



Australian Underwater Federation Qld Inc

Policy Manual

This handbook contains the Code of Practice and Privacy Policy.

We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

Please read this Handbook and Information carefully.

If you have any questions after reading this Handbook, please consult your Commissioner or Executive Director.

VERSION HISTORY

Author	Version	Date	Changes
J Breeze	0.2	Jan 2012	Documents inserted into "AUFQ Policy Manual "
L Randell/J Breeze	0.1	Sept 2011	Draft review all policies

This handbook replaces the raft of documents formerly in place as

"AUFQ Policies"

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1 Code Of Conduct

1.1 Purpose

The purpose of the Code of Conduct is to describe the type of behaviour which the Australian Underwater Federation Qld (AUFQ) is seeking to promote and encourage its members and supporters to adopt.

1.2 Governance

The code shall be known as AUFQ code of Conduct. The Code shall govern the conduct of all persons formally associated with underwater activities within Australia or whilst competing overseas. In particular, it shall apply to:

Persons acting for and on behalf of the AUFQ
Athletes, coaches, managers and support staff of the AUFQ
Persons participating in an AUFQ sanctioned event
Officials, Commissaries and support personnel assisting or conducting AUFQ events.
AUFQ appointed Delegates and employees of the AUFQ
AUFQ office bearers

1.3 Key Principles

The AUFQ wishes to operate in an environment where people show respect for others and their property. Respect is defined as consideration for another's physical and emotional well being and possessions, to ensure no damage or deprivation is caused to either.

The AUFQ wishes to operate in an environment that is free from harassment. Harassment is defined as any action directed at an individual or group that creates a hostile, intimidatory or offensive environment. The AUFQ wishes to operate in a non-discriminatory environment. Respect the right, dignity and worth of every human being – within the context of the activity; treat everyone equally regardless of gender, ethnic origin or religion.

Persons to whom this code applies acknowledge and agree to comply with the disciplinary and grievance procedures promulgated by the AUFQ. If any disciplinary action is taken, persons directly affected shall be given the opportunity to participate in those proceedings and the right to appeal against any decision against them.

1.4 Key Elements

All persons who are bound by this code shall:

- Act in a manner which is compatible with the interests of the AUFQ
- Accord people involved in underwater activities with the appropriate courtesy, respect and regard for their rights and obligations
- Treat people's property with respect and due consideration of its value
- Show a positive commitment to AUFQ policies, rules, procedures, guidelines and agreements
- Respect the law and customs of the place they visit
- Respect the confidentiality of information which they receive in the course of fulfilling their duties
- Uphold the standing and reputation of the Australian Underwater Federation within Australia
- Not misuse provided funds or property belonging to another party
- Observe and comply with the Anti Doping Rules set out in the CMAS Doping Policy.
- Adhere to statutory laws of Australia and any country visited.

1.5 Unacceptable Behaviour

The following list provides examples of some behaviours deemed to be unsuitable and not in the best interests of the AUFQ. The list is not intended to be comprehensive, and accordingly it is up to All

individuals subject to this code to ensure their behaviour is acceptable at all times, according to all reasonable definitions of the word acceptable.

- ‘Sledging’ other athletes, officials or event organisers. Sledging is defined as a statement that is deemed to denigrate and/or intimidate another person or behaviour likely to constitute emotional abuse.
- Excessive use of alcohol, acting in a way that becomes a public nuisance, or creating a public disturbance.
- Damaging another person’s property or depriving them of that property.
- Sexual relations between an appointed official and a junior athlete (under the age of consent), irrespective of the wishes and desires of the athlete. In all other cases such relations are strongly discouraged.
- Any physical contact with athletes shall be appropriate to the situation and be necessary for the further development of the athlete’s skill.
- The use or encouragement of the use banned substances. (The banned substance list is as outlined under WADA Anti-Doping Policy)
- Making Statements that could be deemed to denigrate the group that an individual is representing.
- Any type of gambling, betting or organisation of betting at any underwater event, while competing, officiating or undertaking a management role.
- Any form of harassment.

For any breaches of this code, reporting of incidents or disciplinary actions please refer to the AUFQ Constitution.

2 Fees and Charges, Refund Policy & Exemptions

2.1 Fees & Charges

Individual Memberships and Club Affiliation fees (related to the sports clubs partake in) are to be paid on or before 1st July for the following financial year.

Individual memberships include fees to State and National commissions and Insurance premium, State and National portions will be paid into the relevant Commission account

Club Affiliation fees will be paid into the AUFQ General account.

2.2 Refund Policy

The policy of AUFQ Inc is at all times to be fair and equitable to members. Applications for refunds can be made to the Executive Director AUFQ, or a representative of Executive Director AUFQ.

If, for a good reason, a competition is cancelled or discontinued or a member withdraws, a refund proportionate to the period of time participation was lost may be refunded.

If the competition has not commenced and the member is unable to commence, a refund of 50% of the full fees will be forwarded to the member. 50% will be retained as administration charges. The Executive Director AUFQ, or a representative of Executive Director AUFQ, has discretion to adjust this up or down without notice.

At AUFQ Inc, subject fees will be:

- kept in an account with a recognised banking institution;
- accessed only when the service is rendered;
- not used for any other purpose until the competition completed.

3 Complaints & Appeals

3.1 Complaints

In the event of a complaint members should:

- try to resolve the problem with the person concerned;
- seek the assistance of their commissioner;
- consult the Executive Director AUFQ or a representative of Executive Director AUFQ.

If the complaint is still unresolved, AUFQ will inform members in writing of the outcome within 14 days and they will be advised of external organisations to which they can appeal.

3.2 Appeals

AUFQ Inc seeks to prevent appeals by ensuring members are satisfied. Personnel are expected to be fair, courteous and helpful in all dealings with members, staff and volunteers.

Any appeal about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Executive Director AUFQ or a representative of Executive Director AUFQ. The Committee to investigate appropriate improvements to prevent recurrence of the problem. Appeals must be made within 21 days of a competition or incident. All records of any appeals are kept on file.

Appeal Procedure:

- Notify Commissioner or Executive Director within 21 days.
- Trainer and/or Executive Director AUFQ, or a representative of Executive Director AUFQ, provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the member will be notified in writing within 14 days and advised of external organisations, eg Consumer Affairs or relevant Government Departments that may be able to assist.

Members may also seek legal redress through the usual court processes if they feel unsatisfied.

4 Disciplinary Procedures

4.1 Discipline Policy

Members at all times must maintain appropriate behaviour and follow AUFQ Inc. rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the member may be requested to not attend competitions events.

All disciplinary matters will be handled by the Executive Director AUFQ or a representative of Executive Director AUFQ.

4.2 Rules & Regulations

The following apply to all persons, staff members and volunteers:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, AUFQ Inc accepts no responsibility for personal property lost or stolen at events.
- Nobody has the right to interfere with another's ability to participate through disruption of or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted in training or competition facilities.
- Drinking alcohol is not permitted during diving activities.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during coaching and meetings.

5 Access and Equity

5.1 Access and Equity Principles

AUFQ Inc will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. AUFQ Inc increases opportunities for people to participate in the events, competition, and training, and in associated decisions, which affect their lives.

AUFQ Inc prohibits discrimination towards any group or individuals in any form, including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age

5.2 Staff Responsibilities for Access and Equity

AUFQ Inc applies access and equity principles to all programs and provides timely information and suitable support to assist members and volunteers to identify and achieve their desired outcomes.

Access and equity issues are considered during training, coaching, competition product development, and in training delivery and assessment.

6 Human and Physical Resources

6.1 Human Resources

AUFQ Inc is committed to a high standard of coaching through high quality trainers with:

- a thorough knowledge of their subjects through formal study and practical on-the-job training;
- extensive experience in their field; and
- appropriate qualifications in training and assessment.
- Appropriate direct supervision from the State Director of Coaching.

Coaches keep current with industry developments through participation in industry training programs. In addition they participate in an ongoing basis in training to enhance their training and assessment skills.

6.2 Physical Resources

Students in Coaching courses have access to or provision of necessary facilities/materials/equipment. These include:

1. Training Room Facilities:
 - adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
 - adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
 - clear sight and hearing from all points and to the point of presentation;
 - audio visual equipment that is not intrusive;
 - clearly accessible amenities such as toilets and drink stations;
- Reference Materials and Equipment
- Refreshment Facilities

7 Legislation

AUFQ Inc identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

Additionally relevant legislation includes:-

- Workplace Health and Safety Act 1995
- Workplace Injury Management and Workers' Compensation Act 1998
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Equal Employment Opportunity 1987
- Workplace Health and Safety Act 1995
- Health Rights Commission Act 1991
- Building Fire and Safety Regulations 1991
- Commission for Children and Young People Act 2000
- Aged Care Act 1997 (including Aged Care Accreditation Standards)
- Health (Drugs & Poisons) Regulations 1996
- Relevant local council regulations (e.g. physical access, hours of operation)
- Apprenticeship and traineeship requirements where appropriate.

The various acts are held on site and are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au. Staff and members and volunteers should keep aware of the above requirements through such means as orientation, meetings, handbooks, bulletins and noticeboards.

8 Privacy Policy

AUFQ Inc complies with the Privacy Act 2001. Information collected on members is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the client. Members can request a copy of the information held about them by a written request to the Executive Director AUFQ.

Use and disclosure of personal information

Sensitive personal information will only be collected as required from members/participants, and is treated as confidential within AUFQ Inc. and is used for the purpose for which it was collected or for a related purpose. This includes:

- providing the coaching services
- informing members about additional or upcoming courses and events
- gathering feedback from members regarding courses and competitions for AUFQ Inc market analysis and course development.

AUFQ Inc. does not disclose sensitive personal information to other third parties without permission or instruction from the member unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Executive Officer AUFQ.

Information about members from third parties

AUFQ Inc. may need to source or verify information about members from a third party. Wherever possible this will be done with the members authorisation, or if not possible, AUFQ Inc will inform the member when such information is collected.

Receiving marketing information

With members' consent, AUFQ Inc may provide them with information from time to time about new courses/activities/functions available to them.

Members' consent to this will be implied unless they notify AUFQ Inc that they do not wish to receive this information. You may do this by advising the Executive Director AUFQ that you do not wish to receive marketing information.

Security of personal information

In line with new technology, AUFQ Inc continually improves the security of personal information collected. AUFQ Inc takes all reasonable steps to protect the personal information of persons by:

- securing all files with personal information in locked cabinets
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, members have the right to access personal information held about them. If the information is incorrect, they have the right to require AUFQ Inc. to amend the information.

To access this information members are required to contact the Executive Director AUFQ and complete a request for access form. The Executive Director AUFQ must verify the member's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the member and the

Executive Director AUFQ as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access is granted.

Further information

To obtain further information about the Privacy Policy or access to personal information, please contact the Executive Director AUFQ.

Staff Confidentiality

AUFQ Inc complies with the Privacy Act 2001. Information collected on members is only used for the purpose of delivery of our services. Executive members must be aware of this act and its requirements and must at all times ensure members information remains confidential.

Members Information Requests

The Executive Director AUFQ is responsible for the processing of all requests for members information from volunteers or members.

These requests require the completion of a request for access form and the verification of the members identity through either sighting of appropriate photo ID or the correct answering of a checklist of questions derived from the member's personal details.

These questions are:

- Full Name
- Date of Birth
- Address (home)
- Phone Number (home and/or mobile)

The Executive Director AUFQ and the member must both sign the request form as an official record of identification. The Executive Officer AUFQ may also, if deemed necessary, further ensure the member's identification through a signature comparison with their membership form.

The Executive Director AUFQ, or a representative of Executive Director AUFQ, is to notify the member when access is available. The Executive Director AUFQ, or a representative of Executive Director AUFQ, and the member must both again sign the form upon access as a record of such access. This form is then to be placed in the member's file for future reference.

Third Party Information Requests

No executive member is to release any information about members or volunteers to any third party unless prior written authorisation is obtained from the member or disclosure is required by law.

Authorised Third Parties:

Members may nominate third parties they wish to access their records. This process is conducted by the Executive Director AUFQ, or a representative of Executive Director AUFQ, who ensures a third party access form is completed and the security details for the third party obtained. These details will be entered into the member's file.

Any executive member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

Other Third Parties

Executive members must not release any information to any other third party requesting student information. The Executive Director AUFQ, or a representative of Executive Director AUFQ, will obtain details of the request and detail these to the student to determine whether they wish to authorise access through a written consent form.

9 Travel Policy

9.1 Accommodation

Staff/Volunteers required to travel that necessitates accommodation may book same to a level not exceeding a 3.5 STAR rating. The definition of the rating follows:

- ◆ 3.5 STAR = Well appointed establishments offering a comfortable standard of accommodation, with above average furnishings and floor coverings

When booking accommodation, consideration should be given to costs that may be incurred in travelling between the accommodation and the business activity so that unreasonable costs for taxi's, etc are not unnecessarily incurred.

Where a different STAR rating is most applicable for the particular circumstances, the Commissioner/President/Executive Director may approve the alteration.

9.2 Meals during Overnight Absences

<i>On the first day of a members absence from their usual place of work/home, they are entitled to the provisions for meals in accordance with the following departure and arrival times:</i>	<i>On last day of a members absence from their usual place of work or home, they are entitled to the provisions for meals in accordance with the following departure and arrival times:</i>
Breakfast – departs before 7.30 am	Breakfast - returns later than 8.30 am
Lunch - departs before 12 Noon	Lunch - returns later than 1.00 pm
Dinner - departs before 5.30 pm	Dinner - returns later than 6.30 pm

Breakfast	Lunch	Dinner	Incidental Expenses
Up to \$20.00	Up to \$25.00	Up to \$35.00	Up to \$10.00

Incidental Expenses are other expenses incurred in the course of work related travel that would otherwise not have been incurred by the member. This does not include items such as toiletries, Panadol etc and requires a Tax Invoice to be provided for reimbursement. It may include morning/afternoon tea whilst travelling, telephone calls to home, etc.

Mini Bar expenses (i.e. alcohol or packages food items) will not be the responsibility of Australian Underwater Federation Qld, except in unusual circumstances and where approved by the President. "Unusual circumstances" may include, but not be limited to, a late arrival at a destination necessitating use of some of the mini-bar items.

- ◆ Tax invoices must be submitted in order to substantiate all claims.
- ◆ Meal Allowance is not available where a meal is otherwise provided by the organisation or as part of a fare already paid. For example, meal allowance is not available where a meal is provided as part of conference registration or as where it is provided as part of an airfare.

9.3 Hire Vehicles (Must be approved by the President prior to departure)

- ◆ Where possible from Hirer, normally a 5 star safety rating on vehicle including:
 - Driver, passenger & side air bags
 - Anti lock braking system

Exemptions to standard 5 star safety rating will apply for Buses and Utilities.

9.4 Vehicle Expenses

Where more than one club/committee members are travelling from/through the same area to the same event, cost of travel will be shared eg. Reimbursement of vehicle expenses will be covered for only one vehicle.

Reimbursement of fuel costs will be provided, on receipt of a complete reimbursement of expenses claim, showing distance travelled and receipt for fuel showing dates of travel and fuel/Lt used.

9.5 Flights

Flights will be booked 6 weeks before departure, unless urgent travel is required, in this case approval must first be sort from Executive Director or President.

Bookings will be made on the most cost efficient Flight available at the required time of travel. Where a different carrier is preferred by the member the Commissioner, President, or Executive Director may approve after considering the circumstances of the member and time of travel.

9.6 International Travel

- ◆ Where possible rates for international travel will be agreed between the Executive Director and the member prior to the travel occurring. Rates will vary depending on the country the employee is travelling to.
- ◆ The Executive Director must consider the most appropriate method of payment in the country and ensure the employee has access to such. Consideration should be given to the availability to use credit cards, debit cards, traveller's cheques and foreign currency.

The member should be provided with adequate means to pay for expenses up front. However all expenses must still be validated by the member obtaining receipts and presenting them to the Executive Director on their return. Where tax receipts are not available a log of expenses must be kept to substantiate claims

9.7 Claim for Expenses

Reimbursement of expenses will be paid on pre approved expenses, on production of a completed Claim for Expenses form (Appendix 17.1) with a Valid Tax Invoice/ Receipt showing payment.

10 Whistleblower Policy

Introduction:

AUFQ-

- Encourages members and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of the AUFQ;
- Specifies that the AUFQ will protect the person from retaliation; and
- Identifies where such information can be reported.

1. Encouragement of reporting

The AUFQ encourages complaints, reports or inquiries about illegal practices or serious violations of the AUFQ's policies, including illegal or improper conduct by the AUFQ itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the AUFQ has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

2. Protection from retaliation

The AUFQ prohibits retaliation by or on behalf of the AUFQ against members or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The AUFQ reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

3. Where to report

Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the AUFQ's Executive Director and/or President; if both of those persons are implicated in the complaint, report or inquiry, it should be directed to all other Committee Members. The AUFQ will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the AUFQ may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously

11 SPONSORSHIP/TEAM FUNDING POLICY

11.1 SPONSORSHIP

Where a member is to represent the Australian Underwater Federation Queensland, they may apply in writing to their AUFQ Commission for sponsorship. The application for sponsorship will be considered by the committee at its discretion.

Conditions of application for assistance:-

- Financial member of the AUFQ and Financial member of the AUFQ Commission they are to represent.
- Documentation to show representation.
- Documentation to show expected costs to be incurred.
- Application must be received prior to the event.

12 FINANCE POLICY

12.1 Accounts Receivable

All moneys received by AUFQ, Commissions or General funds, including donations, must be receipted and deposited into the appropriate account as listed below:-

- All funds received by the A.U.F.Q. for general administration (Grants, Club Affiliation fees) will be deposited into the AUFQ General account.
- All individual membership fees, competition fees, coaching fees, will be deposited into the relevant Commission accounts.

12.2 Accounts Payable

All accounts payable, must have a Tax Invoice (to be kept by the Executive Director for Audit) and will be paid by cheque or direct deposit. All payments require two signatures/authority, one of which must be Executive Director, President or Commissioner.

All accounts/ payment other than preapproved/grant expenses over \$.500.00 must have prior approval by the Executive Committee.

- Accounts payable and expenses, relating to Administration cost, wages and General Grant funds will come out of the AUFQ General Account
- Accounts payable and expenses, directly related to a Commission or Training will come out of the Commission or Training account.

12.3 AUFQ Competitions

The organizing committee of a competition will be responsible for all financial book keeping related to that competition, a percentage (agreed upon by the Committee) of the competition fees and will go into the account for that commission.

A full budget, receipts and invoices from the competition must be given to the AUFQ Executive Director for Auditing at completion of the Competition or within one month at the latest.

13 Document Retention and Destruction Policy

This Document Retention and Destruction Policy of the AUFQ identifies the record retention responsibilities of members, volunteers, Committee members and outsiders for maintaining and documenting the storage and destruction of the AUFQ's documents and records.

13.1 Rules

The AUFQ's staff, volunteers, members of the Committee and outsiders (i.e., independent contractors via agreements with them) are required to honor these rules:

- (a) paper or electronic documents indicated under the terms for retention below will be transferred and maintained by the Executive Director;
- (b) all other paper documents will be destroyed after seven years;
- (c) all other electronic documents can be deleted from all individual computers, data bases, networks, and back-up storage after one year; and
- (d) no paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation.

13.2 Terms for retention

Retain permanently:

Governance records – Charter and amendments, Bylaws, other organizational documents, governing board and board committee minutes.

Tax records – Filed state and federal tax returns/reports and supporting records, tax exemption determination letter and related correspondence, files related to tax audits.

Intellectual property records – Copyright and trademark registrations and samples of protected works.

Financial records – Audited financial statements, attorney contingent liability letters.

Retain for seven years:

Pension and benefit records - Pension plan participant/beneficiary records, actuarial reports, related correspondence with government agencies, and supporting records.

Government relations records – State and federal lobbying and political contribution reports and supporting records.

Employee/employment records – Employee names, addresses, social security numbers, dates of birth, INS Form I-9, resume/application materials, job descriptions, dates of hire and termination/separation, evaluations, compensation information, promotions, transfers, disciplinary matters, time/payroll records, leave/comp time/FMLA, engagement and discharge correspondence, documentation of basis for independent contractor status (retain for all current employees and independent contractors and for three years after departure of each individual).

Lease, insurance, and contract/license records – Software license agreements, vendor, hotel, and service agreements, independent contractor agreements, employment agreements, consultant agreements, and all other agreements (retain during the term of the agreement and for three years after the termination, expiration, non-renewal of each agreement).

All other electronic records, documents and files – Correspondence files, past budgets, bank statements, publications, employee manuals/policies and procedures, survey information.

13.3 Exceptions

Exceptions to these rules and terms for retention may be granted only by the AUFQ's Executive Committee.

14 **Dispute Resolution Policy – Volunteer Management**

14.1 DEFINITION

A grievance procedure is a means for volunteers to resolve any complaints that may arise while performing duties for the AUFQ. The complaint will be dealt with ***under strict confidentiality according to the Privacy Act***, through the correct channels, speedily, informally and flexibly, to the reasonable satisfaction of the volunteer/s and the AUFQ.

All volunteers should use this procedure when lodging formal complaints. The grievance procedure applies to any matters concerning the volunteer's role and responsibilities workload or the behavior of others towards an individual or group where a grievance is warranted.

14.2 PROCEDURE

Step 1

You should firstly discuss the matter with the relevant Commissioner. State that you are lodging a grievance verbally or in writing under the grievance procedure. Discussions are to begin within forty-eight (48) hours unless you agree otherwise.

Complaints about sexual assault or harassment may be lodged directly with the Executive Director. You do not have to discuss this type of complaint with your immediate supervisor or manager.

Step 2

If the grievance still remains unresolved, you may refer the matter to the next level of management. Confirm that you are notifying a grievance under the grievance procedure. The Executive Director will consult with you, and any other party involved in your grievance in an attempt to resolve the issue. Discussions will take place within no more than seven working days unless you agree otherwise.

Step 3

If the grievance remains unresolved, you may submit the matter in writing to the Executive Director or the National President. The letter should state that you are lodging a complaint under the grievance procedure, outline your concerns and outline the outcome you are seeking.

The Executive Officer or Committee will appoint an investigation officer with the required knowledge and skills to consider the details of the grievance. To assist an impartial investigation, the investigating officer will not be a person the subject of the complaint.

If the matter is not settled by this investigation to the satisfaction of the person lodging the grievance, independent legal advice should be sought to assess options for further action.

15 Conflict of Interest Policy

INTRODUCTION

Conflict of interest can be defined as any situation where a person has a personal interest in a matter the subject of a decision or duty of the person.

A conflict of interest may arise in the discharge of a committee member's official functions or duties, including but not limited to: decision-making, handling complaints, applying policies and procedures, reporting to the committee or allocating funds and resources.

15.1 GENERAL PRINCIPLES AND DUTIES

Conflicts of interest can be financial or personal and involve the interests of the committee member or members of the committee member's family. A lack of impartiality may arise as a result of a family relationship, close friendship or enmity, whether or not financial loss or gain is involved.

- Never take into account personal interests or any other irrelevant considerations when discharging official functions and performing official duties.
- Avoid situations in which private interests impact upon, or may impact upon, the discharge of your duties.

15.2 AVOIDING AND DISCLOSING CONFLICTS OF INTEREST

15.2.1 Financial and Other Interests

- Avoid any financial or other interest or undertaking that could directly compromise the performance of your duties.
- In the event of a potential or actual conflict of interest (that is, where the committee member could be influenced or could appear to be influenced in the performance their duties) the committee member must notify the committee immediately.
- A committee member must:
 - perform the duties impartially;
 - avoid situations in which private interest, whether financial or otherwise, conflicts or might reasonably be thought to conflict with the public duty;
 - disclose any potential or actual conflict of interest to the committee;
 - disclose any potential or actual conflict of interest of a member of the immediate family;
 - in cases where a conflict of interest exists or might reasonably appear to exist obtain the written authorisation of the committee to continue to discharge the duties in question or cease the duties in question until the committee has examined the matter and directed the committee member in writing about further action and duties; and
 - not solicit or accept from any person any remuneration or benefit for the discharge of their duties to gain directly or indirectly a financial advantage for themselves or any other person over and above any official remuneration, nor accept any gift, hospitality or concessional travel other than permitted by the committee.

15.2.2 Disclosure

In any matter where an actual or potential conflict of interest arises, the committee member must immediately report such conflict to the committee and seek direction as to what, if any, future involvement they should be in the matter.

15.2.3 Implementation by Committee

Where a disclosure is made to the committee, the committee may:

- authorise in writing continuation of the involvement of the committee member in the matter;
- require the committee member to cease acting in any or all aspects of the matter;
- direct the committee member to cease supporting or involvement with a third party to the matter; or
- direct the committee member to cease supporting or involvement with a third party to the matter; or
- issue any other directive required to avoid the conflict of interest.

The committee should record in writing all reports of conflicts of interest and all directions given about handling each matter.

Where it becomes apparent there has been a deliberate failure to disclose an actual or potential conflict of interest this is to be considered a very serious matter. The committee may give consideration to disciplinary action under the constitution or even report the action to the relevant government authorities as the situation dictates.

16 MEDIA AND COMMUNICATIONS POLICY

INTRODUCTION

To protect Australian Underwater Federation Qld (AUFQ), it's players and members, and in accordance with Risk Management guidelines, the Executive Committee has defined a Media and Communications policy.

16.1 Policy Statements

All media and public facing communications (inward and outward) is only to be conducted via the Executive Committee or person/s approved by the Executive Committee.

Example: Mass email communications or articles in newspaper publications.

If enquiries from the media/public are received, the media/public enquiry should be directed at the Executive Committee who can then determine the best response or contact person for the enquiry. In instances where there may be an occurrence of media coverage at events/matches, the Executive is to be notified at the earliest opportunity.

In situations where members/coaches/managers and players would like an article published in respect to their team/division or in respect to particular players (i.e. Local newspaper), the request needs to be made in writing to the Executive with a summary of the article and where possible, a copy of the content of the article, so that the Executive can review, edit and approve the article.

If any person/member is found in breach of this policy, the Executive Committee will undertake a formal review of the case, which may result in suspension of membership and/or legal avenues being undertaken.

17 APPENDICES

17.1 Request for Reimbursement of Expenses.

Please complete the form below for all reimbursement of Expenses, this form must be accompanied by a Tax Invoice or Receipt.

Name	
Address	
Club	
Reason:- e.g. Meeting/training	
Date of expense/s	

EXPENSE	Description/Details	Amount
Accommodation	Location:- Dates:-	\$
Airfares	From:- To:- Return - Yes/No	\$
Meals :- (Maximum per meal) Breakfast \$20 Lunch \$25 Dinner \$35 Incidentals \$10		\$ \$ \$ \$
Fuel:-	From:- To:- Return- Yes/No Total distance travelled:-	\$
Road Tolls		\$
Incidentals and Other expenses (Provide details)		\$ \$ \$
	TOTAL BEING CLAIMED:-	\$

Please attach receipts. Without valid receipts, we are unable to provide reimburse.

.....

Administration use only:

Total Approved/ Date Paid	Cheque #	Approved by
\$ / /		