



CWS Information for Coordinators

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Overview

The Coolum Women's shed is all about connecting women. We believe that participating in a variety of activities on a regular basis is a great way to build friendships with other women in the Sunshine Coast. Feeling connected and having a support network enhances the health and wellbeing of our members. Our activities are run by volunteers and paid facilitators. We believe that members of the shed should be empowered to set up activities that they are interested in.

This document provides you with information relevant to your role as a coordinator at the shed. It outlines responsibilities and expectations relating to the role. This document includes:

- why volunteer with the Coolum Women's Shed
- the distinction between volunteering and paid work
- how we differentiate between groups, workshops and classes
- definitions of the key people involved with the shed.
- social media, marketing and promotion
- cancellations
- procedure for running an activity at the shed including your responsibilities as a coordinator
- how facilitators are paid or claim material costs from the shed.

As our organisation grows, we will update and refine this document. The latest version will always be available in the volunteers section of our website. This document is not part of our constitution – changes to the constitution need member approval via special resolution at a general meeting.

Intended users

- Coordinators
- Other volunteers

Is it an activity, group, workshop or class?

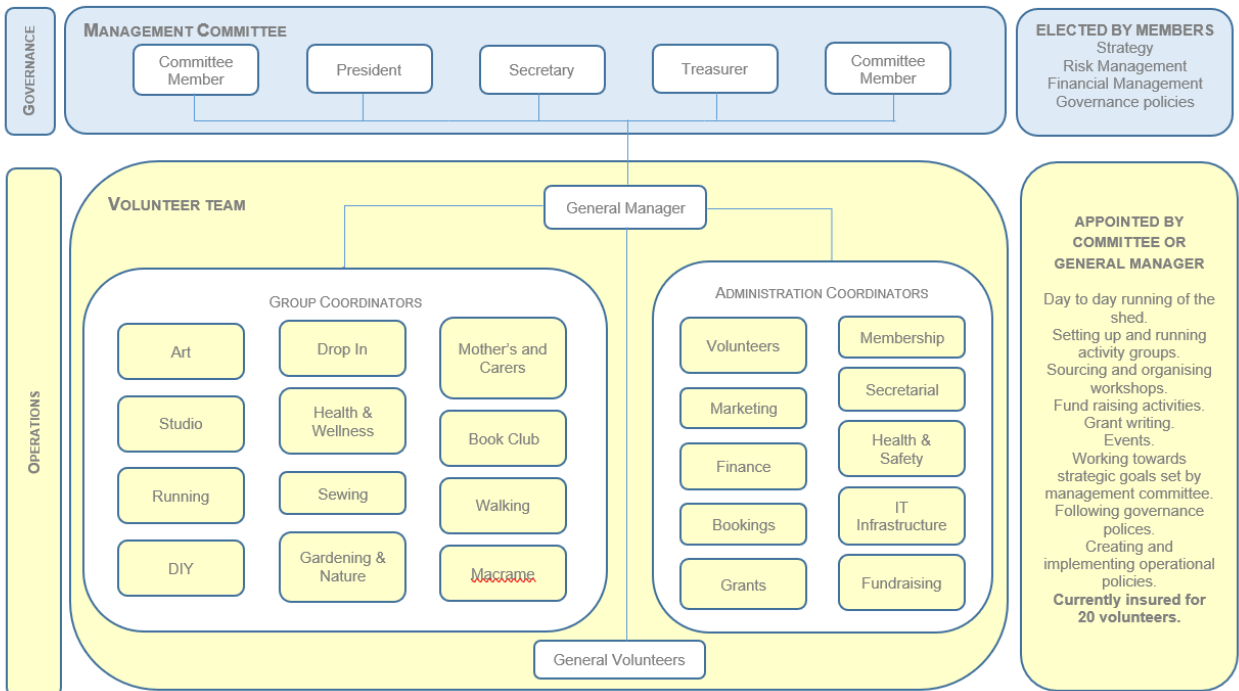
- **Activity** – a generic name for groups, workshops, classes, talks, tours and other activities that may be run for the benefit of our members. New activities are approved by the general manager. If there is any question about the suitability of an activity or it requires additional funding the management committee are also required to give approval.
- **Group** – regular meeting of members to participate in an activity. Self taught, members may teach other members. Ideally managed by 1 or 2 volunteer coordinators. Groups may book facilitators to teach sessions to their members.
- **Workshop** – 1 or 2 sessions focussing on a specific skill, usually taught by a guest facilitator. May be engaged by group or bookings coordinator.
- **Class** – Regular session with facilitator. May be engaged by group or bookings coordinators. May be ongoing or a finite series e.g. 4 weeks.

Key roles

- **Members** – attend activities at the shed and participate in groups. Nominate and elect management committee.
- **Volunteers** – people that assist the Coolum Women’s Shed on a regular or one-off basis.
- **Activity coordinator** - The person that is listed as ‘Coordinator 1’ on the activity proposal is also known as ‘the activity coordinator’. The activity coordinator is usually either the bookings coordinator, a group coordinator or the general manager.
- **Group coordinators** – volunteers run a regular group meetup for members. Ideally a group will have at least two coordinators so that they can support each other and share the role. Group coordinators may choose to engage a paid facilitator to teach a workshop or class.
- **Admin coordinators** – volunteers that help with the support activities required for the general running of the shed. For example the bookings coordinator, grants coordinator or health & safety coordinator.
- **Bookings coordinator** – reviews the balance of activities offered and seeks other activities that may be run by a coordinator or a paid facilitator. Manages roster and booking system admin.
- **Regular facilitator** – contracted by the shed to teach a class or workshop on a regular basis. Regular facilitators are inducted and trained on using our payment systems, and how to access the shed. e.g. a yoga teacher.
- **Guest facilitator** - contracted by the shed to teach a class or workshop. Guest facilitators are not given access to the payment system or shed key codes. Guest facilitators need a trained volunteer to help with setting up and booking people in.
- **Health & safety coordinator** – can provide guidance on risk assessment and prevention for activities.
- **Grants coordinator** – may be able to identify potential grants and assist with applications for funding e.g. for training, equipment or materials.
- **Volunteer coordinator** – maintains a register of potential volunteers. May be able to identify people that would want to be involved with a new activity. Inducts volunteers into the Coolum Women’s Shed
- **General volunteers** – may help with ‘one-off’ requests for help or may assist coordinators
- **General manager** – Manages the day to day running of the shed and ensures that policies and procedures are followed. The general manager has a duty to notify the management committee of currently approved activities and funding needs/surplus (working with the treasurer, group coordinator and grants coordinator if required).
- **President** – Chairs the management committee, represents the organisation at official functions and with external stakeholders. Works with other members of the management committee to ensure that the organisation is meeting their legal obligations. Has the casting vote in some circumstances.

- **Treasurer**- Sits on the management committee, manages and controls the finances of the organisation, liaises with coordinators with regards to finances. Prepares financial reports and annual accounts.
- **Secretary**- Sits on the management committee, manages membership process and members directory. Holds company seal. Organises general and committee meetings, distributes agendas and call for agenda items, takes minutes. Ensures that documents are lodged with appropriate authorities
- **Management committee** – ensures that policies and guidance are in place so that volunteers meet any legal obligations for example risk management. Maintains oversight of activities to ensure that they are contributing to the overall mission of the Coolum Women’s Shed. The **management committee has final say** on whether we will subsidise an activity that may not be able to fully fund itself. The management committee is usually elected annually at the AGM.

Organisational Chart- Coolum Women’s Shed.



CWS Organisational Chart 1.0. More copies available from the shed or from our website www.thewomensshed.org
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Why volunteer with the Coolum Women's Shed?

We are an incorporated not for profit association building a community of women on the Sunshine Coast. We are unique in that we offer a broad range of activities to all women, of different socio-economic backgrounds and life stages. We believe that women can build connections through regularly participating in activities. For example, one of our members may meet someone at a macramé class, and then see that same person in our walking group, and then again at one of our social events. This frequency and variety of interaction enables women to get to know each other and build shared experiences, reducing isolation and increasing a sense of belonging. We believe that there are other therapeutic benefits to engaging in activities, both for mental and physical health. As a coordinator you will become a key member of the Women's Shed team and have input into the type of activities we provide. If you are interested in a career change, volunteering can allow you to build skills and experience in a supportive environment. Many people volunteer simply because they want to give back to their community.

The role of a group coordinators

Group coordinators are volunteers that have a special interest in an activity and want to create an environment where women regularly meet and engage in that activity. Because group coordinators need to have an ongoing commitment to the shed we encourage you to design the activities in a way that is of interest to you and in a way that you can commit to the group. For example, it might not work for you to meet on a weekly basis – maybe a monthly meeting would suit you better?

Things you can decide:

- How often you will meet
- Where you will meet
- Whether to hire teachers (facilitators) for classes or workshops
- How to fund purchases of equipment or materials
- How you will communicate with members

The CWS team will offer guidance and do the website and social media admin required to let members know about the group and when it will be meeting. **When creating a new group, we will help you fill in a group proposal** that answers the questions and considers any funding requirements. Where there may be a funding shortfall we can look at strategies including sponsorship, grants or subsidies from the CWS central fund. The group proposal also includes a risk assessment.

Once a group has been established, you may want to run a tour, or organise classes or workshops with a facilitator and you will need to complete an activity proposal. **The activity proposal is**



similar to the group proposal and assists in determining how much we need to charge, how to fund and other information needed including a risk assessment.

Your responsibilities as group coordinator:

- Follow and update any written procedures relating to your role to ensure continuity in the event that you are no longer available.
- Plan activities, classes and workshops in liaison with group members and the general manager.
- Communicate with group members about upcoming activities and workshops
- Use the booking system to track attendance
- Take payments by card or cash if required, following CWS procedures
- If you are using the community centre, follow the guidelines for opening up and packing down
- Follow any risk management strategies that are identified as part of the activity or group proposal, including reporting any near misses, hazards or incidents
- Inform the bookings coordinator about any changes to the roster via bookingscws@gmail.com
- Provide a brief written update to the general manager (one paragraph or less) on the group so that we can add this to our newsletter and minutes.
- Work closely with our admin coordinators in the delivery of the group-for example the booking coordinators and the grants coordinator
- Avoid last minute cancellations, even if numbers are low
- Respect the privacy of members and do not disclose or use personal information
- Do not disclose key codes, passwords and other access information to others
- Adhere to any other relevant policies and procedures, including our constitution
- Attend meetings when required
- Inform the general manager as soon as possible if you cannot do what you said you would do

Successful groups rely on the commitment and consistency of their group coordinators, this is why it is important to aim to have a least two coordinators who can work together. This allows our coordinators flexibility around their role- the group can still carry on if one of the coordinators goes on holiday for example.

The role of admin coordinators

Admin coordinators are volunteers that have committed to perform a specific task that supports the running of the women's shed. The admin team includes:

- Bookings coordinator

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- Social media / marketing coordinators
- Volunteer coordinators
- Grants coordinators
- Secretarial team
- Health & Safety Coordinator
- Assistant Treasurer

These volunteers assist the group coordinators and activity coordinators to ensure that

- a) our members know about upcoming activities
- b) activities run smoothly and follow our policies
- c) volunteers are supported where needed

Admin coordinators have flexibility about when and where they can perform their roles – most of the admin can be done from home. We will give training to admin coordinators, but a basic level of computer literacy would be an advantage. Admin coordinators ideally have had prior experience in similar settings and are therefore able to manage their own activities. **Depending on the role, admin coordinators may need to respond quickly – for example dealing with last minute changes to events or meeting deadlines from external parties.** Other activities may require less time.

Your responsibilities as admin coordinator:

- Follow and update any written procedures relating to your role to ensure continuity in the event that you are no longer available.
- Communicate with group coordinators about upcoming activities and workshops
- Provide a brief written update to the general manager (one paragraph or less) on the group so that we can add this to our newsletter and minutes.
- Respect the privacy of members and do not disclose or use personal information
- Do not disclose key codes, passwords and other access information to others
- Attend meetings when required
- Adhere to any other relevant policies and procedures, including our constitution
- Inform the general manager as soon as possible if you cannot do what you said you would do

The distinction between paid work and volunteering

Our volunteers are an important part of our community. It is important to understand the difference between working, volunteering and being an independent contractor.

For the purposes of the Work, Health & Safety Act 2011, a person is a volunteer if they undertake work for an organisation without being paid a wage or salary.



Paid work and volunteering have different insurance, taxation and legislative requirements, including super and the obligation to collect PAYE. The Women's Shed does not have any paid employees and is classed as a 'Volunteer association'. Volunteer associations are not regarded as a 'person conducting a business or undertaking' for the purpose of the WHS Act. This means that volunteers are exempt from prosecution under the Work, Health and Safety Act.

Volunteers are not considered 'workers' for workers' compensation purposes, as per the Workers' Compensation and Rehabilitation Act 2003.

Independent contractors are responsible for declaring income to the tax office and managing their own super, leave entitlements and other 'work related' benefits.

The Coolum Women's Shed does not currently have the admin capacity to take on paid employees, although this may change in the future. If in the future, the Women's Shed chooses to employ workers, (rather than engaging independent contractors or volunteers) a review of the administration and governance requirements will be required.

For more information on the different relationships please refer to the nfplaw website.

Insurance

The Coolum Women's Shed has the following insurance cover:

- Public liability \$20,000,000 – injury to persons or property during our operations
- Product liability \$20,000,000 – injury or damage resulting from items made by our members and volunteers (NB We cannot make and sell any food items without them being made in a commercial kitchen.)
- Volunteer personal accident – 20 volunteers

Our insurance will be invalid if we do not complete and follow appropriate risk management protocols for our activities. If we do not assess and manage risks we will be deemed as negligent and the organisation, management committee or independent contractors may be liable to cover costs incurred.

Due to the nature of the activities we support, the Women's Shed **will often engage 'independent contractors' as regular or guest facilitators.** Independent contractors do not change our status as a 'volunteer association'. **Facilitators are required to have current public liability insurance.** This is because in the event of damage to the venue or injury to a person, an insurance company may seek to recover costs from the 'independent contractor'. **If a facilitator does not have public liability insurance, they are at risk of having to cover costs arising from negligence or personal injury claims.**

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Sometimes facilitators do not have public liability insurance and offer to volunteer for the Women's Shed. In this case, the facilitator will be covered by our insurance – as long as a risk assessment and management plan have been completed and agreed. We may still require evidence of appropriate qualifications and experience as part of our risk assessment for the activity. **We will always expect coordinators and volunteer facilitators to comply with risk mitigation strategies for the activity.**

Volunteering may be a good option for people thinking about trialling a service to see if there is a market demand for them before arranging their own insurance. It is not possible to add facilitators to our insurance policy as we will incur admin and financial costs to do so.

Social media, marketing and promotion

When we have agreed to that you can run an activity or group, we will:

- set up the activity/group in our booking system
- advertise it on our website, Facebook, Instagram and newsletter
- advertise it on our monthly hard copy calendar available at the shed (if timeframes allow)
- when our marketing capacity grows, we may additionally notify local press and radio stations, and the Sunshine Council website

You can assist us to market the activity/group by:

- Sharing our website listing with your networks e.g. friends, work colleagues, via social media, or via email.
- Sharing into relevant Facebook groups such as 'What's on Sunshine Coast'. Putting our printed timetable up on local notice boards.

The amount of coverage we can provide is based on how much volunteer capacity we have. Our most successful activities are usually due to a combined effort between the shed team, the group coordinator and the facilitator. **We cannot guarantee how much marketing we will do, as it depends on our volunteer capacity.**

Cancellation

Cancellation affects our brand image:

- It is frustrating for people who may have organised childcare or turned down other activities in order to attend

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- It can be seen as an indication that we are disorganised or that we cannot be counted on to run an activity when we said we will
- People that have planned to attend an activity that has been cancelled at short notice are disappointed and they may not bother to book with us again
- Cancellation incurs additional admin work by other volunteers at short notice to notify attendees and refund them.

For this reason we do not mind running activities for small groups as we are a new organisation and would rather provide an activity if someone has expressed an interest in it. However, sometimes cancellation is unavoidable.

Cancellation by us:

- We will only cancel after a discussion with you.
- We may decide to cancel if there aren't enough numbers to make an activity viable.
- We will attempt to make cancellation decisions early enough to give us enough time to notify attendees.
- We reserve the right to cancel an event if we feel that it is necessary to do so.

Cancellation by the group coordinator or facilitator:

- When we are planning an activity we will discuss whether you have a minimum number of attendees to make the activity worthwhile.
- We will also discuss an appropriate 'cut-off' point to make a decision about final numbers.
- As mentioned above, we do not mind running activities for small groups as we feel that it encourages participation. Attendees will recommend you to others or attend your next class or workshop if they enjoy the activity.
- If you are unable to run the activity due to illness or an emergency then we will do our best to notify and refund attendees.
- If you wish to cancel for any other reason please contact us to discuss in good time e.g. at least a week before so that we can notify attendees.

Cancellation by attendees:

- We have no control over attendee cancellation
- If we have time we will attempt to fill the spot for activities where a facilitator has been brought in.

Procedure for running an activity or group at the shed

- 1) If a facilitator is receiving any payment for this activity they are classed as an **independent contractor** for the purposes of this activity.
 - a) The facilitator will need to provide a copy of their public liability insurance to us

- b) If the facilitator will be working with children they will be required to show us a current bluecard.
- 2) If the facilitator is donating their time to run an activity, they are classed as **a volunteer** for the purposes of this activity.
 - a) They do not need to provide a copy of their public liability insurance to us
 - b) If they will be working with children they will be required to show us a current bluecard.
- 3) **Accessing the shed – Guest facilitators**, setting up and packing down:
 - a) The group coordinator will ensure that a volunteer is assigned to the facilitator at the shed
 - b) The volunteer will follow our procedure for opening up which includes checking for potential hazards.
 - c) The volunteer will assist with any setup requirements.
 - d) The group coordinator should ensure that they follow any specific risk mitigation processes as outlined in the activity proposal (also see below ‘specific risk management’).
 - e) The volunteer will welcome attendees to the shed, ensure that people are checked in on our booking system and that they sign in on our attendance register
 - f) The volunteer will open the activity by welcoming everyone to the shed, telling people where the fire exits, evacuation point, toilet and tea and coffee facilities are. They will then introduce you.
 - g) The volunteer can set out any refreshments. They will assist in the clean up of dishes etc.
 - h) The facilitator and the volunteer are responsible for packing down, cleaning up and locking the building after the activity.
- 4) **Accessing the shed – Regular facilitators**, setting up and packing down:
 - a) Regular facilitators will be trained in the set up and pack down process
 - b) Regular facilitators will follow our procedure for opening up which includes checking for potential hazards.
 - c) If a volunteer is needed to assist with setup requirements the group or bookings coordinator will arrange for one to attend.
 - d) Please ensure the facilitator or the volunteer do not attempt to lift heavy items.
 - e) Please ensure that the facilitator and the group coordinator follow any specific risk mitigation processes as outlined in the activity proposal (also see below ‘specific risk management’ and ‘general risk management’).
 - f) The regular facilitator or the volunteer will welcome attendees to the shed, ensure that people are checked in on our booking system and that they sign in on our attendance register
 - g) The facilitator opens the activity by welcoming everyone to the shed, telling people where the fire exits, evacuation point, toilet and tea and coffee facilities are. You can introduce the volunteer.
 - h) If appropriate the facilitator or the volunteer can set out any refreshments.
 - i) The facilitator and the volunteer are responsible for packing down, cleaning up and locking the building after the activity.

5) Specific risk management. The facilitator and volunteer are responsible for identifying and managing any risks that may lead to injury or property damage whilst running this activity. For

example, a yoga teacher should check whether people have pre-existing health conditions or injuries before commencing a class and modify the activities to reduce risk of further injury. For an art or crafts activity, the interior of the venue should be protected against damage by using protective sheets and cleaning up spills immediately. The group coordinator should ensure that any risk management activities identified as part of the activity or group proposal are applied. Any facilitators must also share this responsibility as they are deemed **qualified to teach this activity**.

6) **General risk management** before, during and after the activity:

- a) The group coordinator or the facilitator are responsible for telling people about how they can evacuate in the event of a fire and where they should meet.
- b) Please ensure the facilitator or the volunteer do not attempt to lift or move heavy or large items.
- c) In the event of a fire, as long as it is safe to do so, please bring the sign in book/ipad so that we can ensure that no-one is left in the building.
- d) The facilitator and the volunteer are jointly responsible for notifying the emergency services if the need arises.
- e) In the event of any injury or accident, the facilitator and the volunteer are jointly responsible for notifying us via the communication book or email to coolumwomensshed@gmail.com
- f) We are planning on training our volunteers in first aid as part of our overall risk management strategy. Only administer first aid if you feel qualified to do so.
- g) The volunteer is responsible for checking the shed has been left in a suitable condition and windows and doors have been locked.
- h) For night time activities we ask that volunteers and facilitators leave at the same time i.e. no-one is left alone in the building. When someone is working alone please ask an attendee to wait until you can leave.

7) **Gathering feedback :**

- a) Verbal feedback can quickly let you know how members feel about the activity – aim to spend time with individuals and seek their feedback and suggestions
- b) For classes and workshops we have a feedback form that can be circulated to attendees. This form can also be used for feedback from group members on a 6 monthly or annual basis.

Complaints procedure

Whilst we always aim to make people's experiences with the Women's Shed positive, sometimes things go wrong which may result in someone wishing to make a complaint.

- 1) Capture the complaint – acknowledge and send an email to shed with a brief synopsis of the issue and contact details for the person making the complaint.
- 2) If you can remedy, please do so, and let us know
- 3) If you can't remedy, please let the person know that their complaint has been received and has been passed onto the general manager.



For more information please see our complaints policy.

How facilitators are paid or claim material costs from the shed.

Materials

We will usually ask that **the facilitator sources materials** that are required for the activity you are running. This is because it reduces the risk of buying incorrect materials – they know which brands and which suppliers are best suited to the activity. If you need to buy materials in advance of ticket sales you need permission -please contact our Treasurer. **We need receipts** for any material expenses that you wish to claim from us. We will update you with numbers of attendees nearer the event. **We suggest that you do not buy materials without having a good understanding of how many attendees will be coming.**

Facilitator fees

Facilitator fees are usually paid after an activity – even if an event sells out people may cancel. We do not pay cash. Where we have agreed a price per attendee, we will only pay for those attendees checked in on our booking system.

Please send an invoice and any receipts for the attention of our treasurer to Coolumwomensshed@gmail.com.

Volunteer benefits

Whilst the Women's shed is still just getting established, we do not as a rule offer financial discounts to volunteers. Where a volunteer is attending a workshop with a paid facilitator they are not given a free ticket (we will still have to pay the facilitator, therefore a 'free' ticket incurs a cost to the shed).

We cannot offer 'in-kind' benefits to volunteer facilitators as we do not currently have the admin capacity to track and manage benefits.

Our constitution

The constitution holds more information on the intricacies and rules relating to meetings, how people are elected, the classes of membership that we have and the objects of the organisation. The current constitution of the Coolum Women's Shed is based on the template 'model rules' CWS Information for Coordinators



supplied by the Queensland government. The constitution is sometimes known as the charter, and incorrectly referred to as the 'model rules' (once the model rules have been adapted with an organisations name and objects, they cease to be known as 'model rules'- it is similar to naming a document 'template').

Any changes to the constitution must be presented as a special resolution to members for their approval, and therefore require presenting at a general meeting. Special resolutions require 21 days notice and to be passed by 75% of the members present and entitled to vote. Changes to the constitution must also be notified to the Office of Fair Trading. The constitution is due to be reviewed and updated prior to the 2020 AGM. A copy of our current constitution is available on our website.

Meetings

Meetings are an important part of the management of the Coolum Women's Shed. Some meetings are required by law (the AGM and management committee meetings). The law also sets out when members need to be involved in meetings. Meetings can be frustrating if it isn't clear what the purpose of the meeting is. Some people see meetings as an opportunity for discussion, others as something that needs to be quick and efficient. In reality, meetings need to be a mixture of both, where the opportunity for discussion is limited to the items on the agenda, as much as is reasonably possible.

Types of meeting at the Coolum Women's Shed:

- **Team meetings** – informal meetings for open discussions, including the people relevant to the subject of the meeting – no legal requirement to provide notice, invite members, minute or provide agendas (although it may be useful in some cases)
- **Management committee meetings** – must be held a minimum of every 4 months, the secretary must keep minutes and create an agenda. May be a mixture of formal decisions (motions) and more open discussion which needs to be minuted. Minutes only need to be circulated to those in attendance. Members and other volunteers are not generally invited or expected to attend management committee meetings unless they are specifically included as part of the agenda. President usually chairs. Quorum needs to be present to make decisions. A typical agenda might include: welcome; apologies; confirmation of minutes of the previous meeting; reports prepared by staff volunteers or sub-committees; financial reports; and important correspondence, proposals and resolutions.

- **General meetings** are meetings where all members are given notice and invited to attend and usually cover matters outside of the scope of daily management, such as changes to the company name, status or capital structure, the constitution, removal and election of directors and auditors. The chair must allow a reasonable opportunity for members to ask questions or make comments on the company's management. A general meeting is one which has specific requirements laid down by law or by the constitution and is held deal with any matters that should not wait until the next AGM.
- **Annual General Meeting** – Attendees may be committee members, ordinary members and invited guests. The statutory purpose of the AGM is the submission of the association's financial statements (and if required the auditor's report) to the meeting. The AGM must be held within 6 months of the end of each financial year. Prior to the AGM the secretary will call for and provide notice of the AGM, the agenda, the financial reports the call for nominations, minutes from the last AGM, and information about new nominees prior to the meeting. The secretary is responsible for distributing the information to members. At the meeting members have the chance to find out more about the association's financial position and hear about the activities of the year before. All committee posts must be vacated and put up for election. Additional committee posts can be created at the AGM (new committee posts cannot be created without member approval at a general meeting). In addition, the AGM should conduct any other business of which notice has been given to the members.
- **Special General Meeting** – the management committee are elected by the members to make decisions on their behalf. There are certain changes that are beyond the authority of the management committee and must be put to the members (including changes to the constitution) SGMs are held when required, to give members the opportunity to deal with specific business of an organisation, raised by members of the committee. Examples of when a SGM will be held include: to remove a committee member from their office; to make changes to the organisation's constitution; or to propose to remove an auditor. The constitution states the process for calling a special general meeting.

The Office of Fair Trading **must be notified** of any changes to the management committee or changes to the constitution,

Internal and external communications

At the Coolum Women's Shed we want to make it easier for our volunteers to keep Women's shed communications separate from their work and home life. We have identified some issues with the use of Facebook messenger, Facebook groups, or being added late to email groups, including:

- Keeping in the loop - not being in the right group



- Checking back- finding important information that was shared before you joined the message group, or is sitting somewhere back in the message group history
- Boundaries - being able to switch off from the Women's Shed, or review at a time convenient to you
- Inefficiencies –Facebook does not consistently show everyone the same items, selecting 'like', 'follow' or 'get notifications' does not guarantee that you will get all notifications. We cannot ensure that our volunteers and members are shown what we need them to know.

For these reasons, we discourage the use of text messages, Facebook messenger and Facebook groups for women's shed internal communications.

Instead these are our preferred channels:

- Slack – basically a messenger app that allows us to have specific discussions. It can be accessed via mobile and PC and is free to use. It works well for keeping discussions focused, and for adding new people to the discussion without having to update them individually.
- Website – we are working towards a website that includes all our policies in a private volunteers area. We are researching whether it will be possible to have an internal forum as part of this website. We plan to ensure that our website is the most up to date source for informing our members and move away from our reliance on Facebook.
- Email. Email is good for more complex discussions, sharing documents and responding to those discussions. NB It is good practice to 'cc' the coolumwomensshed@gmail.com (not forward to) in any official communication. For example when contacting other stakeholders or agencies. This shows that you are conducting official shed business and provides continuity if you leave the Women's Shed for any reason.
- Email newsletters – as part of our move away from reliance on Facebook we will be improving our newsletter offering to include monthly updates and timetables for the shed. Hard copies of the monthly newsletter and timetable will be available at the shed and other outlets. As this capacity improves we will also be able to send mail shots regarding upcoming events that cannot wait until the monthly update. **Group coordinators can help ensure their information is up to date by letting the general manager and bookings coordinator know when they change group timings, and sharing photos that may be of interest to members.**
- Social media – social media is a fantastic way to share our activities to the broader community and some members prefer social media so we will continue to update social media but **we cannot rely on social media to always reach our members and target audience.** We do not currently intend to pay for social media advertising and prefer to rely on organic reach and word of mouth.
- Newspaper and radio- our marketing coordinator will contact local newspapers and radio stations via their community service offerings. Paid advertising is relatively expensive and has a short lifespan so any agreement to engage in paid advertising is subject to management committee approval and may be utilised for specific events.

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Please do not share security information, raise personal concerns or discuss private members information over public forums e.g. Facebook groups or as comments to our Facebook or Instagram posts.

Security Register

Some volunteers are given access to passwords, passcodes and other security information. We keep track of all people that have access to this information. Volunteers need to keep this information secret and notify the treasurer if they suspect that the information has been given to someone who shouldn't have it. If needed, access information may be changed and the security register is used to update people listed as requiring access.

Grievance procedure

The Women's shed aims to be an inclusive and supportive environment, however sometimes situations may occur where you are not happy with an aspect of your involvement with the shed.

- 1) Try to sort it out with the person
- 2) If you cannot or do not feel comfortable, raise it with the general manager
- 3) If the grievance is with the general manager, or you are unhappy with the solution suggested by the general manager, you can raise it with the management committee. If the general manager is also part of the management committee, they can be asked to leave whilst the management committee discuss.

Donations, grants, sponsorship

Donations, grants and sponsorship can be important sources of income for our organisation. However we must ensure that we do not obligate the organisation to activities that are inappropriate or require unsustainable levels of effort from our volunteers.

- Do not canvas for donations, grants or sponsorship without permission from the management committee. You can obtain a letter from the secretary to show that you have been given permission.
- Do not obligate the Coolum Women's Shed to participate in any activity or financial obligation without permission from the management committee e.g. offering to use items with the sponsor's logo.
- Fundraising activities are heavily regulated and often need a permit. Fundraisers need to be proposed to the management committee.



- If people offer items to the shed, please thank them and let the general manager know about the offer. We have limited storage so please do not accept items that are worn, broken, dirty or in need of repair. Any donations accepted need to be added to our Asset register – please inform the treasurer by emailing coolumwomensshed@gmail.com.
- All assets of the Coolum Women's Shed belong to the members and therefore we are not allowed to gift them to individuals, without seeking management committee approval.

Our funding policy has more information on how we fund our goals and is available on the volunteers section of the website.

Asset Register

Any items donated to the shed must be notified to our Treasurer so she can add them to the security register. Please also notify the treasurer if items are lost, damaged or stolen.

Further Information & Resources

These documents will be on the volunteers section of the website unless stated:

- Funding Policy
- Risk management Policy
- Complaints Policy
- Group Proposal Worksheet (See general manager)
- Activity Proposal Worksheet (see general manager)
- Group and Activity Proposal policy
- Guidance for Facilitators
- Feedback Form
- Membership application
- Organisation chart and contacts

For any feedback, questions or comments, please contact the general manager via coolumwomensshed@gmail.com.

Hard copies of our procedures and policies are held in a file at the Community Centre.

Online access is available to volunteers via the volunteer section of our website www.thewomensshed.org. Access to this is given to volunteers as part of their induction.



This document may be updated at any time – the latest version will be available on our website. Where there is a discrepancy between the website version and any printed copy, the website version is deemed as the latest copy.

https://www.nfplaw.org.au/sites/default/files/media/Part 2 Volunteer employee or independent contractor_Final_0.pdf

https://www.nfplaw.org.au/sites/default/files/media/Calling_and_holding_meetings_QLD.pdf

<https://www.acnc.gov.au/tools/factsheets/holding-meetings>

<https://wiki.qut.edu.au/display/CPNS/Risk+Management>

<https://s3.treasury.qld.gov.au/files/guide-to-risk-management.pdf>

https://volunteeringaustralia.org/wp-content/files_mf/1377053059VAManagersrunningtherisk.pdf

<https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/specific-obligations/non-profit-organisations-and-volunteers>

<https://wiki.qut.edu.au/display/CPNS/Developing+Your+Organisation+Manual>