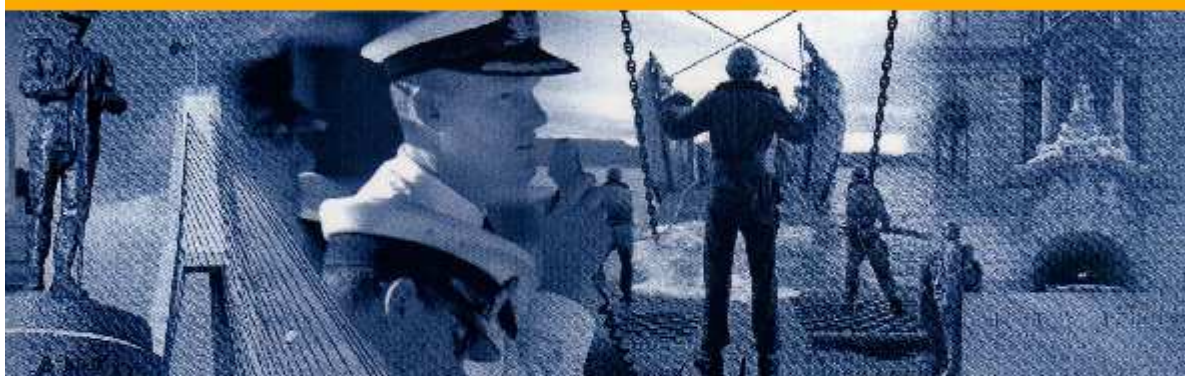




THE RETURNED AND SERVICES LEAGUE OF AUSTRALIA (NEW SOUTH WALES BRANCH)



DAY CLUB REGULATIONS 2013

MATESHIP COURAGE SACRIFICE ENDURANCE

THIS

PAGE

LEFT

INTENTIONALLY

BLANK



RSL NSW

RSL DAY CLUB REGULATION

Prepared by:

**The Returned and Services
League of Australia
(New South Wales Branch)
ANZAC House
245 Castlereagh Street
SYDNEY NSW 2000
Telephone: (02) 9264 8188**

Foreword

General

1. This publication is designed to assist sub-Branches and subsidiaries with all aspects of the governance requirements of RSL NSW with regards to RSL Day Clubs. It should be read with the RSL NSW Day Club Procedure Manual. The document brings together the required information in one reference.

Scope

2. This publication contains 6 chapters, each of which describes the appropriate requirements in full, or directs the reader's attention to the appropriate publication or reference.

Gender

3. This publication has been prepared with gender-neutral language.

Associated Publications

4. This Regulation should be read in conjunction with the other publications, Acts or Regulations shown below. Sub-Branch Trustees, Executives and Committees have a statutory responsibility to comply with the following:

- (a) The Constitution and By-Laws of the RSL (NSW Branch), hereinafter referred to as 'The Constitution'.
- (b) The NSW Trustee Act 1925.
- (c) The NSW Fair Trading Act 1987.
- (d) The NSW Fair Trading (General) Regulation 2002.
- (e) The NSW State Records Act 1998.
- (f) The NSW Liquor Act 2007.
- (g) The Australian Taxation Office Regulations.
- (h) The Department of Gaming and Racing Charitable Fundraising Act 1991.
- (i) The Privacy Act 1988.
- (j) Australian Accounting Standards.
- (k) International Financial Reporting Standards (IFRS).

- (l) Common Law.
- (m) N. E. Renton “Guide for Meetings and Organisations” Volume 2.
- (m) N. E. Renton “Clubs and Non-Profits - Keeping the Books”.
- (n) RSL NSW Protocol and Procedures Regulation.
- (o) RSL NSW Circulars, issued from time to time.
- (p) Procedure Manual RSL Day Clubs (NSW)

Contents

Page		
	Foreword	ii
	Amendment Certificate	iv
	Contents	v

Chapter 1 Background Information

- 1.1 Overview of RSL Day Clubs
- 1.5 Brief History of RSL Day Clubs
- 1.6 Relationship between the RSL and DVA
- 1.9 Mission Statement

Chapter 2 RSL Day Club Committee

- 2.2 Composition of RSL Day Club Committee
- 2.3 Aims and Objects
- 2.8 Head Office

Chapter 3 Development and Conduct of RSL Day Clubs

- 3.1 Formation of RSL Day Clubs
- 3.2 Application Process
- 3.4 Approval Process
- 3.10 Membership
- 3.13 Membership Contribution
- 3.15 Training
- 3.17 Appointment of Office Holders
- 3.20 Suspension and Expulsion
- 3.25 Removal and Replacement of Club Co-ordinator
- 3.31 Winding Up
- 3.32 Agreement

Chapter 4 What Happens at a Day Club

- 4.1 Volunteer members
- 4.2 Non-Volunteer Members
- 4.3 General Information
- 4.4 Interviewing Members
- 4.5 Membership Rules
- 4.6 The Club Day Overview

- 4.8 Socialising
- 4.9 Club Song
- 4.10 Table Settings
- 4.11 Encouraging Member Participation
- 4.12 Considering Members' Needs
- 4.13 Room Layout
- 4.14 Planning the Club Activities
- 4.15 Club Newsletters/News sheet
- 4.16 Member Birthdays
- 4.17 Absent Members
- 4.18 Death of a Member
- 4.19 Catering General
- 4.20 Morning Tea
- 4.21 Lunch
- 4.22 Special Events
- 4.23 Mental Stimulation Activities General
- 4.24 Types of Planned Mental Stimulation
- 4.25 Theme Days
- 4.26 Guest Speakers and Entertainers
- 4.27 Closing a Day Club
- 4.28 Temporary Closure
- 4.29 Recess
- 4.30 Club Closure

Chapter 5

RSL Day Club Administration

- 5.1 Introduction
- 5.5 Australian Accounting Standards
- 5.26 Income
 - 5.27 Fund Raising
 - 5.28 Donations – Received
 - 5.29 Grants
- 5.30 Goods and Services Tax (GST)
- 5.31 Bank Interest
- 5.32 Venue hire
- 5.33 Transport Costs including fuel
- 5.34 Catering
- 5.35 Fund Raising (includes raffle and trading table)
- 5.36 Entertainment (Entertainers and Guest Speakers)
- 5.37 Administration Costs
- 5.38 Equipment and Resources
- 5.39 Member Gifts
- 5.40 Volunteer Appreciation
- 5.41 Other

- 5.42 Donations by Day Clubs
- 5.43 Annual Audit
- 5.44 Inventory
- 5.45 Membership file (or register)
- 5.46 Annual Report
- 5.47 Correspondence and Documentation
- 5.48 Correspondence with RSL NSW
- 5.49 Correspondence with DVA
- 5.50 Correspondence with the RSL sub-Branch
- 5.51 Correspondence to the Day Club
- 5.52 Letterhead
- 5.53 Forms
- 5.54 Use of Logos
- 5.55 Directory of Clubs
- 5.56 Insurance
- 5.57 Extraordinary Day Club Activities
- 5.58 Assisting Members:
- 5.59 Making a Claim:
- 5.60 Role of the RSL sub-Branch with the Day Club
- 5.61 Role of the RSL Day Club with the sponsoring RSL sub-Branch

Chapter 6

Other Useful Information

- 6.1 Introduction
- 6.2 Websites

THIS

PAGE

LEFT

INTENTIONALLY

BLANK

CHAPTER 1

OVERVIEW OF RSL DAY CLUBS

1.1 The RSL Day Clubs are:

- (a) a community-based, weekly program providing social interaction and a range of activities for older people in the community
- (b) open to older people in the community (both veterans and non-veterans) who are generally frail and socially isolated. They usually cannot actively participate in the social/leisure activities already provided by their community. Membership criteria apply
- (c) a joint venture between the RSL, DVA and local communities
- (d) NOT a “therapy program” but offer a range of stimulating activities
- (e) financially independent, not-for-profit organisations
- (f) organised by volunteers, (with an elected volunteer coordinator), who oversee the activities, operation and conduct of the Day Club.

1.2 RSL Day Clubs aim to improve the quality of life of members by:

- (a) providing an opportunity to develop new social contacts in their local community
- (b) fostering a sense of belonging through being connected to a group and to the wider community
- (c) respecting each member as an individual
- (d) providing a safe and supportive environment
- (e) providing a structured program of stimulating activities that enhance health and well being
- (f) being well organised and well managed
- (g) ensuring an appropriate level of physical, psychological and social support
- (h) ensuring that each member is given the opportunity to participate as fully as possible in the activities of the Club and to contribute in their own way
- (i) helping members to help themselves.

1-2

1.3 Day Clubs have no political, racial or religious goals or affiliations and are intended to complement existing programs that are already established in a community.

1.4 Each Club agrees, prior to commencement,

- (a) to be guided by the RSL State Coordinator and the DVA Advisers. This includes the establishment, organisation and ongoing management of a Club.
- (b) that volunteers are trained by the Advisers with the support of the State Coordinator.
- (c) to comply with the RSL Constitution, By-Laws and Regulations and with the Procedure Manual which has been authorised by the RSL State Council.

1.5 Brief History of RSL Day Clubs

In the early 1970s, a large group of veterans was attending an Occupational Therapy outpatient program at Concord Hospital. Many had to travel some distance to attend the program.

The Occupational Therapists supervising the program were aware that their ‘patients’ were benefiting from the social interaction, even when they no longer needed treatment. It was determined that community-based centres would be better able to fulfil the need for social programs.

In 1974, Libby Lucas, Occupational Therapist, asked the NSW Deputy Commissioner of DVA, Mr J Greenwood, OBE, if he would approach the RSL with a view to establishing volunteer-organised, community-based centres. In August 1976 the State Council of the RSL accepted DVA’s proposal and established the “Aged Maintenance Committee” to oversee the development of a Frail Aged Centre at Miranda. Concord Hospital provided an Occupational Therapist to assist with the project.

The First Club

On 6 July, 1977, the first “Frail Aged Maintenance Centre Training Course” was held. The Captain Cook Memorial Club at Miranda began operating on August 10th, 1977. In 1978, the name “RSL Frail Aged Centres” was changed to “RSL Day Care Centres” and later again to “RSL Day Care Clubs” and finally “RSL Day Clubs” in 2005.

1-3

Day Clubs today

Today a vast “family” of RSL Day Clubs operate in the city and country areas of NSW. The principles for setting up a Day Club that were implemented in 1977 are still followed.

The RSL Day Club Committee oversees the Day Clubs in NSW. Refer to 1.7 and also Chapter 2 for information on this Committee.

There are now Day Clubs in all states including the ACT and Northern Territory. For full details on how a Day Club is established in NSW see Chapter 3. A full list of all the Clubs cross Australia is available from the Advisers or refer to www.dva.gov.au.

1.6 Relationship between the RSL and DVA

As Day Clubs are a joint venture between the RSL and DVA, these organisations are committed to the ongoing development and support of the Clubs.

1.7 RSL NSW

- (a) The RSL NSW Constitution gives authority for the establishment of RSL Day Clubs under the direction of the RSL Day Club Committee and in accordance with By Law 20 and this regulation.
- (b) State Council sponsors the formation of the RSL Day Club Committee that oversees the Day Clubs in NSW.
- (c) The Day Club Committee consists of:
 - State Councillors appointed annually by State Council, one whom is the Committee Chairman
 - Day Club volunteers who have served at least 12 months as a Club Coordinator or Deputy Coordinator
 - A State Coordinator who is appointed annually by State Council and is a link between the RSL, DVA and the Clubs
 - An Administrator who is appointed by the RSL State Secretary to support the RSL Day Club Committee. This person provides information and administrative support for the Clubs and arranges for the renewal of the insurance policies covering Day Clubs.
 - The NSW Deputy Commissioner of DVA or nominee
 - The DVA Advisers.

1-4

- (d) The aims and objectives of the RSL Day Club Committee are:
- To foster the establishment of RSL Day Clubs throughout New South Wales
 - To assist and guide in the setting up of RSL Day Clubs where aged and socially isolated persons may meet and participate in activities
 - To formulate policy and supervise the conduct of RSL Day Clubs on behalf of State Council.
- (e) The RSL Day Club Committee meets four (4) times a year and develops policy in relation to the management of Day Clubs.
- (f) The State Coordinator and the Advisers oversee, on behalf of the Committee, the development and establishment of RSL Day Clubs in accordance with the Constitution and Procedure Manual.
- (g) The local RSL sub-Branch:
- initiates the establishment of a Day Club in their community
 - sponsors the Club, giving ongoing support during the life of the Club.
 - does not interfere in the daily operation of the Club as long as the Club is conforming to RSL NSW Constitution and the procedures specified in this regulation.

1.8 DVA

- (a) DVA contracts the services of Advisers who:
- promote the concept of Day Clubs to communities in NSW and the ACT
 - provide ongoing support and advice to volunteers
 - prepare and present volunteer orientation and training programs such as initial training and refresher workshops
 - develop resources and information for the volunteers
 - promote ongoing regional support for the Clubs
 - attend RSL Day Club Committee meetings

1-5

- work closely with the State Coordinator, RSL Day Clubs.
- (b) Local DVA offices and agencies in NSW and ACT provide support to Clubs with applications for Veteran and Community Grants, promotion of the Clubs to local groups and provision of information on DVA services to the ex-service population of the Club.

1.9 Mission Statement

“RSL Day Clubs support a caring and Sharing environment for DVA, RSL and Community members.”

THIS

PAGE

LEFT

INTENTIONALLY

BLANK

CHAPTER 2

RSL DAY CLUB COMMITTEE

ABBREVIATIONS

Day Clubs	RSL Day Clubs
DC Committee	RSL Day Club Committee
DVA	Australian Government Department of Veterans' Affairs New South Wales State Office
DVA Advisors	Advisors contracted by the DVA to assist in the development of Day Clubs
State Administrator	RSL Day Club State Administrator
State Co-ordinator	RSL Day Club State Co-ordinator
State Council	State Council RSL NSW
State Councillor	A member of the State Council
Club Management Committee	Club Management Committee as created under Chapter 3 of this Regulation

2.1 State Council, at its sole discretion, may sponsor the formation of a DC Committee and the establishment of any Day Club in New South Wales. Sponsorship may consist of a donation in accordance with 3.5 in this Regulation and payment of the yearly insurance premium of the DC Committee or any Day Club sponsored by the State Council.

2.2 The DC Committee shall comprise of:

- (a) Two (2) State Councillors, one of whom shall be the Chairman of the DC Committee, appointed by State Council.
- (b) Six (6) Members of the RSL NSW who are to be appointed by the State Council from a list of candidates recommended by the DC Committee. Preference is to be given to financial Members of the RSL NSW who have served as a Co-ordinator or deputy Co-ordinator of any Day Club for at least twelve (12) continuous months.
- (c) The NSW Deputy Commissioner of the DVA or nominee and the approved DVA Advisors.

2-2

- (d) A State Co-ordinator is to be appointed annually by State Council and is to be responsible for the establishment and administration of Day Clubs and supervise the conduct of each Day Club for compliance and any other policies, manuals or rules imposed by the DC Committee from time to time.
- (e) A State Administrator who shall be appointed by the RSL State Branch Secretary for part-time duty to the DC Committee. The State Administrator shall:
 - (i) prepare and distribute the agenda, minutes and endorsed resolutions from DC Committee meetings;
 - (ii) attend to incoming correspondence referred by the RSL NSW; and
 - (iii) liaise with the State Co-ordinator and Committee Chairman when required.

2.3 The aims and objectives of the DC Committee are to:

- (a) foster the establishment of Day Clubs in the State;
- (b) provide support for the formation of Day Clubs where the aged, disabled and socially isolated may meet and participate in activities; and
- (c) formulate policy and supervise the conduct of Day Clubs on behalf of the State Council from time to time.

2.4 The State Co-ordinator and DVA Advisors shall oversee the development of Day Clubs in New South Wales on behalf of the DC Committee and ensure each Day Club complies with the Constitution and any other policies, manuals or rules imposed by the DC Committee from time to time.

2.5 The DC Committee will:

- (a) from time to time have the power to co-opt other persons to assist if required;
- (b) organise an annual get together of Co-ordinators of each Day Club to discuss matters of common interest; and
- (c) meet four (4) times per year to deal with the administration of the Day Clubs.

2-3

Each meeting shall precede the week State Council is in session. Minutes of the meetings of the DC Committee shall be recorded and submitted to State Council or State Executive for approval.

2.6 The DC Committee meetings shall comprise a quorum of fifty percent (50%) of members plus one. In the event of a quorum not being formed within 30 minutes of the appointed commencement time, the meeting shall be adjourned till 10.30am the following day at the same place and those present at the adjourned meeting shall form a quorum.

2.7 Any member of the DC Committee absent without leave for three (3) consecutive meetings without reasonable cause shall automatically vacate office.

2.8 The DC Committee head office shall be at ANZAC House, Sydney or at such other place as designated by State Council.

2.9 General government and administration of Day Clubs within the state of New South Wales shall be vested in the DC Committee but it shall not interfere with domestic workings of any Day Club conforming to aims, objectives and policies of the RSL NSW and the DC Committee.

2.10 Members of the DC Committee, except for the State Co-ordinator, the DVA Advisors or their nominees, shall not officially visit any Day Club unless invited in writing. Invitations are to be approved by the DC Committee. State Council will grant one invitee an allowance for travelling and related incidental expenses.

2.11 If the State Co-ordinator has reason to believe that a Day Club is not complying with this Regulation or any other policies, manuals or rules imposed by the DC Committee from time to time, the State Co-ordinator may refer the matter to the DC Committee to make the necessary investigations. If in the opinion of the DC Committee the Day Club has:

- (a) wilfully refused or neglected to comply with the provisions of the Constitution or any other policies, manuals or rules imposed by the DC Committee from time to time;
- (b) been guilty of conduct that may damage the reputation of the Day Club, or RSL NSW; or
- (c) been convicted of any indictable offence;

the DC Committee may resolve to reprimand, suspend or expel that Day Club. Such a resolution shall not be of any force or effect unless:

2-4

- (d) the DC Committee has given not less than 14 days notice in writing to the Day Club of the date, time and place of the meeting (including full details of the resolution and reasons in support) at which the resolution will be proposed and considered; and
- (e) the notice shall provide the Day Club a right of reply either in writing or in person at the meeting in defence of the resolution.

2.12 State Council, on the recommendation of the Chairman of the DC Committee, shall have the power to suspend or dissolve the DC Committee, where State Council without any limitation decides, by resolution, that the best interests of RSL NSW are prejudiced by continuing the DC Committee. State Council may proceed with the formation of a new DC Committee upon dissolution and order that records and assets be transferred to the newly appointed committee.

2.13 RSL NSW State Secretary, or any person authorised by State Council or State Executive, shall have the power to inspect records, including all correspondence and other documentation in possession of or belonging to the DC Committee.

2.14 Notwithstanding anything in this Regulation, it shall be read, construed and accepted as forming part of the RSL NSW Constitution and shall only be altered or deleted by State Council, as recommended by the DC Committee, in accordance with the RSL NSW Constitution.

CHAPTER 3

DEVELOPMENT AND CONDUCT OF RSL DAY CLUBS

ABBREVIATIONS

Day Clubs	RSL Day Clubs
DC Committee	RSL Day Club Committee
DVA	Australian Government Department of Veterans' Affairs New South Wales State Office
DVA Advisors	Advisors contracted by the DVA to assist in the development of Day Clubs
State Administrator	RSL Day Club State Administrator
State Co-ordinator	RSL Day Club State Co-ordinator
State Council	State Council RSL NSW
State Councillor	A member of the State Council
Club Management Committee	Club Management Committee as created under this Regulation

Formation of RSL Day Clubs

3.1 The formation of an RSL Day Club (“Club”) will be in accordance with the Constitution, By-Laws & this Regulation.

Application Process

3.2 Applications for the formation of a Club may only be made by the following parties:

- (a) sub-Branches;
- (b) RSL Day Club Committee (“DC Committee”); or
- (c) Ex-Service Organisations,

each one of these being an “Applicant”

3.3 The application must be in writing and forwarded to the RSL Day Club Administrator (“State Administrator”) at ANZAC House Sydney for approval.

Approval Process

3.4 The RSL Day Club State Co-ordinator (“State Co-ordinator”) as appointed in 2.2 (d) of this Regulation will investigate the application along with the DVA Advisors and if appropriate will recommend to the State Administrator as to whether interim approval should be granted or denied, pending endorsement by the DC Committee and a final decision by the State Council.

3.5 If approval is granted by the State Council the Club will be given a name and a monetary donation, which will be provided at the official opening ceremony by the RSL State Branch President or his / her nominee.

3.6 The management of the Club will be vested in the management committee consisting of the Club Co-ordinator and four (4) other volunteer members (“Club Management Committee”)

3.7 No member of the Club Management Committee or any volunteer member will be appointed to any salaried office of the Club or any office of the Club paid by fees.

3.8 No remuneration or other financial benefits will be given by the Club to any member of the Club Management Committee or volunteer member, except payment of reasonable out of pocket expenses, on production of proof for audit purposes.

3.9 The Club will be a not-for-profit organisation.

Membership

3.10 The membership of a Club will consist of volunteer members and non-volunteer members.

3.11 Non-volunteer members of a Club may be anyone who is:

- (a) unable to independently participate in the social activities already provided in their community; and,
- (b) is considered socially isolated due to their age and/or frailty.

3.12 The Club Co-ordinator and the Club Management Committee, in consultation with volunteer members of the Club, will determine who is to be accepted as a member of the Club.

Membership Contribution

3.13 All members will make a monetary contribution at each meeting of the Club (“Contribution”).

3-3

3.14 The amount of the Contribution will be determined by the Club Management Committee.

Training

3.15 When approval is granted by State Council for the formation of a Club, the Applicant is to arrange for volunteer members of the Club to attend a training program organised by the Department of Veteran Affairs Day Club Advisor. This training program shall aim to develop the awareness of the volunteer members of the Club to the needs of the non-volunteer members and the specific Club activities. This training will take place prior to the involvement of any of the volunteer members in any Club activities.

3.16 During the training program an election will be held by the volunteer members for the appointment of a Club Co-ordinator and any other volunteer member's positions, which are identified as necessary for the Club. Preference for these positions will be given to a financial Member of RSL NSW.

Appointment of Office Holders

3.17 The Day Club Co-ordinator will be elected for a period of three years by the volunteer members.

3.18 The Club Co-ordinator shall determine the hours during which the Club will operate and if necessary amend the times as thought necessary.

3.19 The Club Co-ordinator will appoint a Day Club Administrator ("Club Administrator") who is acceptable to the majority of the volunteer members and any other office holders the Club Co-ordinator believes are required who will be responsible for the following:

- (a) Maintaining a register of non-volunteer members of the Club and a register of volunteer members of the Club which are to be strictly confidential and contain the following information:
 - (i) full names, addresses and telephone numbers;
 - (ii) date of joining club; and
 - (iii) date of ceasing to be non-volunteer members or volunteer members.
- (b) Account to the sub-Branch sponsoring the Club ("Club Sponsor") and the DC Committee for the management and maintenance of all property and equipment owned partly or fully by the Club.

3-4

- (c) Preparing and submitting annually a Club activity report, which shall show the total number of registered non-volunteer members and volunteer members each calendar year. The report is to be lodged with the Club Sponsor and a copy to the State Administrator no later than 31 March the following year. The report must include a copy of audited financial statements for the Club.
- (d) Operating the bank account of the Club but only in the name of the Club and under the supervision of the Club Management Committee. The Club Co-ordinator may appoint any number of volunteer members as co-signatories to operate the bank account with the Club Co-ordinator, provided that no more than one family member shall operate the account at any one time.
- (e) Providing a venue for activities which benefit the advancement of non-volunteer members.
- (f) Maintaining a proper standard of dignity and honour among non-volunteer members and volunteer members.
- (g) Developing, by example, public spirit and noble hearted endeavour and guard the good name and preserve the interest of members within the community.
- (h) Doing all such lawful acts and things as are incidental or conducive to enhance the good reputation of the Club.
- (i) Keeping accurate records of all business transactions, incoming and outgoing correspondence at its premises or such other place as the Club Co-ordinator thinks fit. All records must be open to inspection by the State Co-ordinator.
- (j) Establishing positive working relationships with local and state government agencies so as to benefit members of the Club.
- (k) Acquiring by way of purchase, exchange, gifts, donations, legacies and/or bequests, any property or equipment as the Club Co-ordinator, Club Sponsor and/or DC Committee consider are useful for the purposes of the Club.
- (l) Expending or using monies received or property donated for furtherance of the Club's activities.
- (m) Arranging with the State Administrator to insure non-volunteer members and volunteer members against incapacity or death, due to an accident associated with the Club activities. This must be under an insurance scheme approved by State Branch for which premiums will be paid from State Branch funds.

3-5

- (n) The balance of Day Club accounts shall be maintained at a level not exceeding \$5,000.00 and a Day Club that, due to exceptional circumstances, accumulates in excess of this amount shall apply to the RSL Day Club Committee for consideration and decision.

Suspension and Expulsion

- 3.20** The Club Co-ordinator shall have the power to expel or suspend a member who, in the reasonable opinion of the Club Co-ordinator, has been guilty of conduct which renders them undesirable as a member.
- 3.21** Each suspension shall not exceed six (6) months.
- 3.22** The expelled or suspended member has the right to appeal against an expulsion or suspension. The appeal must be made in writing to the State Administrator within 28 days of receiving the notice of expulsion or suspension.
- 3.23** The State Administrator shall list the appeal for hearing by the DC Committee, or its duly appointed sub-committee authorised to hear and decide on such an appeal, as soon as possible but no later than 14 days from the date of lodgement of the appeal.
- 3.24** At the appeal hearing the member will be given the opportunity to present their case and submit evidence in support of the appeal. After hearing the member's case the committee hearing the appeal will either confirm or revoke the expulsion or suspension and will state the reasons for the decision. This decision will be final and binding on all the parties.

Removal and Replacement of Club Co-ordinator

- 3.25** Volunteer members may petition the Club Sponsor for a meeting of volunteer members of the Club to be convened to discuss the removal and/or replacement of the Club Co-ordinator.
- 3.26** A Club Co-ordinator may be suspended from office by the Club Sponsor or DC Committee and a convenor approved by the volunteer members of the Club will be appointed in the place of the Club Co-ordinator.
- 3.27** The State Co-ordinator will oversee the management of the Club until the suspension of the Club Co-ordinator is resolved.
- 3.28** A suspended Club Co-ordinator has the right to appeal against a suspension. The appeal must be made in writing to the State Administrator within 28 days of receiving the notice of expulsion or suspension.

3-6

3.29 The State Administrator shall list the appeal for hearing by the DC Committee or its duly appointed sub-committee authorised to hear and decide on such an appeal as soon as possible, but no later than three months from the date of lodgement of the appeal.

3.30 At the appeal hearing the suspended Club Co-ordinator will be given the opportunity to present their case and submit evidence in support of the appeal. After hearing the suspended Club Co-ordinator's case the committee hearing the appeal will either confirm or revoke the suspension and may order dismissal of the suspended Club Co-ordinator from office. The committee must state the reasons for the decision which will be final and binding on all the parties.

Winding Up

3.31 In the event of the Club being wound up or becoming defunct, all property and funds shall vest in and become the property of the RSL General Fund.

Agreement

3.32 Anything contained in the foregoing chapter shall be read and accepted as forming part of the RSL NSW Constitution.

CHAPTER 4

WHAT HAPPENS AT RSL DAY CLUB

Club Membership

All people belonging to the Day Club are called members.

4.1 Volunteer Members

- (a) Volunteer members are involved in the day to day operation of the Club. Refer to ‘Volunteer Positions within the Club’, in this Regulation.
- (b) Volunteers are recruited from ex-service organisations such as the local RSL sub-Branch and the Women’s’ Auxiliary as well as from the general community.
- (c) The main criteria for the volunteers are that they:
 - have an interest in working with older members of the community
 - want to work as part of a team
 - can physically and mentally cope with the demands of the day, and
 - comply with the Procedure Manual.
- (d) Each Club has a Management Committee that oversees the operations of the Club.
- (e) All volunteer positions are considered to be of equal importance.
- (f) The Coordinator and volunteers plan and organise the activities of the Club program but must be open to new ideas and feedback from all members, State Coordinator and Advisers.

4.2 Non-Volunteer Members

- (a) Non-volunteer members of a Day Club are those who may be considered socially isolated and are unable to independently participate in the social activities already provided in their community.
- (b) The following membership criteria apply to all members of the Club:
 - Members do not require lifting
 - Members are able to toilet independently, feed themselves and self-medicate

4-2

- Members do not wander or disrupt others in the Club.
- (c) The members must be able to physically and mentally cope with the Club activities including transport to and from the Club venue.
- (d) If a member would benefit from attending the Club but does not meet the membership criteria, the person may still become a member if accompanied by a carer who is responsible for meeting the member's needs during the Club day.
- (e) If an individual who has been regularly attending the Club deteriorates mentally or physically or their behaviour becomes disruptive, the Coordinator and volunteers need to discuss whether it is still appropriate for the individual to attend the Club. Volunteers are not expected, nor are they trained to assist members who cannot manage their own physical disability or incontinence or whose wandering or behaviour becomes disruptive or offensive.
- (f) The Coordinator has a duty of care to the volunteers and members to ensure that the membership criteria are strictly adhered to. This will ensure the safety of both volunteers and members at all times.
- (g) The Coordinator is responsible for informing the member and/or family when it is no longer appropriate for the member to attend the Club. The Coordinator may have information about local community health services to provide to the member or their family so they can seek a suitable alternative day program.
- (h) The Club Coordinator and the Club Management Committee, in consultation with the volunteer members, will determine who is to be accepted as a member of the Club.

4.3 General Information

- (a) There is no annual membership or enrolment fee for Day Clubs but all members (both volunteers and non-volunteers) pay a daily contribution.
- (b) All Club members wear a name badge. It should be easy to read with large lettering, preferably black letters on a white background. Advice on name badges is available from the Advisers. Some Clubs develop a special Club badge with a Club logo.
- (c) Every member must sign an attendance book each week as they arrive at the Club venue. This is required for insurance purposes. This includes the volunteers who may only attend part of the Club day such as the early birds or drivers.
- (d) If a member or volunteer leaves the Club venue during the Club day they are required to sign out.

4-3

- (e) Visitors and guests including entertainers are required to sign the attendance book for insurance purposes. If a large group of people visits the Club, e.g. a school choir, it is sufficient for the group leader to sign on behalf of the entire group.

4.4 Interviewing Members

- (a) All new volunteer and non-volunteer members are interviewed and a membership form completed either prior to a new member starting or after a potential member has attended a typical day at the Club.
- (b) It is important that prior to a new member attending the Day Club a screening interview on the telephone with the potential member, family member or community agency that may be referring the member be conducted to ensure the member is suitable and to collect relevant information before the member arrives such as dietary needs, address etc.
- (c) These membership forms must be updated every twelve (12) months. The information is regarded as confidential and should be stored in a safe place by the Coordinator.
- (d) The interviews are conducted in a private area by the Coordinator and/or delegate who is aware of the Club's privacy procedure.
- (e) During the interview, members are informed about the Club operation, membership criteria, rules of the Club and they are asked for permission to use their photograph. In the event that a member's photograph and/or video image is to be submitted to DVA, the member will have to complete a consent form required by DVA.
- (f) The interview is also the opportunity to answer any questions about the Club.
- (g) Only health information relevant to the Club is collected from the member. This information is communicated to the volunteers with the member's permission to ensure the member is able to participate as fully as possible in the Club activities.
- (h) Except for medication that would be required in an emergency such as heart, diabetes, allergy or seizure medication, it is not necessary to maintain a list of all the medication used by a member. They should be encouraged to maintain a personal record of their medication and update it regularly with their doctor.

4.5 Membership Rules

- (a) There are a number of requirements or rules for members of a Day Club. They include:
 - respecting each member of the Day Club
 - meeting the membership criteria
 - paying the contribution
 - signing the attendance book when arriving at the Club and signing out if leaving the Club early
- (b) no smoking in the Club venue.
- (c) Each Club can develop their own rules that are relevant for the Club such as no alcohol, confidentiality, loyalty to the Club, open communication, participation in the Club activities, children attending the Club, gifts etc.
- (d) The Management Committee may develop rules for the Club that are endorsed by the volunteers. However, these rules must not conflict with these Regulations

The Club Day

4.6 Overview

- (a) All Day Clubs meet one day a week usually from 10.00am – 2.00pm.
- (b) The day of the week when the Club meets is determined by the availability of
 - i. the volunteers,
 - ii. venue and
 - iii. transport.
- (c) The Club year usually begins in late January or early February and finishes with a Christmas party in December. The dates for the Club year are determined by the Management Committee.
- (d) Clubs do not usually meet on public holidays.
- (e) Clubs may decide to meet on a different day for an outing or special event.

4.7 The following table provides an overview of a typical Club day.

4-5

Time	Activity
PRIOR TO THE ACTIVITY PROGRAM BEGINNING	
8.30 - 10.00 am	<ul style="list-style-type: none"> • Selected volunteers, ‘early birds’ arrive and prepare the venue. • Volunteer drivers/community buses transport members to the venue. • Administrator sets up a table near the front entrance, arranges badges, attendance book and cash box. • The trading table and raffle are set up. • The catering team begin to prepare the food. • The Master of Ceremonies (MC) sets up the microphone and writes the activities for the day and the thought for the day on a whiteboard or butcher’s paper. • Volunteers pay the contribution, sign in and collect their badge.
THE CLUB ACTIVITY PROGRAM	
9.30 - 10.00 am	Members transported to the Club; attendance recorded; contribution paid; badges collected; raffle tickets purchased if desired, trading table goods looked at and socialising.
10.00 am	<p>Welcome</p> <p>The Master of Ceremonies (Coordinator or another volunteer) welcomes the members. The thought for the day is read out, the activities of the day reviewed and the Club song is sung. Clubs may also choose to sing the National Anthem. This is the time when birthdays are celebrated and other general Club announcements are made.</p> <p>The welcome is the signal that the organised part of the activity program has begun.</p>
10.10 am	<p>Gentle Exercises</p> <p>A group activity where members, including volunteers, are invited to participate in gentle sitting exercises. The exercises may include coordination routines, sitting dances, use of stockings. All Clubs have a copy of the gentle exercise manual developed by the Advisers. Members are encouraged to do the exercises at home as they may assist in general improvement in coordination, balance and strength and possibly reduce the risk of falls.</p>

4-6

The Club Day continued

Time	Activity
10.30 am	Morning Tea Clubs may choose to have morning tea before the exercises. Raffle tickets can be sold during this time.
11.00 am	Mental Stimulation Activities A group activity where volunteers provide a range of stimulating activities such as word games, quizzes, and reminiscing for the members. The Advisers can assist Clubs in providing resources and suggestions for activities.
11.30 am	Guest Speakers, Entertainers, Theme Days Contact the Advisers for a list of suggestions for guest speakers/entertainers and theme days. Also contact other Clubs for ideas.
12.30 pm	Lunch The raffle can be drawn during this time. Clubs may choose to say grace before lunch.
1.00 pm	Leisure Activities Individual and/or group activities. Types of activities undertaken during this time are many and varied e.g. table games - cards, dominoes etc; carpet bowls; individual craft activities; socialising; bingo. In most Clubs small groups or individuals are concurrently involved in all these activities.
END OF ACTIVITY PROGRAM	
2.00 - 3.00 pm	<ul style="list-style-type: none"> • Volunteer drivers/community buses transport members from the venue. • Equipment is stored and venue left neat and tidy by selected volunteers or 'late birds'.

- (f) This structure for the Club day can be varied depending on what the volunteers are planning. For example, entertainers or guest speakers may be available for the afternoon, therefore, the leisure activities can be held in the morning.
- (g) Clubs do not have any political or religious affiliations so it is important to ask members and volunteers about saying grace at lunch before including it in the program.

4-7

- (h) It is important that Clubs are not seen to endorse particular products. Often a guest speaker may be a supplier of goods and will want to promote or sell their items. Members should not be coerced into buying products. The Club needs to be very clear about how members access these goods. Clubs may decide that goods are not sold at the Day Club by outside organisations.

4.8 Socialising

- (a) It is important to allow time for members to socialise and not fill every moment of the day with planned activities. The aim of the day is social contact and making friends.
- (b) Socialising occurs as people arrive and find their seats, during morning tea, lunch and the leisure activities. Socialising can also occur between activities such as after mental stimulation or a guest speaker.

4.9 Club Song

- (a) Some Clubs develop a song that the members and volunteers sing at the beginning of the Club day. The music used is usually a tune well known to the members. For examples of Club songs contact the Advisers.
- (b) It is recommended that the song is only one or two verses so members can learn it easily.

4.10 Table Settings

- (a) The tables and chairs are arranged by the Early Birds. Usually the tables are set with the following:
- Table cloths – cloth, plastic or vinyl
 - Table numbers
 - Napkins
 - Water jug and glasses
 - Bowls with sugar sachets
 - Cutlery – depending on the menu for the day.
- (b) The volunteers decide on how they want the Club decorated. For example table cloths and crockery may have a theme based on the name or location of a Club such as sea motifs, birds or animals.

4-8

- (c) Members are often very possessive of their place at a table and it is almost impossible to move them once they have been attending for a few weeks. It is recommended that volunteers do not rearrange table place settings as it can be very upsetting for members. The leisure activities time in the club day is a good way for members to move to other tables.

Encouraging Member Participation

4.11 General

- (a) The activities undertaken during the Club day should, within reason, reflect the wishes of the members and relate to their talents and skills. No Club member should impose their personal interests or wishes on another member of the Club.
- (b) It is not compulsory for members to participate in all activities of the Club. Members are encouraged to be involved as much as possible but they can choose not to participate in an activity as long as they don't disrupt others who are participating in the activities taking place. Pleasure and involvement can come from observation.
- (c) A varied activity program is essential to maintain members' interest. However, some members may be reluctant to try something new. If a new activity is to be introduced in the Club the following suggestions may increase the member's willingness to be involved.
- Give members plenty of warning about a change in the schedule
 - Encourage both voluntary and non-voluntary members to participate
 - Ensure everyone can see, hear and understand what is going on
 - Be prepared to give an activity a few weeks so the members recognise the value and participate fully
 - Don't be put off by negative responses after the first attempt - it may take several attempts before people will be comfortable with a new activity
 - Volunteers need to be positive and enthusiastic about a new activity so that other members feel more confident about joining in
 - Volunteers who are introducing a new activity need to plan thoroughly so they feel confident about presenting an activity to the Day Club

4-9

- Mornings are generally the best time for introducing a new activity or for having a guest speaker. Older people are generally more receptive and perceptive in the mornings.
- Be prepared to change or stop an activity if members are obviously having problems doing it or are not participating
- Ask for feedback and listen to the member's reaction to a new activity

4.12 Considering Members' Needs

- (a) The member interviews are an important way to identify members' interests and skills and also any physical limitations they have that may affect their ability to participate in the Club program. The member is the best source of information on how to help them during the Club day.
- (b) It is important that whoever is leading an activity can be seen and heard. Volunteers must ensure that:
 - The microphone is working clearly in all parts of the room
 - Any written information is "big, bold and bright" i.e. large size print (or font), thick, black print on a white background
 - Suitable verbal instructions and/or help should be given to those members who need assistance
 - Background noise is reduced as much as possible.

4.13 Room Layout

- (a) The most effective way to ensure that all members have the best view of the front as well as the rest of the room and the other members is to arrange the tables and chairs in a herringbone layout. Tables are angled at 45 degrees towards the front of the room, allowing adequate room for members to move around.
- (b) Other tables such as the trading and raffle tables are located where members can access them safely and easily. The Administrator generally sets up a table for the attendance book and cash box at the front door of the Club so that it is the first thing members see as they arrive.

4.14 Planning the Club Activities

- (a) Good preparation and planning ensure that the Club program is varied, interesting and well organised.

4-10

- (b) Planning involves:
- Regular volunteer meetings involving as many volunteers as possible
 - Using a calendar to plan ahead for standard celebration days and theme days
 - Sharing the duties with all volunteers
 - Keeping a record of activities to review and revise for future activities
 - Keeping the members informed of future activities by writing the daily program on a notice board and producing a news sheet or newsletter.

4.15 Club Newsletters/News sheet

- (a) Some Clubs produce a newsletter or news sheet listing future activities for members to take home. This ensures that members are kept informed and thus participate as fully as possible in the Club's activities.

Welfare of Members

4.16 Member Birthdays

- (a) It is a practice for all Clubs to celebrate members' birthdays. The nominated volunteer, usually the Welfare Officer, maintains a record of all birthdays and coordinates the presentation of cards and other small tokens as deemed appropriate by the Management Committee.
- (b) Members may be given individual cakes or the Club may arrange for a large cake at the end of the calendar month for all those who had a birthday in that month.

4.17 Absent Members

- (a) The Welfare Officer monitors the record of attendance to identify members who may have been absent from the Club for a period of time (as determined by the Management Committee).
- (b) The Welfare Officer or Coordinator contacts absent members to determine the reason for their absence and to let the member know that they have been missed.

4-11

- (c) If the member is ill the Club may decide to arrange for a card to be signed by the members and sent to the absent member.
- (d) Clubs may choose to send flowers to members who have been hospitalised for a significant length of time. A protocol for determining what the Club will do is decided by the Management Committee based on the finances of the Club.
- (e) Often a member may have been absent because they no longer wish to attend the Club. It is important to make contact with the member to follow up on their reasons for not attending. If they no longer wish to be a member, their membership form should be removed from the active Club files.

4.18 Death of a Member

- (a) It is important that the death of a member or volunteer is acknowledged. The Management Committee will determine how this will be done in the Club.
- (b) The Day Club will decide, depending on Club finances and the length of membership of the individual, if one of more of the following is part of the Club tradition:
 - a representative of the Club attends the funeral
 - cards and/or flowers are sent
 - a minute silence is held during the Club day in memory of the member
 - any other acknowledgment is given.

Catering

4.19 General

- (a) The catering team of volunteers provides morning tea and lunch for the volunteers, non-volunteers, members and guests at a Day Club.
- (b) Under the direction of the catering supervisor the volunteers purchase all the supplies and prepare the food and drink each week.
- (c) The catering team needs to be aware of member food allergies and specific medical conditions, such as diabetes, so suitable food alternatives are provided.

4-12

- (d) It is also important to consider the dietary needs of older people and offer a balanced and healthy range of foods. This means limiting the provision of fatty and sweet foods and offering a range of fruit, vegetables and whole wheat products.
- (e) All members on the catering team need to be aware of safe food handling and hygiene practices. The Club should consult with any local authority guidelines on food handling practices and make a decision regarding the use of gloves or good hand washing practices while preparing and serving food.
- (f) During hot weather it is important to ensure water or cordial is available on the table so members are able to drink frequently during the day.
- (g) As Day Clubs only meet once a week all perishable and left-over food is disposed of at the end of the day. The Management Committee will decide how to dispose of food that has not been opened or used on the Club day.

4.20 Morning Tea

- (a) Morning tea could include tea, coffee, juice or water. A snack such as raisin bread, sweet or savoury biscuits, bread sticks with spreads could be served.
- (b) There are a number of ways to serve the tea and coffee. The primary consideration is member and volunteer safety while moving hot liquids. The use of trays is discouraged due to the safety risk. If space allows, many Clubs use a trolley to move tea and coffee supplies through the venue.
- (c) Sugar should be supplied in sachets rather than loose in bowls and milk jugs, if used, should be covered to prevent contamination. A sugar alternative such as Equal, should be available for members with diabetes.

4.21 Lunch

- (a) Lunch is usually a mixed plate of sandwiches that include salad, meat, canned fish, and egg. The sandwiches are served on individual plates and enclosed in plastic wrap or a plastic bag to minimise the risk of contamination.
- (b) Soup and bread, salads and barbecues may also be offered.
- (c) Dessert may be offered that includes fruit, custard and slices.
- (d) Tea, coffee, cordial and water are also available.

4-13

4.22 Special Events

- (a) The catering team may provide a variety of foods for special events such as Club anniversaries, theme days and may purchase prepared food such as fish and chips. The range offered will depend on the Club finances.

Mental Stimulation Activities

4.23 General

- (a) Mental stimulation activities include all those that encourage a person to think, concentrate or to interact with other people.
- (b) The Day Club program devotes a significant segment for planned mental stimulation activities.
- (c) The Advisers produce quiz books and have information on other resources available to assist with planning these activities.
- (d) It is important that all volunteers have an understanding of how to maximise the value of mental stimulation for the members whether they are involved in organising and/or leading the planned activities or in assisting in the general operations of the Day Club.
- (e) Mental stimulation activities should always be run as group activities.

4.24 Types of Planned Mental Stimulation

- (a) **Quizzes:** These include general knowledge and trivia questions and encourage the use of memory and recall skills. They are also lots of fun and will bring out the competitive urges in many of the members.
- (b) **Word Games:** These are games using language and words eg crosswords, listing as many words the group can find in a large word etc. These can be run as a small group activity or by using a white board at the front of the room.
- (c) **Music:** Sing-a-longs, musical quizzes, guest performances or musical bingo can be stimulating and enjoyable activities for members.
- (d) **Reminiscing:** This involves discussion of members' memories of their lives and experiences. Often aids such as photos, memorabilia, sentimental objects etc can help stimulate discussion. In larger Day Clubs, reminiscing and discussion sessions may need to be run in small groups to enable all members to participate. Individual leaders will be required to facilitate the discussions in each group.

4-14

- (e) **General Discussion:** This can include discussion of current affairs or local issues of interest. If encouraged, members may enjoy sharing with the other members the highlights of their week, interesting events or trips they have enjoyed etc.
- (f) **Guest Speakers:** Refer to paragraph 4.26 for information on guest speakers. Many members have led interesting lives, held fascinating jobs and had amazing experiences and may be willing to be a guest speaker if asked.

4.25 Theme Days

- (a) Mental stimulation sessions can be made even more enjoyable when incorporated into a theme day.
- (b) A relevant topic is decided upon and then the activities are planned in accordance with the theme. For example, near ANZAC Day, a volunteer may briefly talk about the background to ANZAC Day followed by a quiz about WW I or II, then possibly a music quiz on well known war time music. A discussion may be held about members' memories of the war effort using flash cards as prompts.
- (c) To enhance a theme day, decorations and displays can be used to add to the enjoyment and understanding of the chosen theme. Again with the ANZAC Day theme, posters from DVA can be pinned to the wall, war time memorabilia displayed, war time music played softly during lunch etc. Meals can also reflect the theme. For example, ANZAC biscuits could be served at morning tea.

4.26 Guest Speakers and Entertainers

- (a) Guest speakers and entertainers can add fun and interest to the Day Club program. Contact the Advisers or other local Day Clubs for guest speaker and entertainer suggestions.
- (b) Guest speakers should be advised of the following:
 - It is recommended that they speak for a maximum of 30 minutes.
 - They need to be informed about their audience.
 - They will need to use a microphone and speak clearly to assist members who have hearing difficulties.
 - If they plan to use any visual aids they need to be shown on a large screen so they can be seen by members with vision loss.

4-15

- (c) Ensure variety by varying the type of guest speaker. For example, one speaker could be from one of the emergency services such as the fire brigade or police to discuss fire safety in the home, another speaker might be a member of the local Historical Society.
- (d) Entertainers should be advised of the following:
 - It is recommended that they perform for a maximum of 45 minutes.
 - They will need to use a microphone to assist members who have hearing loss.
- (e) Some entertainers charge a considerable fee so ensure the cost is established prior to engaging them. Other entertainers appreciate a small payment towards fuel expenses or like to be given morning tea or lunch. It is important to establish their expectations prior to the day.

4.27 Closing a Day Club

- (a) A Club may have to go into recess for a variety of reasons. This should be discussed with the State Coordinator, the Advisers and the sponsoring RSL sub-Branch.

4.28 Temporary Closure

- (a) A Club may need to close for a temporary period due to infectious diseases such as flu or gastroenteritis or the absence of a number of volunteers due to other commitments that could impact on the safe operation of the Club activities.
- (b) The decision to close is discussed by the Management Committee and the process of informing all the volunteers and members of the decision and period of closure is implemented.
- (c) The State Coordinator, the Advisers and the sponsoring RSL NSW sub-Branch are informed of the temporary closure.

4.29 Recess

- (a) Often there are more serious reasons for a Club to go into recess that may lead to the permanent closure of a Club. If this is the case the following is required:
 - A meeting with the volunteers and the State Coordinator, Advisers and representatives of the sponsoring RSL sub-Branch
 - A letter to the RSL Day Club Committee advising RSL NSW of the recess and the expected length of the recess

4-16

- A list of recommendations and a plan for the reopening of the Club.
- (b) While the Club is in recess all the equipment and bank account should be held by either the Coordinator or the RSL sub-Branch.
- (c) During the period of closure the Advisers and State Coordinator may meet with the volunteers and the sponsoring sub-Branch to discuss strategies to reopen the club and to prevent permanent closure.
- (d) Strategies may include active volunteer recruitment, a public meeting, retraining of volunteers, publicity etc.

4.30 Club Closure

- (a) In the event of the Day Club being wound up or becoming defunct the following should take place:
 - A meeting between the volunteers, sponsoring RSL sub-Branch, State Coordinator and the DVA Advisers.
 - A letter giving notice of the closure to the RSL sub-Branch, RSL Day Club Committee and the Advisers.
 - The bank account shall be wound up and a cheque for the total forwarded to the RSL NSW.
 - All property, excluding landed estate, shall be disposed of in consultation with the RSL NSW. Usually the property will be passed on to the sponsoring sub-Branch for disposal and smaller items may be donated to another Day Club.

CHAPTER 5

RSL DAY CLUB ADMINISTRATION

Introduction

5.1 The aim of this Chapter is to assist Trustees, Executives and Committee with the Administration and reporting, recording and the maintenance of RSL Day Club financial records.

5.2 RSL NSW guide to keeping financial records is N. E Renton 'Clubs & Non-Profits: Keeping the Books', hereinafter called 'Renton's for Books'

5.3 Sub-Branches, Chapters and other subsidiaries are encouraged to purchase a copy of 'Renton's for Books', for use as the **only** reference to the keeping of financial records. 'Renton's for Books' should be read in conjunction with the Constitution and By-Laws and should conflict arise the latter prevails.

5.4 This Chapter does not attempt to recreate the content of 'Renton's for Books', but is designed to highlight the major areas of which sub-Branch Members should be aware.

Australian Accounting Standards

5.5 RSL Day Club Management Committee's should be aware that the Australian Accounting Standards change from time to time. The information in this Chapter is based on the changes to the Accounting Standards which came into effect on 1st January, 2009.

5.6 Day Club volunteers are responsible for the Day Club financial affairs.

5.7 It is customary for the sponsoring RSL sub-Branch to make a monetary donation to the Club to assist with the finances while the Club is being developed. As soon as the Club's name is known a cheque account can be established.

5.8 Five signatures are usually required for the Club bank account. These five people may also form the Management Committee. Any two of these five signatories can sign cheques. Spouses are not permitted to sign the same cheque.

5.9 All funds must be banked in a recognised financial institution such as a bank or credit union. The account name for the Club uses the full title including "RSL Day Club".

5.10 Clubs endeavour to be financially independent but due to the high cost of rent and transport this may not always be possible. Consequently, the Club may need to increase contributions or seek assistance from the sponsoring sub-Branch or associated licensed Club.

5.11 Clubs should limit their activities according to their available financial resources. No Club should borrow money.

5-2

5.12 Clubs are not-for-profit organisations. This means that the purpose of acquiring funds is for the day to day operation of the Club and the immediate benefit of the current members. Clubs are not to accumulate funds for long term investment or make donations.

5.13 Clubs are to limit their bank balance to \$5,000. It is understood that this amount may increase if Clubs are planning a special event or have to pay high costs such for transport. The Club Coordinator may be required to justify the extra funds to the RSL Day Club Committee.

5.14 Club members, including volunteer members, pay a nominal **contribution** or sum of money each day they attend the Club. This contribution is determined by the Management Committee of each Club and is calculated to cover predicted expenses such as venue hire, transport, program costs, food, etc.

5.15 The Coordinator of the Club may waive the contribution for members deemed unable to pay.

5.16 No joining or annual fee is to be asked of any member.

5.17 Funds are acquired from:

- (a) Contribution of members (see above)
- (b) Raffles (venue etc, permitting)
- (c) Trading Table
- (d) Donations (money and goods)
- (e) Community market days, street stalls etc.
- (f) Grants
- (g) Community Development Support Expenditure (CDSE) funding.

5.18 A proper record of all incoming funds and expenditure must be kept by all Clubs in accordance with correct accounting procedures. Refer to 'Book Keeping', in page 69 of the RSL Day Club Procedure Manual.

5.19 A separate attendance book is kept to record member attendance. The attendance book can also be used to enter the contribution each member pays to use as a way to tally the daily takings. Refer to 'Book Keeping', in page 69 of the RSL Day Club Procedure Manual.

5.20 Any member may ask for, and be given, a summary of the Club's financial status. For example, members should be informed of the raffle and/or the trading table takings each week.

5-3

5.21 All goods (e.g. food and other sundry items) required for the day to day operation of the Club may be purchased by any volunteer with the prior approval of the Management Committee. The volunteer is to be reimbursed upon presentation of a receipt for the purchased goods.

5.22 Extraordinary item expenditure such as replacement or repair of electrical goods is organised by the Management Committee.

5.23 No Club member is to coerce another member to:

- (a) buy goods from the trading table
- (b) buy raffle tickets.

5.24 The Club's financial year ends December 31 (same as the sponsoring RSL sub-Branch). Clubs must have their financial books audited at the end of the year by an independent auditor. A summary of the Club's finances is submitted to the RSL (NSW Branch) using the *Statement of Income and Expenditure* form (refer to page 91 in the RSL Day Club Procedure Manual) and submitted with the annual report to the Administrator, RSL Day Clubs, ANZAC House and a copy to the sponsoring RSL sub-Branch by March 31.

5.25 In the event of the permanent closure of a Club all property and funds become the property of the RSL NSW.

Income

5.26 Member Contribution including transport

- (a) All members (volunteer and non-volunteer) pay a contribution each time they attend the Club and this includes special events when the contribution may be greater than the usual daily contribution.
- (b) The member contribution is determined by considering the costs associated with the day such as venue hire, catering, and special activities.
- (c) The contribution may be adjusted for special events and outings due to the increased costs associated with these events.
- (d) Transport costs for members may be included in the daily contribution or will be an additional contribution that is paid by those members using the transport.
- (e) Members may also make donations in addition to their daily contribution. This is included as a member contribution.

5.27 Fund Raising

(a) Raffle

- Clubs may organise raffles for the purpose of raising additional funds to cover operating costs or to purchase additional equipment for the Club.
- If a raffle is planned, approval is sought from the owner of the Club venue.
- The price of the raffle tickets is determined by the Management Committee in consultation with the volunteers.

(b) Trading Table

- Clubs may choose to have a trading table as a means of raising additional revenue for the Club.
- The volunteers organising the goods label and price the items, collect and count the money. When the trading table is closed all the money is submitted to the Administrator for entry into the cash book.

(c) Community - Market Days, Street Stalls and Fetes

- Clubs may participate in local street stalls and fetes.
- Prior permission is to be sought from the correct authority (e.g. local council etc.) to participate in a community fund-raising event.
- Club members are not expected to donate items or make craft for the event but if they wish to contribute they may do so.

5.28 Donations – Received

- (a) Donations (money or goods) should be given freely by the donor on a "no strings attached" basis.
- (b) Clubs may seek donations from their sponsoring RSL sub-Branch or associated groups such as the licensed Club and Women's Auxiliary.
- (c) Clubs may actively seek a donation or a reduced cost for goods from willing sources for the catering, trading table, gifts or craft work. Examples may include a reduced price for bread or raffle prizes.

5-5

- (d) All cash donations should be recorded in the cash book and a receipt issued to the donor. Donations of goods and cash should be recorded in volunteers' meeting minutes.
- (e) Clubs may be the recipient of a bequest from a member. This is likely to have an impact on the Club's financial situation. The Management Committee is to discuss the responsible spending of this money rather than keeping it in a bank account or investing it. If there are any concerns regarding a potential or actual bequest, the Coordinator is to contact the sponsoring sub-Branch.

5.29 Grants

- (a) Clubs may also apply for and receive grants from DVA or community organisations to meet the costs associated with major expenditures. These are considered an income source for Day Clubs.
- (b) Day Clubs, through their sponsoring sub-Branch, are eligible to apply for a Veteran & Community Grant (VCG) from DVA. The sub-Branch applies on behalf of the Club using their ABN.
- (c) The application forms and guidelines for the grant scheme are available from the local DVA offices or can be downloaded from the DVA website.
- (d) The VCG are non-recurrent and only used to purchase non-fixtures.
- (e) Other community grants such as Community Development Support Expenditure (CDSE) funding, Volunteer Small Equipment Grants (VSEG) and Families and Housing Community Services Indigenous Affairs (FaHCSIA) grants may be available to Clubs. For information about these grants contact your local licensed Club, local council or the Clubs NSW website or the Advisers.

5.30 Goods and Services Tax (GST)

- (a) Day Clubs are a subsidiary of the sponsoring RSL sub-Branch therefore they are able to use the sub-Branch's Australian Business Number (ABN) as required, for example when applying for a grant.
- (b) Day Clubs should confirm with their sponsoring RSL sub-Branch that they are listed with the Australian Tax Office (ATO) as a subsidiary of the RSL sub-Branch.
- (c) Clubs can not register for Goods and Services Tax (GST) but can submit receipts to their sponsoring sub-Branch for inclusion with the sub-Branch Business Activity Statement (BAS). Club's can then recover the GST paid during the year.

5-6

- (d) In order for Clubs to recover their GST for the year they need to make arrangements with the RSL sub-Branch Treasurer regarding when the RSL sub-Branch requires the relevant receipts/paper work. This may be a quarterly or annual submission.
- (e) If the sponsoring RSL sub-Branch requires assistance with information about claiming GST on behalf of the Day Club they can contact the Administrator, RSL Day Clubs at ANZAC House.

5.31 Bank Interest

- (a) Clubs will need to record their bank interest each year on their financial return. This will not be a significant amount but will need to be included as part of the Club income.

Expenditures

5.32 Venue hire

- (a) It is to be expected that Clubs will pay some fees towards the use of the Club venue to cover such costs as utilities, use of supplies etc.
- (b) The venue expenses are negotiated by the Management Committee, taking into consideration what the Club can reasonably afford.
- (c) The sponsoring sub-Branch may assist with these costs or the Club may meet in a sub-Branch hall or licensed Club where the costs are waived or are minimal.

5.33 Transport Costs including fuel

- (a) Clubs often use buses available in the local community such as community transport, council buses, sub-Branch or RSL Club buses and the costs associated are negotiated with the bus operator.
- (b) Costs for the bus may include paying for fuel, paying a fee per passenger or per kilometre travelled.
- (c) Clubs may be able to provide volunteer drivers for a bus or use private vehicles.
- (d) Volunteer drivers may be reimbursed for out-of-pocket fuel expenses.
- (e) The decision to reimburse for fuel and also the method for determining the amount to be reimbursed is to be made by the Management Committee and endorsed at a volunteers' meeting.

5-7

- (f) To reimburse a volunteer for fuel costs without a docket, the Administrator issues a petty cash voucher for the amount agreed on and a cash receipt signed by the driver. Petrol cards may be purchased.
- (g) Fuel expenses are clearly recorded under expenses in the Club cash book.

5.34 Catering

- (a) Items of food and drink for the Club day, including catering for special events such as Christmas, Club anniversaries and theme days, are purchased by the catering team.
- (b) Each Club is to set a weekly catering budget to cover the food costs. This may be in the form of a float that is replaced each week.
- (c) Catering costs also include paper / plastic products such as plates and napkins, crockery, cutlery and utilities.
- (d) There are also catering costs associated with a Club outing. The Club may subsidise part or all of these costs, as decided by the Management Committee.
- (e) Volunteers submit all receipts for catering costs to the Administrator who will then reimburse the catering team members as necessary.

5.35 Fund Raising (includes raffle and trading table)

- (a) Raffle
 - Items to be raffled can be purchased from local businesses, donated or made by Club members. Raffle prizes **must not** include money.
 - If items are purchased, prior approval from the Management Committee must be given.
 - The raffle organiser may be given a float to buy the routine raffle prizes.
- (b) Trading Table
 - Most items sold on trading tables are donated, except food items that may be bought in bulk and sold in smaller amounts e.g. bags of oranges, bunches of spinach, baked items.
 - Craft items and consumable goods may be sold on the trading table and these may be provided by Club members and/or volunteers as donations.

5-8

- Members can be reimbursed for out-of-pocket expenses involving craft materials.

5.36 Entertainment (Entertainers and Guest Speakers)

- (a) Clubs may have to pay a fee for entertainers and guest speakers when they are part of the weekly program or for special events. This may be in the form of a reimbursement for fuel or a fee.
- (b) The Management Committee will determine whether they can pay such fees and, if so, how often the Club can afford to organise for such guests.

5.37 Administration Costs

- (a) The Coordinator and any other volunteer as approved by the Management Committee, may be reimbursed for telephone or mobile phone calls, stamps, photocopying, cards, wrapping paper, photograph printing, audit fees, name badges and other costs associated with their position.

5.38 Equipment and Resources

- (a) Examples of equipment and resources include:
 - Furniture
 - Games
 - Decorations and table cloths
 - Storage costs
 - Computer, photocopier, fax machine, answering machine
 - Craft materials
 - Club stamp for the Administrator
- (b) Purchase of these items is subject to availability of Club funds. If funds are not available the Club can apply for grants to meet the costs associated with major expenditures. These grants are considered an income source for Day Clubs.

5-9

- (c) Special Equipment e.g. Wheelchairs
- The Advisers should be consulted prior to the purchase of these items for advice and recommendations.
 - Donations may be sought from local organisations such as the Lions Clubs, Apex or Rotary Clubs.
 - Funds may be raised to purchase the special equipment through raffles, trading table etc.
- (d) Audio Visual Equipment
- Day Clubs may purchase a laptop computer, data projection system and screen for sing-a-longs, mental stimulation activities and guest speaker presentations. As they are expensive, the Club may apply for a grant to purchase these items.
 - It is important to consider members with vision and hearing problems if using audio visual equipment. Ensure members can participate as much as possible.
 - Overhead projectors can be an excellent way to have sing-a-longs in a Club as long as the print size ensures that members are able to read the words. These projectors are not as effective with a large group.
- (e) Computers
- Volunteers may use computers for Club accounting, daily attendance records, newsletters, emails and use with data projectors.
 - Clubs may decide to apply for funds to purchase a laptop computer for the Day Club but it would be important to clearly identify security measures and who is responsible for the computer.
- (f) Buses
- It is not necessary for any Day Club to own a bus. The cost of purchase, maintenance, insurance, registration plus the potential problems of availability of drivers can result in the running of a bus being detrimental to other Club activities.
 - The sponsoring sub-Branch can apply for a grant for a bus through the Veteran & Community Grants but there are particular criteria that apply for the applicant to qualify.

5-10

- It is recommended that Day Clubs access local buses through community transport, businesses or Clubs.
- (g) Prizes such as chocolates, fruit or grocery items are usually given for bingo. Awarding monetary prizes is not permitted.
- (h) Gambling in Day Clubs is not permitted.
- (i) Craft activities in Day Clubs are usually carried out by individuals who provide their own materials.
- (j) When the Club plans group craft projects for special events such as table decorations, individual gifts etc, the craft materials are bought in accordance with availability of funds after approval by the Management Committee.

5.39 Member Gifts

- (a) Gifts may be purchased for members, including volunteers, for birthdays, anniversaries and special days such as Mothers, Fathers Day and Christmas.
- (b) The amount spent on gifts is dependent on Club finances.
- (c) Gifts may also include flowers for members who are ill or for the funeral of a member.

5.40 Volunteer Appreciation

- (a) Clubs may choose to recognise the contribution of the volunteers by holding volunteer appreciation events.
- (b) This may include meeting the costs for all or part of the following:
 - (i) Gifts for volunteers
 - (ii) Volunteer lunches once or twice a year
 - (iii) Attendance at regional events
 - (iv) Volunteer awards

5-11

5.41 Other

- (a) During the Club year there may be one-off expenses that will be incurred. These include:
 - Attending the Annual Coordinators' Conference
 - Volunteer training expenses e.g. first aid course

5.42 Donations by Day Clubs

- (a) As Day Clubs are not-for-profit organisations they are not permitted to donate money to outside organisations, businesses, RSL Clubs or RSL sub-Branches.

5.43 Annual Audit

- (a) An annual audit of all financial records is to occur at the end of each year (December) and is to be undertaken by the Club's independent auditor. This may be done by the sponsoring RSL sub-Branch auditor.
- (b) The audited financial report is submitted on the Statement of Income and Expenditure form and is part of the Club's annual report submitted to the Administrator, RSL Day Clubs at RSL NSW, the sponsoring RSL sub-Branch and the Club's AGM.
- (c) All records should be available for inspection by the State Coordinator if requested.
- (d) Financial records should be kept for seven (7) years.

5.44 Inventory

- (a) Day Clubs must keep an inventory of valuable equipment and resources. Clubs are responsible for the insurance, security, maintenance and/or replacement of their equipment and resources.
- (b) Some Clubs include a depreciation of assets in their annual financial report.

5.45 Membership file (or register)

- (a) Day Clubs are to maintain a membership file or register.
- (b) The membership file is to be strictly confidential and contains the membership forms for all volunteer and non-volunteer members.

5-12

- (c) The register must contain information on members that includes:
- Full names, addresses and telephone numbers
 - Date of joining the club, and
 - Date of ceasing to be a member

5.46 Annual Report

- (a) The annual report and financial statements are completed at the end of the Club's financial year (December 31). The Club operates on the same financial year as the sponsoring RSL sub-Branch.
- (b) A sample form for the Annual Report is to be found on page 79 of the RSL Day Club Procedure Manual and the Statement of Income and Expenditure form is on page 91 of the RSL Day Club Procedure Manual.
- (c) A copy of the Annual Report and Statement of Income and Expenditure are sent to the Administrator, RSL Day Club Committee at RSL NSW and a copy is sent to the sponsoring RSL sub-Branch no later than March 31.
- (d) Copies of the annual financial report should be made available to all Club members. The Annual Report can also be read to the members and volunteers at the last Club day of the year.
- (e) The following reports should be included with the annual report:
- Volunteer Positions Update Form to be attached. Refer to page 95 of the RSL Day Club Procedure Manual.
 - Other comments or attachments such as samples of publicity appearing in the local press.
 - The number of registered members is included with the annual report to ensure an accurate number of members are recorded for insurance purposes.
- (f) The Annual Report is to be signed by the Coordinator.
- (g) The Advisers will request an Annual Report by December 31. This same report can be submitted as the annual Club activity report.

5-13

5.47 Correspondence and Documentation

- (a) The Coordinator can authorise for correspondence to be processed by a designated volunteer such as the Club Administrator. All correspondence is to be approved by the Coordinator prior to mailing.

5.48 Correspondence with RSL NSW

- (a) Once a Club is established it corresponds directly with the State Administrator, at RSL NSW.
- (b) The Club is required to notify, in writing, the State Administrator whenever a change in Coordinator occurs whether from a resignation or the incumbent coordinator is on leave and there is an acting coordinator.
- (c) The Volunteer Positions Update Form on page 95 of the RSL Day Club Procedure Manual should also be completed and forwarded to DVA who will forward a copy to the State Administrator.
- (d) Other routine correspondence from the Club to the Administrator is the submission of the Annual Report and Statement of Income and Expenditure forms that should be received at RSL NSW by March 31.
- (e) In order for the State Coordinator to attend an official function at the Day Club, an invitation is to be forwarded to RSL NSW. The State Coordinator may appoint a representative if he/she is unable to attend.

5.49 Correspondence with DVA

- (a) In order for representatives from DVA to attend an official function, the Club needs to send an invitation to the individual concerned. This includes the Deputy Commissioner, the Advisers and local DVA representatives.
- (b) Usually only one DVA representative will be present except in exceptional circumstances.
- (c) The invited representative from DVA will reply in writing, by telephone or email to the Club and if unable to attend may identify an alternate representative.
- (d) Routine contact with the Advisers occurs by telephone, mail, facsimile or email to follow up on Day Club issues, concerns or to share information.

5-14

- (e) The Club is also asked to submit an annual report to the Advisers each year for publication in the Day Club Annual Report using the Annual Report Form. Refer to page 79 of the RSL Day Club Procedure Manual.
- (f) Regular contact can be maintained with the local DVA office or agencies to ensure that Club members are kept informed of ex-service men and women's services such as pensions, benefits and health related information.

5.50 Correspondence with the RSL sub-Branch

- (a) The sponsoring sub-Branch is kept informed on a regular basis of the Club operations and the copy of election results, annual report and financial report following the Club's AGM.
- (b) Representatives from the sponsoring sub-Branch are invited to special events during the year.

5.51 Correspondence to the Day Club

- (a) The primary contact for a Day Club is the Coordinator unless otherwise specified. The mailing address is either their home address or a post office box. It is preferable for the Club to have a post office box so that when the coordinator is away another member of the Management Committee can collect the mail.
- (b) All correspondence to the Club is presented to the volunteers at volunteers' meetings. Where appropriate letters, from the Advisers and the State Coordinator may be read aloud to the Day Club.
- (c) Coordinators can also be contacted by facsimile or email regarding Day Club issues.

5.52 Letterhead

- (a) All correspondence should be written on the official RSL letterhead. The RSL NSW has a special RSL Day Club letterhead suitable for Club correspondence. This letterhead is available from the Administrator, RSL Day Clubs at RSL NSW or the Advisers.
- (b) Clubs may choose to design their own letterhead for correspondence but need to ensure that the official title of the Club is used i.e. RSL Day Club.

5-15

5.53 Forms

- (a) Copies of the forms used by Clubs are set out in Section VI of the RSL Day Club Procedure Manual. Additional copies are available from the Advisers.
- (b) Membership forms are to be updated at least once a year or as member information changes. These forms are stored in a secure place and only accessed by the Coordinator and sub-Branch delegate.
- (c) Forms such as Incident Report Forms are kept for seven (7) years. These forms are filed chronologically in a file folder. Even if the member resigns or dies the forms are retained for seven (7) years.

5.54 Use of Logos

- (a) Any use of the RSL or DVA logos must be approved by these organisations prior to inserting in Day Club documents as there are specific guidelines for their use and format.
- (b) The Day Club logo may be used on letterhead, newsletters, name badges and special event publications. This logo is available from the Advisers.

5.55 Directory of Clubs

- (a) The DVA Advisers maintain a current directory of all the Day Clubs in NSW.
- (b) A copy is provided, upon request, to each Club.
- (c) The directory contains the contact details, including address, phone, fax and email of each Coordinator and the address of the Club venue. The Advisers ask the coordinator for permission prior to entering their details in the directory.
- (d) This directory is not to be given to outside agencies as the information it contains is confidential. An outside individual or group with a genuine referral may be given details about a Club and only the name and telephone contact can be provided.
- (e) If there is a community group or a service requesting access to a number of the Day Clubs, this information is submitted to the Advisers for circulation.

5-16

5.56 Insurance

- (a) The RSL holds insurance policies covering RSL Day Club members. The types of insurance coverage are listed below.
- (b) These are only summaries of the insurance policies organised by the RSL NSW. If more information is required on the specific details of the policies this can be obtained from the Administrator, RSL Day Clubs, RSL NSW.
- **Personal Accident:** This policy may cover certain out of pocket expenses for volunteers if they have an accident while on official RSL Day Club duties. (Note: it does not cover medical expenses covered by Medicare or any gap between Medicare recoveries and actual cost incurred).
 - **Public Liability:** This policy is for injury to volunteers or members or damage to property during Day Club activities.
 - **Motor Vehicle:** This policy is for volunteers for the ‘excess’ they would pay from their motor vehicle insurance if their vehicle is damaged while on official Day Club duties when that excess is not recoverable from any other source. The volunteer driver must have comprehensive insurance to be eligible for reimbursement.
 - **Contents Insurance:** Each Club is responsible for arranging their own contents insurance to cover equipment and resources owned by the Day Club. Contact the venue owner to review the existing insurance arrangements and ensure that adequate insurance is arranged to cover the Club’s property. This may involve a financial commitment from the Club.
 - **Stamp duty:** All Clubs are registered with the Office of State Revenue for exemption for stamp duty. This applies to stamp duty on contents insurance.

5.57 Extraordinary Day Club Activities

- (a) Extraordinary activities include Club outings, volunteers’ meetings or training days, Club meetings on a different day from the usual meeting day and participating in community events.
- (b) In order for the Club members to be covered by insurance, all who attend the extraordinary activity must sign the daily attendance book. All records of involvement in community events should be kept as a record of volunteer and/or member participation in extra Club activities.

5-17

- (c) The Club attendance book must reflect the details of the activity specifying the activity, the date and the venue if different to a usual Club day. For example, “Boat cruise on Parramatta River, October 10th, 2007”.

5.58 Assisting Members: Volunteers who provide assistance to members who do not meet the membership criteria and may not be covered by the insurance.

5.59 Making a Claim: If a member or volunteer wants to make a claim they should contact the Administrator, RSL Day Clubs for the contact details of the insurer.

Relationship between the RSL sub-Branch and Day Club

5.60 Role of the RSL sub-Branch with the Day Club

- (a) The sponsoring RSL sub-Branch does not interfere in the daily operations of the Day Club.
- (b) The sponsoring RSL sub-Branch’s responsibility to the Day Club is:
- To initiate the establishment of the Day Club in their local community.
 - To sponsor the Day Club and provide ongoing support during the life of the Club.
 - To assist with the financial management of the Club e.g. audit the Club’s finances and provide financial support as able.
 - To provide volunteers for the Club as able.
 - To provide a venue and/or transport for the Club if able.
 - To apply on behalf of the Day Club for DVA grants.
 - To provide a liaison officer when the Club Coordinator is not a Member of the sub-Branch.
 - To ensure the Club adheres to RSL NSW Constitution and the procedures laid down by the RSL Day Club Committee, at the same time respecting the autonomy of the Club.
 - To encourage the Executive Officers to make periodic visits to the Club to maintain an ongoing relationship with the Club.
 - To provide a member of the Executive to act as the Returning Officer at the Club’s Annual General Meeting.

5-18

- To seek references from the incoming Coordinator and Administrator if not known to the sub-Branch.
- To accept a monthly report from the liaison officer or Coordinator.

5.61 Role of the RSL Day Club with the sponsoring RSL sub-Branch

- (a) The RSL Day Club's responsibility to the sponsoring RSL sub-Branch is:
- To cooperate with the sub-Branch in relation to items in 5.60.
 - To ensure that the Club adheres to RSL NSW Constitution and the procedures as laid down by the RSL Day Club Committee.
 - To provide a monthly report on the activities of the Club.
 - To invite representatives to attend special events and regular Club days.
 - To present an annual report and audited financial statement.
 - To liaise with the sub-Branch Treasurer regarding financial management of the Club.

CHAPTER 6

OTHER USEFUL INFORMATION

Introduction

6.1 This Chapter is designed to provide useful information and contacts for RSL Day Clubs Executive and Committee. It contains contact details for all of the publications and organisations mentioned in this Regulation and other useful information.

Websites

6.2 Websites that relate to organisations or publications mentioned in this Regulation and of common interest are:

- (a) **RSL National** – www.rsl.org.au
- (b) **RSL NSW** - <http://www.rslnsw.org.au/>; contains information for sub-Branches, including an electronic copy of the Constitution, By-Laws and Regulations.
- (c) **Connecting NSW (Government Directory)**–
<http://www.nsw.gov.au/index.asp>;
- (d) **NSW Trustee Act 1925**
http://www.austlii.edu.au/au/legis/nsw/consol_act/ta1925122/;
- (e) **NSW Office of Fair Trading** –
<http://www.fairtrading.nsw.gov.au/corporate/legislation/fairtradinglegislation.html>;
- (f) **NSW Office of Liquor, Gaming and Racing** –
http://www.olgr.nsw.gov.au/olgr_default.asp;
- (g) **NSW Charitable Fundraising Act 1991** -
http://www.olgr.nsw.gov.au/charitable_act.asp;
- (h) **NSW State Records Act 1998** –
http://www.records.nsw.gov.au/recordkeeping/recordkeepinginthenswpublic_sector_2072.asp;
- (i) **NSW Commission for Children and Young People** –
<http://www.kids.nsw.gov.au/>;
- (j) **NSW Members of Parliament** – <http://www.parliament.nsw.gov.au>;

6-2

- (k) **Register of NSW War Memorials** - <http://www.warmemorialsnsw.asn.au/>;
- (l) **Australian Taxation Office** – <http://www.ato.gov.au/>;
- (m) **National Archives** – <http://www.naa.gov.au>
- (n) **Common Law** - <http://www.commonlii.org/resources/1.html>;
- (o) **Australian Defence Department** - <http://www.defence.gov.au/index.htm>;
- (p) **Office of Australian War Graves** – <http://www.dva.gov.au/contacts/oawg.htm>;
- (q) **Australian Defence Association** - <http://www.ada.asn.au/links.htm>;
- (r) **Australian National Flag Association** – <http://www.australianflag.org.au>;
- (s) **Australian War Memorial** - <http://www.awm.gov.au/>;
- (t) **Its an Honour** - <http://www.itsanhonour.gov.au/>;
- (u) **Department of Veterans Affairs** - <http://www.dva.gov.au/>;
- (v) **Australian Accounting Standards** - http://www.aasb.com.au/pronouncements/aasb_standards_2005.htm;
- (w) **Australian Government Online Directory**- <http://directory.gov.au>
- (x) **The Privacy Act 1988** - <http://www.privacy.gov.au/act/privacyact/>;
- (y) **World War 2 Nominal Roll** – <http://www.ww2roll.gov.au>;
- (z) **Korea Nominal Roll** – <http://www.koreanroll.gov.au>.
- (aa) **Your Guide** - <http://www.yourguide.com.au/yourguide.asp>
- (bb) **Our Community** - <http://www.ourcommunity.com.au/>; and
- (cc) **Volunteering NSW** - <http://www.volunteering.com.au/>