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POLICY AND PROCEDURE MANUAL

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Welcome

Congratulations on your membership and welcome to the team at **Musical Society Mildura**! We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Our theatre company is primarily focused on providing quality musical theatre entertainment to the Sunraysia region. You have been cast because we believe you can help us to bring our shows to life. We want to ensure that your interactions with other **Musical Society Mildura** members reflect the value that **Musical Society Mildura** places on all of its members.

The purpose of this Manual is to introduce you to **Musical Society Mildura**, give you some information about our history and what we do. You will also find information about your terms and conditions and membership, our expectations around your behavior and our policies and procedures.

This Manual is by no means an exhaustive guide to your membership with us. It has been developed to act as a resource and reference for you. The policies within this Manual are easily listed and easily accessed via the contents page. This Manual will be updated as required as our company evolves and grows. You will be notified of any changes as they occur. If you have any questions about the content please do not hesitate to contact the current President or Vice President of the company.

Our Company History

IN THE BEGINNING...

Red Cliffs Musical Society began in 1938, the brainchild of Geoff Beacham. The first performance, believe it or not, was of Stainer's *Crucifixion*, though the group was not called Red Cliffs Musical Society; it was merely a choir formed to present the work at Easter 1938. The performance was given in the Roxy Theatre at Red Cliffs, but afterwards it was considered desirable to have a more permanent group to perform this and other such works. So a group was formed called the Red Cliffs Musical Society - thus the word musical as originally used meant; "of music", not "of musicals". In fact there was also a Mildura Musical Society at the time. The RCMS held its first performance at the Roy Theatre on Monday December 12th of the same year and this too was a splendid success.

The next performance is the one usually taken as the starting point: when Edward German's superb comic opera *Merrie England* was put on at the Diggerland Theatre on the 7th of August 1938. In costumes but not fully staged. That was yet to come. But for convenience' sake Merrie England is usually considered show number 1.¹

¹ Excerpt 'Record Crowds! Many Standing! - The Fabulous History of Red Cliffs Musical Society 1938-1998', Glenn Miller,

What We Do

At **Musical Society Mildura** we provide a musical theatre experience to the Sunraysia region. Currently we produce a family pantomime over summer which helps us make a donation to a chosen charity. We have been able to donate \$3000 or more per year.

We endeavour to produce high quality musicals at least once per year, usually in the later months i.e. August, September or October. Some notable examples have been Oklahoma, Pirates of Penzance, Footloose, Oliver, Chicago, The Producers, My Fair Lady, Wicked and Les Miserables.

We pride ourselves on being a place of learning. Our members get involved in all aspects of theatre to further their knowledge. You do not have to be a singer or actor to take part in our productions. There are many other roles and responsibilities available for you. Examples of areas where you may want to help out with are: designing and building scenery, painting, costuming, prop department, graphic design, working backstage, make-up and hair, front of house management, ushering.

Our Mission, Vision & Values

Mission Statement

Musical Society Mildura's mission is to produce the highest quality amateur musical theatre productions in the Sunraysia region.

- To stage Musicals, Pantomimes and other musical events such as the committee may decide.
- To foster and promote singing, acting and dance in this district, especially amongst our youth.
- To assist other district groups with their stage productions where possible.
- To support local charities.

Vision Statement

Our aim is to be:

- Known for high quality musical theatre productions
- Known for fostering artistic talent in all its forms
- An enjoyable place for people of shared interests to congregate

General Information

Membership Fee

Musical Society Mildura has a membership fee that is set at the Annual General Meeting. This is a yearly fee which is due when you join the first production of the year. It is valid from October 1 until September 30. If a production falls after October 1 your membership is still valid until the end of the performance run. The pantomime is considered the first production of the year. The membership fee goes toward administration fees for the society.

Show Levy

A show levy is charged to cast and crew for each show you participate in. This levy goes toward administration fees of the current production.

Rehearsal Days

Musical Society Mildura shares the Power House with the Mildura Theatre Company. As such the dates and times when we rehearse is reasonably fixed. Our rehearsal nights are Monday and Thursday. We do generally schedule a weekend rehearsal on Sunday but that is subject to change depending on availability.

Additional Hours

Sometimes a full weekend rehearsal is needed for production purposes. These are scheduled at the start of the rehearsal period. They are compulsory, however some leniency can be applied in extenuating circumstances.

Rehearsal Lateness

Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to the Director or Stage Manager as soon as practicable (and prior to your normal starting time wherever possible). If you are unable to do this personally, you are requested to ask someone to telephone on your behalf.

It is essential that you are ready to commence rehearsal at your normal commencement time as other members of cast depend upon you and your contribution. This means that an early arrival of 15 minutes is recommended so that rehearsal can start on time.

Absenteeism

If a member is constantly missing from rehearsal, this puts the production team and fellow members at a great disadvantage. It also puts the member under a great disadvantage because they have possibly missed large sections for which it is very hard to catch up on. It is up to the discretion of the Director and production team to reduce your stage time or in serious cases to remove the member from the cast entirely.

Reimbursement of Expenses

Musical Society Mildura will reimburse authorised members of cast and crew for pre-approved expenses properly incurred during their duties. These duties include but are not limited to; material purchase for costume, properties and set production, and catering. Reimbursement will be subject to members providing receipts or other evidence of payment and of the purpose of each expense, in a form supplied by **Musical Society Mildura**.

Society Property

It is up to members of the society to take care of all items and property that have been assigned to them. This could include tools in construction, set pieces in rehearsal, props and costumes while in performance.

A member is not allowed to change, modify, substitute or destroy without the express permission of the department heads, director, production team or committee.

An example of this would be if someone did not like or were unhappy with an assigned costume. The costume department head is to be directly consulted on your objections or worries. Members are not allowed to take matters into their own hands and alter a costume unless permission has been sought.

Attendance Sign In Sheet

Attendance sign in sheets will be at the door of the rehearsal and performance venue.

Please sign in when you arrive so that in the event of an emergency all members can be accounted for.

The Power House Rehearsal Venue

Rehearsal Areas

Personal items must be kept in their designated areas or out of the way of the stage area. Personal items must not be kept in the kitchen area or on any structure used by the production eg. props table, set pieces.

Do not leave rubbish around the Power House for other to pick up. All cans and recyclables to go into the recycle bin and all other rubbish into the garbage bins provided.

Chair must be kept neat at all times and must be stacked neatly at the end of each rehearsal.

Sweeping and vacuuming must be done at the very least once per week during rehearsal season and at the end of a construction period.

Keep the entrance steps into the Power House clear at all time.

Mezzanine

The mezzanine steps must be kept clear at all times. Unauthorised entry to the mezzanine is strictly prohibited.

Kitchen Facilities

Please keep the kitchen area clean at all times, cleaning up after use. You should be mindful that these are public areas and you should be respectful to others by always cleaning up after yourself. If you use dishes then wash them immediately after use.

Tea and coffee facilities are funded through the show levy and as such are free. Drinks and chocolates on sale must be paid for.

Toilet Facilities

The toilet facilities for the Power House are the Jaycee Park toilets. It is required that all young members of the society be accompanied by an adult to and from the toilet block.

CODE OF CONDUCT POLICY

Purpose

This policy affirms **Musical Society Mildura**'s belief in responsible social and ethical behaviour from all members. This policy clarifies the standards of behaviour that **Musical Society Mildura** expects of all members.

Principles

Our members contribute to the success of our organisation. **Musical Society Mildura** fully endorses that all members are not deprived of their basic human rights.

Musical Society Mildura expects co-operation from all members in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any member in breach of this policy may be subject to disciplinary action, including termination.

Should a member have doubts about any aspect of the Code of Conduct, they must seek clarification from the President or Vice President.

This policy will be regularly reviewed by **Musical Society Mildura** and any necessary changes will be implemented by the management committee.

Code of Conduct

Our Code of Conduct policy applies to all members and provides the framework of principles for conducting business and dealing with other members. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other members
- Avoid apparent conflict of interests, promptly disclosing to a **Musical Society Mildura** executive committee member, any interest which may constitute a conflict of interest
- Promote the interests of **Musical Society Mildura**
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your membership with **Musical Society Mildura** and/or our Clients
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Any member, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

CHILD SAFE POLICY

Policy

This policy applies to any adult person (over the age of 18) engaged by **Musical Society Mildura** that may work or interact with children at any time including:

- Financial members (adult, associate & life members)
- Leadership and management roles
- Administration
- Education instructors and youth workshop facilitators
- Production and venue personnel (actors, stage management, orchestra, chaperones, parents/caregivers, technical crew, ushers, etc.)
- Volunteers
- Contractors and sub-contractors
- Work experience students/interns/secondments
- Any other individual in the organisation that may deal with children

(Note: In this Policy, the term “member” is used to cover all persons occupying any position listed above.)

A child includes children and young people up to the age of 18 (unless otherwise specified).

Commitment to Child Safety

All children working with or engaged by **Musical Society Mildura** have a right to feel and be safe, respected, valued and protected from harm. Children should be made aware of and feel confident in their rights and responsibilities.

Musical Society Mildura is strongly committed to the safety and well-being of all children that interact with our organisation as members, audience members, education program participants or otherwise by creating and maintaining a child safe environment. The welfare of children entrusted under our care is our first priority and we have zero tolerance for child abuse.

Musical Society Mildura will take all necessary steps to prevent and protect children from abuse and neglect including:

- Physical abuse: purposefully injuring or threatening to injure a child
- Emotional abuse: an attack on a child's self-esteem e.g. through bullying, threatening, ridiculing, intimidating or isolating the child
- Sexual abuse: any sexual act or sexual threat imposed upon a child
- Neglect: harming a child by failing to provide basic physical or emotional necessities.

Supporting Children's Participation and Satisfaction

Musical Society Mildura supports, enables and promotes the active participation of children by:

- Encouraging expression of and respecting the views of children and parents (including carers or legal guardians)
- Encouraging and empowering children and parents to raise any concerns or complaints
- Listening to and acting upon any concerns raised by children and parents, carers or legal guardians
- Seeking the input of children when making decisions about matters that concern them
- Ensuring children understand their rights and the appropriate behaviour expected of both adults and children
- Teaching children what they can do and who they can turn to if they feel unsafe
- Ensuring members dealing with children are skilful in facilitating their participation
- Valuing diversity and not tolerating any discriminatory practices.

Musical Society Mildura aims to create an environment where children gain satisfaction from their interaction with our organisation as members, participants in a class/program/workshop, or other activity by:

- Supporting children to feel respected and in control of their behaviour/work
- Ensuring children enjoy the overall experience of being engaged with a production or other organisational activity
- Encouraging children to assist each other in fulfilling their membership obligations and developing a positive sense of pride in their work (e.g. discussing character development and stagecraft in groups and leading warm-up activities)

- Offering opportunities for children to derive personal satisfaction and a sense of achievement throughout their experience and the relationships they make
- Encouraging children to develop self-discipline in balancing their commitment to their performance, their education and their social and family activities.

Valuing Diversity

Musical Society Mildura values diversity and we do not tolerate any discriminatory practices. Our organisation is committed to protecting children engaged with our organisation from physical, sexual, emotional and psychological abuse, as well as neglect and contempt, ridicule, hatred, or negativity towards a child because of their race, culture, religion, gender (including transgender status), sexual orientation or disability.

In our activities with children we will:

- Promote the cultural safety of Aboriginal children
- Promote the cultural safety of children from culturally and/or linguistically diverse backgrounds
- Promote the safety of children with a disability
- Promote the safety of LGBTIQ+ children and young people

Recruitment Practices

Musical Society Mildura will take all reasonable steps to ensure we engage the most suitable and appropriate people to work with children.

This involves maintaining a rigorous and consistent recruitment, screening and selection process.

It is **Musical Society Mildura's** policy to:

- Require all 18 year old or above members to have a current and valid Working With Children Check Number which will be collected and verified as early as possible in the production cycle or a current and valid VIT registration number
- Develop clear duty statements and job descriptions for roles that involve work with children that state clearly our commitment to providing safe environments for children
- Attain and keep a record of Working with Children and VIT registration numbers for anyone with direct and unsupervised contact with children, such as members designated to supervise or chaperone children
- Ensure supervisors and chaperones recruited are suitably experienced and qualified to care for the safety and well-being of children in accordance with their age and needs.

Support for Members

Musical Society Mildura seeks to support members by:

- Inducting new members to our Child Safe Policy, Code of Conduct and other relevant policies and procedures
- Encouraging relevant members to attend periodical information sessions as they become available, to remain up-to-date with knowledge of child protection, nature and signs of child abuse, cultural competency, regulation updates and other matters that affect children
- Appointing a Child Safety Officer to be a point of contact to provide advice and support to members on the safety and well-being of children engaged with the organisation
- Ensuring members feel encouraged and empowered to report any complaints, concerns or perceived risks to child safety to the Child Safety Officer or other relevant management positions
- Ensuring designated supervisors and chaperones of children that are new to the role work with experienced supervisors sufficiently before working on productions or programs requiring single supervisors.

Communication

Musical Society Mildura is committed to encouraging members, children and parents (including carers or legal guardians) to raise any concerns or provide their views on the well-being of children involved with our organisation. Parents (including carers or legal guardians) of children cast can phone the director of the production to speak with them or to facilitate speaking with their children at any time during periods of work.

Musical Society Mildura keeps members, parents (including carers or legal guardians) and children informed of our organisation's child safe policies and procedures by:

- Ensuring that members have read, understood, and are aware of their obligation under the Child Safe Policy, Code of Conduct, and any other relevant policies and procedures
- Making relevant documents easily accessible by displaying child safe materials in areas of common traffic, uploading relevant documents to our website, distributing documents to all relevant individuals, and having copies available upon request
- Providing children and parents (including carers and legal guardians) with relevant Plain English child safe materials.

We provide parents (including carers or legal guardians) and child members with information on:

- The child's expected role, activities, responsibilities and actions during the show
- The child's progress throughout the production and timely notice of schedules
- The rights of parents and children regarding supervision and workplace conditions, as determined by relevant state regulation
- Our Child Safe Policy, Code of Conduct, and any other relevant policies and procedures.

Children are encouraged to communicate and ask questions regarding their membership.

Complaints

We believe members, parents (including carers or legal guardians), and children should feel enabled, empowered and supported to safely raise any concerns or complaints about any perceived risks to a child's safety or signs of abuse.

Musical Society Mildura has developed a procedure to respond to any complaint of abuse or conduct not in keeping with this Policy and Code of Conduct, including means to take disciplinary action or rectify issues when necessary.

Reporting Procedure

If a member has a concern regarding a child's welfare, or improper behaviour by an adult towards a child, one of the following people should be notified:

- The director or stage manager
- A committee member

If a child has a concern, they should immediately tell a parent or guardian, or an adult member of **Musical Society Mildura**. Every member of the society has the responsibility to be a first responder and make a report on a child's behalf to the director, stage manager or a committee member.

The executive committee (President, Vice President, Secretary & Treasurer) must be notified of all reports as soon as practicable

Dealing with Complaints

Everyone in **Musical Society Mildura** should be confident that complaints will be dealt with honestly and fairly. Everyone in our organisation should be confident in reporting inappropriate behaviours around children and young people. All members of **Musical Society Mildura** should report any concerns about the safety or welfare of a child or young person immediately.

All complaints should be reported. This includes:

- Disclosure of abuse
- Inappropriate behaviour around children and young people
- Suspicion of abuse or harm to a child or young person.

All complaints must be reported to the Executive Committee.

A member of the executive committee will take the following action:

- Listen to the person making the complaint and make a record of the complaint using the 'Complaint Record Form'.
- If the complaint involves inappropriate behaviour and/or a breach of the Code of Conduct, the Committee will need to take disciplinary action.
- Make a report to the Department of Family and Community Services in the case of an allegation of child abuse.

Victorian Reporting Obligations - Department of Health and Human Services

Mandatory reporters must make a report to the Department of Health and Human Services (DHHS) (Child Protection) as soon as practicable if, in the course of carrying out their duties, they form reasonable belief that a child or young person is in need of protection, as a result of physical injury or sexual abuse, and the child's parents are unable or unwilling to protect the child from that abuse.

A mandatory reporter who fails to comply with these reporting obligations may be committing a criminal offence.

Risk Management

Musical Society Mildura takes a preventative and proactive approach to minimising the risk of harm to children. As part of our organisation's Work Place Health and Safety risk management process we periodically conduct reviews to identify potential risks to the safety and well-being of children.

Members Not Authorised to Work With Children

A member of **Musical Society Mildura** cannot participate in child-related activities if the outcome of their online verification is:

- barred
- interim barred
- not found

Members Not Authorised to Work With Children continued...

Upon **Musical Society Mildura** receiving a letter advising that a current member or volunteer has become barred (or has an interim bar), the Management Committee must immediately remove the member from child related work. It doesn't matter whether the member is supervised or unsupervised.

The options are:

- revoke **Musical Society Mildura** membership
- suspend them from child-related work pending the outcome of an appeal
- transfer them to a non child-related role within the organisation

CHILD SAFETY CODE OF CONDUCT

Musical Society Mildura provides an open, safe and friendly environment for all children. This Code of Conduct outlines appropriate standards of behaviour by adults toward children. The Code of Conduct aims to protect children and reduce any possibility that abuse or harm could occur. It provides guidance to members on how best to support children and prevent or better manage difficult situations.

Policy

All members are required to comply with the Code of Conduct. This includes any adult person (over the age of 18) engaged by an organisation that may work directly with or around children at any time including:

- financial members (adult, associate & life members), leadership and management roles, administration, education instructors and youth workshop facilitators, production and venue personnel (actors, stage management, orchestra, chaperones, parents/caregivers, technical crew, ushers, etc.)
- volunteers
- contractors and sub-contractors
- work experience students/interns/secondments
- any other individual in the organisation that may deal with children

(Note: In this Code, the term “member” is used to cover all persons occupying any position listed above.)

A child includes children and young people up to the age of 18 (unless otherwise specified).

All complaints or reports of conduct not keeping with this Code will be pursued in accordance with the organisation’s Complaints and Reporting Procedure, including means to take disciplinary action if necessary.

Musical Society Mildura's members are responsible for promoting the safety and well-being of children by complying with the following:

- ✓ adhere to our child safe policies and procedures
- ✓ take all reasonable steps to protect children from the risk of abuse and neglect including:
 - Physical abuse: purposefully injuring or threatening to injure a child
 - Emotional abuse: an attack on a child's self-esteem e.g. through bullying, threatening, ridiculing, intimidating or isolating the child
 - Sexual abuse: any sexual act or sexual threat imposed upon a child
 - Neglect: harming a child by failing to provide basic physical or emotional necessities.
- ✓ treat all children with dignity, equality and respect
- ✓ listen to and value the ideas and opinions of children
- ✓ act as a positive role model in your conduct with children
- ✓ develop positive relationships with children and parents (including carers and legal guardians) based on mutual trust and open communication
- ✓ be professional in your actions through your use of language, presentation and manner
- ✓ respect the privacy of children and parents (including carers and legal guardians), and only disclose information to people who have a need to know
- ✓ be aware of risks with communication and behaviour between members and children (including online and mobile)
- ✓ be aware of risks with communication and behaviour between children (including online and mobile)
- ✓ aim to ensure children understand they are valued members of the production, program, audience or other experience
- ✓ acknowledge the uniqueness and potential of all children, in recognition that enjoying their childhood without undue pressure is important
- ✓ if by chance any children are found unsupervised, direct and accompany children to their supervisor or relevant management immediately
- ✓ report any breaches of these standards of behaviour to the Child Safety Officer or relevant management promptly

Musical Society Mildura members MUST NOT:

- ✗ discriminate against any child because of age, gender (including transgender status), cultural background, religion, vulnerability, disability or sexuality
- ✗ engage in behaviour that is intended to shame, humiliate, oppress, belittle or degrade children
- ✗ engage in any activity with a child that is likely to physically or emotionally harm them
- ✗ take photos or video of children without the explicit permission of the child (if 15 years of age or older) and their parent, carer or legal guardian, and relevant management
- ✗ share personal information or photos of children on social media without the informed consent of the child (if 15 years of age or older) and parent, carer or legal guardian, and relevant management
- ✗ work with children while under the influence of alcohol or illicit drugs
- ✗ ignore or disregard any concerns, suspicions, or disclosures of child abuse
- ✗ show overly familiar physical affection towards children or any unnecessary physical contact with children
- ✗ marginalise or exclude specific children
- ✗ show favouritism towards specific children such as the offering of gifts, special thanks, special treatment or inappropriate attention
- ✗ subject children to any form of physical punishment, social isolation, immobilisation or any other conduct likely to humiliate or frighten children
- ✗ be alone in a private dressing room with a child
- ✗ allow children to enter an adult's private dressing room
- ✗ close doors in rooms where children are present, unless children need privacy to dress
- ✗ do things of a personal nature for children that they are able to do for themselves, such as assisting with going to the toilet or dressing
- ✗ gossip in the presence of children
- ✗ distress a child for the purpose of eliciting a dramatic reaction
- ✗ develop any 'special' relationships with children outside of the professional relationship or arrange contact with children outside of work obligations
- ✗ have unauthorised contact with children online or by phone

PRIVACY AND CONFIDENTIALITY POLICY²

Musical Society Mildura is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including sign-up sheets, interviews, correspondence, by telephone, email, social media and from third parties.

We collect your Personal Information for the primary purpose of providing our services to you, advertising future productions, newsletters, and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

² We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.
- Medical related - Ambulance/Hospital

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. **Musical Society Mildura** will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

DRESS CODE POLICY

Musical Society Mildura's objective in establishing a safe and comfortable environment includes setting some standards for workplace dress code. This is to enable all people to project a professional image that is in keeping with the needs of our production.

Musical Society Mildura requires all members to wear appropriate rehearsal and performance attire at all times. During rehearsals members are required to be moving around and interacting with other members. Items of clothing that are loose fitting or too tight can restrict or inhibit correct movement. This includes shoes while rehearsing in the power house.

Backstage Crew

All backstage crew must have closed toed shoes or steel capped boots. They are required to wear appropriate clothing for the activity undertaken.

Prohibited Clothing

Members should not wear inappropriately ripped clothing, low or high cut clothing such as jeans, dresses, skirts and shirts.

SOCIAL MEDIA POLICY

This policy also applies to all members, contractors and sub-contractors of **Musical Society Mildura** who: have an active profile on a social or business networking site such as but limited to Facebook, Instagram, Snapchat, or Twitter; write or maintain a personal blog; and/or post comments on public and/or private web-based forums or message boards or any other internet sites.

Professional Use of Social Media

Musical Society Mildura expects its members to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all members of **Musical Society Mildura** who contribute to or perform duties such as:

- maintaining a profile page for **Musical Society Mildura** on any social or business networking site (including, but not limited to Facebook, , Instagram, Snapchat or Twitter);
- making comments on such networking sites for and on behalf of **Musical Society Mildura**;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of **Musical Society Mildura**; and/or
- posting comments for and on behalf of **Musical Society Mildura** on any public and/or private web-based forums or message boards or other internet sites.

Procedure

No member of **Musical Society Mildura** is to engage in Social Media as a representative or on behalf of the company unless they first obtain the committee's written approval.

If any member of **Musical Society Mildura** is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of **Musical Society Mildura**.

All members of **Musical Society Mildura** must ensure they do not communicate any:

- Confidential Information relating to **Musical Society Mildura**
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about members, clients, business partners or suppliers of **Musical Society Mildura** without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to **Musical Society Mildura** and related bodies, clients or businesses, which is not in the public domain. This includes, but is not limited to information relating to future or current productions, nominations for The Gong and The Dame Awards, Confidential committee meeting matters.

Private / Personal Use of Social Media

Musical Society Mildura acknowledges its members have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by **Musical Society Mildura**. However, inappropriate behaviour on such sites has the potential to cause damage to **Musical Society Mildura**, as well as its members, clients, business partners and/or suppliers.

All members of **Musical Society Mildura** must refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to **Musical Society Mildura** or its members, clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of **Musical Society Mildura**, or its members, clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to **Musical Society Mildura**, or its members, clients, business partners or suppliers.

All members of **Musical Society Mildura** must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of membership.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the society.

For the purposes of this policy, the following definitions apply:

Social Media includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (i.e. Facebook, LinkedIn, Instagram), video and/or photo sharing websites (ie. YouTube, Flickr, Snapchat), business/corporate and personal blogs, micro-blogs (i.e Twitter), chat rooms and forums and/or Social Media:

HEALTH AND SAFETY POLICY

Musical Society Mildura will, as far as practicable, provide a safe work environment for the health, safety and welfare of our members, contractors, visitors and members of the public who may be affected by our work.

To do this, **Musical Society Mildura** will:

- develop and maintain safe systems of work, and a safe working environment
- provide protective clothing and equipment when needed, and enforce its use
- provide information and training for members
- remove unacceptable risks to safety

Ultimately, everyone at the society is responsible for ensuring health and safety at the society. All persons responsible for the work activities of other members are accountable for:

- identifying practices and conditions that could injure members, clients, members of the public or the environment
- controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their director or committee member

Musical Society Mildura demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all members, irrespective of their position.

Manual handling policy

It is **Musical Society Mildura's** policy to provide all members with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all staff, all members must report potential and actual manual handling hazards.

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

Volunteer Insurance

All members may be eligible for volunteer insurance benefits if injured while rehearsing or performing.

Injury procedure

If there is an injury:

1. The first priority is medical attention. The injured worker or nearest colleague should contact one of **Musical Society Mildura's** first aiders. For a serious injury also call an ambulance.
2. Any member who is injured while volunteering, experiences a safety incident or a near miss, must report the incident to their director and/or stage manager.
3. The stage manager or director must write a report in the Register of Injuries, Incidents and Near Misses. This standard report must include:
 - member's name and job details
 - time and date of injury
 - exact location the injury/incident occurred
 - how the injury/incident happened
 - details of the injury/illness and the part/s of the body injured
 - names of any witnesses
 - name of the person entering details in the Register
 - date the committee was notified
4. **Musical Society Mildura** will let the injured member know in writing that we have received an incident report. Details of **Musical Society Mildura's** insurance company will be given to the injured member to follow up.

Smoking

Musical Society Mildura has a non-smoking policy. Smoking is not permitted inside the Power House or any other venue which **Musical Society Mildura** may hire.

Smokers who need to take breaks should do so in their allotted breaks

These breaks must not be taken at the entrance to **Musical Society Mildura** venues, Power House, Mildura Arts Centre, Mercy Theatre or any other venue that the society is occupying. A distance of 10 meters from the entrance is to be kept.

Alcohol & Illicit Drugs

Musical Society Mildura is concerned by factors affecting an member's ability to safely and effectively do their work to a satisfactory standard. The business recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

Musical Society Mildura will do its utmost to create and maintain a safe, healthy and productive workplace for all members. **Musical Society Mildura** has a zero tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business related premises (e.g. clients) while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

Musical Society Mildura does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

Musical Society Mildura, at times, makes alcohol available to staff over the age of 18. Limiting the consumption of any alcohol made available is the responsibility of the member. Driving over the legal limit or under the influence of illicit drugs is illegal.

EQUAL OPPORTUNITY & ANTI BULLYING POLICY

This policy applies to all members and covers all society-related functions and activities.

The objective of **Musical Society Mildura**'s Equal Opportunity Policy is to improve society success by:

- attracting and retaining members
- providing a safe, respectful and flexible environment
- delivering our services in a safe, respectful and reasonably flexible way

Discrimination, Sexual Harassment and Bullying

Musical Society Mildura is committed to providing a society free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

Discrimination:

Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under Victorian law.

Indirect Discrimination occurs when a rule seems neutral, but has a discriminatory impact on certain people.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Workplace bullying may include behaviour that is directed toward an member, or group of members, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

Musical Society Mildura provides equal opportunity to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

Under State legislation they include:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex
- sexual orientation

Any member found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Members must report any behaviour that constitutes sexual harassment, bullying or discrimination to their Director, Stage Manager or Committee member.

Members will not be victimised or treated unfairly for raising an issue or making a complaint.

Reasonable adjustments

Reasonable adjustments are changes that allow people with a disability to take part in rehearsal and performance safely

When thinking about reasonable adjustments **Musical Society Mildura** will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the performance, it is not likely to be reasonable.

In some cases **Musical Society Mildura** can discriminate on the basis of disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the performance even if the adjustments were made.

Procedure: To make a complaint

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against society policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your director or stage manager). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact the director or stage manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact an executive committee member (President, Vice President, Treasurer or Secretary).

Members should feel confident that any complaint they make is to be treated as confidential as far as possible.

Procedure: To receive a complaint

When the director or stage manager receives a complaint or becomes aware of an incident that may contravene **Musical Society Mildura** EEO Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the director or stage manager is satisfied that the conduct complained is not in breach of **Musical Society Mildura** EEO policies) then the director or stage manager should:
 - act promptly
 - maintain confidentiality
 - pass any notes on to the Executive Committee

If an investigation is requested or is appropriate, The executive committee must be notified and will continue with the complaint by following the next procedure.

Procedure: To investigate a complaint

When a director or stage manager or executive committee member investigates a complaint, they should follow this procedure.

1. Do not assume guilt.
2. Advise on the potential outcomes of the investigation if the allegations are substantiated.
3. Interview all directly concerned, separately.
4. Interview witnesses, separately.
5. Keep records of interviews and the investigation.

6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, there will still be a decision made regardless.
7. Listen carefully and record details.
8. Ensure confidentiality, minimise disclosure.
9. Decide on appropriate action based on investigation and evidence collected.
10. Check to ensure the action meets the needs of the complainant and **Musical Society Mildura**.
11. If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior manager's authority, refer the complainant to this manager.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

Possible outcomes

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- member training
- additional training for the perpetrator or all members, as appropriate
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved)

GROSS OR SERIOUS MISCONDUCT POLICY

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved). Committee should seek advice before taking this step.

Procedure

1. An executive is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
2. The executive should ask the member for their response to the allegation (taking notes of this discussion) and allow them to have representation. The executive should also have a witness present. The executive shall give genuine consideration to the member's response and circumstances.
3. A meeting of the executive committee shall be convened to discuss the matter.
4. If still appropriate, following a thorough investigation, the executive committee can terminate/dismiss the member.
5. The executive committee should keep a file of all evidence collected and action taken in these circumstances.
6. **Musical Society Mildura** will send the member a letter of termination noting brief details.

GRIEVANCE COMPLAINTS

Policy

Musical Society Mildura supports the right of every member to lodge a grievance with the executive if they believe a decision, behaviour or action affecting their membership is unfair. A member may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, **Musical Society Mildura** will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Executives will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the member lodging the grievance.

Procedure

1. The member should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior executive for consideration and a final decision. A grievance taken to this level must be in writing from the member.

PROCUREMENT POLICY

Policy

Musical Society Mildura procurement requirements are dependent on the value of the goods and services being sought.

Proposed expenditure must be evaluated by all committee by:

- Assessing compliance with the constitutional aims of the Society
- Assessing the technical viability of the proposed solution;
- Assessing the capability of the proposed supplier to provide the goods or services, including technical and management competence and financial resources;
- Taking account of the benefits and costs involved on a whole of life basis with a focus on value for money over cheapest price; and
- Identify the solution that represents best available value for money in line with this policy.

GUIDELINES

1. A procurement must not be divided or split into separate parts to avoid a procurement threshold.
2. The Society should avoid perceived and/or real conflicts of interest. Particular attention should be given to this policy if the Society is considering purchasing goods and/or services from suppliers who have a personal relationship with any of the Executive or members involved in the procurement process.
3. Procurement must be approved by the Committee, ideally within a general committee meeting. However, if an urgent purchase must be made then approval must be sought from the committee by way of telephone, email or approved message service.
4. The below thresholds will be adhered to by the Committee.

Minor Procurement Threshold Requirements (less than \$1,000 in value)

1. No written quotation is required; and
2. Purchasing individuals are expected to use their knowledge of the available market to secure value for money. This may include at minimum two verbal quotes.

Medium Scale Procurement Threshold Requirements (\$1,000 to \$4,999 in value)

1. A minimum of two written quotations are required;
2. Quotations must be submitted at a general committee meeting prior to authorisation of expenditure or if an urgent purchase cannot wait until a meeting, then all committee members must be notified by the approved messaging service ; and
3. Purchasing individuals are expected to use their knowledge of the available market to secure value for money.

Large Scale Procurement Threshold Requirements (\$5,000 to \$19,999 in value)

1. A minimum of two written quotations are required;
2. Quotations must be submitted at a general committee meeting prior to authorisation of expenditure.
3. Purchasing individuals are expected to use their knowledge of the available market to secure value for money.

Major Procurement Threshold Requirements (\$20,000 or greater in value)

1. Three written quotations are required if possible;
2. Quotations must be submitted at a general committee meeting prior to authorisation of expenditure ; and
3. The Executive committee members will manage the procurement exercise.