harassing, discriminatory, or that in any way infringe copyright or be otherwise unlawful.
* Adhere to all policies and procedures and comply with all laws and regulations.

* Engage in conduct that ensures a safe and healthy environment in line with the **Occupational Health and Safety Policy.**

*Child Safe Statement*

ACC is a child safe space. We have mandated legal responsibilities, and protect the safety and wellbeing of children and young people accessing our services by:

* Ensuring adults always positively model behaviour for children and young people
* Treating children and young people with respect
* Encouraging children and young people to express themselves
* Listening actively to children and young people
* Acknowledging and encouraging children and young people to feel safe to celebrate their cultural diversity
* Maintaining a safe environment, free from discrimination, bullying and harassment
* Informing children and young people if physical contact is required and asking if they consent and are comfortable with the interaction.

No person shall:

* Shame, humiliate, belittle or degrade children or young people
* Discriminate against any child or young person
* Do anything to cause physical or emotional harm to children or young people
* Show favouritism through the provision of gifts or inappropriate attention
* Develop a special relationship with a child or young person for their own needs
* Arrange contact with a child outside the program space
* Engage in open discussions of an adult nature with a child or young person
* Do things of a personal nature for children or young people that they can do for themselves
* Work with children or young people whilst under the influence of alcohol or drugs, or
* Use inappropriate language in the presence of a child or young person.

Any issues or concerns about the safety or wellbeing of a child or young person at Alphington Community Centre can be reported to any staff member who will refer it on to the Child/Youth Safety Officer.

**Child/Youth Safety Officer**

Leanne Coughlin

Mobile 0411561420

Email leanne@alphington.org.au

**Code of Conduct Breaches**

Any breach or violation of this code will be met with disciplinary action, including termination of employment, cessation of engagement with the organisation and fines or penalties.

The Executive Officer will manage inappropriate conduct and any breaches of the code in consultation with the Committee.

**Acceptance of the Code of Conduct**

All staff and formal volunteers ,Committee members, long-term contractors and room hirers must read and agree to abide by this code of conduct before commencing their formal role at ACC.

I have read, understand and agree to abide by this code of conduct.

**Name:**

**Signature:**

**Date**:

# Privacy Policy

|  |  |
| --- | --- |
| **Document Number** | ACC07 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 year or as required |

**Purpose**

This policy outlines how we protect the privacy of personal information which we collect.

**Policy**

Alphington Community Centre (ACC) has a legal responsibility to protect and manage personal and sensitive information. This includes the collection, storage, use, sharing, and disposal of individual information while maintaining confidentiality and security.

We seek permission from individuals before taking photographs or video.

We only collect information that we need to deliver services. If additional information is collected, we ensure that people are informed about why the information is being collected and how it will be used.

We collect and store online personal information using reputable and trusted online service providers and store hard copy enrolment information securely in our locked office.

Access to online personnel records both digital and hard copy is limited to delegated staff. We provide people with access to their own information, and the right to seek its correction.

We only use and disclose personal information for our primary function and for compliance reporting. Wherever possible it is deidentified. We ensure that if personal information is used for other reasons it is only used with the person’s consent.

Hard copy personal information is shredded and securely disposed of.

# Child Safety and Wellbeing Policy

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| **Document Number** | ACC08 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy ensures that all staff, volunteers and anyone in our broader organisational community prioritise the safety and wellbeing of children.

**Policy**

ACC is a child-safe organisation and has mandatory legal reporting responsibilities.

We have zero tolerance of child abuse and are committed to creating and maintaining a safe and empowering environment, where protecting children and preventing and responding to child abuse is embedded in our culture.

Our mandated legal duties and responsibilities apply for children and young people up to the age of 18 years. These are set out in 11 Child Safe Standards:

*Standard 1*

We establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued through our **Reconciliation** **Policy** and our **Diversity, Inclusion, Access and Equity Policy**.

*Standard 2*

Oue **Code of Conduct** outlines our public commitment to child safety. Through recruitment, screening, training and development we embed child safety and wellbeing into our leadership, governance and day to day delivery, ensuring a child safe culture is championed and modelled across all elements of our organisation. Our **Risk Management Policy** addresses child safety and wellbeing.

*Standard 3*

We empower children and young people to know about their rights and are serious about enabling them to participate in decisions affecting them. We create opportunities for children and young people to form friendships. We are guided by formal and informal feedback from children, families and our broader community on how our space can best engage and empower children, and regularly review the programs and services we offer.

*Standard 4*

We keep families and communities informed and promote child safety and wellbeing, by creating opportunities for children, parents, grandparents and carers to build community connections, form friendships and get peer support, and by using our social media channels to build broader community understanding of shared responsibilities for child safety and wellbeing.

*Standard 5*

Our **Diversity, Inclusion, Access and Equity Policy** ensures diverse needs are respected in policy and practice.

*Standard 6*

We ensure anyone working with children and young people reflect child safety and wellbeing values in practice. We screen staff, formal volunteers, Committee member, long-term contractors and venue hirers and require them to sign our Code of Conduct. We provide training and development in child safety and wellbeing for staff, formal volunteers and Committee members.

*Standard 7*

Our processes for complaints and concerns are child focused. Reports can be made in person, by telephone or by email or text. Staff and volunteers understand their responsibility to report any child safety or wellbeing concerns raised with them or noticed by them immediately to the Child/Youth Safety Officer. Child safety and wellbeing issues are handled in accordance with the **Concerns, Complaints and Incidents Policy** and associated procedures, and in accordance with the mandatory reporting requirements.

*Standard 8*

Our staff and volunteers undertake training and education and are equipped with the knowledge, skills and awareness to keep children and young people safe and to build culturally safe environments for children and young people. Our **Staff, Volunteer and Committee Induction Kits** ensure staff, formal volunteers and our Committee understand what is meant by child safety, our mandated legal responsibilities, our commitments to child safety and exactly how and when to take action.

*Standard 9*

Our physical and online environments promote safety and wellbeing and minimise the opportunity for children and young people to be harmed.

*Standard 10*

**Our Child Safety and Wellbeing Policy** and the associated policies and procedures are regularly reviewed and improved.

*Standard 11*

Our suite of policies and procedures document how we create a safe space for children and young people. They address all the Child Safe Standards, are concise and accessible and are informed by broad consultation. Our Committee and Executive Officer champion and model compliance. Our staff and volunteers understand and implement policies and procedures.

# Diversity, Inclusion, Access and Equity Policy

|  |  |
| --- | --- |
| **Document Number** | ACC09 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy outlines our commitment to diversity, inclusion, access and equity.

**Policy**

Our organisation is a kind and friendly and welcoming of everyone.

We are committed to human rights. We ensure that Alphington Community Centre is free from any form of discrimination on the basis of a person’s:

* Country of birth
* Language
* Culture
* Race
* Religion
* Gender
* Age
* Sexual orientation
* Socio-economic background
* Physical or mental ability, or
* Health.

This applies to all programs, activities, events, job opportunities and volunteering opportunities that may take place.

# Concerns, Incidents and Complaints Policy

|  |  |
| --- | --- |
| **Document Number** | ACC10 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy ensures we have a clear process in place to manage and address concerns, incidents and complaints.

**Policy**

This policy covers workplace health and safety incidents and near-misses, general grievances, complaints, as well as matters relating to the safety and wellbeing of children and young people who participate in programs and activities at or run by Alphington Community Centre (ACC).

Concerns, incidents and complaints can be formally registered in person with a staff person, by email or telephone or on our website by completing the **Concerns, Incidents and Complaints Form**. When reporting it is useful to note:

* The date of the concern/incident/complaint
* The parties involved and contact details (if available),
* The details of the incident, and
* Any action taken to address/resolve the issue to date.

Concerns, incidents and complaints received are addressed as follows.

Workplace health and safety concerns (including physical and psychosocial hazards) are reported to the Committee of Governance (Committee) and addressed in collaboration with the Executive Officer.

General complaints and grievancesare reported to and addressed by the Executive Officer and may be escalated to the Committee if necessary.

Grievances or complaints involving members of the association (Committee and other members) will be reported and addressed in accordance with the **Association Rules**.

Any concern or complaint relating to the safety or wellbeing of a child or young person will be reported to the Executive Officer (who acts as the Child/Youth Safety Officer) and addressed in accordance with the mandatory reporting requirements.

Complaints regarding the Executive Officerwill be reported and addressed by the Chair of the Committee.

**Sustainability Policy**

|  |  |
| --- | --- |
| **Document Number** | ACC11 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required  |

**Purpose**

This policy embeds a philosophy and culture of sustainability and care for the environment across the entirety of our organisation.

**Policy**

Alphington Community Centre (ACC) strives to reuse and recycle across our site and in our programming whenever we can and continually aims to reduce our environmental footprint.

We demonstrate ways to care for our environment to our community and build skills and community knowledge about the environment and sustainability through our programming.

We share knowledge and skills to build our community’s capacity to adapt to climate change and be as resilient as possible in the face of a changing climate.

We support and/or participate in broader efforts and advocacy to improve environmental protection, climate change action and sustainability.

# Reconciliation Policy

|  |  |
| --- | --- |
| **Document Number** | ACC12 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy ensures that we create a culturally safe and welcoming place for Aboriginal and Torres Strait islander children, families and communities.

**Policy**

Alphington Community Centre (ACC) acknowledges and pays respects to the Traditional Owners of Country, the Wurundjeri Woi-Wurrung of the Kulin Nations and recognises that we inhabit unceded lands that were sustainably managed for 60,000+ years by Aboriginal and Torres Strait Islander peoples.

We are committed to being allies for Aboriginal and Torres Strait Islander peoples and ensuring that our centre is culturally safe, welcoming and inclusive.

We ensure an Acknowledgement of Traditional Owners is included in promotional material, signage, marketing collateral and we recognise country in our address.

We formally acknowledge the Traditional Owners at meetings and events.

We create opportunities for our community to learn about Aboriginal and Torres Strait Islander culture, history and matters of importance within our programs and services.

We use our social media channels to act as allies, build broad community knowledge and understanding, and contribute to reconciliation.

# Risk Management Policy

|  |  |
| --- | --- |
| **Document Number** | ACC13 |
| **Version** | 1 |
| **Scope/Application** | Executive Officer and committee members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell |
| **Review Period** | 3 years or as required |

**Purpose**

This policy ensures that we identify, classify, reduce and manage risks.

**Policy**

Alphington Community Centre (ACC) regularly identifies, classifies, reduces and manages risks to keep people safe and well and the organisation operational.

Risks can include (but are not limited to) dangers that affect people, our organisation, or may impact on our ability to do our work.

Examples include workplace health and safety risks, child safety and wellbeing risks, risks arising from external events and disasters, risk of physical damage to property or assets and risk of reputational damage.

A **Risk Management Plan** to identify and mitigate risks is developed annually and managed by the Executive Officer.

The Committee of Governance (Committee) endorses the **Risk Management Plan**, and annually reviews the plan in consultation with the Executive Officer.

# Venue Hire Policy

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| --- | --- |
| **Document Number** | ACC14 |
| **Version** | 1 |
| **Scope/Application** | Short and long term venue hirers |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy defines the conditions of hire and usage based on the Venue Hire Agreement mandated by the Lease from Darebin Council.

**Policy**

Alphington Community Centre (ACC) spaces are available for hire, subject to other scheduled programs and for activities that will not disturb local residents.

Hire of our spaces is prioritised for people and groups who reside in the Darebin and Yarra local government areas.

Spaces can be hired long term by individuals or organisations delivering community services and programs that align with our priorities. All long-term hirers must provide Working with Children Checks linked to our organisation.

Spaces can also be hired one-off for community and private meetings, children’s birthday parties (and other low key family events), art exhibitions and other similar activities as agreed with the Executive Officer.

Our venue may not be suitable for events serving alcohol. Permission to serve alcohol must be sought as required by liquor licensing laws and documented in writing.

All hirers must also hold their own public liability insurance, agree to the conditions outlined in the Venue Hire Agreement, and sign the Agreement before hire commences.

**Related documents**

* **Venue Hire Agreement**
* **Venue Hire Guidelines**
* **Birthday Party Guidelines**
* **Art Exhibition Guidelines**

# Events Policy

|  |  |
| --- | --- |
| **Document Number** | ACC15 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved By** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy outlines how we will manage and support safe and inclusive events.

**Policy**

Community events are hosted by Alphington Community Centre (ACC) throughout the year to bring the community together.

The safety, inclusion and wellbeing of everyone involved in events is a priority.

Events are supervised by paid staff who have key responsibilities for safety and management including equipment, food, alcohol and handling money.

Staff must:

* Ensure that all events selling food are registered with Foodtraderthe state’s online registration portal for food sales from temporary/mobile premises in Victoria and ensure food served complies with the **Food Handling Policy**
* Confirm the event is covered by insurance
* Ensure that large equipment (pergolas, umbrellas, signage etc.) is in good condition and set up safely
* Immediately address hazards and potential safety issues throughout the event
* Take responsibility for the BBQ set up
* Ensure that a Liquor License is sought if needed
* Oversee cash floats and provide clear direction and information including a price list for volunteers, provide training on EFTPOS sales for volunteers, regularly collect cash throughout the event and be available throughout the event to support volunteers.

Volunteers are integral to the running of many of our events. Volunteers supporting events must follow staff direction.

# Food Handling Policy

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| **Document Number** | ACC16 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved by** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy ensures food prepared, served and/or distributed by us is safe for human consumption.

**Policy**

Food is a necessity for living well and sharing meals at Alphington Community Centre (ACC) is a mechanism for bringing people together as a community.

ACC is a registered food premises under the Food Safety Standards (Darebin Council).

All events selling food are registered with Foodtraderthe state’s online registration portal for food sales from temporary/mobile premises in Victoria.

Food handled at the centre is prepared, stored and distributed in accordance with the *Food Act 1984* (Victoria) and the *Food Safety Guidelines of Australia and New Zealand*.

Supervising staff and/or volunteers for food preparation and distribution hold a food handling certificate and ensure that:

* Appropriate food handling equipment (gloves, tools etc.) is available and used for food preparation and distribution,
* Ingredients are labelled when food is pre-prepared and/or stored for future use
* Used-by dates are observed, and
* Appropriate refrigeration/freezing is provided and used on site.

# Infectious Diseases Policy

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| --- | --- |
| **Document Number** | ACC17 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members, volunteers, participants, hirers and members |
| **Approval Date** | August 2023 |
| **Approved by** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy actively tries to prevent, minimise and control the transmission of infectious diseases on our site and within our broader community.

**Policy**

Infectious diseases are contagious infections caused by pathogenic microorganisms, such as bacteria, viruses, parasites or fungi that can be spread, directly or indirectly, from one person to another.

Alphington Community Centre (ACC) actively tries to minimise and prevent the spread of infectious diseases on our site and in the broader community.

We recognise the vulnerabilities of our particular community cohorts and take a cautious approach to infectious diseases that may particularly adversely impact them.

The Executive Officer complies with all directions from authorised public health officers, recognised medical authorities and implements strategies to reduce risks consistent with workplace health and safety obligations.

Contingency plans are in place to manage operations in the event of an infectious disease being declared an epidemic or pandemic.

We require anyone who works at, visits or formally volunteers at our centre to take precautions as required/mandated by authorities and/or by the Committee after considering appropriate medical advice.

In the event of an outbreak, we will provide people with personal protective equipment where appropriate, assist people to minimise exposure, support people to prevent infection and/or encourage people to obtain a diagnosis and seek treatment.

# Auspice Policy

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| **Document Number** | ACC18 |
| **Version** | 1 |
| **Scope/Application** | Staff, committee members, potential auspice organisations |
| **Approval Date** | August 2023 |
| **Approved by** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy guides decisions about endorsing individuals or organisations under auspice arrangements.

**Policy**

Alphington Community Centre (ACC) is committed to supporting small organisations and individuals without incorporated association status to access grants through auspice arrangements.

Auspice arrangements with a total value of $10,000 or greater are approved by the Committee. Auspice arrangements under $10,000 are approved by the Executive Officer.

In deciding whether an auspice is appropriate, we will consider:

* The individual or organisation’s reputation
* If the proposed project aligns with the strategic objectives of our organisation
* Whether the individual or organisation seeking to be auspiced has an Australian Business Number registration
* The adequacy of the project plan and the proposed invoicing milestones
* Proposed payroll arrangements including superannuation obligations
* Roles and responsibilities between the parties in applying for the grant, accessing the funding and acquitting the grant.

In general we require 10% of the total amount received to cover the administration associated with the auspice and will distribute funds to the auspiced partner at agreed milestones, and/or on provision of receipts for goods purchased, unless other arrangements are agreed in writing prior to entering into the auspice arrangement.

Where payroll management is required, additional management fees may be necessary.

The particulars of the auspice arrangement must be documented in writing before funding is sought.

# Financial Management Policy

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| --- | --- |
| **Document Number** | ACC19 |
| **Version** | 1 |
| **Scope/Application** | Staff, contractors, committee members |
| **Approval Date** | August 2023 |
| **Approved by** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy safeguards funds belonging to or managed by our organisation to prevent fraud and financial mismanagement**.**

**Policy**

Alphington Community Centre (ACC) is committed to best practice financial management and accountability including budgeting and financial planning, reporting and internal controls.

All staff, contractors and Committee of Governance (Committee) members are accountable for monitoring the finances of the organisation.

Committee members are committed to probity and good governance. The Committee actively participates in financial management and financial decisions and members can request additional reports and/or review bank statements.

**Annual operating budget (and progress reporting)**

The annual operating budget is developed by the Finance Officer in consultation with the Executive Officer and approved by the Committee before the commencement of the relevant financial year.

Progress reports against the annual operating budget are prepared quarterly by the Finance Officer, in consultation with the Executive Officer and presented by the Treasurer to the Committee for active discussion/review.

**Online expenditure/payments**

All online payments, transactions and transfers between accounts (including topping up the credit card) must be approved by at least two of these authorised delegates: Finance Officer, Executive Officer, Treasurer or Chairperson. See **Delegation of Authority Policy** for more information.

Credit card receipts are required for all transactions and are recorded alongside the cash management system (see below).

**Cash management**

Minimal cash is kept in the office.

A cash management system overseen by the Finance Officer operates in the office to record all incoming cash, banked cash and expenses paid in cash. All cash payments are receipted, and GST is recorded. When cash increases (e.g. due to an event), it is stored as securely as possible onsite and banked at the first opportunity.

**Payroll**

Payroll is managed by the Executive Officer and Finance Officer. Wages, leave, superannuation and other entitlements are payable as prescribed in the Neighbourhood Houses Adult Community Education Centres Collective Agreement (NHACE).

Payroll payments must be approved by least two of these authorised delegates: Finance Officer, Executive Officer, Treasurer or Chairperson.

**Tax obligations and superannuation**

All tax obligations and superannuation payments are calculated and set up for payment by the Finance Officer and approved by least two of these authorised delegates: Finance Officer, Executive Officer, Treasurer or Chairperson.

Payroll, GST and superannuation liabilities are shown in the **Balance Sheet** and payments are reflected in the **Profit and Loss Statement.**

# Delegation of Authority Policy

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| --- | --- |
| **Document Number** | ACC20 |
| **Version** | 1 |
| **Scope/Application** | Executive Officer and committee members |
| **Approval Date** | August 2023 |
| **Approved by** | Heather Campbell (Chair) |
| **Review Period** | 3 years or as required |

**Purpose**

This policy outlines accountabilities delegated by the Committee of Governance (Committee) to the Executive Officer for the good management and efficient operation of Alphington Community Centre (ACC).

**Policy**

The Committee delegation authorises the Executive Officer to undertake operational functions and activities in ACC:

* Financial decisions
* Grants, tenders and auspices
* Strategic and operational planning
* Governing policies
* Staffing
* Constitution, legal matters and AGM
* Marketing/promotion

The delegation does not alter the responsibilities of Committee members, who are accountable for all decisions made by and on behalf of ACC.

**Delegation**

| **Function** | **Authority retained by the Committee** | **Authority delegated to the Executive Officer** |
| --- | --- | --- |
| **Financial decisions** | * Set the Annual Operating Budget
* Approve any expenditure outside of the Annual Operating Budget, over **$5,000 per year.**
* Approve additional financial delegations (eg. Finance Officer)
 | * Implement the Annual Operating Budget
* Approve expenditure up to **$5,000 per year** outside the Annual Operating Budget.
 |
| **Grants and tenders and auspices** | * Endorse grants, tenders, expressions of interest or contracts over **$15,000**.
* Approve auspice arrangements over **$10,000.**
 | * Prepare and sign funding applications – including grants, tenders, proposals and expressions of interest – on behalf of ACC.
* Approve auspice arrangements under **$10,000**.
 |
| **Strategic and operational planning** | * Set the vision and the strategic goals for the organisation
* Regularly review the success of the strategic plan
 | * Provide input to support the strategic planning processes
* Implement/operationalise/deliver against the strategic goals set by the Committee
 |
| **Governing policies** | * Prepare, debate, endorse and regularly review all governing policies
 | * Advise the Committee on changing policy requirements in the sector
* Support the Committee to prepare good practice policies
* Develop procedures and processes to implement endorsed policies.
 |
| **Staffing** | * Recruit and manage the Executive Officer
* Ensure the Executive Officer feels supported
* Approve new staff positions
* Terminate staff
* Ensure ACC complies with all relevant awards, laws and regulations
 | * Recruit and manage existing staff and existing positions
* Manage staff leave, time in lieu and other employment matters
* Ensure ACC complies with all relevant awards, laws and regulations
* Advise the Committee on any changes to awards, laws or regulations that impact the sector.
 |
| **Constitution, legal matters and AGM** | * All decisions
 | * Make recommendations regarding funding, service and contractual agreements
* Commit the organisation only after Committee approval
* Advise the Committee immediately and respond promptly to any legal, legislative, statutory or contractual matters.
* Support the Committee to prepare for the AGM and other important events
 |
|  **Marketing/Promotion** | * Support the Executive Officer when requested.
 | * Act as a spokesperson for the organisation.
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