



Executive Handbook

ST LUCIA

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U Q U N I O N

The University of Queensland Union is a student-led organisation that represent the interests of university students. The Union is an independent organisation and encompasses several different departments including:

- **Student Advocacy & Support:** a confidential service which assists students with welfare, wellbeing, legal and visa advise, financial and education support.
- **Marketing:** which organises events throughout the year including Market Day.
- **Business Trading:** coordinates the Union's food outlets in the Union Complex.
- **Finance.**
- **Schonell Catering & Events:** manages the Holt, Heath & Innes rooms as well as catering.
- **Volunteering:** coordinates Kampus Kitchen and Morning Marmalade.
- **Clubs & Societies.**

UQ Union is a separate organisation to the University, and is run by students, for students.

The C&S Department

The Clubs and Societies (C&S) Department is comprised of a full-time manager and administrator as well as the student Campus Culture Vice President (Clubs and Societies) who is elected annually. Primarily, our roles are to assist the Top 3 Club Executives (President, Secretary and Treasurer), who in turn assist the wider Clubs and Societies community and relay relevant information to them.

The C&S Office is in the Union Building (21A), up the stairs opposite the Lolly Shop. You are welcome to visit us during walk-in hours (Monday, Wednesday & Friday from 9:00am – 1:00pm) or by making an appointment outside of these hours. For other general enquiries you can email us at clubs@uqu.com.au.

The C&S Department's support to clubs and societies includes the following:

- Financial support (grant funding);
- Room bookings;
- Insurance for most on campus events;
- Assistance with club governance, conflict resolution & support; and
- Supporting Union events e.g., Market Day.

The C&S Department sends monthly email updates to the Top 3 executives. If you or one of your top 3 executives are not receiving emails, please contact us to ensure that your email address in the C&S database is correct.

We also utilise the *UQU – C&S Executive (year)* Facebook group regularly to post reminders and announcements. This also serves as a forum for general C&S questions should you need advice from other clubs, you are able to post them in this space.

Walk-In hours

Monday, Wednesday, and Fridays from 9:00am – 1:00pm in the C&S department.

Key Dates

Clubs Exec Camp (February)

A weekend camp for the Presidents, Secretaries and Treasurers of each club to meet likeminded executives and develop social and professional networks to assist with collaborative events throughout the year.

Clubs Conference (February)

Held in P Week before Semester One. This is a great way to learn the ins and outs of running your club and is especially recommended for new clubs and new execs. A second clubs conference is held at the start of Semester Two. You could just read this handbook, but Clubs Conference has free food.

Market Day (February & July)

Semester 1 – Wednesday in Orientation Week.

Semester 2 – Wednesday in Week 1.

Annual Financial Return Submissions (September)

Your Annual Financial Return will be due at different times depending on your club's annual turnover in the C&S Financial Year (1 September-31 August). Keep an eye on your emails and the Facebook group for exact dates every year.

AGMs (October)

See [“Meetings”](#).

Clubbies (October/November)

The *Clubbies* Awards Night occurs towards the end of the year and recognises clubs and individuals that have been outstanding in certain areas throughout the year. Clubs can nominate for a variety of awards. Performance clubs may also be able to perform at the event.

Clubs and Societies General Assembly (October/November)

This meeting is held annually to elect the new C&S Committee. Any students who were T3 execs in the previous year may nominate for a C&S Committee position.

UNION FACILITIES

AV Equipment

The Union does not loan out AV equipment such as microphones or speakers. If you need a projector, we recommend you book a central room with a built-in projector or contact University ITS, which hires out equipment.

C&S Room and Storage Space

The C&S Room is located on Level 2 of the Union Building (21B), next to the REDROOM. Any club members are welcome to use this space to hang out or hold meetings. The C&S Room cannot be booked as it is a general use area. Clubs are required to respect the C&S Room and keep the space clean and tidy.

The Storage area is accessed off the main C&S Room. Space is limited, so each club can store one clear tub of items and a club banner. We recommend that clubs do not store anything of value. Although it is locked overnight, the room is very accessible. If you need to store larger items temporarily, or would like to request a storage tub, please email clubs@uqu.com.au so we can consider the request.

The C&S Storeroom also contains a fridge for storing food for approved club activities. All items stored in the fridge must be labelled with club name and date.

The C&S Room and storage space are monitored weekly by a member of the C&S team. Items will be disposed of if they are incorrectly stored, unmarked, blocking floorspace, or large items not agreed to.

Club Website Profile and Email Addresses

All UQU-affiliated clubs should have a profile on the Union website. This is a fantastic way to promote the club or society and obtain potential members. Clubs can set up their website profile, or make changes to it, via QPAY.

We recommend that clubs set up a perpetual club email address e.g. president@club.com or club@gmail.com, rather than using personal email addresses. This facilitates the website profile but is also recommended to retain continuity of communications when club execs change annually.

EFTPOS

Most clubs choose to buy a card reader such as a Square. However, we do stock one EFTPOS machine should clubs require one. To book the machine, email clubs@uqu.com.au advising the date and time you need it.

Clubs can collect the machine from the Union on the day of the event (between 8:00am and 3:30pm) or on Friday if the event is over the weekend. Please remember to return it the next working day as another club may have booked it.

We supply the EFTPOS machine and charger, with instructions on how to use the machine. Following use, clubs should print two copies of the reconciliation report, one for the treasurer and the other for C&S. Write the club's name at the top of the receipt so that you are paid (this can take up to ten days). The machine resets each night, so if using it over two or more days, you need to print off a receipt for each day.

If the machine does not appear to be working, reset by holding down the yellow button for about 10 seconds.

Equipment

The Union can loan a small number of tables, marquees, and weights. We generally do not loan other equipment, such as beanbags, whiteboards, or chairs; however, clubs can try contacting Student Services.

Mail

Clubs may have their mail sent to the C&S Department. Any mail must be collected promptly from the UQU reception desk. Mail should be addressed as:

[Club or Society Name]
C/O C&S Department
UQ Union Building 21A-417
University of Queensland Union
University of Queensland Qld, 4072

Photography

The Union offers eight hours of free photography per club each year. To book a photographer for an event, email the Photography Coordinator at photography@uqu.com.au with the details. We recommend a minimum of two weeks' notice before the event.

Details must include:

- Full club name (without acronyms)
- Event name (if relevant)
- Start time and finish time for the photographer
- Date and location of the event.

The Photography Coordinator will then book a photographer, email the club with confirmation, and provide contact details.

Things to note:

- All photos are the property of the Union and will be displayed on the Union's Facebook page with the Union logo. If you do not wish this to occur, we recommend you hire one of the photographers privately, although this may incur additional costs / private hire rates.
- If the club's 8 free hours have been exhausted, the club can still book photographers through us, but will need to pay the photographer's invoice. The Union rate may still apply however the logo will remain and photos will be uploaded via the Union socials.
- If you are holding a joint event with other clubs, we can split the photography hours equally. Please just advise us in your initial email and cc relevant clubs.

If you need to cancel or postpone an event, do not forget to contact both the photographer and photography@uqu.com.au to let us know, with a minimum of 48 hours before the scheduled booking. Cancellations made less than 48 hours before the event may incur a charge of 50% of the hours allocated to the event. If a club forgets to inform the photographer about a cancellation/postponement, the photographer will be paid for the entire booking and the hours will be deducted from the club's total.

Professional Development

Executive members have several opportunities throughout the year to engage with knowledgeable internal and external facilitators. Correspondence about upcoming opportunities will be advertised via the executive Facebook page and C&S emails.

BOOKING UNIVERSITY FACILITIES

Central Teaching Rooms

The C&S team can book central teaching rooms for general club activities. Keep in mind that between 8am-6pm rooms are mostly in use for teaching, so availability is limited. After 6pm, or at weekends, there are more options for club bookings.

To book a room(s), visit the Union during walk-in hours (Monday, Wednesday and Friday, 9:00am – 1:00pm) or email clubs@uqu.com.au with your preferred date, time, building preference if you have one, number of persons, and whether you would like a flat floor room or tiered learning theatre.

Union Complex Rooms – Holt, Heath and Innes

Innes room is a paid-only hire space. Holt and Heath Rooms are available for student club use, usually for free however may be bumped for paid bookings. If the club is using Schonell catering to cater an event, they may be classified as a paid booking. The Holt, Heath and Innes rooms are licenced and therefore alcohol cannot be supplied by the club and rather purchased through Schonell catering. The kitchenette is not accessible to clubs. As Schonell catering is part of the Union, remember you can also use your grant money to pay for catering by requesting we pay the Schonell catering invoice from your grant funds. Visit www.schonellevents.com.au to view the menu and clubs@uqu.com.au to book the space.

Union Complex – setting up a stall

Throughout the year, clubs might wish to utilise the space outside the Union Building (opposite the Lolly Shop) as a one-off to sell event tickets, advertise your club etc. This space is often changing and is used for UQU events, so you should email clubs@uqu.com.au to enquire in advance.

Sporting Facilities

Sporting fields are administered and booked by UQ Sport. Contact bookings@uqsport.com.au for details.

REDROOM

The REDROOM can book tables or be booked out for club events. Contact redroom@uqu.com.au for details.

Faculty Rooms

The faculties can book specialised rooms that central bookings do not control. Contact the faculties directly.

Other University Facilities

There are several other areas on campus that can be booked but most are not free of charge:

- Alumni Court and Natural Amphitheatre: seo@pf.uq.edu.au
- Art Museum: art-museum.uq.edu.au/venue-hire
- Global Change Institute: www.gci.uq.edu.au
- Customs House: customshouse.com.au
- Library Rooms: web.library.uq.edu.au/research-tools-techniques/digital-essentials/uq-systems/booking-rooms
- UQ Centre: campuses.uq.edu.au/information-and-services/events-functions/uq-centre
- Viewpoint Room and The Pavilion: uqsport.com.au/facilities/function-spaces

Barbeques

Barbeques are a good way to raise funds for your club. The C&S department has exclusive access to the Central Sizzle electric barbeque (near Grassy Knoll) which has a built-in fridge. Clubs can book their barbeque spot(s) for the year at the one-time BBQ Booking Day in February.

There are several other barbeques on campus; however, they cannot be booked, and are available on a first-in best-dressed basis.

If you miss the barbeque booking day you can join the waiting list or request any available spots by contacting clubs@uqu.com.au.

Barbeque Checklist

Clubs will:

	Before the Day	On Day – Morning	On Day – During	After the Day
Book a barbeque date at the BBQ Booking Day in February.	✓			
If you need to cancel (for reasons within your control) inform the C&S Department so that the barbeque can be offered to another club.	✓			
Organise a cash float or square reader for electronic payment. The Union has one EFTPOS machine which may be available to borrow for the day.	✓			
Undertake the recommended Food Safety training and upload the Certificate via QPAY.	✓			
Purchase food/drinks to be sold.	✓			
If bad weather is forecast on your date, contact us the day before to discuss options for an alternative date.	✓			
Provide your own utensils, tubs and containers, cleaning equipment, plus signage to promote your club.	✓			
Organise a team of people to operate the barbeque on the day.	✓			
Store food and drinks correctly in barbeque fridge.		✓	✓	
Ensure you have money and change for customers.		✓	✓	
Clean the barbeque for the next club to use.		✓	✓	
Remove any extra food/drinks from the fridges.				✓
Bank funds within reasonable period (seven days) and include on general ledger for audit.				✓

Barbeque recommendations

Operation:

- We recommend a minimum of three people (cashier, cook and server) to run the barbeque efficiently, with four being the ideal number.

- Sausage and drink combos are popular.
- Club signage is important to help raise the profile of your club.

Things to Bring:

- Latex food handling gloves
- Three sets of tongs
- Two tinfoil trays
- 200 – 300 sausages
- A dozen loaves of bread
- Three packets of serviettes
- Sauces (tomato, barbeque, mustard, sweet chilli)
- 500g pre-cut frozen onions (per 200 sausages)
- 100 cans of soft drinks or bottled water

Obligations, Health and Safety & Food Safety Certificate

Food Safety Training Certificate:

- All persons serving food at the barbeque site must complete the I'm Alert Food Safety Training program. This is an online training program accessed [here](#).
- When logging in, use Brisbane City Council as the Subscribing Organisation.
- On completion, upload your I'm Alert Certificate, or multiple certificates, in QPAY via your society portal.

Setting Up:

- Follow the laminated guidelines for guidance on correct set up and pack up procedures.
- Failure to set up correctly or incorrect food handling procedures may result in your barbeque being shut down by Security.
- Incorrect clean up procedures such as discarding of oil/grease down drains or not cleaning the barbeque may result in being invoiced for barbeque cleaning or repairs.

Food Preparation:

- All meat must be thoroughly cooked with no pink colour. Once cooked, meat must be kept hot at over 60 degrees Celsius.
- Clean dishes and utensils.
- Do not eat or serve meat that has been refrigerated uncooked for longer than one or two days.
- Do not use outdated foods or any packaged food with a broken seal.
- Keep food covered to protect from dust, flies, dirt, and other sources of contamination.

Food Storage:

- Only use clean storage containers.
- Keep hot food above 60 degrees Celsius.
- All meat must be transported from the store to the event in an esky or approved cold storage container with several ice bricks to make sure it can be kept cold.

Personal Hygiene:

- Any person handling food must have clean hands, wear a clean apron, tie back long hair, and remove jewellery where possible.
- There must be access to hand washing and toilet facilities.
- Hands must be sanitised before handling any food, putting on gloves, after handling raw meat or garbage, after a break or after smoking, using tissues, or visiting the toilet.
- Wear disposable gloves.
- Do not work with food if you are sick.
- No smoking or eating in the food preparation area.
- It is important to have enough volunteers to allow different food handling roles to be given to different people e.g. Only one person should handle the raw food, one should handle the cooked food and one should handle money.

Food Safety Guidelines:

- Food Safety guidelines apply to any event held by clubs where food is provided to members of the respective club or to members of the public.
- You are legally and morally responsible for ensuring that consumers are protected from food poisoning.
- Failing to handle food in a safe manner may cause individuals to face fines of up to \$100,000 and/or two years' prison and corporations up to a \$500,000 fine in pursuant to Food Act 1984.
- Clubs must exercise a duty of care in food handling practices and demonstrate they have taken all reasonable precautions and exercised due diligence to avoid committing an offence.

BOOKING EVENTS

Booking Indoor Spaces – On Campus

Booking events and rooms on campus can be confusing so we will start with booking indoor spaces on campus. There are a few different types:

1. Central teaching spaces through UQ BookIt.
2. Union Complex spaces such as the Holt, Heath and Innes rooms, or
3. Other rooms such as GCI building, UQ Centre, Art Museum etc which you need to contact directly.

Central teaching spaces

For Central spaces, the Room Bookings department at the University do not take bookings from clubs directly. You must book with the Clubs & Societies team either via email (clubs@uqu.com.au) or face to face during our walk-in hours (Monday, Wednesday, or Friday, 9:00am – 1:00pm) and room bookings will generally approve within approximately 48 hours. Note that what you see on UQ BookIt and what we can book may vary. When you request a room, please provide us with the:

- Date and time you need.
- Whether you need a flat floor or tiered learning theatre.
- How many people you are expecting; and
- If you have a preferred building or room.

We recommend you try and book at least a week out. We can also make recurring weekly bookings but prefer to do this face to face as often the same room is not available for an entire semester.

You cannot eat food in the rooms so advise us if there is a foyer space you want as well in the same booking.

Union Complex rooms

For Union complex spaces such as the Holt, Heath, and Innes Rooms, please email clubs@uqu.com.au with details of the request to book the space. The rooms are free to use, except for the Innes Room which is a paid space. Holt and Heath rooms are basic, flat floor spaces, which can be bumped on occasion for paid bookings or Union events. The rooms are basic but equipped with a projector, CCTV, some tables, and chairs.

The Union complex is a licenced area and therefore clubs are not able to bring their own alcohol, nor have access to the kitchen. If clubs want to supply food and alcohol, they must use Schonell Catering. The menu is on the website: www.schonellevents.com.au. If an alternate caterer is used, clubs will be charged for use of the room.

Other University Rooms

Rooms such as the Global Change Institute, UQ Centre and Art Museum must be contacted directly. GCI is free but particular about the type of activities that take place as it is also a student workspace. You can contact them at gci.roombooking@uq.edu.au.

The Art Museum and UQ Centre are also bookable but are not as popular due to the cost to hire the space. The Art Museum is medium range at approximately \$500 a day and hire cost runs into the \$1000s for the UQ Centre. You can google their contact details if you are interested.

Booking Outdoor Spaces – On Campus

There is a formal process for booking any outdoor spaces on campus, such as the Grassy Knoll, Forgan Smith Lawns, Alumni Court, Natural Amphitheatre etc.

- For outdoor events, you must submit a PF700 Event Application Form, which needs approval by the Properties and Facilities (P&F) team. P&F does not deal with clubs directly, so applications must come to clubs@uqu.com.au first to be endorsed, then we forward on to P&F on the club's behalf. The P&F is likely to ask for a PF712 Risk Assessment, so you should complete this and attach to your application.
- Applications received by P&F less than two weeks out from the event will be auto rejected, so we encourage you to send applications as early as possible. For small to medium sized events, we suggest 3-4 weeks, and for larger events 6-8 weeks before the event date.
- You still need to apply even if you wish to just set up a table somewhere on campus, for example to promote an event or conduct a charity campaign. The Great Court is rarely approved for this purpose. If your chosen venue is already booked, the P&F may suggest an alternative.
- Occasionally clubs want to organise food trucks etc. While this is possible, it requires a lot of paperwork for the club and for the vendors, so we recommend this be submitted 6 – 8 weeks in advance.
- Events that do not require a PF700 form include small informal gatherings like picnics or using one of the barbeques around the campus.

Off Campus Events

The PF700 or PF100 forms are required for on-campus events only and are not required for off campus events. For off campus events, it is the responsibility of the club or society to ensure that all risks have been assessed and duty of care has been taken into consideration. The club needs to have considered relevant external applications or licences that may be required, such as Brisbane City Council or Community Liquor permits etc.

For indoor venues where food and alcohol are being served, the club does not need to apply for licences because the venue will have one, but still needs to consider the duty of care and risk assessment.

Alcohol on Campus

If your club plans to serve alcohol at an event held on campus, you must complete the relevant paperwork and get approval from Property & Facilities (P&F), using the following steps:

- Complete the PF100 Application for Permission to keep or consume Intoxicating Liquor on Site and send to the C&S team. The form must be signed by the C&S Manager before we can send on to the P&F.
- P&F require the PF100 at least 14 days prior to the event.
- Where liquor will be sold (either directly or indirectly through tickets, entry/admission charges or any other means) a Community Liquor Permit may be required. You can get this permit from the QLD Office of Liquor and Gaming.
- Once the Community Liquor Permit has been obtained, it must be permanently displayed at event venue otherwise it will be deemed as unlawful trading. Final decision regarding the necessity of this permit will be made by University Security.
- if your event is being held at an event that is already licenced, for example the RedRoom or at a licenced café, you will not need a PF700, PF100 or Community liquor licence etc.

Alcohol must not be sold directly or indirectly on university sites (e.g., through an admission charge or tickets to the function) unless the relevant licence or permit has been obtained. Allow plenty of time for this, up to 8

weeks in advance, as the Commission will not approve an application for a licence without prior approval from the university.

When advertising alcohol at events both on and off campus, event managers must comply with the Alcohol Beverages Advertising Code when advertising on printed material or on the internet. Advertisements must not over emphasise the availability of alcohol, refer to the amount of alcohol available or encourage in any way the excessive consumption of alcohol. Equal reference must be made to the availability of non-alcoholic drinks. Attendance at any function or event must not be induced or encouraged by all-inclusive ticketing (e.g., entrance fee and all you can drink for the one price) or by the offer of free or reduced-price alcoholic drinks.

The PF700, PF100 and PF712 forms are all available on the UQU website.

Clubs and Societies

Legal requirements for advertising and serving alcohol

Advertising Alcohol

ALLOWED

"Food and beverage included"

"All inclusive"

"Uni night"

NOT ALLOWED

"Free drinks"

"\$1000 bar tab"

"All you can drink"

"2 for 1 drinks"

"Happy Hour"

"Cheap drinks"

"1/2 price drinks"

On Campus

LICENCED VENUE

VENUE ONLY ALLOWED TO SERVE/SELL ALCOHOL. CLUB CANNOT BYO/SELL/SERVE

Examples: REDROOM Bar, Darwins Café, Holt, Heath and Innes rooms

UNLICENCED VENUE

- ▶ Can apply to sell/serve

BAR TAB / DRINKS INCLUDED IN TICKET PRICE (SERVED BY CLUB)

- ▶ PF700, PF100 form, RSA required. Community Liquor Permit (CLP) if required by P&F.

SELLING DRINKS (SERVED BY CLUB)

- ▶ Community Liquor Permit required – <https://ablis.business.gov.au/service/qld/community-liquor-permit/35388>

EXTERNAL CATERER SUPPLYING (FOOD MUST ALSO BE PROVIDED)

- ▶ Caterer must have licence

Examples: Central Rooms, Grassy Knoll, Forgan Smith, Great Court etc

Off Campus

LICENCED VENUE

VENUE ONLY ALLOWED TO SERVE/SELL ALCOHOL

Examples: A bar, a restaurant that sells alcohol

UNLICENCED VENUE

- ▶ Community Liquor Permit required – <https://ablis.business.gov.au/service/qld/community-liquor-permit/35388>

Examples: A park, beach, open space (council approval may be required)

MARKET DAY

There are two Market Days every year. In Semester One it is held on the Wednesday of Orientation week, and in Semester Two it is Wednesday of Week one. Every year, approximately 13,000 student attend Market Day, making it your primary opportunity to attract new members to your club.

Clubs will receive an email approximately six weeks prior to Market Day asking if the club wants to be present at the event. Clubs choose whether to opt in or opt out. Clubs that opt in will be allocated a stall, and on the day will be provided with a table, two chairs, a 3m x 3m marquee and a back board. The back board is not a pin board but is designed for Velcro dots. Please do not use blu tac. If any boards or equipment are damaged, the club will be charged.

A couple of days prior to Market Day, a map of stall locations will be posted via the Exec Facebook page and email. On the day of the event, each stall will be set up with a corflute sign for your back board featuring your club name. The sign must be returned to the Union reception at the end of the day.

Before the event we recommend that clubs:

- Organise a cash float
- Arrange a square reader or alternative payment method
- Organise a tablecloth, decorations, lollies, flyers etc
- Plan a roster of club members to run the stall for the day

Power is not generally available to clubs, and if required will probably incur additional costs. Activities should be contained within the confines of the 3m x 3m marquee, unless your activity has been included in the initial risk assessment (to avoid being shut down by P&F and/or the event organiser).

After the event remember to:

- Bank the cash float
- Return the corflute sign to the Union reception.
- Send a welcome email to new members (we recommend you include the Code of conduct) for complaint mitigation, and
- Drop your membership list via QPAY within the required timeframe, in order to be eligible for membership grant funding.

	Before the day	On the day	After the day
Opt out of Market Day if you do not need a stall and to avoid set up costs (opt out closes seven days prior to Market Day)	✓		
See UQU – C&S Executive (year) Facebook group for stall allocations	✓		
Acquire a cash float	✓		
Print off some flyers/posters/photos/event calendar	✓		
Velcro dots to stick things on backboard (no pins or blu tac)	✓		
Roster of members to run the stall	✓		
Organise club banner, tablecloth, receipt books, laptop (all optional)	✓		

Stall set up by 10:00am		✓	
Return corflute sign to the C&S Department in the Union Building		✓	
Re-bank the float			✓
Bank any membership fees/note on general ledger			✓
Send out welcome email to newly signed members			✓
Drop your membership list via QPAY in order to be eligible for grant funding.			✓

MEETINGS

Club meetings are an integral part of running a club. As a club Exec, it is important to understand the difference between the types of club meetings you will have throughout the year and what is procedurally required.

Ordinary Meetings (Informal)

Ordinary meetings are meetings held on a regular basis throughout the year, usually with the executive committee and other relevant stakeholders. They might be to discuss the budget or calendar of events for the year or to plan events and so on. Generally, the Secretary is responsible in finding a time that suits, calling for agenda items for the meeting, taking minutes and documenting action items etc. Minutes should be kept on the club's shared drive such as a Google Drive, for both current exec and future exec's reference. Minutes from the previous meeting should be brought to the following meeting to ensure all action items have been executed and whether there are follow up actions required.

The most efficient and successful clubs host monthly ordinary meetings where executives discuss upcoming events. Any issues arising within the club can be dealt with at these meetings. Executive teams should delegate and share the responsibilities around to ensure the club is sustainable in the years ahead. Meetings should be minuted, and the Treasurer should provide a financial update, to keep the rest of the executive up to date with the club's financial position.

To organise an ordinary meeting, you can use online tools such as [when2meet](https://when2meet.com) to find a time when everybody is available. Library group rooms or the C&S Room are usually good rooms for executive meetings. Your club may need to meet more often at certain times of the year e.g., the weeks leading up to a major event / ball.

Annual General Meetings

Annual General Meetings or AGMs are held once a year and all financial members must be invited to attend. They have fixed requirements such as the notice period, quorum, proposed agenda etc, which are outlined in the club's constitution. All clubs should hold their Annual General Meetings in October. Make sure that you have reviewed and understand your constitutional requirements prior to the AGM, as they are sometimes deemed invalid by the C&S Committee due to constitutional inconsistencies. Key requirements include:

- providing the appropriate notice period to the club membership prior to the meeting.
- meeting quorum requirements within the appropriate meeting timeframe.
- sending out an agenda and full details of the meeting business in advance of the meeting.
- ensuring that voting for executive positions is held correctly and fairly.

Advice of changes to the constitution (if relevant), and executive positions available for nominations etc must be listed in the agenda and sent out in advance of the meeting within the correct notice period. The club's AGM must meet the quorum specified in your constitution to be valid, otherwise it must be re-held. Generally, a maximum of 2 proxies can be held, and proxies do not count towards quorum. Proxies allow club members who are not in attendance at a meeting to give their vote to another person. Remember to double check your constitution to see if proxies are allowed. If they are not mentioned in the Constitution, then you are allowed to use them.

A basic AGM guide/template can be found <https://www.ugu.com.au/connecting-u>

At your AGM your club will need to appoint a Returning Officer (RO). The RO is responsible for conducting the elections for executive positions within the club. While the RO may be organised prior to the meeting, remember they must be voted in by the members (usually a 50%+1) vote. Alternatively, you can select an RO at the meeting.

The RO must be unbiased, not running for a position or moving/seconding the nomination of a candidate, and must be voted in by the members of the meeting. Please review your constitution for the specific requirements.

A standard agenda for an AGM may include a report or speech from the relevant outgoing executives, must include a report of the financials for the year from the outgoing Treasurer, any constitutional changes, and an election for incoming executives.

Meeting minutes must be taken and should include:

- Time the meeting opened and closed.
- AGM location.
- Attendance (name, student numbers if applicable, signatures).
- Apologies and proxies, if given.
- Confirmation of the minutes of the previous year's AGM.
- Reports by the outgoing officers.
- Election proceedings.
- Any constitutional amendments; and
- Any general business raised by the members.

The AGM should be held in October but cannot be held until September's financial audit has been submitted and approved. Exemptions may apply for clubs who are incorporated or getting an external audit.

Following the AGM, clubs must submit their AGM documents to the C&S department no later than mid-November. The documents required include the clubs' constitution, attendance list from the meeting, membership list, meeting minutes and incoming executive contact details, which must all be uploaded via the Union website.

General Meetings

A few clubs have a constitutional requirement to hold a general meeting of the club's members at specified intervals (e.g., quarterly). Many requirements for AGMs also apply to GMs.

Special General Meetings

Occasionally, your club will need to call a Special General Meeting to deal with a significant item that cannot wait until the Annual General Meeting. This might include the resignation of an Executive Member that cannot be filled by a casual vacancy, the removal of a member or changes to the constitution for instance.

Many requirements for AGMs also apply to SGMs. Generally, 14 days' notice is required for an SGM. All members must receive an agenda prior to the meeting which includes the time, date and location of the meeting but also the proposed agenda items. For example, if constitutional changes are intended, the Secretary would send out the agenda and constitution with the intended changes highlighted prior to the meeting. Only the reasons for the SGM that were given in the notice and general business may be discussed at the SGM.

Quorum must be met for the meeting to be valid. If operating from the Model constitution, a quorum of 15%+1 is required. Please double check your club's constitution to confirm what notice period and quorum is required for the meeting to be valid.

In terms of voting, check your constitution for what is required for a vote to pass. It is often 50% + 1 of the quorum. For constitutional changes this can be more, so make sure to double check.

A copy of the SGM minutes should be saved in the club's shared drive, but they should also be sent to the C&S department at clubs@uqu.com.au for our files.

ROLES & RESPONSIBILITIES

The C&S department requires that all clubs elect a T3 – President, Secretary and Treasurer. The expectations and commitment required of each executive member is at the club's own discretion; however, our suggestions of roles and responsibilities are listed here. The club may also wish to vote in other executive members.

Duties of the President

Role Purpose: To provide leadership, oversee the running of the club, and represent the Club or Society to other groups and external organisations. The President is responsible for coordinating the club's overall activities and administration.

- Coordinate the club's overall functionality including administration and activities
- Act as a spokesperson for the club
- Attend, call and chair meetings that involve the club/society
- Ensure that the Union's constitution, regulations, and code of conduct are correctly adhered to
- Support other committee members to perform their roles
- Regularly engage with members to ensure that the Club or Society is benefiting members
- Maintain regular communication with the C&S Office regarding any C&S activities or issues and seek advice where necessary
- Demonstrate positive leadership behaviours, such as inclusive decision making, well-organised meetings, inclusive activities, and delegation of tasks
- Address unhealthy attitudes and behaviours, resolve conflict, and promote healthy relationships between members when necessary
- Participate fully in the AGM and the committee handover period
- Consult with this Executive Handbook and make sure relevant information is distributed with the committee and club members
- Monitor club accounts and finances in consultation with the club Treasurer.

Duties of the Secretary

Role purpose: The Secretary provides an important link between the President, club members and the Clubs and Societies Committee. The role primarily concentrates on the administration of the club and assisting the President in running meetings, minute taking, and acting in other committee roles when necessary. The Secretary should work closely with the President and deal with all correspondence that the club receives. You can find more information in the Secretary Guide on the Union website.

- Prepare and distribute meeting agendas and minutes, which include actions requiring follow up from the previous meeting
- Distribute minutes to attendees and apologies within three business days after the meeting and highlight any actions requiring follow up from executives
- Keep membership lists up to date (new members)
- Advise C&S Office of any changes to President, Secretary or Treasurer to update the C&S database
- Book venues for meetings and events
- Ensure that the club profile on the Union website is up to date and correct
- Inform the President of any correspondence requiring urgent attention
- Advise members of scheduled AGM at least fourteen days prior to the meeting and the C&S Vice President and/or C&S Manager at least seven days prior to the meeting (as per constitution)
- Submit minutes from the Annual General Meeting to the C&S Office within fourteen days.

Duties of the Treasurer

Role Purpose: To monitor, record and report on the Club or Societies finances. You can find a thorough Treasurer Guide on the Union website, plus a Xero Guide for any clubs where this is relevant.

- Attend Treasurer's workshop (recommended) at the start of the academic year
- Keep accurate records of all income and expenditure throughout the financial year and record in the general ledger (the UQU financial year runs from 1st September to 31st August)
- Ensure all payments made are legitimate and have been authorised by the club management committee, not by one individual
- Attend committee meetings and report on the club's financial position
- Prepare budgets for income and projected spending
- Pay invoices and manage grant funding
- Keep a current list of all financial members
- Ensure that Club/Society funds are not used for personal investment or gain
- Prepare a financial statement of all major transactions for the annual audit
- Submit a financial audit in September and have it approved prior to the AGM (allow two-three weeks)
- Present a financial report at the Annual General Meeting
- Conduct a thorough Treasurer's handover for the new incoming Treasurer (see the Union website).
- Use Xero to collect financial records (usually only required if the club earns over 60k in annual income or if receipt-keeping is becoming difficult due to the number of transactions)

Duties of a Vice-President

The vice-president should act as a secondary president for the club, sharing the President's workload, acting as the President in the President's absence, and to double check/support the President's efforts.

Other Elected Officers

Clubs may decide to elect additional officers, including:

- Events officer
- Social media officer
- Sponsorship officer
- Welfare officer
- Education officer
- Diversity officer
- Merchandise officer
- Member without portfolio/general exec member/puisne member.

RECOGNITION & AWARDS

Clubbies – Club Awards Night

At the end of each year, the C&S Department hosts a Clubs Awards night to recognise and put a spotlight on clubs and executives who have made an outstanding contribution through the year. The event is open to the Top Three executives. A call for nominations occurs in September each year.

Award categories change from time to time, but previously listed categories have included:

- President of the Year
- Secretary of the Year
- Treasurer of the Year
- General Executive of the Year
- Overall Club of the Year
- Faculty Club of the Year (Humanities / Health / Science / BEL / EAIT)
- Hobby/Interest Club of the Year
- International Club of the Year
- Performance Club of the Year
- Social Justice/Political/Religious Club of the Year
- Postgraduate Club of the Year
- New Club of the Year
- Ball of the Year (Seated / Standing)
- Launch Party of the Year
- Pub Crawl of the Year
- Community/Charitable Focus Event of the Year
- Cultural Event of the Year
- Industry Focus Event of the Year
- Postgraduate Event of the Year
- Performance/Revue of the Year
- Event Series of the Year
- Outstanding Contribution to Clubs and Societies

Employability Award

The Employability Award is an extracurricular program that gives students the chance to build skills that future employers value, such as leadership, teamwork, communication, problem solving and cultural awareness. As a club executive, your hours and commitment in the role will be recognised by the employability award. The program is free to join, and you can enrol at any time during your degree. To be eligible to receive the award you must complete and reflect on:

- 100 hours of work experience
- 100 volunteering hours
- Five different supplementary activities.

For more information, visit employability.uq.edu.au/award

FINANCIAL INFORMATION

Australian Business Numbers

An Australian Business Number (ABN) is a unique eleven-digit number that identifies your business to the government and community. All UQU-affiliated clubs require an ABN to be compliant with current legislation. Having an ABN ensures the continuity of your club's identity and legal structure. It also allows your club to be recognized by others when ordering and invoicing. Registering for an ABN is a straightforward, cost-free process and the Clubs and Societies team will advise new clubs on how to organise this.

Banking

All clubs are required to operate a Commonwealth Bank account.

To obtain access to an account, you will need to print out and complete the Commonwealth Bank's "Banking for Authority form", regardless of whether you are a new club or incoming executives of an existing club. The CBA bank form is on the Union website under C&S resources. There is also an example bank form in a similar location that has been completed by the C&S department to indicate which sections of the form you need to complete in case you get confused. The form must have a minimum of two signatories, usually the President and Treasurer. Note that original signatures are required by the bank, no electronic signatures.

Once completed, the club must drop in a hard copy of the completed bank form as well as a printed copy of the meeting minutes to be signed by the Finance Manager and the Clubs and Societies Manager before taking them to the bank. Allow 2 – 3 business days for this process in case the managers are out of the office.

For the minutes to be accepted by the bank, the following must be written into the SGM or AGM meeting minutes:

- The full name of the club/society
- Date, time, and location of the meeting held
- Account details – BSB and account number
- Election voting and names of the incoming executives
- Names of outgoing executives

The bank prefers all incoming executives to attend the branch to ensure each executive's profile is correct. New executives who do not have a CBA profile already set up must bring 100 points of identification such as a driver's licence or passport. The bank refers to the minutes, so they can remove outgoing club execs and update the account with the incoming executives.

Please note the following:

- Clubs must only have one bank account, other than exceptional case which require prior agreement by the C&S department.
- Debit cards are not an option for clubs and societies; the CBA account can only be accessed via online banking.
- Bank accounts require two signatories to approve any transaction. This is to deter misconduct and misappropriation of funds. In the case of financial fraud, for example when passwords have been shared, the liability falls to the person responsible for the fraud and equally with those who shared the password. Penalties for financial misconduct have included the return of funds, a report to the University and/or police, as well as disaffiliation of the club.

Financial Audit/Annual Return

An Annual Return is required for all unincorporated clubs and must be submitted in the second Friday in September. The period for which an Annual Return is conducted is 1 September (previous year) to 31 August (current year). Items required for an Annual Return are a general ledger listing each transaction plus bank statements from the club's bank account, accompanied by numbered receipts for all spending and income. Receipts must be provided for all transactions. Take photos of receipts throughout the year to avoid requiring stat decs.

Incorporated clubs, and larger clubs with an annual income of over \$20,000, must complete an external audit and provide the department with the document once completed. Some Union reimbursement may be available, but it is prudent to set aside an allowance to cover Audit costs.

AGMs cannot be held until the club's audit has been approved. Failure to complete/submit an audit will result in disaffiliation. For further details, see the Treasurer's Handbook.

Statutory Declarations

If you cannot find a receipt for a transaction, you can substitute a [Statutory Declaration](#), which must be declared before a [Justice of the Peace](#) (or plebeian Commissioner for Declarations). Statutory Declarations are enacted by the Oaths Act 1867, and false declarations can result in fines and/or imprisonment.

If you are missing multiple receipts or receipts of significant amounts, the C&S committee may conduct a review into your club.

Xero

UQU pays for Xero accounts for larger clubs. Xero is a financial program which assist clubs, particularly high earning clubs in running their club effectively and assisting in the auditing process of their club. If you are interested in trialling Xero, please drop us an email at clubs@uqu.com.au. For your information, there is also a Xero video and guide on the website to help you get started and learn more about the program.

GRANT FUNDING

The C&S Department is allocated an amount of funding each year to support clubs and societies. There are three types of grant funding – the Start-up Grant, the Membership Grant, and the Grant by Application.

Start-Up Grant

All clubs are eligible to receive the start-up grant (\$300) which is deposited into each club's bank account approximately 2 – 4 weeks before Market Day in Semester 1. The intention of the grant is to assist with each club's Market Day costs, however if the club does not spend the full amount, the surplus remains in the club's bank account for use at another time. Clubs affiliated throughout the year will receive a start-up grant but will not have access to a Membership grant until the following year.

Membership Grant

To be eligible for the membership grant, clubs must submit their membership list following the Semester 1 Market Day via the website link, within the timeframe advised by the C&S department (usually 10 days after Market Day). Clubs receive different amounts of funding, depending on their membership numbers. Keep an eye on the Facebook page and emails for specific details.

Club treasurers can access their membership grants via QPAY using the club's society portal. Grant funds can be spent either internally (using a digital grant card) or externally (reimbursement after the event by submitting an invoice). Grant funds must be spent on club activities that benefit a good proportion of club members.

- To use the funds **internally** (at Union outlets), treasurers should apply for funds BEFORE they spend, allowing a few days for the C&S team to process the request. The digital card will be loaded with funds and a barcode is emailed to the treasurer's email address. This digital card can then be used for purchases at all UQU outlets, including RedRoom, Pizza Caffè, Darwin's, Lolly Shop, and the Second-Hand Texts and Stationery store.
- Grant funds can also be used **internally** to obtain \$5 or \$10 Union gift vouchers and to pay for Schonell Catering invoices.
- To use the funds **externally**, clubs need to provide the documentation listed below. Note that we do not pay suppliers and venues directly, but rather reimburse clubs. To be reimbursed you need to provide:
 - an invoice addressed to the Union from the club, with the club's bank account details.
 - a copy of the invoice(s) and/or receipts as a proof of purchase.
 - the external club grant form that the finance department requires for their auditors.
- Up to 100% of membership grant funds can be used internally, and/or up to 50% of membership grant money may be used externally.

Please be aware that we only pay one invoice per club per semester. If you have multiple receipts, you can list them in one invoice from the club, using a separate line for each item, and attach multiple proof of payments.

Grant funds are intended for use on events throughout the year and do not roll over from year to year. Access to the membership grant funding is frozen mid-November.

Grant By Application

This discretionary grant supports clubs & societies that are delivering high quality activities and events which are in line with the club's functions and objectives and will benefit a large proportion of the club's membership. It is only applied if clubs have acquitted all previous grant funding and is decided by the C&S Committee. This Grant will be determined by the incoming VP-Campus Culture at the start of each year.

GOVERNANCE

An effective club is defined by competent guidance, direction, and oversight. The Union encourages clubs to be innovative and creative in their ideas while adhering to the Union's policies and procedures.

Traits of a well-run club:

- Is attractive to new members
- Has good governance and supports growth and development of its membership
- Is looked on favourably by funding agencies and potential sponsors
- Reduces risks, such as bullying or injury at events, by aligning with the club's code of conduct
- Keeps good book-keeping and records.

C&S Committee

The C&S Committee is composed of 6 students involved in Club and Societies as well as the Vice President of C&S for the year. Nominations and the election for the C&S Committee occur towards the end of each year. Any students who have held a T3 executive position during the current year can nominate themselves for a committee role for the following year. All current club presidents can vote, thus the students on the committee are selected by their club peers.

The responsibility of the Committee includes:

- Ratifying, affiliating, and disaffiliating clubs
- Disciplining clubs for misconduct
- Raising concerns from clubs
- Resolving complaints, particularly regarding procedural issues.

The C&S Committee can discipline a club for a number of reasons, including:

- Failure to submit membership lists to the C&S Department
- Failure to submit and pass an audit
- Failure to hold an AGM and submit all required documents to C&S Department
- Failure to submit any other documents requested by the C&S Department
- Misappropriation of funds
- Breach of a club's constitution
- Breach of the Union's constitution
- Breach of the Union's regulations
- Breach of C&S policies
- Insufficient membership
- Failure to charge \$2 membership fees
- Criminal activity.

The Committee meets approximately once a month and reviews potential new clubs as well as existing clubs. The C&S Committee is one of the main responsibilities for the C&S Vice President. They will ensure an agenda is distributed, compile a business pack, contact relevant parties about the meeting, distribute minutes of the meeting to relevant persons, and ensure the minutes are uploaded onto the website following each meeting.

Constitution

When a club applies to be affiliated with the Union, they are required to hold an Inaugural General Meeting (IGM) and adopt a constitution consistent with the model constitution. A constitution is the underpinning document that defines your club and provides a basic set of rules for the management of the club. As well as the aims and objectives of the club, a constitution also includes information such as:

- The democratic voting structure relating to the election of office bearers.
- The membership of the club management committee and the requirements for filling vacancies in the executive throughout the year.
- Quorum, being the percentage or number of persons who must be present to constitute a valid meeting. This is commonly 15% plus one.
- What percentage of votes are required for a motion to pass for ordinary club business and governance decisions.
- How much notice must be given to members for meetings to be valid (generally 14 days).
- Procedural requirements for removal of executive members.
- Procedural requirements for refunds or terminations of club memberships.
- Regulations regarding the club's funds and accounts.
- A dissolution clause relating to any money or assets the club might have if it folds.

Some clubs choose to operate with the model constitution and others choose to amend the model constitution to suit their more specific requirements. There is no right or wrong, but it is important to know that some areas of the model constitution **cannot** be removed. These include:

- The club name, aims and objectives which were advised when the C&S committee initially ratified and approved the club. Any changes must be requested and re-approved by the committee.
- The membership fee. Membership cannot be free and must be at least \$2.
- St Lucia-based clubs must have no fewer than thirty members. Clubs based at Gatton and Herston must have no fewer than 10 members.
- Seventy per cent of members must be students.
- An annual general meeting must be held once a year (in October).
- A dissolution clause must be included in the constitution.
- A not-for-profit clause must be included in the constitution.
- All T3 executives must be students.
- The method for determining quorum for the club's meetings must be approved by the department.

Each club should maintain a current copy of the constitution, and a member of the club can request a copy at any time. The C&S department also asks for a copy of the club's constitution each year for compliance purposes. Due to the annual turnover of C&S executives, it is essential to have a copy of the constitution to refer to, in case of a procedural complaint about the conduct of the club. You can find a copy of the model constitution on the Union website on the C&S page.

It is important to ensure your constitution is up to date as the C&S committee will not amend a club's constitution or override what members have decided except in extreme circumstances. Common problems include having the quorum for a meeting set too high so it is difficult to reach or too low that it is undemocratic, or not explicitly allowing online attendance of meetings. If a complaint has been made about a club breaching its constitution, the C&S Committee will require that a club follows its constitutional rules or request that they change their rules as soon as possible. Incidents of disciplinary action are rare, especially in clubs that are mindful of their constitution's rules. In exceptional circumstances or where a Club's constitution is invalid, against the Union's regulations or constitution or is in other ways undemocratic the C&S Committee may override sections of,

or the entirety of a club's constitution. In these cases, the C&S Model Constitution will be used to operate the club until a General Meeting of the club's members can be held.

Constitutional Amendments

The clubs' constitution is voted for by members and from time to time your club may want to alter it. Any changes to the constitution must be voted on by members. This is often done at the Annual General Meeting or throughout the year at a Special General Meeting (SGM) by a Special Resolution, which is a vote that generally requires three-quarters or more members to vote in favour of it to pass. Check your constitution for full details.

The method for your club to make changes, plus the required notice period are outlined within your club's constitution. Usually, this will involve sending out details of the proposed changes several weeks in advance of the meeting. After the meeting, a copy of the amended constitution plus the meeting minutes must be sent to clubs@ugu.com.au so that the C&S department always has a current copy on file.

Elections

Every year, the club needs to elect (or re-elect) a President, Secretary, Treasurer, and any other positions they have advertised at the club's AGM.

Elections are usually conducted by a show of hands or a secret ballot. For contested positions, if using a show of hands, nominees are given the opportunity to present their case. For the election, the club must appoint a Returning Officer who must not be a candidate for any position in the election, and who can run the election without fear or favour. The Returning Officer should be familiar with the club's constitution and counting preferential votes.

In the event that there are more than two nominees for a vacancy it is recommended that the election take place by optional preferential voting, similar to local council elections.

Ideally, the incoming committee should not be entirely or overwhelmingly new members, as this will mean that the committee will lack the required experience and knowledge to run the club. Conversely, the incoming committee should not be entirely or overwhelmingly incumbents, as this will likely result too many new members the following year. Somewhere between these two extremes is preferable for most clubs. However, it is up to the club members to decide who they vote for, and an entirely new incoming committee is not the end of the club.

Incorporation

At its conception, a club is an unincorporated society. As such, it is not its own legal entity, and has no obligations in its own right. Instead, the club executive will be responsible for the club's activities. Most of the time, this is an advantage, as the government remains unaware of you and your finances. However, it does mean that the executive of the club may be liable for any injuries or debts that can occur regarding your club.

Incorporation makes the club into its own legal entity, able to enter into contracts, sign leases, employ people, own assets, sue and be sued, in its own right, instead of by proxy via the club executive. By incorporating, your club will benefit from limited liability. As such, the liability for damages the club is responsible for, in most cases, is limited to what is owned by the club, and so the club executive will be protected from financial devastation. There may still be some cases in which the executive will not be protected, mostly resulting from gross negligence or malicious activities.

Some companies may not enter into contracts with the trustees of an unincorporated society, due to the increased risks of non-payment. An unincorporated society can usually insure themselves, but it may come at a premium.

Incorporation does come with some disadvantages, mostly extra government bureaucracy and scrutiny. Currently, the Union itself is unincorporated and most UQU clubs and societies are also incorporated.

For more information, contact the C&S Department to ask for the incorporation guides.

Insurance

The Union holds a third-party public liability policy that covers Union affiliated clubs to the value of \$50 million dollars. This insurance covers approved on-site club events that are compliant with the Union's constitutional aims and objectives.

When conducting off-site activities, the coverage becomes more complex. If you are an unincorporated club, as most clubs are, it is crucial that you are aware that all liability, financial or otherwise, will fall to the club executive, including any financial loss, injury, or death of a person. Therefore, items such as risk assessments, duty of care, welfare officers etc are all essential aspects that clubs should consider when organising events.

Reputable venues and suppliers will have their own insurance and will cover certain aspects of accidents or injury; however, it is essential to consider the risk for members regardless. One example is if a member is injured walking between venues or in a car accident on the way home from an event.

As a rule of thumb:

- High risk activities, such as abseiling, rock climbing, swimming in open water etc, are not covered by the Union's insurance.
- Events involving drugs or alcohol are also not covered by the Union's insurance, but again, these may be covered by the venue itself.
- Hired and personal vehicles are not covered by the Union's insurance. Drivers should hold their own insurance or hire a company to transport members to and from an event.
- Sporting events vary as to whether they are covered.

It is possible for a club to request clarification around coverage by emailing us at clubs@uqu.com.au, however we need to liaise with our external insurance provider. That can take approximately four to six weeks for them to assess your event, so make sure you allow plenty of time and provide thorough details of your event.

Sometimes, other external providers may request our Certificate of Currency or Public Liability certificate. It is important to note however, this does not necessarily cover you for your event, simply that we are insured and compliant. You need to factor this into your planning, particularly if you are an unincorporated club, whereby you and the executives may be held personally liable.

Disaffiliation

The C&S Committee has the ability to disaffiliate UQU clubs and societies. If your club runs into serious issues, it may be brought up for discussion at the C&S Committee. Disaffiliation is a last resort and is only used by the Committee in the most extreme circumstances. Every club has a six-month window to re-affiliate with the Union from the date of disaffiliation. If a club successfully re-affiliates within this time their bank account and assets will be unfrozen. To do this, the club in question must fill out the C&S Application Form online and supply a written document explaining the situation surrounding their disaffiliation. The intent to re-affiliate will be discussed at a C&S Committee meeting.

Those that do not affiliate within the six-month timeframe will need to begin the affiliation process that a new club would undergo. The Clubs and Societies team can advise the date of disaffiliation if unsure, and if the club wishes to re-affiliate.

Common reasons for disaffiliation include clubs not submitting their audit/annual return, AGM documentation and/or membership list when requested. Disaffiliation may also occur due to correspondence going to previous executives and current executives not updating their details, hence missing requests for information.

Folding a Club

In the unfortunate circumstance where a club needs to fold due to a lack of interest or support, the club must hold a Special General Meeting (SGM) advising members of the intention to fold the club. At least fourteen days' notice of the SGM must be given to the club's membership in writing. Check your constitution for full requirements about holding SGMs.

In the circumstance the quorum is not met (15% of membership), executive members can write a short letter to the C&S Committee requesting that the C&S Committee fold the club. The letter must be signed by the club's President, Secretary and Treasurer.

CONFLICT AND COMPLAINTS

When individuals from different backgrounds, with different experiences and skills come together as executives, it is understandable that there may be disagreements, differences of opinion and personality clashes etc.

At the start of each year, and possibly each semester, many well regarded clubs hold and document a “roles and responsibilities” meeting, as well as a discussion around Code of Conduct, and expectations within the team. This ensures all members are aware of what is expected of them as well as what is, and is not, appropriate behaviour.

A copy of the Code of Conduct, which underpins all affiliated clubs and their members, can be found under C&S resources on the Union website, and some clubs have their own. It is helpful if you have made the Code of Conduct available to all members too, so they are aware of expectations in case of a complaint about a general member.

Most clubs handle the majority of internal, low-level club issues themselves, utilising appropriate procedures such as fair and written warnings, any documented evidence, clear roles and responsibilities outlined in preliminary meetings etc. There are of course many possible scenarios and complaints, which vary in intensity and ramifications; however, this gives an overview of how some types of complaints may be handled.

For internal, low level complaints regarding team dynamics, communication, performance – we recommend club executives meet and review role expectations, codes of conduct, and the procedures they have in place. It is important to minute the meeting to keep a paper trail in case the issue continues.

For complaints pertaining to bullying or harassment – the process is often dependent on the accuser. In many instances the accuser simply wants to draw the person’s attention to their behaviour rather than go through the University formalities. For such complaints to be handled internally, it would be appropriate for two neutral persons, such as the club’s president and welfare officer, to be made aware of the issue so two people can attend the meetings rather than holding one-on-one meetings.

For complaints that have been requested to be handled within the club, we encourage clubs to complete the following steps:

- Ensure a written complaint has been received (not just verbal or heard from other people).
- An executive member(s) advises the accused of the complaint in writing and requests a meeting.
- The accused person can request to see the original complaint so they can prepare a return statement. Ensure the complaint remains confidential if the accuser has requested it to be anonymous.
- It is appropriate to have a meeting with both the accuser and the accused separately to ensure both sides of the story are heard, and accurate information is gathered.
- It is recommended that all meetings are minuted, and relevant policies such as the Code of Conduct are reviewed, signed, and filed. The outcome of the meeting must be made clear, for example, via a statement clarifying that “this is a first warning”. The anticipated outcome for any further complaints must also be made clear, for example: “a second instance will likely result in termination of membership, or the accuser lodging a grievance with the University” etc.

A club may consider terminating a person’s membership if it has received suitable evidence and should consult with the Clubs and Societies department for guidance. In such a case, the club must follow the procedure for termination in their constitution. The club should act impartially in any part of the process for which their constitution does not provide.

If a case of significant or prolonged bullying or harassment is brought to a club – the club simply needs to provide referral information to the relevant department. This may include lodging a grievance, contacting the misconduct unit and/or student conduct and integrity department depending on the related issue. It is not the responsibility of the club executive to act as mediators at this stage by informing the accused or attending appointments, unless they wish to do so as a support person etc. If the University rules in favour of the accuser, a potential outcome may be that the accused must “keep a certain distance” or be prohibited from attending club events. It is not the responsibility of the club to enforce such requirements and if those requirements are not being adhered to, the accuser should contact either University security for on-campus events or venue security for off-campus events. In severe cases, the club should refer the accuser to the police.

In relation to sexual assault – it is the club’s responsibility to refer individuals to any of the confidential services, rather than handle in-house. The University has a Sexual Misconduct Support Unit (SMSU) and appointments can be booked online. The Union also has the Student Advocacy and Support team, which can walk you through possible options both on and off campus. Appointments can also be made online.

For procedural complaints -- the C&S Committee is often involved. Common complaints involve improperly held meetings or the removal of a membership. When a written complaint is received by the department, the accused is informed and is allowed to review the complaint and evidence and provide a return statement. The accuser must be respected if they wish to remain anonymous. The Committee meets to review statements and evidence provided, with both parties invited to attend the meeting at separate times, and an outcome is determined.

In instances of bank account fraud – the account would be frozen and those responsible reported to the University and/or police. Cases may have been picked up either by the Union or via an anonymous complaint. The C&S committee would be involved in terms of whether the club should be disaffiliated.

In terms of confidentiality – which is a significant part of complaint management, the executive should be very cautious about information sharing and not breach privacy and have a complaint made against themselves. For complaints that need to be referred to other organisations, it is unnecessary for more than one person to be made aware (unless the accused has sent a complaint to more than one person).

In any case, should a club be uncertain how to proceed, the Clubs and Societies department is always able to provide guidance. Meetings can remain anonymous if required.

HEALTH AND SAFETY

Reporting of Incidents, Injuries and Hazards

All health and safety hazards and incidents involving staff, students, contractors, and visitors that occur on UQ sites, while undertaking UQ business off site, or while completing the normal journey to work, must be reported. This includes any incidents involving staff, students, visitors or contractors during an approved club or society event.

Reporting of incidents should be made in [UQSafe](#). Reporting and recording incidents and hazards helps the University to:

- remedy or isolate hazards to ensure they can't cause further harm
- prevent future incidents and hazards
- meet legal obligations.

In case of an emergency, UQ Security is the primary contact and can be contacted via phone on 3365 3333. For further details on UQ Security: <https://campuses.uq.edu.au/information-and-services/security/emergencies>.