



17 Bicentenary Lane
PO Box 404 Maleny QLD 4552
Phone 5499 9345

www.malenync.org.au

FINAL

2020 MALENY NEIGHBOURHOOD CENTRE ASSOCIATION INC

MANAGEMENT COMMITTEE

INDUCTION KIT

January 2020

CONTENTS

INTRODUCTION	3
MNC MISSION STATEMENT	3
MNC VISION STATEMENT	3
MNC VALUES STATEMENT	3
RESPONSIBILITIES OF THE MANAGEMENT COMMITTEE	4
ROLE AND RESPONSIBILITIES OF THE PRESIDENT	6
ROLE AND RESPONSIBILITIES OF THE SECRETARY	9
ROLE AND RESPONSIBILITIES OF THE TREASURER	11
RESPONSIBILITIES THAT APPLY TO COMMITTEE GENERAL MEMBERS	13
ROLE AND RESPONSIBILITIES OF THE CENTRE COORDINATOR	14
COMMITTEE MEETINGS	15
AUDIT REQUIREMENTS	15
ATTACHMENT 1 Management Committee Code of Conduct Policy 16	
ATTACHMENT 1a Code of Conduct Policy Signature Sheet	18
ATTACHMENT 2 Management Committee Confidentiality Policy	19
ATTACHMENT 2a Confidentiality Policy Signature Sheet	22
ATTACHMENT 3 MNC Strategic Directions Statement 2017-2020	23
ATTACHMENT 4 MNC Constitution	26

Introduction

This Induction Kit details the roles and responsibilities of the executive and members of Maleny Neighbourhood Centre (MNC) Association Inc Management Committee, hereafter referred to as 'the management committee or the committee'. This kit should be used by the president or their representative when inducting new members to the committee.

It is important for all new people joining the committee to go through an induction process to ensure that they are aware of their responsibilities while members of the committee, particularly for those taking on a role in the executive. It is the responsibility of the president to ensure that this occurs, however the actual induction process can be conducted by any experienced member of the committee.

MNC has two policies that specifically relate to the management committee. These are the 2019 Management Committee Confidentiality Policy and the 2019 Management Committee Code of Conduct Policy. All members of the MNC committee must read and agree to meet the requirements of these policies. The policies and signature sheets are attached below (see attachments 1, 1a, 2 and 2a). The signature sheets must be completed and signed by the incoming committee each year.

MALENY NEIGHBOURHOOD CENTRE ASSOCIATION Inc

Maleny Neighbourhood Centre Inc (MNC) is an Incorporated Organisation whose core roles are set and controlled because of its relationships with the State Government.

- The Government owns and maintains the building for which we pay \$1 per year in rental
- MNC has a Service Agreement CDSS922 with the Department of Communities, Disability Services and Seniors (DCDSS)
- MNC is funded under this agreement to operate within Catchment Areas defined under the ABS Statistical Areas Level 2 of Caloundra Hinterland and Maroochy Hinterland
- MNC has significant reporting requirements under this Agreement
- There are obligations on Board members and the executive under this Agreement
- MNC is required to conduct a minimum of 4 events per year as part of the Agreement
- Quality procedures are to be in place covering the legal requirement under which MNC operates.

MNC can, and does, provide many services to the community in addition to its above obligations. These activities and projects are either self funded from MNCs budget or funded by grants or donations from the community.

MNC MISSION STATEMENT

The mission of Maleny Neighbourhood Centre (MNC) is to foster resilient and fair communities and a just society where diversity is celebrated and participation encouraged. MNCA Inc is committed to ensuring, as far as reasonably practicable, the health, safety and welfare of employees, volunteers, students, contractors and visitors to the MNC building and grounds.

MNC VISION STATEMENT

We see MNC as a welcoming multifunctional community space in the heart of Maleny that provides opportunities for community connection and well being for young people, families and the broader community.

To achieve this vision we will continue to:

- Build MNC as a vibrant, dynamic, ethical, sustainable and effective organisation that is driven by the local community and
- Work with local organisations and agencies to meet our community's needs

MNC VALUES STATEMENT

All our actions and interactions will express our values of:

Respect

Caring

Compassion

Acceptance

Cooperation

Safety

Participation

Equality

Celebration

ROLES AND RESPONSIBILITIES OF THE MANAGEMENT COMMITTEE

The MNC Management Committee strives toward a vision of shared values and common purpose between Management Committee members, co-ordinator, staff and volunteers. The Management Committee recognises that its role must be based on a reciprocal relationship between members of the Committee, the co-ordinator, other staff, volunteers and the community.

There are some general responsibilities which apply to **all** members of the management committee. These include:

- Ensuring that the association remains accountable to its funders, donors and other stakeholders, including the State Government.
- Ensuring that the organisation acts according to its stated mission and for the purpose for which it receives tax exemption.
- Ensuring the association meets all legal requirements including complying with the rules and requirements of the *Associations Incorporation Act (Qld) 1981*, regarding calling and holding meetings.
 - Under the Act, a meeting must be held at least once in every four calendar months. MNC conducts a monthly meeting of its management committee (see below for more detailed information regarding committee meetings).
 - If a meeting in person isn't possible then meetings can be conducted by using appropriate communication technology, such as teleconferencing.
- Acting honestly and in good faith for the best interest of the association.
- Exercising care, skill and diligence in carrying out their roles.

There is also a duty not to disclose or misuse information or your position on the committee and to ensure that any conflicts of interest that may arise are disclosed and recorded in the meeting minutes.

The management committee also has responsibility for some specific tasks, such as:

- Ensuring that a president, secretary and treasurer is appointed.
- Conducting the business of the association.

- Ensuring the association has an address nominated for service of documents and that notice of the nominated address and any change in the nominated address are given to the chief executive of the Office of Fair Trading.

Training is available for management committee members via the following link:

<https://communitydoor.org.au/boards-and-management-committees/governance-online-training>

There are three officers of incorporated associations who have specific responsibilities under the *Associations Incorporation Act 1981* (Qld). They are the president, the secretary and the treasurer and these roles make up the executive of an incorporated association.

ROLE AND RESPONSIBILITY OF THE PRESIDENT

The president has an important role as a leader within the organisation, as well as the legal duty of ensuring orderly and correctly conducted meetings. The president will usually chair the meetings of the association and be responsible for good meeting procedure. The president is also usually the organisation's spokesperson for publicity and public relations matters though the role of the spokesperson can be played by any member of the committee, as long as everyone is clear who it is, and what the role entails.

Under the Act, every member of the management committee who is acting in the association's proper business or operations, is considered to be an agent of the association. In the role of representing the organisation, the president / chairperson usually signs all official letters concerning changes in policy and letters to workers, committee members, and government departments and so on. Such official correspondence should be held on record and tabled at the subsequent management committee meeting.

While the president of an association has no discretion about complying with provisions of the Act they do have discretion as to the model of operation they use to ensure that it fits for their association.

Supervision and mentoring of the Centre Coordinator is usually undertaken by the MNC president however, with the agreement of the management committee, this role can be undertaken by another member of the executive. The nominated executive member will usually meet with the Centre Coordinator fortnightly. These meetings are an important avenue for keeping the MNC executive and committee abreast of issues arising at MNC and for the CCDW to receive supervision, guidance and support for dealing with complex matters.

Position Description for the President

Tasks	<ul style="list-style-type: none"> • Chair meetings, maintain order and conduct the meeting in a manner that facilitates quality discussion and decision-making • Ensure that the organisation meets the requirements as specified in the Constitution and the Associations Incorporation Act 1987 • Ensure programs operate within funding guidelines and meet the requirements of respective funding bodies (assisted by the Co-ordinator) • Ensure regular Management Committee meetings are held, in line with the Constitution • Sign off Management Committee meeting minutes • Be a signatory for the organisations bank accounts. <p>NOTE: The constitution specifies that cheques over \$100 must be signed by any 2 of the following: the president, secretary or treasurer or any 1 of 3 other members of the association that have been authorised by the management committee to sign cheques issued by the organisation.</p> <ul style="list-style-type: none"> • Sign documents on behalf of the organisation • Provide support and direction to the Co-ordinator • Act as a spokesperson for the Centre <p><i>In consultation with the Co-ordinator</i></p> <ul style="list-style-type: none"> • Undertake staff recruitment processes (when required) • Ensure policies and procedures of the Maleny Neighbourhood Centre Inc are ratified, implemented and regularly reviewed
--------------	--

Skills required	<ul style="list-style-type: none"> ▪ Ability to lead in a team culture ▪ Knowledge and understanding of meeting process ▪ Conflict resolution skills ▪ Highly developed written & oral communication skills
Attributes	<ul style="list-style-type: none"> ▪ A deep interest in the local community and its development ▪ Commitment to the principles of confidentiality ▪ Previous experience in organisations that provide services to communities ▪ An understanding and commitment to the principles of social justice ▪ Ability to relate to people from different walks of life and cultures ▪ A sense of humour
Benefits	<ul style="list-style-type: none"> ▪ Increased local community awareness and understanding ▪ Opportunity to use your skills, information & knowledge for others ▪ Contribute to the well-being of the local community ▪ Work within a dynamic and exciting community based organisation ▪ Participate in the development and management of your community organisation ▪ Networking ▪ Interface with local, state and federal government ▪ Be a part of community initiatives ▪ Personal acknowledgement from the community ▪ Personal satisfaction ▪ Opportunities to access training
Times required	<p>Be available as required for signing paperwork and other urgent business. Attend the monthly management committee meeting at 4pm on the third Thursday of each month.</p>

Position Description For The Vice President

Tasks	<ul style="list-style-type: none"> ▪ Assist the President in carrying out his or her duties ▪ Take on the President's role when he or she is unavailable ▪ Establish an effective and constructive working relationship with the President <p>In consultation with the Co-ordinator and the President</p> <ul style="list-style-type: none"> ▪ Assist in staff recruitment processes where required ▪ Ensure policies and procedures of the Maleny Neighbourhood Centre Inc are ratified, implemented and regularly reviewed ▪ Ensure that programs operate within funding guidelines and meet the requirements of respective funding bodies
Skills required	<ul style="list-style-type: none"> ▪ Ability to lead in a team environment ▪ Knowledge and understanding of meeting process ▪ Effective 'chairing' skills

	<ul style="list-style-type: none"> ▪ Highly developed communication skills
Attributes	<ul style="list-style-type: none"> ▪ An interest in the local community ▪ Commitment to the principles of confidentiality ▪ Previous experience in organisations that provide services to communities ▪ An understanding and commitment to the principles of social justice ▪ Ability to relate to people from different walks of life and cultures ▪ A sense of humour
Benefits	<ul style="list-style-type: none"> ▪ Increased local community awareness and understanding ▪ Participate in the community for the overall benefit of the sector. ▪ Contribute to the well-being of the local community ▪ Work within a dynamic and exciting community based organisation ▪ Participate in the development and management of your community organisation ▪ Networking ▪ Interface with local, state and federal government ▪ Be a part of community initiatives ▪ Personal acknowledgement from the community ▪ Personal satisfaction ▪ Opportunities to access training
Times required	Be available for signing paperwork and for acting in the role of president when required. Attend the monthly management committee meeting at 4pm on the third Thursday of each month.

ROLE AND RESPONSIBILITY OF THE SECRETARY

Every incorporated organisation is required to have a secretary. A key role for the secretary is to prepare and distribute the paperwork for committee meetings. The secretary also has an important role in preparing for the Annual General Meeting (AGM). This includes:

- Providing all MNC members with written notice of the upcoming AGM
 - MNC's constitution requires that this is done at least two weeks in advance of the AGM date.
- Declaring all positions on the Management Committee open (executive and members)
 - Calling for nominations for the Management Committee (both general and executive members)
 - Ensuring a supply of forms are available for people who are interested in nominating to join the committee. For nominations to be considered, they require endorsement by an existing management committee member and support by a current MNC member. Nomination forms are usually held by the Coordinator of the Neighbourhood Centre.
- Preparing required paperwork for the AGM (bound copies of the MNC Annual Report and Audit Report) and the special general meeting of the incoming committee which is held immediately after the AGM.
- Arranging a special meeting immediately after the AGM for the incoming committee to attend to a range of administrative matters including:
 - Signing the two policy signature sheets (see attachments 1a and 2a)
 - Signing the "fitness to serve on the management committee" Statutory Declaration
 - Deciding on the committee meeting dates and times for the coming year
 - Tabling and accepting the audited financial statements which were presented at the AGM
 - Any other urgent business

The secretary is responsible for ensuring that the audited annual financial statements and associated documents are lodged with the chief executive of the Office of Fair Trading as required under the Act. Failure to do so leaves the secretary liable for a penalty.

The secretary requires access to a current copy of the *Associations Incorporation Act 1981* (Qld) and the *Association Incorporation Regulation 1999* (Qld) to perform their duties properly. The legislation is available on the Internet at the Queensland Government site for legislation <http://www.legislation.qld.gov.au>. A copy of the *Associations Incorporation Act*, its amendments and regulations can be obtained from GOPRINT, the State Government Printer.

The Act is administered by the Office of Fair Trading (OFT) located within the Department of Justice and Attorney-General. Their website is <http://www.fairtrading.qld.gov.au/>.

The forms set by OFT are altered from time to time and can be accessed from the OFT website at <http://www.fairtrading.qld.gov.au/incorporated-association-forms.htm>

POSITION DESCRIPTION FOR THE SECRETARY

<p>Tasks</p>	<ul style="list-style-type: none"> ▪ Ensure that the organisation meets the requirements as specified in the Constitution and the Associations Incorporation Act 1987 ▪ Call for agenda items for the monthly committee meetings ▪ Prepare and distribute the meeting agenda and any discussion papers to committee members ▪ Ensure accurate meeting minutes are taken ▪ Distribute the minutes to all committee members and the centre Co-ordinator ▪ Ensure a copy of the minutes are appropriately stored for the association's records ▪ Assist with the Annual General Meeting preparations. ▪ <p>In consultation with the Co-ordinator and the President</p> <ul style="list-style-type: none"> ▪ Assist in staff recruitment processes where required ▪ Ensure policies and procedures of the Maleny Neighbourhood Centre Inc are ratified, implemented and regularly reviewed.
<p>Skills required</p>	<ul style="list-style-type: none"> ▪ Highly developed communication skills ▪ Well developed written communication skills
<p>Attributes</p>	<ul style="list-style-type: none"> ▪ An interest in the local community ▪ Commitment to the principles of confidentiality ▪ An understanding of and commitment to the principles of social justice ▪ Ability to relate to people from different walks of life and cultures ▪ A sense of humour
<p>Benefits</p>	<ul style="list-style-type: none"> ▪ Increased local community awareness and understanding ▪ Participate in the community sector for the overall benefit of the sector. ▪ Contribute to the well-being of the local community ▪ Work within a dynamic and exciting community based organisation ▪ Participate in the development and management of your community organisation ▪ Networking ▪ Interface with local, state and federal government ▪ Be a part of community initiatives ▪ Personal acknowledgement from the community ▪ Personal satisfaction ▪ Opportunities to access training

ROLE AND RESPONSIBILITY OF THE TREASURER

While all members of the management committee are responsible for managing the association's finances, the treasurer is charged with the task of ensuring that financial transactions are properly recorded and reported on. The treasurer is responsible for ensuring that the audited financial statement is prepared and presented to the AGM, and then lodged by the president. The treasurer (along with the president and secretary) is liable to a penalty if the audited annual financial statements and associated documents are not lodged with the chief executive of the Office of Fair Trading as required under the Act.

The treasurer presents financial reports at management committee meetings. The specific tasks of preparing financial reports and maintaining the financial record-keeping system may be delegated to volunteers or a paid bookkeeper. It is important that financial reports are easily understood by all the committee members because the whole committee is responsible for keeping a check on the finances of the organisation. There should be receipts for all money received, evidence that it has been banked, and available documentation for all money paid out.

While the treasurer can't do all these daily duties personally, it is the responsibility of the treasurer to work closely with staff in the organisation to ensure that good systems are in place which allow these tasks to be done efficiently and in a foolproof manner. Other tasks of the treasurer include:

- Making sure that the books are up to date and in order – this means that there is a proper record of all payments and money received, and that accounts are reconciled at least once a month.
- Taking reasonable steps to make sure that the organisation's finances are arranged so as to prevent funds from being stolen or misused.
- Ensuring that the necessary information and account books are ready for an audit each year and that an audit takes place.

Position Description For The Treasurer

Tasks	<ul style="list-style-type: none"> ▪ Ensure the organisation meets the requirements as specified in the Constitution and the Associations Incorporation Act 1987 ▪ Ensure finances are well planned by preparing an annual budget, in conjunction with the Co-ordinator and Finance Officer, and regularly monitoring the budget to see that the organisation is adhering to it ▪ Guide the organisation to achieve a sustainable funding strategy. ▪ Ensure programs operate within funding guidelines and meet the requirements of respective funding bodies. ▪ Ensure all financial records are accurately maintained and kept safe. ▪ Prepare monthly financial reports for the Management Committee meetings that interpret data and trends on operational and project activities, assisting the Committee to make decisions aimed at financial sustainability. ▪ Ensure that quarterly financial reports are completed and submitted to relevant funding bodies. ▪ Ensure an annual audit is prepared each year and submitted to members of the Maleny Neighbourhood Centre Inc. at the Annual General Meeting. ▪ Liaise with the Accounts Officer in formulating financial reports for the annual audit and for the AGM of the Maleny Neighbourhood Centre Inc. <p>In consultation with the Co-ordinator and President</p> <ul style="list-style-type: none"> ▪ Provide participate in the staff recruitment processes when the Admin / Finance position needs to be filled and assist with other recruitment activities if required.
--------------	--

	<ul style="list-style-type: none"> ▪ Ensure the policies and procedures, particularly those related to financial matters of the Maleny Neighbourhood Centre Inc. are ratified, implemented and regularly reviewed.
Skills required	<ul style="list-style-type: none"> ▪ Proven financial experience. ▪ Booking keeping and/or accounting skills ▪ Highly developed communication skills. ▪ Proven ability to actively participate as a member of a team.
Attributes	<ul style="list-style-type: none"> ▪ An interest in the local community ▪ Commitment to the principles of confidentiality ▪ An understanding of community based organisational practice. ▪ An understanding of social justice principles ▪ An understanding of software applications such as MYOB ▪ A sense of humour
Benefits	<ul style="list-style-type: none"> ▪ Increased local community awareness and understanding ▪ Participate in the community sector for the overall benefit of the sector. ▪ Contribute to the well-being of the local community ▪ Work within a dynamic and exciting community based organisation ▪ Participate in the development and management of your community organisation ▪ Networking ▪ Interface with local, state and federal government ▪ Be a part of community initiatives ▪ Personal acknowledgement from the community ▪ Personal satisfaction ▪ Opportunities to access training ▪ Update old skills ▪ Learn new skills

ROLE AND RESPONSIBILITY OF MANAGEMENT COMMITTEE GENERAL MEMBER

<p>Tasks</p>	<p>The following duties apply to all</p> <ul style="list-style-type: none"> ▪ Be informed and actively participate in Committee Meetings ▪ Act in good faith in the best interests of the organisation ▪ ▪ Assist the President, Vice President, Secretary and Treasurer in undertaking their duties ▪ Be a member of sub-committees / task groups as required ▪ Attend to other tasks as they arise and actively offer support to the Centre's activities ▪ Establish an understanding of the structure and guiding principles of the organisation ▪ Ensure that the organisation meets the requirements as specified in the Constitution and the Associations Incorporation Act 1987 ▪ Ensure programs operate within funding guidelines and meet the requirements of respective funding bodies ▪ Assist the organisation to manage its affairs, assets and funds sustainably. <p>In consultation with the Co-ordinator and the President</p> <ul style="list-style-type: none"> ▪ Assist with staff recruitment (if required) ▪ Contribute to reviews of MNC's policies and procedures as required.
<p>Skills required</p>	<ul style="list-style-type: none"> ▪ Highly developed communication skills ▪ A willingness to learn and actively participate
<p>Attributes</p>	<ul style="list-style-type: none"> ▪ An interest in the local community ▪ Commitment to the principles of confidentiality ▪ Ability to relate to people from all walks of life ▪ A friendly outgoing personality
<p>Benefits</p>	<ul style="list-style-type: none"> ▪ Increased local community awareness and understanding ▪ Participate in the community sector for the overall benefit of the sector. ▪ Contribute to the well-being of the local community ▪ Work within a dynamic and exciting community based organisation ▪ Participate in the development and management of your community organisation ▪ Interface with local, state and federal government ▪ Be a part of community initiatives ▪ Personal acknowledgement from the community ▪ Personal satisfaction

ROLE AND RESPONSIBILITY OF THE CENTRE COORDINATOR

<p>Tasks</p>	<ul style="list-style-type: none"> ▪ Responsible for Centre administration, letters and correspondence. ▪ Responsible for fulfilling the requirements of their employment contract, position description and associated work priorities, including attending relevant community functions as the face of the organisation and reporting on a monthly basis to the Committee. ▪ Provide leadership to all involved in running the centre and supervision for staff and students on placement. ▪ Ensure sufficient income is generated so that MNC's programs, services and activities can be sustained and grow in line with strategic directions. ▪ Oversee the cost effective delivery of programs and services. ▪ Ensure all reporting, including financial reporting to external bodies, is completed and submitted on time. ▪ Work with the Admin / Finance Officer and the Treasurer on preparation and overseeing of the centre budget. ▪ Oversee the implementation of all Funding Agreements and associated work plans. ▪ Responsible for performance reporting related to state government funding ▪ Responsible for being the 'eyes and ears' of the community – the person who knows what is going on. ▪ Provide sound, accurate and timely advice to the Management Committee via the monthly operational report, to ensure committee members have the information that is legally, morally and professionally needed to make decisions. ▪ Responsible for problem solving with the President, the Committee, any other employees and volunteers. ▪ Assures the maintenance of the integrity of the organisation and its values as it undertakes its functions and operations. ▪ Ensures that MNC has all relevant policies and procedures in place and that these are regularly reviewed. ▪ When preparing for the AGM, hold all committee nomination forms in a secure cabinet and ensure that ASIC checks of all new committee nominees are undertaken prior to the AGM. <p>In consultation with the President</p> <ul style="list-style-type: none"> ▪ Assist with staff recruitment (when required)
<p>Skills required</p>	<ul style="list-style-type: none"> ▪ Highly developed communication skills ▪ Well developed community development skills ▪ Well developed leadership and management skills

Committee Meetings

The Maleny Neighbourhood Centre Association Management Committee meets once a month to exercise its functions and meetings are conducted in accordance with the Incorporated Associations Act. Meetings are presently scheduled for the third Thursday of the month commencing at 4.00pm. The meetings are held at the Centre and run for approximately 2 hours. A quorum (50% + 1 of committee membership) is required for each meeting.

The election of the Management Committee is conducted within the parameters of the Organisation's Constitution and within the guidelines of the Incorporated Associations Act.

All appointments are made for a twelve month period and all Management Committee members can re-nominate prior to or at the Annual General Meeting.

Salaried staff of the Maleny Neighbourhood Centre Association cannot be appointed as a member of the Management Committee.

In the event of a resignation from the Management Committee, one month's written notice is required and efforts to find a replacement person for the Management Committee should be undertaken as quickly as possible. **NOTE:** It is a requirement that if a vacancy occurs in the office of secretary, the position **must** be filled within one month of the vacancy.

The Centre Co-ordinator attends all Management Committee meetings. Other staff are not expected to attend Management Committee meetings although they may be invited to attend to provide input on specific issues. Written reports, including the report from the Co-ordinator, financial reports, previous minutes and the agenda are distributed to the committee members the week prior to each meeting.

Audit

MNC's constitution requires that an audit is undertaken each year so that audited accounts can be presented at the Annual General Meeting.

The Auditor will examine MNC's financial records to ascertain if all transactions and processes have been undertaken accurately and provide a report on the general financial position of the organisation.

ATTACHMENT 1

MALENY NEIGHBOURHOOD CENTRE		
2019 MANAGEMENT COMMITTEE CODE of CONDUCT POLICY		
FINAL		
Authorised By: MNC Management Committee		
Responsibility for the review:	Centre Coordinator / Development Worker (CCDW) and Management Committee	
Date of reviews: <i>Reviewed 20/1/17</i> <i>Approved 23/3/17</i> <i>Reviewed April 2019</i> <i>Approved June 2019</i>	Reviewed By: <i>CCDW and MNC Management Committee</i> (Signature)	Date of next review: <i>June 2022</i>
Review Process	This Policy will be reviewed by the CCDW and Management Committee and approved before or by the next date of review.	
Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to the CCDW for action and updating of policy documents. Policy changes relevant to staff and volunteers will be either emailed out or discussed at staff and volunteer meetings.	
POLICY CONTEXT:		
Queensland Standards for Community Services:	Standard 1 (Governance and Management)	
Other Standards:		
Relevant Policies:	Code of Ethics Conflict Resolution MNC Management Committee Confidentiality Privacy and Confidentiality	
Forms or other organisational documents:		

Legislation or other requirements:	<p>The Associations and Incorporations Act of 1987 Work Health and Safety Act 2011 Anti Discrimination Laws including</p> <ul style="list-style-type: none"> ● Age Discrimination Act 2004; ● Disability Discrimination Act 1992; ● Racial Discrimination Act 1975; ● Sex Discrimination Act 1984 ● Australian Human Rights Commission Act 1986 ● Information Privacy Act 2009 (QLD) ● Community Services Act 2007 (QLD)
	<p>Management Committees operate most effectively if everyone is aware of the expectations of them. Maleny Neighbourhood Centre Inc Management Committee is committed to ensuring that there are adequate guidelines in place that assist a Committee member in understanding the behaviour expected of them in their role. To clarify expectations, the following Code of Conduct for Management Committee members of the Maleny Neighbourhood Centre Inc. has been developed.</p>
Scope	<p>This policy will apply to all MNC Management Committee members.</p>
Policy	<p>Committee members agree to:</p> <ul style="list-style-type: none"> ● Abide by the vision, aims and Code of Ethics of Maleny Neighbourhood Centre Inc. as set out in the Ethics Policy. ● Comply with all relevant legislation (as detailed above), policies and Department of Communities, Disability Services and Seniors Funding Agreement. All legislation can be accessed online. ● Not act on Maleny Neighbourhood Centre Inc. business without the approval of the Committee. ● Not involve themselves in day to day operational matters unless specific tasks have been discussed at a meeting or with the President (e.g. development of the Budget, audit preparation and policy.) ● Adhere to all accounting procedures as outlined by the funding body and ensure all relevant financial reporting is clear and understood. ● Present the organisation in a positive way when making public comment. ● Adhere to confidentiality issues as set out in the MNC Management Committee Confidentiality Policy. Confidentiality in this policy is defined as the secrecy of information obtained in a position of trust as a member of the Management Committee. Information is revealed to members of the Management Committee “in confidence” with the understanding that it will not be repeated outside the Management Committee meetings. ● Follow the Conflict Resolution Policy to resolve any conflicts with staff or members of Maleny Neighbourhood Centre Inc.

ATTACHMENT 2

MALENY NEIGHBOURHOOD CENTRE		
2019 MANAGEMENT COMMITTEE CONFIDENTIALITY POLICY		
FINAL		
Authorised By: MNC Management Committee		
Responsibility for the review:	MNC Management Committee and Centre Coordinator / Development Worker (CCDW)	
Date of reviews: <i>April 2017</i> <i>Review commenced April 2019</i> <i>Finalised June 2019</i>	Reviewed By: <i>CCDW and MNC Management Committee</i> (Signature)	Date of next review: <i>June 2022</i>
Review Process	This Policy will be reviewed by the CCDW and Management Committee and approved before or by the next date of review	
Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to CCDW for action and updating of policy documents. Policy changes relevant to staff and volunteers will be either emailed out or discussed at staff and volunteer meetings.	
POLICY CONTEXT:		
Queensland Standards for Community Services:	Standard 1. Governance and Management Standard 4. Safety, Wellbeing and Rights	
Other Standards:		
Relevant Policies:	Management Committee Code of Conduct MNC Conflict of Interest MNC Ethics Policy	
Forms or other organisational documents:		

Legislation or other requirements:	
PURPOSE AND COMMITMENT	<p>Management Committee (Committee) confidentiality is important. It encourages open and frank discussions at meetings, helps facilitate the development of vision and the implementation of an effective strategy to achieve that vision, and protects information that is confidential, personal, or relates to employment, commercial or legal matters.</p> <p>The purpose of this policy is to facilitate effective governance of the Maleny Neighbourhood Centre Assn. Inc. by ensuring Committee confidentiality.</p>
POLICY	<p>Committee members must keep confidential all information pertaining to matters dealt with by the Committee. This includes committee discussions, meeting minutes, agendas, reports to the Committee and associated documents, and information contained in those documents.</p> <p>The obligation to maintain confidentiality continues to apply even after a person has left the Committee.</p> <p>Maintaining confidentiality as a general rule will also help ensure observance by Committee members of the following legal duty:</p> <ul style="list-style-type: none"> ● <i>A person who obtains information because they are, or have been, a member of the Management Committee must not improperly use the information to:</i> <ul style="list-style-type: none"> ○ <i>Gain an advantage for themselves or someone else; or</i> ○ <i>Cause detriment to the organisation.</i> <p>If a request is made for access to one or more Committee Papers*, the Committee may, on a case by case basis, resolve to provide access to the document/s. In considering this request, the Committee will have regard to:</p> <ul style="list-style-type: none"> ● The importance of maintaining confidentiality to facilitate effective Committee meetings; ● The importance of complying with the law - including privacy law - and recognizing that the law sometimes creates duties to disclose or protect information; ● Whether the person requesting the document is a member, and the important role of members in holding the Committee accountable; and ● The need to be consistent in the way that documents are treated, and the consequence of establishing any precedents or expectations. <p>Nothing in this policy is intended to prevent the Committee from seeking confidential legal, accounting, financial or other expert advice from independent professionals to assist the Committee in carrying out its functions.</p> <p>Any person (such as CCDW or other employee, or observer) who is not a member of the Committee but is present at a Committee meeting (or part of a meeting) must</p>

	<p>maintain in confidence all information obtained as a result of their participation in the meeting.</p> <p>*Committee papers means all written communications to Committee members/s including without limitation monthly/quarterly management committee papers, submissions, minutes, letters, emails, memoranda, management committee and subcommittee papers and copies of other documents referred to in any of the above mentioned documents made available to the Committee member as a Management Committee member during his or her time in office.</p>
Procedures	<p>The Secretary will ensure Committee Papers are created, maintained and distributed in a manner which is consistent with their confidential status. These papers should be kept separately from other (non-confidential) documents and stored in a manner that limits access to them by unauthorised persons (including employees).</p> <p>In circumstances where a request for access to Committee Papers has been made, and there is reason to believe there are laws governing the disclosure or nondisclosure of the document, the Committee will obtain legal advice on the matter to assist the Committee in its consideration of the request.</p>

ATTACHMENT 3

Strategic Directions 2017 – 2020

Maleny Neighbourhood Centre Association Inc. Strategic Directions 2017 – 2020

We see MNC as a welcoming multifunctional community space in the heart of Maleny that provides opportunities for community connection and well being for young people, families and the broader community.

To achieve this vision we will continue to:

- Build MNC as a vibrant, dynamic, ethical, sustainable and effective organisation that is driven by the local community.
- Work with local organisations and agencies to meet our community's needs

In doing this we will:

- Respect, care for and support our members, staff and volunteers;
- Work collaboratively with community groups and individuals;
- Develop partnerships based on mutual respect;
- Create innovative responses to poverty and disadvantage;
- Identify community needs;
- Organise and deliver projects with community members;
- Advocate to local, state and commonwealth governments to improve services to our area;
- Share our resources with the wider community, particularly those who are marginalised and disadvantaged;
- Make our facilities available to other groups in a spirit of cooperation;
- Provide a safe space for new groups to emerge;
- Provide the role of auspice for new and emerging groups;
- Support our volunteers with training and rewards to enhance their participation with our programs;
- Celebrate diversity;
- Encourage participation;
- Provide access to services.

All our actions and interactions will express our values of:

- Respect
- Caring
- Compassion
- Acceptance
- Cooperation
- Safety
- Participation
- Equality
- Celebration

The Next Three Years During the next three years we will pay particular attention to the community focussed areas listed below, which were identified through community consultation as part of our Strategic Directions Review.

The review also highlighted priority organisational areas that are crucial for MNC to effectively meet community

needs. We will continue to focus on these areas and to expand or develop them further.

Community focussed

Affordable short and long term housing Actions: Continue collaboration / partnership with CHASM. Continue support and facilitation through ER program. Raise awareness about homelessness and need for affordable housing.

Mental Health and Addictions Actions: Continue to offer inclusive activities. Source drug and alcohol programs targeted to teens and workshops to parents. Attract service provider delivering mental health counselling. Raise awareness of suicide prevention and support groups working to prevent suicide and/or providing support for people who have been affected by suicide

Youth and Teen Actions: Assess feasibility of a youth bus service with Jenny McKay, Sunshine Coast Council. Collaborate with local service organisation to form partnership. Investigate potential for a part-time Youth Worker. Investigate possible options for a 'Hang-out' space for teens outside school hours.

Social Isolation including Ageing People and Women Actions: Collaborate and partner with local organisations offering social inclusion and support services e.g. Blackall Range Care, Erowol Aged Care, Carers Support Group, Maleny District Senior Citizens' Club. Open conversations with Sunstone Gardens, Maleny Grove.

Indigenous Engagement Actions: Develop collaborative and partnership arrangements with local indigenous community. Directly involve indigenous representatives in the Centre's operations.

Maleny Neighbourhood Centre focussed

Promotion and communication within the Local Community Actions: Centre Coordinator and Development Worker to make presentations to local community and service groups. Hold quarterly breakfasts for different community groups. Provide articles for local papers to highlight what MNC does and the benefits. Purchase MNC branded shirts for staff and volunteers to increase visibility of Centre. Use a tool such as Mail Chimp to send targeted communications to groups about MNC initiatives and activities. Make MNC a hub for funding (non-government).

Broad Range Emergency Relief Policy Actions: Improve promotion of the need for ER and MNC's response. Streamline referral procedure to make sure those needing referral receive one. Find creative ways to have private spaces to sit with ER customers e.g. develop outdoor areas more with concrete and tables and chairs under umbrella areas, Purchase half demountable building.

Linkages with Community Groups Actions: Hold quarterly breakfasts as mentioned above. Send regular Mail Chimp communications about MNC initiatives and activities. Invite speakers from community and service organisations to talk at monthly Volunteer meetings. Ask volunteers who are members of service organisations to talk to their organisation. Develop a list of 'possible 'strategic partners' in the community and roster staff and committee members to speak at their meetings.

High School Integration Actions: Develop a relationship with new High School Chappy.

Volunteer Involvement Actions: Continue volunteer recruitment and training activities Use volunteer database to match volunteers to specific activity e.g. Events.

Additional Funding Actions: Source pilot project funding from philanthropic organisations, consortiums and corporations.

We are committed to enriching lives and building a strong community.

ATTACHMENT 4

**MALENY NEIGHBOURHOOD CENTRE ASSOCIATION INC
CONSTITUTION**