



HLTTV POLICIES & PROCEDURES

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POLICIES AND PROCEDURES AS AT OCTOBER 2012

INTRODUCTION

Policies are principles, rules, and guidelines formulated or adopted by an organization to reach its long-term goals. They are designed to influence and determine all major decisions and actions, and all activities take place within the boundaries set by them. Procedures are the specific methods employed to express policies in action in day-to-day operations of the organization. Together, policies and procedures ensure that a point of view held by the governing body of an organization is translated into steps that result in an outcome compatible with that view.

POLICIES

Privacy policy (last updated 29 November 2010)

- Details how the Association uses personal information gathered (see attached)

Communications Policy (last updated 8 February 2011)

- The Association will maintain a website for information on transplants and membership
- The Association will publish the Circulator newsletter 4 times a year to communicate with members
 - 1st Quarter – Jan-March
 - 2nd Quarter – April-June
 - 3rd Quarter – July-September
 - 4th Quarter – October-December

Correspondence Policy (last updated 8 February 2011)

- All mail (including web-based enquiries) to be answered within 4 weeks of receipt (e-mail redirection to relevant officers in place)
- Membership Officer to deal with all membership related mail
- Secretary to deal with remainder as appropriate

Expenses Policy (last updated 8 February 2011)

- Details how expenses are to be incurred and reimbursed
- Expenses \leq \$250 requires the authority of 2 members of Management Committee, at least one being an office bearer
- Expenses $>$ \$250 requires the authority of the Management Committee held at a meeting by resolution, or by the unanimous support of all Management Committee members outside of meetings
- All expenses to be notified to Treasurer, with authority attached.
- Treasurer to keep possession of all cheque books.

Membership Policy (last updated 8 February 2011)

- As provided under the Association Rules 4, 6, 7 & 8
- Secretary responsibility under the Rules, but delegated to Membership Officer

Circulator Procedure (last updated 8 February 2011)

- Editor (circulator@hlttv.org.au) sources & collates articles, reviewing previous edition for regular and follow up items
- Regular items include
 - Welcome to New Members (information from Membership Officer)
 - Transplant Anniversaries (information from Membership Officer)
 - Clinic News (if any)
 - Transplant Recipient Stories
 - Staff Profile
 - Any advertisements



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- Transplant Australia News including Transplant Games
- Remembrance and Thanksgiving Service
- Events – Easter and Christmas BBQs
- Editor puts into form for publishing, President to review
- Editor sends to printers, currently Art 57 (www.art57.com.au)
 - Email Art57@bigpond.net.au (Contact Helen)
 - Turnaround time usually 24 hours
 - Collect from Ground Floor, 213-219 Buckley Street, Essendon Vic 3040
- Membership Officer to produce membership mailing list and labels printed (Avery 2 x 7)
- Continue to send Circulator to family of deceased member for 1 year
- Editor arranges for mailing
 - Post approval - Epping Post Office Victoria (interstate addresses to be sorted by postcode)

Membership Officer procedures (last updated 8 February 2011)

- Process all membership requests for incoming mail & e-mail
- Submit new members to Management Committee for approval
- Dealing with badge requests, attached donations, renewals
- Forwarding welcome letters, donation receipts & badges
- Notifying Treasurer of membership financial transactions (including direct bank credits)
- Notifying arrears, follow up & cancellation in accordance with Rules
- Maintain membership records
- Advice of deaths and responses
- Provide *Circulator* editor with lists of new members, anniversaries and mailing labels prior to publication each quarter
- Postbox cleared regularly by Membership Officer at least every 3 weeks
- All mail (including web-based enquiries) to be answered within 1 week of postbox pick up/email receipt (e-mail redirection to relevant officers in place)
- Membership Officer to deal with all membership related mail
- Internal reporting, as appropriate

Patient Support procedure (last updated 8 February 2011)

- Patient Support officer to respond to patient enquiries through the website (patientsupport@hlttv.org.au)

President procedures (last updated 8 February 2011)

- Ensure the business of the Association is conducted in accordance with the Rules
- Chair the Committee meetings and general meetings, as appropriate
- Represent the Association in matters of publicity, fund-raising etc.
- Liaise with the Transplant Clinic and Alfred Hospital generally to ensure cordial, effective communications & support
- Liaise with other non-profit organisations to further the Association's objectives

Secretary procedures (last updated 8 February 2011)

- Ensure the business of the Association is conducted in accordance with the Rules
- Custodian of Association Constitution
- Custodian of Association records & archives including policies & minutes
- Custodian of Association logos and standard documents
- Completion of prescribed business returns



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- Postbox cleared regularly at least every 3 weeks
- All mail (including web-based enquiries) to be answered within 1 week of postbox pick up/email receipt (e-mail redirection to relevant officers in place)
- Dealing with all correspondence with the exception of Membership queries which are handled by Membership Officer
- Arranging regular Committee meetings, including agendas & minutes
- Arranging annual meeting, including notices & minutes
- Internal reporting, as appropriate

Vice-President procedures (last updated 8 February 2011)

- Ensure the business of the Association is conducted in accordance with the Rules
- Support the President, Secretary & Treasurer in their responsibilities

Website procedures (last updated 8 February 2011)

- Communications officer to edit & post any stories submitted by members to the HLTTV website. (mystory@hlttv.org.au)
- Communications officer to review between each Committee meeting to check for necessary updates and to submit changes to next Committee meeting
- Communications officer to liaise with Webmaster to ensure changes are uploaded to website correctly

Treasurership procedures (last updated 8 February 2011)

- Ensure the financial affairs of the Association are conducted in accordance with the Rules
- Custodian of financial records including bank statements
- Custodian of cheque books
- Liaising with Membership Officer each month regarding membership income (membership, badges & donations)
- Issuing receipts for non-membership donations
- Liaising with Secretary for any correspondence
- Keeping of income & expenditure records each month
- Reconciliation of bank statements to income & expenditure records
- Paying expenses in accordance with Expense Policy
- Preparing annual accounts for submission to annual general meeting
- Preparing annual budget for submission to Committee meeting
- Preparing financial reports for each Committee meeting
- General management of banking matters including investment matters (e.g. term deposit recommendations)
- Internal reporting, as appropriate