



FRIENDS OF THE HELMETED HONEYEATER
POLICY & PROCEDURES

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Introduction

Policy is defined as a documented statement about an issue or a particular position that is relevant to the operation of an organisation. A policy needs to state what the organisation aims to do and why that achievement is desirable. It guides the organisation's actions and operations and states how progress will be monitored to ensure that the policy is achieving its intended aim. A policy creates a consistency of understanding and guides decision-making.



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1 ENVIRONMENTAL PROTECTION AND SUSTAINABILITY POLICY

1.1 Introduction

Protection of the environment is vital for the survival and wellbeing of all the Earth's inhabitants. The environmental impacts of human activities range in scale from local (e.g. habitat degradation) to global (e.g. climate change). While governments are responsible for broad environmental policy, local groups and individuals can implement sound environmental practices in numerous ways, e.g. by reducing consumption of resources; choosing products that have a minimal effect on the environment in their manufacture, transportation, use and disposal; and directly engaging in habitat restoration.

The Friends of the Helmeted Honeyeater (the Friends) recognise the immense value to humans and wildlife of a healthy natural environment. In all their activities the Friends will endeavor to implement practices that promote protection of the environment and conservation of wildlife.

1.2 Purpose

The purpose of this policy is to provide a framework for how the Friends can contribute to environmental health, protection and conservation through sound and sustainable practices.

1.3 Policy Statement

The Friends of the Helmeted Honeyeater will provide activities and run operations with consideration to the impact of its environmental footprint. The Friends group recognises the importance of protecting and supporting the environment and is committed to:

- Identifying its environmental impact
- Seeking professional advice on environmentally sound and sustainable practices and promoting these practices throughout all aspects of its activities
- Developing a unified and complete organisational approach within the context of its Business Plan to the delivery of environmentally sound and sustainable practices
- Striving for continuous improvement in its environmental performance
- Communicating its environmental performance to staff, volunteers, members and the broader community.

1.4 Policy Implementation

In working towards sound environmental and sustainable practices the Friends will conduct specific actions targeting environmental management and member education following the principles of the '6Rs':

- Refuse unsustainable products. We may have to shop elsewhere.
- Rethink the use of all resources. Do we really need it?
- Reduce the use of all resources, particularly non-renewable ones
- Reuse resources where possible
- Repair rather than throw away where safe and practical
- Recycle everything we can and complete the process by buying products containing recycled materials.



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These actions will include:

- An assessment of the environmental impacts across all aspects of the Friends operations using environmental, social and economic indicators to provide benchmark data e.g. energy consumption, waste disposal, use of paper products, water use, IT, fuel, use of chemicals and cleaning products and infrastructure planning
- Annual assessment and monitoring of the Friends environmental performance in order to ensure continuous improvement
- Reporting of environmental performance and annual assessments

1.5 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.

1.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 16 June 2010

Date of Last Review: 27 July 2011

Next due for Review: July 2012



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2 ENVIRONMENTALLY SOUND, SUSTAINABLE AND ETHICAL PURCHASING, REPAIR AND DISPOSAL POLICY

2.1 Introduction

This policy should be read in conjunction with the Friends Environmental Protection and Sustainability Policy.

2.2 Purpose

The purpose of this policy is to provide a framework for the Friends to guide the purchase, upgrade, repair, use and disposal of goods and equipment and the use of services across all activities of the group

2.3 Policy Statement

The Friends will make decisions regarding the purchasing, repair and disposal of products and the use of services with consideration of the impact on the environment.

2.4 Policy Implementation

- Those responsible for procurement across all areas of the Friends operation will aim to purchase sustainable and ethically sourced products and manage group resources to best meet the aims of environmentally and ethically responsible management
- Products must meet as many as possible of the following criteria: they must be made from abundant and/or renewable resources; be necessary, non-polluting, safe, recyclable, organic, made or sourced locally, powered efficiently, durable (i.e., have a long life), produced ethically, reusable
- Paper, other waste products, energy, information technology, equipment, chemicals and cleaning products, water and transport come under this policy. The following factors will be considered in determination of environmentally sound and sustainable procurement and management of resources across the group:
 - comply with occupational health and safety requirements
 - meet environmental best practice in energy efficiency and/or consumption
 - are environmentally sound in manufacture, use and disposal
 - are reusable or recyclable, designed for ease of recycling, remanufacture or otherwise to minimise waste
 - are designed and made for reliability, long life and easy upgrading or updating
 - the supplier/manufacturer is recognised for being environmentally responsible.

2.5 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.

2.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 16 June 2010

Date of Last Review: 27 July 2011

Next due for Review: July 2012



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3 PUBLIC ACCESS TO HELMETED HONEYEATERS POLICY

3.1 Introduction

Protection of the fauna and flora within Yellingbo Nature Conservation Reserve (YNCR), Bunyip State Park and other natural areas is paramount to the activities of the Friends.

3.2 Purpose

The purpose of this policy is to provide a framework to guide the decision making when public access requests are made of the Friends whether they are approved or not approved. Any requests for group access to the YNCR or Bunyip State Park will be determined by, or in line with, the overall policies of the Helmeted Honeyeater Recovery Plan. Group access requests will not therefore be routinely approved.

3.3 Policy Statement

The Friends will make decisions regarding public access requests in consultation with Parks Victoria's (PV) Yellingbo Nature Conservation Reserve Ranger or, in their absence, the Ranger In Charge from the PV Woori Yallock office and the Department of Sustainability & Environment's (DSE) Field Ornithologist or, in their absence, the delegated DSE representative. Two primary considerations are the impact on the environment and the community education benefit.

3.4 Policy Implementation

The Friends will maintain the following position and publish this on their website:

- The Friends of the Helmeted Honeyeater regularly receive requests to take people into the reserve to see and/or photograph Helmeted Honeyeaters. By taking out membership of the Friends, you not only contribute your voice to conservation of the Helmeted Honeyeater and its habitat, but are invited to quarterly member days which amongst other special experiences include a visit into the reserve. We therefore advise that as the Helmeted Honeyeater is listed as critically endangered and disturbance of the population can affect breeding success, the Friends of the Helmeted Honeyeater will not provide information about the specific location of the birds for public visits outside our member day events. We trust that you will understand that the needs of the birds must come first. We welcome your membership. Details on the Friends website at www.helmetedhoneyeater.org.au/become_a_member.htm
- The Friends acknowledge the equal importance of other threatened species within the reserve. It is noted that requests to access these species have not been a point of contention to date. In the case where requests to access these species are made, the above statement will stand.

3.5 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.

3.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 22 April 2009

Date of Last Review: 27 July 2011

Next due for Review: July 2013



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4 PURCHASING POLICY

4.1 Introduction

In all their activities the Friends will endeavor to make purchases that represent good value for money. This policy should be read in conjunction with the Friends Environmental Protection and Sustainability Policy, also the Friends Environmentally Sound, Sustainable and Ethical Purchasing, Repair and Disposal Policy.

4.2 Purpose

The purpose of this policy is to provide a framework to guide the decision making when purchases are made using the Friends own funds and/or grant funds.

4.3 Policy Statement

The Friends will make decisions regarding purchases with sound financial and ethical principles in mind.

4.4 Policy Implementation

Purchases made from the Friends own funds, excluding grant funds, will be made using the following guidelines:

- \$0 - \$499. No quote required, however a review of items purchased routinely will be undertaken regularly
- \$500 - \$999. Two quotes required
- Over \$1000. Three quotes required.

Purchases made from funds obtained through grants and/or external funding bodies will be made using the following guidelines:

- Grant funds will be held in a separate bank account ie. Friends of the Helmeted Honeyeater Grant Funds Account
- Purchases will be made, by the person/persons delegated by the Friends committee as the Project Manager for each grant, and in line with the relevant grant contract/agreement
- All expenditure will be accounted for and documented, in accordance with the grant agreement and auditor's requirements.

In the instance where Friends of the Helmeted Honeyeater are wishing to engage a contractor in on-ground conservation works within Yellingbo Nature Conservation Reserve, decisions about such contractors will be made in consultation with the Parks Victoria's (PV) Yellingbo Nature Conservation Reserve Ranger or, in their absence, the Ranger In Charge from the PV Woori Yallock office.

4.5 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.

4.6 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 26 May 2010

Date of Last Review: 27 July 2011

Next due for Review: July 2013



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5 SEXUAL HARASSMENT POLICY

Reference: Our Community Policy Bank

http://www.ourcommunity.com.au/files/boards/sexual_harassment.doc 20/5/11

5.1 Introduction

Sexual harassment is unlawful. The Friends do not tolerate sexual harassment in any form. Every volunteer, staff member and supervisor has a responsibility to ensure that sexual harassment does not occur.

5.2 Purpose

The purpose of this policy is to outline the Friends position on sexual harassment and to document the process which is to be followed should any grievance arise.

5.3 Policy Statement

Sexual harassment is unlawful. This organisation does not tolerate sexual harassment in any form. Every volunteer, staff member and supervisor has a responsibility to ensure that sexual harassment does not occur.

Anyone found to have sexually harassed another person will be subject to disciplinary action that may include making an apology, counseling, transfer of duties or dismissal.

Reports of sexual harassment will be treated promptly, seriously and confidentially. Complainants have the right to determine how a complaint will be treated. They also have the right to have a supporter or representative chosen by them involved in the process and the option to stop the process at any time.

The alleged harasser also has the right to have a supporter or representative chosen by them present when he/she responds to the allegations made.

No volunteer or paid staff member will be treated unfairly as a result of making a complaint of sexual harassment. Immediate disciplinary action will be taken against anyone who victimises or retaliates against someone who has made a complaint of sexual harassment.

The organisation will afford natural justice to any person involved in a dispute.

Sexual harassment contact to be:- A member of the current committee executive (President/Vice President or Treasurer).

5.4 Definition of sexual harassment

Sexual harassment includes any unwelcome behaviour of a sexual nature that could be reasonably expected to make someone feel offended, humiliated or intimidated.

This could include (but is not restricted to):

- an unwelcome sexual advance
- a request for sexual favours
- unwelcome comments about someone's sex life or physical appearance
- leering and ogling
- sexually offensive comments, stories or jokes
- displaying sexually offensive photos, pinups or calendars, reading matter or objects
- sexual propositions or continued requests for dates



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- physical contact such as touching or fondling, or unnecessary brushing up against someone
- indecent assault or rape (these are criminal offences).

Sexual harassment could occur between one volunteer and another, between volunteers and staff members, or between volunteers and clients, suppliers or visitors. It could occur wherever volunteers and paid staff are interacting with others in the context of their position in the organisation, including field trips, work off site and social functions.

5.5 Making a complaint

A volunteer or paid staff member who has been harassed may choose to take their complaint to the Victorian Equal Opportunity and Human Rights Commission.

The Commission is obliged to follow up disputes and can impose penalties on the person accused and the organisation or group that oversees them. Contact for the Victorian Human Rights and Equal Opportunity Commission: 1300 292 153

5.6 Internal complaint

A volunteer or paid staff member who believes they have been harassed (the complainant) should:

- if comfortable to do so, inform the alleged harasser the behaviour is offensive, unwelcome, against the organisation's policy and should stop
- make a note of the date, time and location of the incident/s
- if not comfortable to confront the alleged harasser or if unwelcome behaviour continues, report to the nominated sexual harassment contact
- if this is inappropriate, speak to another senior member of the organisation, such as a senior manager, the head of the organisation or a member of the board.

The *sexual harassment contact* will follow the procedures set out below. At any time the complainant has the right to discontinue this process.

5.7 Complaints process

When a complaint is received, the sexual harassment contact will:

- obtain and record a full, step-by-step account of the incident/s
- ensure the organisation's process for handling the complaint is understood
- ascertain the complainant's preferred outcome, e.g. an apology, the behaviour to cease, a change in working arrangements
- agree on the next step: informal resolution or formal investigation
- keep a confidential record of all details of this discussion and subsequent steps in the process.

5.8 Informal resolution

Where a complainant has chosen informal resolution, following an informal process the sexual harassment contact will:

- inform the alleged harasser of the complaint and provide an opportunity to respond
- ensure both parties understand their rights and responsibilities under the organisation's policy
- if possible, mediate an outcome that is satisfactory for the complainant
- ensure that confidentiality is maintained
- follow up to ensure the behaviour does not re-occur.



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5.9 Formal investigation

If a formal investigation is requested by the complainant, or if an informal resolution fails, the sexual harassment contact will escalate the matter to a formal Committee hearing comprising of the three committee executive members.

That Committee will:

- afford natural justice to all involved
- interview all directly concerned, separately
- interview witnesses, separately
- keep records of the interviews and investigation
- ensure confidentiality and minimise disclosure
- make a determination as to whether there is sufficient evidence that a reasonable person could conclude, on the balance of probabilities (i.e. it's more likely than not), that an incident/incidents of sexual harassment as defined by the legislation has occurred in such a case, determine appropriate action, which may include a change of duties for the harasser, change to working arrangements or, where the incidents were frequent and/or severe, dismissal of paid staff and termination of the membership of a volunteer/member of the Friends
- where it cannot be determined by the required test, that an incident/incidents of sexual harassment as defined by the legislation has occurred, may still take action to ensure the proper functioning of the workplace; but these actions should not prejudice any party. They will also continue to closely monitor the situation and provide retraining where required
- check to ensure the action meets the needs of the complainant and organisation.

Outcomes as they affect the complainant will be discussed with the complainant to ensure that needs are met, where appropriate.

5.10 Key resource available

Effectively preventing and responding to sexual harassment: A Code of Practice for Employers by the Australian Human Rights Commission. Download from:
http://www.hreoc.gov.au/sexualharassment/employers_code/COP2008.pdf

5.11 Key Responsibilities

- The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.
- Every volunteer, staff member and supervisor has a responsibility to ensure that sexual harassment does not occur.

5.12 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 25 May 2011

Date of Last Review: 27 July 2011

Next due for Review: July 2013



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6 PRIVACY POLICY

Reference: Our Community Policy Bank

http://www.ourcommunity.com.au/boards/boards_article.jsp?articleId=145311/6/11

6.1 Introduction

The Friends of the Helmeted Honeyeater (the Friends) are committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

6.2 Purpose

The purpose of this document is to provide a framework for the Friends in dealing with privacy considerations.

6.3 Policy Statement

The Friends collects and administers a range of personal information for the purposes of maintaining a membership & network database, financial records, a list of suppliers and records pertaining to our community education and revegetation programs. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

The Friends recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by this policy.

The Friends is bound by Victorian Privacy Laws, the Information Privacy Act 2000, as well as other laws, which impose specific obligations when it comes to handling information. The organisation has adopted the respective Privacy Principles contained in the Victorian Privacy Laws as minimum standards in relation to handling personal information.

In broad terms this means that we:

- Collect only information which the organisation requires for its primary function;
- Ensure that individuals are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide individuals with access to their own information, and the right to seek its correction.

Friends of the Helmeted Honeyeater will adhere to the Procedures outlined below.

6.4 Collection of information

The Friends will:

- Only collect information that is necessary for the performance and primary function of Friends of the Helmeted Honeyeater.
- Notify individuals about why we collect the information and how it is administered.
- Notify individuals that this information is accessible to them.



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6.5 Use and Disclosure of information

The Friends will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses we will obtain consent from the affected person.

6.6 Data Quality

The Friends will take reasonable steps to ensure the information we collect is accurate, complete, up-to-date, and relevant to the functions we perform.

6.7 Data Security and Retention

The Friends will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Only destroy records in accordance with Australian Taxation Office guidelines.

6.8 Openness

The Friends will:

- Ensure individuals are aware of Friends of the Helmeted Honeyeater's Privacy Policy and its purposes.
- Make this privacy policy freely available in relevant publications and on the organisation's website.

6.9 Access and Correction

The Friends will ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up-to-date.

6.10 Anonymity

The Friends will give individuals the option of not identifying themselves when completing evaluation forms or opinion surveys.

6.11 Making information available to other service providers

The Friends:

- Can only release personal information about a person with that person's expressed permission. For personal information to be released, the person concerned must sign a release form.
- Can release information to third parties where it is requested by the person concerned.

6.12 Key Responsibilities

- The Secretary of the Friends committee is responsible for monitoring changes in Privacy legislation and referring these to the committee for consideration. The committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate. Reference can be made through PilchConnect at <http://www.pilch.org.au>
- Every volunteer, staff member, supervisor and contractor is responsible for the implementation of this policy. Volunteer/staff orientation and works contracts will request knowledge of and compliance with the policy.



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6.13 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 24 August 2011

Date of Last Review: 24 August 2011

Next due for Review: August 2013



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7 COMMITTEE CONFIDENTIALITY POLICY

Reference: Our Community Policy Bank

http://www.ourcommunity.com.au/files/boards/Board_Confidentiality.doc 11/6/11

7.1 Introduction

The Friends of the Helmeted Honeyeater (the Friends) is committed to openness, transparency, and accountability. Its policies shall reflect its wish to release all information it holds as far as this is consistent with the protection of individual privacy, the effective management of its business, and relevant legislation. This policy should be read in conjunction with the Privacy Policy and is subject to any requirements under the Freedom of Information Act 1982 (Vic).

7.2 Purpose

This committee confidentiality policy is intended to regulate the release or retention of committee material by committee members.

7.3 Policy statement

Committee members shall be authorised to release to any person any material other than confidential material obtained in the course of their service as a committee member where such release is in accordance with the requirements of any applicable legislation and where such release is consistent with the organisation's Media & Public Relations Policy.

7.4 Procedures

The committee shall review and approve the confidentiality policy of the organisation as a whole.

The committee shall decide from time to time whether any or all of its agendas, minutes, or publications, or those of its sub-committees (not otherwise required by legislation, regulation, or its rules to be made public) shall be made public. Where no express decision has been recorded the assumption shall be that the material is not confidential.

On those occasions and for those matters that the committee elects not to make public, committee members shall respect the confidentiality of those documents and of any deliberations in the committee on those matters.

In particular, committee members shall not

- disclose to any member of the public any confidential information acquired by virtue of their position as a committee member;
- use any confidential information acquired by virtue of their position on the committee for their personal financial or other benefit or for that of any other person;
- disclose to any member of the public any confidential information related to the interests of individuals, groups or organisations acquired by virtue of their position on the committee;
- make statements to the media in the name of the organisation except as specified in the organisation's Media & Public Relations policy; or
- permit any unauthorised person to inspect or have access to any confidential documents or other information.



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The obligation to protect such confidential matters from disclosure continues even after the individual committee member is no longer serving on the committee.

The committee shall decide from time to time whether any observers shall be permitted to attend any or all of its meetings. Where appropriate, observers may be admitted subject to their undertaking to maintain confidentiality.

Where appropriate, information identifying individuals may be removed by the chair from material before its consideration by the committee.

7.5 Responsibility

It is responsibility of the committee chair to ensure that committee materials are appropriately classified as confidential or open to release.

7.6 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.

7.7 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 24 August 2011

Date of Last Review: 24 August 2011

Next due for Review: August 2013



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8 MEDIA & PUBLIC RELATIONS POLICY

Reference: Our Community Policy Bank

http://www.ourcommunity.com.au/files/boards/Media_Relations.doc 11/6/11

8.1 Introduction

Media, the local community and key stakeholders are vital partners in achieving the goals of Friends of the Helmeted Honeyeater (the Friends). In order to maximise the advantages of working with these groups and minimise the risks of misrepresentation it is necessary to establish guidelines for how media & community contacts on the Friends' business will be conducted.

It is not the intention of this policy to curb freedom of speech or to enforce strict rules and regulations. Rather, the intention is to establish a framework for achieving an effective working relationship with the media and broader community. The Friends welcomes the opportunity to talk to the media, community groups and key stakeholders and, through them, to debate issues in the public arena.

This policy should be read in conjunction with the Privacy Policy and Committee Confidentiality Policy.

8.2 Purpose

The Friends works with media, the local community and key stakeholders in order to

- advocate for the goals of the Friends
- promote the work of the Friends
- inform the public of the contact details of the Friends
- assist in fundraising for the Friends

The policy deals with the day-to-day relationship between the Friends, the media and the broader community.

8.3 Principles

The Friends operates on the values of

- **Honesty**; the Friends will never knowingly mislead the public, media, staff or volunteers on an issue or news story.
- **Transparency**; the Friends will promote openness and accessibility in our dealings with the media and broader community, whilst complying with the law and maintaining confidentiality when appropriate.
- **Clarity**; all communications with the media and broader community will be written/spoken in plain English
- **Balance**; information provided to the media and broader community by the Friends will as far as humanly possible be objective, balanced, accurate, informative and timely.

8.4 Policy statement

It is important that the Friends works with the media and broader community to communicate important public information messages about its work and its goals.

It is not possible to provide hard and fast rules about who will speak to the media and broader community on behalf of the Friends in particular situations. Where possible, staff,



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committee members and other volunteers should speak to the media and broader community on any significant matter in the name of or on behalf of the Friends only if

- They have consulted the communications officer nominated by the committee
- They have the required expertise to speak on the issue under discussion
- They have some experience in media relations
- They have been briefed or had information provided

and where any of these criteria do not apply are recommended to exercise extreme caution.

Where, however, media and broader community inquiries concern straightforward provision of information on uncontentious issues responses may be made by any officer or member who knows the facts.

Staff, committee members and other volunteers, and third parties are encouraged to deliver public presentations that discuss the Friends' work and its goals, provided that they make it clear where such presentations are or are not authorised by the Friends.

Staff, committee members and other volunteers must observe the Friends' Privacy Policy and Committee Confidentiality Policy in relation to personal records.

Staff, committee members and other volunteers are advised to ensure they are properly briefed and guided by relevant staff before talking to the media and broader community on any issue related to the Friends.

In dealing with the media and broader community staff, committee members and other volunteers should be conscious that they may be seen as representatives of the Friends and should therefore avoid making comments or participating in photo opportunities that may damage the long-term reputation of the Friends.

Any filming or taping on the Friends property or of the Friends proceedings by the media and broader community is subject to prior permission of the committee or its nominee.

8.5 Procedures

Significant statements on behalf of the Friends shall be made as authorised by the board or its nominee in reference to the principles listed above.

It should always be made absolutely clear whether the views put forward regarding any issue relating to the Friends are those of the Friends or of an individual. At all times consideration should be given as to how the correspondence may affect the reputation of the Friends.

The committee shall nominate a Communication Officer for the Friends.

- The Communications Officer will produce and update a list of key contacts of local press, radio, TV stations and key stakeholders.
- The Communications Officer will be the contact for preliminary discussions on any story or research request, and refer on to other Friends members as appropriate
- The Communications Officer shall make recommendations to the committee on public relations strategies.
- The Communications Officer shall be the key contact for the Friends public relations activities.



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- The Communications Officer shall authorise all media releases from the Friends, and be responsible for mounting them on the Friends website. All news releases must also be approved.
- The Communications Officer should, where feasible, be involved in any approaches to the media to feature the Friends work.
- It is important to obtain advice from the Communications Officer (preferably before the issue becomes public knowledge) on any issues that are likely to be complex or contentious or to be sustained for any length of time. In such a situation the Communications Officer will work with the relevant staff and committee members to produce a communications plan which will ensure that balanced, timely information is provided to keep all parties informed.
- No photos of clients, employees, or students should be released to the public via advertising, news media, or web without the approval of the Communications Officer, who shall satisfy themselves that the Friends' confidentiality policy has been observed
- The Friends photos & videos waiver statement will be used on all Friends publicity materials where photos and/or video may be taken at an event. It shall read:
Photos & videos
Photos & videos will be taken on the day of your event of those people involved. The Friends use photos & videos in community presentations, their quarterly member newsletter *HeHo Herald* and reporting to funding bodies. By participating in this event we assume that all participants agree to photos & videos being used for these purposes only. **Please advise us if there are any children or adults who should not appear in photos or videos.** We are happy to email copies of photos to you afterwards where requested. NB. we are only able to supply videos where you have supplied a DVD disc and a stamped, self-addressed DVD package.
- Where a staff member, committee member or volunteer has had any significant interaction with media representatives on issues related to the Friends, it is the responsibility of the person concerned to notify the Communications Officer and to provide the name of the reporter or writer and the media outlet they represent.

Every effort should be made to assist the media in their inquiries. Requests for information that require substantial staff work to produce, will be at the discretion of the Communications Officer/Friends Committee.

The Friends reserves the right to withhold certain sensitive information concerning, say, commercial transactions or governmental negotiations. Any such information will be clearly labelled and clearly notified to relevant staff.

If any unauthorised releases of confidential information do occur, an investigation will take place to establish who was responsible and appropriate action will be taken.

8.6 Responsibility

It is responsibility of the Friends committee to nominate a Communications Officer and to ensure that all relevant information is provided to facilitate the role

8.7 Key Responsibilities

The Friends committee will oversee implementation of the policy and delegate actions to a sub-committee where appropriate.



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8.8 Quality Assurance Mechanisms

Biennial review of the policy by the Friends committee.

Date of Implementation/Endorsement: 24 August 2011

Date of Last Review: 24 August 2011

Next due for Review: August 2013