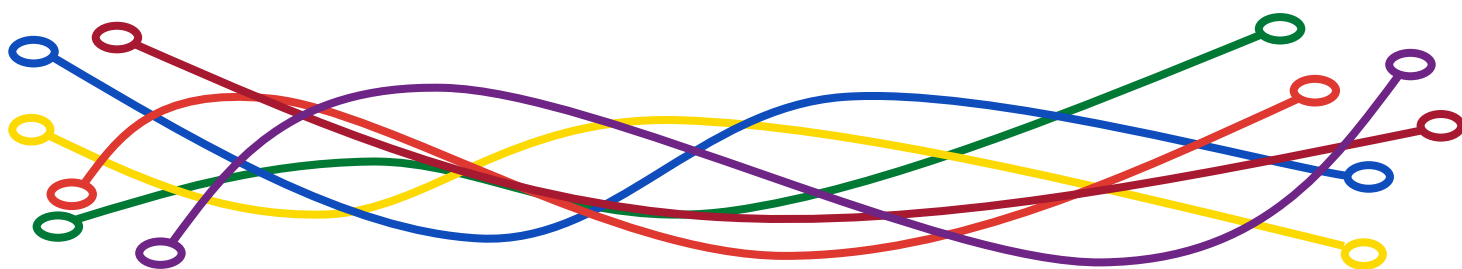


# MEMBERS BOOKLET



Effective  
1<sup>st</sup> January 2012

*Proudly supported by*



Department of  
**Regional Development and Lands**



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*\* The Constitution (rules of the association) has not been supplied in this booklet - A copy can be emailed to you or printed on request.*

## 1) INTRODUCTION TO THE HISTORY OF THE KUNUNURRA COMMUNITY RESOURCE CENTRE INC

Under a State Government Telecentre Establishment Grant of \$30,000 the Kununurra Community Resource Centre was established on TAFE property in 1992 under the name of WA LINK Kununurra. It was the third such establishment in what is now known as the WA Community Resource Centre Network (formerly the WA Telecentre Network).

We later relocated to the more central location of corner Banksia Street and Coolibah Drive where the equipment was updated and replaced with thanks to a \$20,000 Lotteries Commission grant in 1996.

The name was changed in 1995 to WA Telecentre KUNUNURRA INC and became known as the Kununurra Telecentre. At this time the Constitution was revised.

In 2003 the Community Resource Centre relocated to larger (current) premises at the Kimberley Tourism House on Coolibah Drive and took on the Employment Directions Contract with the Western Australian Department of Education and Training.

The Kununurra Telecentre again underwent the process to review the Constitution and change their name to Kununurra Community Resource Centre Inc. in 2010.

The CRC has previously had agreements with various government departments, and can now offer free access to online government services thanks to an increase in funding through the government's Royalties for Regions campaign and commitment to the CRC Network throughout the state.

The CRC is partially funded by the Department of Regional Development and Lands and relies on you as members and the general public to utilise the services on offer to help cover other costs such as rent and outgoings. We are also able to access a range of funding opportunities to offer a myriad of other services or opportunities to our community throughout the course of our role as a Resource Centre.

YEAR	CHAIR	TREASURER	SECRETARY	COORDINATOR
1992*				
1993*				
1994*				
1995*	Liz Collins	Cathy Hasted		Rosemary Pattinson
1996*	Robin Moon	Cathy Hasted	Anne Dickey	John Smoker
1997	Anne Dickey Donna Blyth, Vice Chair	Nicky Rundle		John Smoker
1998*				
1999	Anne Dickey	Kimberley Kohan	Bridget Cook	David Darling
2000	Bridget Cook	Kimberley Kohan	Emanuel Blondel	David Darling
2001	Bridget Cook			David Darling

2002	Bridget Cook	Adam Mackay	Hayden McCormick	Jenny Brandis
2003	Jon Evans	Leetasha Rizqallah	Jenny Brandis	Jenny Brandis
2004	Jon Evans (interim) Steve Cook, Vice Chair	Leetasha Rizqallah (interim)		Jenny Brandis
2005				Alison
2006				
2007				Sam Russell
2008	Patrick			Doug McLean
2009	Sam Russell			Doug McLean
2010	Sam Russell Jan - Sept Elaine Ladbroke Sept - Dec	Richard Beeck Jan - Sept Shan Shanmuganathan Sept - Dec		Doug McLean Jan -May Natika Hawes- Wright Sept - Dec
2011	Elaine Ladbroke	Shan Shanmuganathan	Sherry Baxter	Natika Hawes- Wright
2012	Elaine Ladbroke	Shan Shanmuganathan	Natasha Cross	Natika Hawes- Wright
2013	Elaine Ladbroke	Shan Shanmuganathan	Natasha Cross	Natika Hawes- Wright
2014	Michele Brett	Shan Shanmuganathan	Natasha Cross	Natika Hawes- Wright

\* AGM minutes not in minute file

## 2) Conditions of Membership

### *Being a member of the Kununurra Community Resource Centre Inc.*

The Kununurra Community Resource Centre is a non profit, community owned facility that needs members. We provide support in a number of areas, including but not limited to education, employment, capacity building and Information and Communication Technologies. We also offer access to online government services and have the opportunity to develop partnerships and business opportunities within our community.

There are three types of memberships available, they are:

- 1) Personal Memberships - \$100 per financial year  
*Entitles up to 5 members of the same household access to CRC facilities. Children under the age of 15 are to be accompanied by an adult at all times whilst in the CRC.*
- 2) Corporate Memberships - \$150 per financial year  
*Entitles up to 5 members of the business access to CRC facilities.*
- 3) Community Memberships - \$100 per financial year  
*Entitles up to 5 members of the organisation access to CRC facilities.*

Membership is per financial year, payable in advance and runs from 1<sup>st</sup> July - 30<sup>th</sup> June each year. Memberships will be available each half for a pro-rated amount, benefits (ie internet access and training/room hire time) will also be pro-rated for memberships beginning after 1<sup>st</sup> January.

### **Benefits of being a member of the Kununurra Community Resource Centre Inc. include**

20% discount on all services (includes discount on additional internet access time if required)

AND one of the following

1. 50 hours internet access (retail value of \$300)  
OR
2. 5 hours of training / support (retail value of \$275)  
OR
3. \*12 hour meeting room hire (retail value of \$530) (pending availability)

*\* Room hire benefit will only be for Community or Corporate members*

Members are also supporting your community, are eligible to vote at all General Meetings of the organisation (eg: AGM usually held in September) and can nominate for a committee position.

**Membership is open to all, subject to meeting the following provisions**

1. Proof of identification - to be provided for all persons listed on membership
2. Have agreed to and signed Conditions of Membership (Membership Form)

**Obligations of being a member**

As a member of Kununurra Community Resource Centre Inc. (CRC) you agree to act in a responsible manner when utilising the CRC. You agree to the following:

1. To abide by the constitution of the Kununurra Community Resource Centre Inc.
2. To respect other users rights to access the facilities
3. To supervise any children you bring into the CRC
4. To not smoke or drink alcoholic beverages while on the premises
5. Safe keeping of user name and password
6. Pay for all printing/other services
7. To refrain from viewing or causing to be viewed any materials which may be considered to be offensive which includes the following –
  - a. Material that is intended for adult viewing or material that may be of a discriminatory, racist, sexist or politically sensitive nature. Users must take all appropriate measures to ensure sensitive material accessed by them is not directly available for subsequent users of the computer. People under the age of 18 must not enter sites that require by disclaimer that the viewer is required to be 18 and over. Minimal suggested procedures for ensuring sensitive material is not easily retrievable include:
    - i. Exit the site by clicking the home button on the browser. Check that the browser homepage has not been automatically changed from the normal homepage.
    - ii. Clear URL history in the browser after viewing sensitive material.
    - iii. Close browser window to prevent subsequent users from hitting the back button.
    - iv. Clear recent documents.
    - v. Check that no other inappropriate item has been deposited on the computer system as a result of downloading, installing or executing software, e.g. Icons on the desktop and screen savers.
  - b. Copyright, Illegal Activities, Gambling, Unsolicited and Bulk e-mail and abuse of system resources - CRC facilities are not to be used to pursue activities that are considered illegal in the state of Western Australia including but not limited to copyright infringements, denial of service attacks, fraud, stalking, defamation and harassment. Users will not make available to users in other jurisdiction directly via the Internet information that is considered illegal in the other parties' jurisdiction, although it may not be considered illegal in the State of Western Australia. Users will not

participate in sending or distributing unsolicited or bulk e-mail messages regardless of whether those messages may disrupt computer systems or limit other Internet users resources or not. Users under 18 shall not participate in any form of gambling. Any user participating in gambling shall indemnify the CRC against any loss or damage suffered.

8. Confidentiality and Anonymity of Customer's Information - Customers are solely responsible for the use or misuse of any information they enter on to the computer system. Customers of the Internet are advised that personal information entered on the Internet is unsecured on several levels and may possibly be intercepted. Customers should exercise caution when submitting personal information on the Internet and be aware of the security mechanisms and privacy policies on web sites. In addition information accessed by the user may be routinely logged. These logs may be accessed as deemed appropriate by the CRC Manager or required by law.
9. To report any anomalies or faults to the staff
10. To not change or attempt to change any of the settings on the computers. Unauthorised Access and Changes to Computer Systems - Users will not attempt to gain unauthorised access to CRC Computers or use the CRC Computers to illegally access any other computer system. Users will not alter data or deliberately disrupt any computer system by spreading viruses, changing hardware and software configurations or via any other mean.
11. Liability - The CRC will not be held responsible for personal safety and confidentiality issues that arise from the clients' use of CRC equipment.

In addition the CRC will not be liable for any financial loss or other hardship arising from the use and or misuse of CRC equipment. In the event of any loss suffered by any user the CRC's sole remedy shall be limited to refund of the applicable fee paid by the user for the use of CRC equipment.

12. By using the CRC facilities, users agree to abide by this acceptance use policy and its conditions.

### **Breach of Acceptable Use Policy**

Breach of the acceptable use policy will carry the penalty of suspension from the CRC. Any use of equipment to carry out illegal activities will be reported to the appropriate authorities

### **Cessation of Membership**

The Management Committee reserves the right to cancel a membership of a member who is found to be disregarding the terms as set out above. The member is to be given one written notice and fourteen days to explain his/her actions to the Committee. Please refer to the Constitution for further information on the process.

## **Obligations of Staff/Volunteers to Members**

All staff and volunteers will uphold the Code of Ethics as outlined in the Public Sector Management Act - "General Principles of Official Conduct" - by acting with integrity, courtesy and confidentiality.



## **SECTION 23 CODE OF CONDUCT - STAFF AND VOLUNTEERS**

### **Code of Ethics**

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The Kununurra Community Resource Centre's Code of Ethics has been developed to provide CRC Management Committee, staff and volunteers with guidelines on responsibilities and obligations. It provides a means for dealing with day-to-day ethical issues that are confronted in the workplace.

The Code of Ethics also embraces the "General Principles of Official Conduct" outlined in the Public Sector Management Act, in particular the obligation for employees to:

- Act with integrity in the performance of official duties and to be scrupulous in the use of official information, equipment and facilities and
- Exercise proper courtesy, consideration and sensitivity in their dealings with members of the public and employees.

The Code provides a basis of expectations for Management Committee, Managers, staff and volunteers. It encourages a commitment to ethical and professional behaviour and outlines principles in which individual and CRC responsibilities may be based.

#### **Conflict of Interest**

Members and staff will ensure that there is no actual (or perceived) conflict of interest between their personal interests and the impartial fulfilment of their professional duties.

Staff will not engage in private work with or for any person or body with an interest in a proposed or current contract with the CRC without first making disclosure to the Management Committee. Any appearance that private dealings could conflict with performance of duties must be avoided.

#### **Personal Benefit**

- Use of confidential information

Members and staff will not use confidential information to gain improper advantage for themselves or for any other person or body

- Intellectual Property

The title to Intellectual Property in all duties relating to contracts of employment will be assigned to the CRC upon its creation unless otherwise agreed by separate contract.

#### **Conduct**

- Personal Behaviour

Members and staff will:

Act, and be seen to act, properly and in accordance with the requirements of the law and the terms of this code;

Perform their duties impartially and in the best interests of the CRC;  
Act in good faith in the interests of the CRC and the community.

- Honesty and Integrity

Members and staff will:

Observe the highest standards of honesty and integrity, and avoid conduct, which might suggest any departure from these standards;

Be frank and honest in their official dealing with each other.

- Performance of Duties

While on duty, staff will give their whole time and attention to the CRC's business and ensure that their work is carried out efficiently, economically and effectively, and that their standard of work reflects favourably both on them and on the CRC.

No other employment should compromise the activities performed by the CRC.

Members will at all times exercise reasonable care and diligence in the performance of their activities.

- Administrative and Management Practices

Members and staff will ensure compliance with proper and reasonable administrative practices and conduct, and professional and responsible management practices.

- Standard of Dress

Staff and volunteers are expected to comply with neat and responsible dress standards as determined by the Management Committee.

- Communications and Public Relations

All aspects of communication by staff (including verbal, written or personal), involving CRC activities should reflect the status and objectives of the CRC.

Communications should be accurate, polite and professional.

### **Dealing with CRC Property**

Members and staff will:

- Be scrupulously honest in their use of CRC resources and shall not misuse them or permit their misuse (or appearance of misuse) by any other person or body;
- Use CRC resources entrusted to them effectively and economically in the course of their duties; and
- Not use CRC resources for private purposes, unless properly authorised to do so, and appropriate payments are made (as determined by the Management Committee).

## SECTION 27 MANAGEMENT COMMITTEE

### 27.1 Committee Structure

The Management Committee structure will be determined by the Constitution of the organisation. It should include a Chairperson, Vice Chairperson, Secretary and Treasurer.

Management Committee eligibility will be determined by the organisation's constitution. Generally, management committee members would be elected from financial members of the Community Resource Centre at an Annual General Meeting, be expected to attend management committee meetings, and to have read and be familiar with the Constitution and the Kununurra Community Resource Centre Inc Operational Procedures and Policies.

### 27.2 Meeting procedure

The Management Committee will convene meetings not less than 4 times a year, or more frequently as required.

The following publications are available on the Department of Sport and Recreation website.

- 10 steps to running successful meetings
- Club Meetings
- Effective Club meetings
- Help for the overworked committee member
- Meetings – AGM
- Meetings – General
- Meetings – Minutes

### 27.3 Management Committee – responsibilities

The Committee has final responsibility for all the functions of the CRC. There are a number of roles that it cannot delegate to the CRC Manager.

#### (a) Policy and Planning

- Policy development and endorsement of procedures.
- Setting future directions through the development and endorsement of the Business Plan.
- Annual reporting to RDL, annual report and statistics
- Monitors and updates the business plan

#### (b) Financial Management

- Implements good financial management processes
- The financial accountability of the CRC

- Complying with the contractual and funding requirements for any and all contracts and funding agreements which are in place for the CRC

**(c) Legislative Requirements**

- Ensure that the CRC complies with all legal requirements and responsibilities of Federal, State and local government laws and regulations. This includes: Australian Taxation Office requirements, Incorporation law, Privacy, Anti-discrimination, copyright, etc

**(d) Staff Management**

- Ensure the Manager understands the role and is well supported in his/her activities.
- Provide a workplace which complies with Occupational Health & Safety standards
- Ensure all employer responsibilities are undertaken for all paid staff. This includes: job descriptions, workplace agreement contracts, PAYE taxation deductions, workers compensation, superannuation, equal opportunity workplace, dismissal procedures.
- Ensures teamwork between the CRC Management Committee, the Manager, staff and volunteers. Uses appropriate delegation and negotiation in identifying the role of the Manager.

**(e) Property and Risk Management**

- Ensure risks are adequately protected by insurance policies.
- Provide a safe work and public place

**(f) Community representation**

- Representing the needs and views of the community.
- Represent the CRC members on the Committee.
- Monitor and evaluate the performance of the CRC in relation to responsibility and accountability to the community.

**(g) Development and Promotion**

- Seek out and refer to the Manager sponsorship, grant, tender and entrepreneurial opportunities and activities.
- Determine policy to publicise and promote the CRC.
- Promote and foster the CRC and the WA Community Resource Centre Network.
- Develop a database and network of expertise that the CRC may utilise

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SPECIAL MEETING REQUEST FORM

To the Chairperson;

I/we hereby request the calling of a special meeting of Kununurra Community Resource Centre Inc. for the purpose of

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Signed: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

## SUGGESTIONS AND COMMENTS

[illegible]