

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK



VIETNAM VETERANS ASSOCIATION OF AUSTRALIA

NATIONAL ADMINISTRATION HANDBOOK

EXTRACTED FROM FORMER POLICY HANDBOOK 22 MAY 2011

AMENDED AT NATIONAL COUNCIL 22 OCTOBER 2011

FI007 added May 2013

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

A ADMINISTRATION

- A 0001 ADMINISTRATION AND ANNUAL REPORTS
- A 0002 STATE BRANCH RECORDS

AP ADVOCACY, PENSIONS AND WELFARE, TRAINING AND INFORMATION PROGRAM

- AP 001 AUTHORISATION of PENSIONS OFFICERS, WELFARE OFFICERS AND ADVOCATES
- AP 002 CODE OF ETHICS
- AP 003 SUPPORT FOR THE TRAINING AND INFORMATION PROGRAM
- AP 004 PENSION AND ADVOCACY ASSISTANCE

ED EDUCATION ISSUES

- ED 001 MUSEUMS
- ED 002 WEB SITE

ET EMPLOYMENT, TRAINING AND BUSINESS OPPORTUNITIES (OTHER THAN TIP)

- ET 001 PAID EMPLOYEES

FI FINANCE

- FI 001 COST SHARING ARRANGEMENTS FOR NATIONAL COUNCIL AND CONGRESS MEETINGS (Amended October 2010)
- FI 002 EFFECTIVE DATE FOR CHANGES TO CAPITATION FEES
- FI 003 TRAVEL COSTS FOR NEWLY ELECTED MEMBERS OF THE NATIONAL EXECUTIVE
- FI 004 ANNUAL BUDGET
- FI 005 PUBLIC LIABILITY INSURANCE
- FI 006 CAPITATION FEES
- FI 007 FINANCIAL CONTROL

GE GENERAL ISSUES

- GE 001 THE GOLDEN RULE - THE BASIC PRINCIPLE OF THE VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
- GE 002 THE MOTTO
- GE 003 APPOINTMENTS TO ACT ON BEHALF OF THE ASSOCIATION
- GE 004 COMMUNICATIONS WITH GOVERNMENT
- GE 005 COMMUNICATIONS WITH THE MEDIA
- GE 006 VISITS TO STATES BY MEMBERS OF THE NATIONAL EXECUTIVE
- GE 007 NOMINATIONS FOR ELECTION TO THE NATIONAL EXECUTIVE
- GE 008 MOTIONS TO NATIONAL COUNCIL AND NATIONAL CONGRESS
- GE 009 PRIVACY AND CONFIDENTIALITY
- GE 010 SUPPORT OF REUNIONS
- GE 011 VIETNAM VETERANS DAY
- GE 012 RESPONSIBILITIES OF NATIONAL EXECUTIVE

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 013 THE VETERANS AND VETERANS FAMILIES COUNSELLING SERVICE
(VVCS)

GE 014 THE VVAA ADMINISTRATION HANDBOOK

GE 015 CONFIDENTIAL MATERIAL

GE 016 WEARING OF MEDALS

GE 017 CONTRIBUTION TO GOVERNMENT, SERVICE AND EX-SERVICE FORUMS AND
COMMITTEES

GE 018 AWARDS

GE 019 DUAL OFFICE BEARERS

GE 020 THE ASSOCIATION NAME AND BADGE

GE 021 GRIEVANCE MANAGEMENT

GE 022 PROJECT MANAGEMENT

GE 023 NATURAL JUSTICE and PROCEDURAL FAIRNESS

GE 024 DEBRIEF MAGAZINE

**HE HEALTH, INCLUDING CHEMICAL ISSUES AND POST TRAUMATIC STRESS
DISORDER**

HE 001 COOPERATION WITH OTHER ORGANISATIONS ACTIVELY OPPOSED TO
CHEMICAL USE

HE 002 VVAA DEATH REGISTER

ME MEMBERSHIP

ME 001 LIFE MEMBERSHIP

ME 002 MERITORIOUS SERVICE AWARD

ME 003 MAINTENANCE OF LISTS OF MEMBERS

ME 004 SECOND MEMBERSHIP

ME 005 AFFILIATION

ME 006 MEMBERSHIP LISTS

VE VETERANS' ENTITLEMENTS

VE 001 SERVICE PENSION FOR SPOUSES

WE WELFARE AND COMMUNITY SERVICE

VACANT

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

A 001
ADMINISTRATIVE RECORDS AND ANNUAL REPORTS
ADOPTED 1 FEBRUARY 2011

To maintain effective administration there are a number of subjects that should be kept on record.

Firstly to confirm that information required by government legislation is recorded, and.

Secondly to confirm and record that state branch administration is current and complies with legislative requirements.

The attached draft report, as an annex to this instruction, is the nominated method of confirming state branch administration is to a standard required by the National Council administration.

Unless this report is in the hands of the National Secretary and Public officer of the association by 15 May 2011 and each year thereafter that any respective state branch delegate may not be recognized at the National Congress.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ANNEX TO INSTRUCTION A 001
VIETNAM VETERANS ASSOCIATION OF AUSTRALIA INC
ANNUAL ADMINISTRATION REPORT

Period: 1 January.....to 31 December

Vietnam Veterans Association of Australia.....State Branch.
(*State Branch Name*)

Is the State Branch an incorporated body? Yes / No

What is the incorporated, or registered, number of the State Branch?.....

Have all forms and returns required by incorporating authority been lodged, with copies to the VVAA National Secretary ? Yes / No

Does the Branch have a Australian Business Number (ABN) ? Yes / No

What is the ABN Number of the State Branch?.....

Does the State Branch have a registered constitution? Yes / No

Has a copy of the current constitution been lodged with the National Secretary and Public Officer of the association? Yes / No

When does the financial year of the State Branch end?.....

At the end of the financial year did the State Branch have any financial liabilities they were unable to meet? Yes / No

How many financial members were registered with the State Branch at the end of the last financial year?.....

When was the most recent Annual General Meeting of the State Branch held?.....

A copy of the minutes of the State Branch's last Annual General Meeting have been lodged with the National Secretary and Public officer Yes / No

Certificates (by two members of the State branch Executive)

- I am authorised to sign this report by the executive of the State Branch.
- The particulars set out in this report are correct and give a true and accurate view of the administration of the State Branch.

Name..... Name.....
Position..... Position.....

Signature..... Signature.....
Date..... Date.....

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

A 002
STATE BRANCH RECORDS
DATED 1 NOVEMBER 2010

There is a requirement to maintain a level of record maintenance within the association.

The past history of the association show that a copy of state branch constitutions and copies of the minutes of at least annual general meetings were forwarded to the National Secretary for recording purposes.

With the various changes of secretary this record has been mislaid or the practice discontinued for unknown reasons.

The National Council meeting in Adelaide on 23 October 2010 confirmed that these records are to be restored and updated as required but at least annually.

State Branch secretaries are to forward, electronically, a copy of their current State Branch constitution to the National Secretary at email address vvaa.sec@bigpond.com by 30 December 2010 and thereafter within 30 days of any amendments to that constitution.

State Branch Secretaries are to forward, electronically, a copy of the minutes of the 2010 annual general meeting of the State Branch to the National Secretary at email address vvaa.sec@bigpond.com by 30 December 2010 and thereafter within 30 days of the Annual General meeting.

State Branch Secretaries are to forward, electronically, a copy of the 2009 audit reports of financial statements of the State Branch to the National Secretary at email address vvaa.sec@bigpond.com by 30 December 2010 and thereafter within 30 days of the Annual General meeting.

Security

To maintain security of confidential information the National Secretary is not to copy (except for electronic backup), forward or distribute in any manner without the formal written approval of the various State Branches, all enquiries regarding State branch constitution, minutes and financial records are to be referred to the state branch that produced the records.

Amendment added National Council May 2012

Short Title	Attendance at National Congress
Long Title	Proof of Incorporation Before State Branches May be Represented at National Congress and National Council
Background	From time to time State Branches have been non-compliant with the requirements for continuing registration as incorporated bodies within that State or Territory.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

The requirement to provide the registration documents was incorporated into the National Administration Handbook in 2011 as Instruction A002 State Branch Records.

Tasked by the National Congress and Council to provide proof of compliance, at least one Branch has failed to provide such proof.

Rationale

As a body that represents its membership through a 3-tiered structure of Sub-Branch, Branch and National organisations, the National Council is dependent upon State Branches to ensure that their Sub-Branches are properly constituted and legitimately represent the views of their members.

The National Council has an equivalent duty to ensure that State Branches are properly constituted and legitimately represent the views of their members.

All States have equal voting rights at National Congress and National Council. State delegates of these bodies who do not represent the views of their members potentially skew the decision-making processes which the Congress and Council go through in order to establish the Association position on issues affecting Vietnam and other veterans.

The issue of representation is exacerbated where State or Territory Branches have no subordinate Sub-Branches to provide bottom-up scrutiny.

States that have not complied with the requirement to validate their representation at Congress and Council should not have the same rights of representation as those who legitimately represent the views and opinions of their membership.

Continued on next page

-2-

Motion 1

That prior to the conduct of any business at a National Congress of the Vietnam Veterans Association of Australia, each State or Territory Branch provide proof that it is currently compliant with the requirements for incorporation in that State or Territory, having conducted an Annual General Meetings in that calendar year where;

- a. a quorum of financial members was present;
 - b. audited financial statements were provided; and
 - c. the necessary documents were subsequently lodged with the relevant State or Territory department and the National Secretary of the VVAA.
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Motion 2

That Branches of the Vietnam Veterans Association of Australia that fail to provide proof of compliance with the relevant State or Territory Act or Regulation for incorporated bodies prior to a National Congress or Council of the Association, forfeit their right to

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

attendance and representation at that meeting.

Motion 3

That the forgoing motions, if approved, be incorporated into the VVAA Administrative Handbook by amendment to Admin Instruction A002.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

AP

**ADVOCACY, PENSIONS AND WELFARE,
TRAINING AND INFORMATION PROGRAM**

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

AP 001
**AUTHORISATION OF PENSIONS OFFICERS, WELFARE OFFICERS
AND ADVOCATES**

AUTHORISATION OF PENSIONS OFFICERS, WELFARE OFFICERS AND ADVOCATES TO
ACT ON BEHALF OF THE VIETNAM VETERANS ASSOCIATION OF AUSTRALIA (VVAA)

Indemnity insurance of Pensions, Advocacy and Welfare officers acting on behalf of the VVAA depends on those officers being authorised to act on behalf of the Association.

Insurance indemnity is provided through membership of the Veterans' Indemnity and Training Association (VITA). VITA requires that member organisations subscribe to the principles of the Training and Information Program (TIP), do not charge a fee for service (other than a small administrative charge), and authorise practitioners.

The VVAA subscribes to the principles of TIP, and actively supports the program throughout Australia (Instruction AP 003 refers). The purpose of the instruction is twofold. The first is to protect and maintain the good name of the VVAA, the second, to protect individuals acting, in good faith, on behalf of the Association and veterans. All actions taken under this policy must support these principles.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- all pensions officers, welfare officers and advocates must be authorised in writing, by their Sub Branch or State Executive, to give advice or assistance on behalf of the Association in that capacity; and
- a suggested Form of Authorisation is at Annex AN 004 and an Undertaking by a Welfare, Pension Officer and/or Advocate is at Annex AN 003;
- Sub Branch and State Executives must maintain a list of authorised officers, which is to be made available to the Veterans Indemnity and Training Association on demand; and
- authorisation may be revoked or reinstated, without notice, by means of a written resolution of the relevant Sub Branch or State Executive, or by the National Executive.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

**ANNEX TO INSTRUCTION AP 001
SUGGESTED LETTER OF AUTHORISATION**

To whom it may concern

This is to certify that (Name) of (Address) is authorized to act on behalf of the Vietnam Veterans Association of Australia, (Sub-branch name) to provide assistance and advice to the Veteran and Ex-Service Community in (insert Welfare and/or Pension Claims and/or Advocacy) matters

Mr (Name) has completed the necessary training and has the acquired the necessary knowledge and skills as a (insert).

This authorisation is provided from (date) to (date) with the realisation that it can be revoked or reinstated, without notice, by means of a written resolution of the Sub-Branch or State Executive of the Association.

Yours sincerely.

State/Sub-Branch President

Telephone: (number)

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

**AP 002
CODE OF ETHICS**

A CODE OF ETHICS FOR AUTHORISED PRACTITIONERS APPOINTED TO ACT ON
BEHALF OF THE ASSOCIATION IN WELFARE, PENSION AND ADVOCACY MATTERS

The VVAA subscribes to the fundamental principles of the Training and Information Program. The Association has a policy of ensuring that all practitioners are trained and authorised to act on behalf of the VVAA.

All authorised Welfare and/or Pension Officers and Advocates have a responsibility to maintain a high standard of ethics in order to safeguard their own integrity and to protect and promote the interests of the veteran community and the Association.

The VVAA enjoys the respect and confidence of other Ex-Service Organisations, Department of Veterans Affairs and/or other jurisdictions because of our pro-active and honest commitment to the welfare of veterans and their dependants.

This instruction should be read in conjunction with AP 001 (Authorisation of Pension Officers, Welfare Officers and Advocates)

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- All authorized Welfare and/or Pension Officers and Advocates acting on behalf of the Association shall comply with the VVAA Code of Ethics and;
- Any breaches of the Code must be fully investigated by a panel chosen for this purpose at the Sub Branch or State Executive or by the National Executive and appropriate action taken.
- The Code of Ethics and suggested letter of authorisation are attached as Annex's to this instruction.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

**ANNEX TO INSTRUCTION AN 002
CODE OF ETHICS**

The VVAA subscribes to the Fundamental principles of the Training and Information Program (TIP). The Association has a policy of ensuring that all practitioners are trained and given authorisation to act on behalf of the Association.

All authorised Welfare and/or Pension Officers and Advocates have a responsibility to maintain a high standard of ethics in order to safeguard their own integrity and to protect and promote the interests of the Veteran Community and the Association.

Those Practitioners authorised by the VVAA shall:

- give full, accurate and truthful information to veterans and their families in relation to pensions, benefits and services and, when asked, will provide an honest assessment of the prospects of success of a claim based on their knowledge and experience;
- encourage veterans, their families and others to give full, accurate, truthful and relevant information when applying for pensions, benefits and services;
- act only on the veteran's or dependant's instructions in relation to action to be taken in respect of a claim or application for pension or benefits, or access to services;
- not seek remuneration of any type from veterans and their families, or charge a fee for service;
- ensure that all contact with members of the veteran community, staff of government agencies, providers of services and the general community is conducted in a professional manner;
- ensure that all available relevant details and documents are submitted with claims and applications for pensions, benefits and services;
- only undertake work to the level at which they have been trained and have demonstrated competence;
- maintain and expand their knowledge base by further training and by seeking advice from the Department of Veterans' Affairs or other service providers;
- recognise that Commonwealth Government employees are bound by the provisions of the *Freedom of Information Act* and *Privacy Act*, in providing access to information about veterans and their families, and act in a manner that does not compromise this responsibility;
- keep personal information secure and not disclose such information to others without express consent; and
- promote the interests of the veteran community by communicating openly and honestly with the Department of Veterans' Affairs and other service providers, and by complying with requests for information.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

**ANNEX TO INSTRUCTION AP 002
SUGGESTED UNDERTAKING BY A VVAA WELFARE, PENSIONS
OFFICER OR ADVOCATE**

I (add Name) of (add Address) being a person authorized to act on behalf of the Vietnam Veterans Association of Australia (Add Sub-Branch Name) in providing Welfare, Pensions or Advocacy Services to veterans and/or their dependants hereby state that I will;

- ❖ give full, accurate and truthful information to veterans and their families in relation to pensions, benefits and services and, when asked, will provide an honest assessment of the prospects of success of a claim based on their knowledge and experience;
- ❖ encourage veterans, their families and others to give full, accurate, truthful and relevant information when applying for pensions, benefits and services;
- ❖ act only on the veteran's or dependant's instructions in relation to action to be taken in respect of a claim or application for pension or benefits, or access to services;
- ❖ not seek remuneration of any type from veterans and their families, or charge a fee for service;
- ❖ ensure that all contact with members of the veteran community, staff of government agencies, providers of services and the general community is conducted in a professional manner;
- ❖ ensure that all available relevant details and documents are submitted with claims and applications for pensions, benefits and services;
- ❖ only undertake work to the level at which they have been trained and have demonstrated competence;
- ❖ maintain and expand their knowledge base by further training and by seeking advice from the Department of Veterans' Affairs or other service providers;
- ❖ recognise that Commonwealth Government employees are bound by the provisions of the *Freedom of Information Act* and *Privacy Act*, in providing access to information about veterans and their families, and act in a manner that does not compromise this responsibility;
- ❖ keep personal information secure and not disclose such information to others without express consent; and
- ❖ promote the interests of the veteran community by communicating openly and honestly with the Department of Veterans' Affairs and other service providers, and by complying with requests for information.

I make this commitment with the full understanding that I have legal responsibilities to the Association, the Veteran Community and to various Acts and Jurisdictions.

Signed

Name of Authorised Person

Witnessed

Sub Branch President

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

AP 003
SUPPORT FOR THE TRAINING AND INFORMATION PROGRAM

THE VVAA ACTIVELY SUPPORTS THE TRAINING AND INFORMATION PROGRAM (TIP)

The VVAA subscribes to the principles and objectives of the Training and Information Program.

The TIP is the result of a government initiative announced in the 1994/95 Federal Budget, when a specified expenditure was authorised over a four-year period to train and resource Ex-Service Organisation (ESO) Welfare officers, Pension officers and Advocates.

It is a partnership undertaking between the Department of Veterans Affairs and participating ESO's to *do the right thing, the right way, the first time - together.*

It provides a uniform high standard of training on a coordinated basis across the whole spectrum of Repatriation law and practice to ESO practitioners.

The Association has made a significant contribution to the development of TIP through the creation of several of the Training Modules used to educate ESO practitioners; and continues to provide quality trainers; and encourages the maintenance of professional standards of Skill and Knowledge.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that the VVAA subscribes to the principles and objectives of the Training and Information Program and actively supports the program throughout Australia.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

AP 004
PENSION AND ADVOCACY ASSISTANCE

VVAA PENSION OFFICERS AND ADVOCATES TO ASSIST ALL VETERANS

It is a normal part of grant and funding agreements with the Department of Veterans Affairs that services be available to all veterans and their dependants.

Many Practitioners authorised to act on behalf of the Vietnam Veterans Association of Australia provide assistance through "Veterans Centres" with the involvement of many Ex-Service Organisations

The Vietnam Veterans Association of Australia, National Council Inc resolved that although the VVAA is an entity of its own, it is the policy of the Association that Advocates, Case Officers, Pension Officers and Welfare Officers, unless there are extenuating circumstances, must be prepared to assist all veterans and their Dependants to pursue their entitlements from normal sources

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ED

EDUCATION ISSUES

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ED 001
MUSEUMS

ESTABLISHING AND MAINTAINING VVAA STATIC AND MOBILE MUSEUMS

One of the founding purposes of the VVAA was to provide further education about Australian involvement in the Vietnam War. A prime means of furthering this aim is through museums and collections of items and memorabilia.

This activity is directed initially through the Museum Sub Branch, and by other means, as they become available.

The VVAA encourages continuing education and training of Museum Sub Branch members through liaison with the Australian War Memorial, the Australian Archives and similar organisations.

Existing museums include the static museum at Phillip Island, the artifacts held in the Rocks Museum in Sydney (previously held in the 'Nam Bus), and the mobile museum based at Phillip Island

Funding becomes a significant issue for museums. Artifacts and memorabilia must be properly housed and maintained.

| The Vietnam Veterans Association of Australia, National Council Inc, resolved that the VVAA supports the establishment, within its means, of static and mobile museums, with the purpose of educating the Australian public in regard to the Vietnam War and its aftermath.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ED 002
WEB SITE

ESTABLISHING AND MAINTAINING THE VVAA INTERNET WEB SITE

One of the founding purposes of the VVAA was the further education about Australian involvement in the Vietnam War. The communication opportunities provided by the internet are a primary means of furthering this aim.

An initial grant from the Minister for Veterans' affairs in 1997 enabled the VVAA to establish email communications using the facilities of email and the internet. Internet connection almost invariably incorporates a small disk allocation component, which facilitates establishing a home page for each state.

A vast amount of data is available from the internet, much of which is inaccurate or incomplete. The information that the Association provides should be as complete and accurate as possible, and ethically, should cite sources wherever possible. Where information is re-used, the author should be consulted, if this can be done.

The tone of the site should reflect the attitude of the Association. That is, informative, considered and reasonable. It should avoid confrontation, and, while attracting attention, should be well presented. It should avoid the use of scripts and complex programming which would make material unavailable to average users with less than average computer hardware.

The purpose of the site is to provide information about the Association, about current issues affecting veterans, and to provide educative material in regard to Australia's involvement in the Vietnam War, as well as the aftermath of such service.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- The VVAA is to establish and maintain an internet web site.
- The VVAA subscribes to the principles of maintaining web site information which is accurate, complete and attributed, wherever possible, to the author; and
- the National Executive is to direct and control the content of the Association web site.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ET

**EMPLOYMENT, TRAINING AND
BUSINESS OPPORTUNITIES
(OTHER THAN TIP)**

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ET 001
PAID EMPLOYEES

PAID EMPLOYEES WHO ARE MEMBERS OF THE VVAA NOT ALLOWED TO HOLD
EXECUTIVE POSITIONS

The purpose of this instruction is to establish guidelines regarding the employment of members of the association who occupy executive positions within the VVAA and/or who are seeking to be employed as a salaried officer of the Association.

Members of an executive committee can be associated with the administration and conduct of business enterprises on behalf of the Association.

A member of the Association if a member of a management committee may be responsible for managing, interviewing and selection of employees, determining salaries and participating in decisions requiring disciplinary action.

To occupy a position as a salaried officer and an executive member of a committee could give raise to collusion and a conflict of interest

A member who is a paid employee of the Association is often responsible to a management committee of a business enterprise for the proper discharge of their duties.

This instruction does not exclude any ordinary members of the Association from being employed as salaried officers working as practitioners in Welfare, Pension and Advocacy areas or as paid secretary covered by the constitution

The Vietnam Veterans Association of Australia, National Council Inc, resolved that no member of any executive committee other than the National secretary can be a salaried officer; and any existing salaried employee wishing to seek election to any executive position within the Association must tender their resignation on being elected.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

FI

FINANCE

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

FI 001
**FINANCIAL ARRANGEMENTS FOR NATIONAL COUNCIL AND
CONGRESS MEETINGS**

COORDINATION OF THE FINANCIAL ARRANGEMENTS FOR NATIONAL COUNCIL
AND NATIONAL CONGRESS MEETINGS

To establish consistent standards for travel, and other administrative arrangements relating to the conduct of National Council and Congress meetings.

1. **Travel** The National Treasurer is to co-ordinate all executive travel arrangements, in order to obtain the most advantageous fares. Each State is responsible for organizing their own travel arrangements.
2. **Accommodation:** The National Secretary is to book and allocate accommodations for all executive members attending these meetings. State Branch Delegates are responsible for arranging to meet their own accommodation costs. State delegate accommodation costs are to be paid by the relevant State. National Executive accommodation costs are to be reimbursed by National, or shared equally where a member of the Executive is also a State delegate. Ancillary costs such as telephone calls are to be paid for by the individual.
3. **Travel Insurance:** Travel Insurance is the responsible of the individual delegate.
4. **Costs:** The National Council is to bear the full cost of travel and accommodation for members of the National Executive, and half the cost of those who are also State Delegates.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that costs of travel for State Delegates to National Congress and National Council meetings are the individual state branch responsibility.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

FI 002
EFFECTIVE DATE FOR CHANGES TO CAPITATION FEES

Establish the effective date of changes to capitation fees.

The purpose of this policy is to establish the date on which changes to capitation fees are made effective.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that changes to the level of capitation fees come into operation on the 1st of January of the year following adoption of the resolution.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

FI 003
**TRAVEL COSTS FOR NEWLY ELECTED MEMBERS OF THE
NATIONAL EXECUTIVE**

ESTABLISH THE EFFECTIVE DATE AND THE CIRCUMSTANCES UNDER WHICH THE NATIONAL COUNCIL ACCEPTS RESPONSIBILITY FOR THE TRAVEL OF NEWLY ELECTED MEMBERS OF THE NATIONAL EXECUTIVE.

Establish the effective date, and the circumstances under which the National Council accepts responsibility for the travel costs of newly elected members of the National Executive.

As a general principle, the National Council bears the costs of travel to and from meetings of the National Council and the National Congress for members of the Executive.

When new members are elected to the National Executive, their travel arrangements to and from the National Congress have already been made, and paid for. Members of the National Executive who stand down, or are not re-elected, have already had their travel arrangements made, and paid for.

The Vietnam Veterans Association of Australia, National Council Inc resolved that:

- The National Executive is responsible for the travel arrangements of newly elected members of the National Executive from the time such members return to their home after the meeting at which they were elected.
- The National Executive is responsible for the travel arrangements of retiring members of the National Executive, up to the time such members return to their home after the meeting at which they were not re-elected.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

FI 004
ANNUAL BUDGET

ESTABLISH A PROCESS WHEREBY THE NATIONAL EXECUTIVE PRESENTS TO THE NATIONAL COUNCIL, EACH OCTOBER, A PROPOSED BUDGET FOR EXPENDITURE DURING THE FOLLOWING FINANCIAL YEAR.

In order to manage the finances of the VVAA, the National Executive must present to the National Council, for ratification, a planned budget for income and expenditure in the following year.

The fiscal management of an organisation should not be left to chance. It requires planning and forethought. The budget is a planning measure, representing the National Executive's 'best guess' regarding the levels and sources of income and the way in which it will be expended.

Unforeseen events may change the pattern of income and expenditure, but this remains the only way in which the National Council may judge the financial management skills of the Executive.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- the National Executive is to prepare, each year, a budget for income and expenditure of the VVAA, for the following financial year; and
- the National Council is to review the budget each year at its October meeting, amend it as necessary and approve the budget to provide guidance to the National Executive for its financial management of the VVAA during the following financial year.
- A financial report, year to date should be distributed to the national council members, prior to the October council meeting.
- The annual audited financial report must be distributed to the national council members, prior to the national congress, in accordance with the constitution and bylaws.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

FI 005
PUBLIC LIABILITY INSURANCE

PUBLIC LIABILITY INSURANCE TO BE PAID FOR BY ALL STATES ON A PRO RATA
BASIS

The VVAA is required to have public liability insurance as an incorporated body in NSW.

Each state is required to contribute annually to the cost of this insurance.

A method of payment is required that is equitable.

All states pay annual Capitation fees to the National Body for each ordinary member on a equal share for each member basis.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- Costs towards the Public Liability Insurance be paid by each state on the basis of equal share per financial member; and
- is based on the total financial membership of ordinary members of each state as at the end of the financial year.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

FI006
CAPITATION FEES

There is a statutory requirement for membership information to be held by the Public Officer at national level. While there is a recognised requirement to forward the appropriate membership information and capitations to the national council, there is no formal definition of the requirement, other than requiring outstanding payments to be paid prior to National Congress.

Modern methods of funds transfer and transaction tracking mean that no longer is there a need to restrict payments to those made by cheque. As long as payments into the VVAA bank account are accompanied by the appropriate detail, the payment may be made directly.

Regular payments of capitations to the VVAA from States Branch will enable a proper cash-flow, while at the same time ensuring that membership details are current.

The Vietnam Veterans Association of Australia, National Council resolved that:

- capitations to the VVAA are to be paid within two calendar months of receipt at the State branch; and
- payment to the VVAA may be made by any means agreed to by the National Treasurer; and
- are to be accompanied by a statement providing the details of the members for whom payment is made, otherwise the capitation will be deemed not to have been paid.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

FI: 007

FINANCIAL CONTROL

Adopted National Council May 2013

Introduction

Over a considerable time there have been questions asked about financial controls within the National Executive. Historically the National Treasurer and the National President have made decisions about financial expenditure with only occasional reference to the entire Finance Committee.

During 2013 further questions have been asked about expenses incurred (especially travel expenses) by the executive in 2012. The level of expenses in 2012 and the queries raised, make it obvious that the Financial Control Policy needs to be further defined to overcome future conflicts of opinion.

While the National Executive has the responsibility to oversee the administration of the Association at a national level the executive are well aware of their responsibilities to the National Council Members, who are the authority for the Association's policy for financial expenditure control.

Objective

The objective of this paper is to:

1. Define the financial controls to be applied by the National Executive in relation to Association funds.

Background

The national finances are divided into two areas, these being Merchandising and General funds.

Separate accounts and banking facilities are maintained for each area and reported separately under the control of the National Treasurer as Portfolio Manager.

Financial Planning

VVAA Policy FI 004 requires that each year the executive is to prepare a budget for the forthcoming year and that the budget is to be reviewed and approved by the National Council at its October meeting.

An approved budget provides the authority for the executive to expend Association funds up to the limit specified in the budget.

Policy 1 The executive submits each year to the National Council a budget for the General and Merchandise Accounts in accordance with VVAA Policy FI 004.

Policy 2 Where proposed expenditures from either the Merchandise or General Accounts are likely to cause a budget overrun the executive is to advise the National Council and seek their endorsement of the proposed expense.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

Merchandising

The Merchandise Account is managed and maintained by the Merchandising Manager under supervision of the National Treasurer, with major decisions referred to the Finance Committee as required.

Policy 3 All travel expenditure to be incurred from the Merchandise Account shall be approved by the Finance Committee before the expense is incurred.

Travel by the National Executive and Other Travel Funded by National Funds

Policy 4 The executive is to comply with Policy GE 006.

Policy 5 In circumstances where the executive considers an exception to Policy GE 006 is justified; approval for that exception shall be sought from the National Council.

Policy 6 Where a member(s) of the executive is invited to a meeting or a function etc, at the expense of Association funds, consideration is to be given in the first instance to attendance at that meeting, function etc by a member of the executive, or a representative, whose travel imposes the least cost upon the Association.

Policy 7 Each proposal for travel by members of the executive, (or a representative), other than to attend Council or Congress, shall be approved by the Finance Committee. The proposal to the Finance Committee shall detail the travel and accommodation costs.

Policy 8 All travel by members of the National Executive, or representatives of the executive, shall be, in the first instance, by public transport except where the cost of using a personal vehicle is demonstrated to be the lesser cost, based upon a reimbursement rate of 30c per kilometre. **Equal to the rate paid to veterans for transport to treatment (Oct 2013)**

Policy 9 The total reimbursement to a member of the executive (or representative) who chooses to travel by their own vehicle shall be no greater than the cost of public transport based on economy air fares.

Policy 10 If a member of the executive (or a representative) has circumstances which he or she considers to justify travel by personal vehicle at a higher cost than public transport he or she may request to do so. The National Treasurer shall refer such requests to the Finance Committee for their decision.

Policy 11 Accommodation, meals and incidental costs shall not be reimbursed to members of the executive, (or a representative) for the period when they are travelling by private transport.

Policy 12 Meals and incidentals shall be reimbursed to members of the executive attending Council or Congress at the rate of \$30.00 per day, a “day” being defined as an overnight stay.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

Policy 13 Partners of the executive shall not travel at Association expense without specific approval by the National Council.

Policy 14 Members of the executive (or a representative) attending a meeting or function etc at the cost of the Association shall within 14 days of the event provide a written report to the National Secretary.

Conclusion

The matters covered by these policies can have a long term effect on the administration of the Association and how, when and where we are represented.

For example, on many occasions the National President is best positioned to speak on behalf of the Association and should be the primary representative at meetings or functions.

However, responsible financial management dictates that the National Council and the executive take all steps necessary to optimise the use of member's funds and also demonstrate that adequate financial controls and processes are in place when decisions regarding expenditure are made.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE

GENERAL ISSUES

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 001

THE GOLDEN RULE - THE BASIC PRINCIPLE OF THE VVAA

THE PRINCIPLE WHICH UNDERPINS EVERY ACTION UNDERTAKEN BY THE VVAA IS
THAT IT MUST BE RELATED TO THE WELFARE OF VIETNAM VETERANS

Members holding Executive and Committee positions of the Association at Sub-Branch, State and National level are under continual pressure to make statements in regard to public issues.

Issues on which opinions are sought include the Republic, the flag, immigration and the 'right to life'. Many of these issues, while emotive, have no link to the welfare of veterans. Many of them are divisive, and there will be a wide range of opinions within the Vietnam veteran community, just as there is in the Australia-wide community.

Should the Association decide to align itself with specific political parties, interest groups or factions, it would quickly lose the credibility it has gained, and the voice that it has within the arena of veterans' interests.

In order to avoid accusations of partisanship, the Association shall deal with all political parties in the same manner. It must recognize that there is a need to have a close Association with a sitting political party, but preserve at all costs, amicable relationships with opposition parties.

This instruction must be read in conjunction with: Instructions GE 003 Appointments to Act on behalf of the Association; GE 004 Communications with Government; and GE 005 Communications with the Media and GE 017 Contribution to Forums and Committees.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- No office bearer is to make any public statement, or carry out any action on behalf of the VVAA that does not directly relate to the welfare of veterans.
- The VVAA is not aligned with any political party or group, but maintains a working relationship with government, opposition and minor parties at State and National levels.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 002
THE MOTTO OF THE VVAA

The motto of the VVAA must reflect the underlying ethos of the organisation.

The motto was passed to the Association by the Northern Territory Branch, and adopted for use throughout the VVAA

This instruction should be read in conjunction with GE 001, the Golden Rule.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that the motto of the VVAA shall be "Honour the dead, but fight like hell for the living"

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 003
APPOINTMENTS TO ACT ON BEHALF OF THE ASSOCIATION

Any individual appointed to represent the VVAA on a National level in relation to specific issues, must be suitably qualified, and, in the opinion of the National Council be capable of properly representing the views, values and image of the Association.

From time to time, circumstances will arise where individuals with particular skills, background or experience may be required to represent the Association. Consideration should also be given to the manner in which the Association is represented, with assurance that the view, values and image of the organisation are maintained.

The National Council shall consider the relative merits and attributes of individuals who may be required to represent the VVAA.

This instruction must be read in conjunction with: GE 001, the Golden Rule; GE 004, Communications with Government; GE 005, Communications with the Media, GE 17 Contribution to Government, Service and Ex-service Forums and Committees and GE 022 Project Management.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- National Council and the National Congress are the sole authority for the appointment of individuals to represent the Association on specific National issues during specific periods of times.
- Appointment of representatives is to be by a simple majority vote, which may be made by telephone or other means.
- Those so appointed shall adhere to the "Guidelines for Representatives" as detailed in an Annex to this instruction, and
- Appointments to represent the VVAA may be revoked by the National Council or Congress, without notice or reason, by a simple majority vote conducted as above.
- The decisions of the National Council or National Congress in regard to appointment, non-appointment and revocation of appointment shall be final.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

**ANNEX TO GE 003
GUIDELINES FOR REPRESENTATIVES**

The VVAA National Council appoints representatives under Instruction GE 003 - Appointments to Act on Behalf of the Association. Those so appointed are required to:

- represent the views and policy of the Vietnam Veterans Association of Australia and where specifically requested represent the National President.
- ensure that in the course of any representation that the rules and Instructions contained in the VVAA National Constitution and Administration Handbook are not contravened in any way.
- ensure that wherever possible that neither Vietnam Veterans nor the VVAA are disadvantaged through decisions taken in the course of any representation.
- provide a written annual report to the National Congress.
- ensure that a single page 'Briefing Note' and minutes of meetings attended on behalf of the Association are made available to the National Secretary for distribution to the members of the National Council within 21 days after publication, or
- in the case of confidential minutes and documents or those with a restricted distribution, the representative will need to make a 'personal decision' to meet such requests, or as normal , provide copies to the National President only and notify the author.
- all correspondence or discussion papers relating to any representation must be sanctioned by the National Council and privacy markings determined together with the level of distribution (Policy GE008 refers).
- Any personal expenses incurred in the course of any representation will be reimburse providing prior approved has been received from the National Executive and receipts and summary sheet submitted for payment.
- Where no Instruction or view is held on an issue, a representative should seek guidance from the National President or express no view at all.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 004
COMMUNICATIONS WITH GOVERNMENT

ORDER OF PRECEDENCE FOR DEALING WITH VARIOUS LEVELS OF GOVERNMENT
AND GOVERNMENT AGENCIES

Communications with elected representatives and government officials must take place at an appropriate level in order to ensure that the aims and intentions of the Association are preserved.

There are three levels of government within Australia, Local, State and National. While individuals may have specific contacts within various levels of government, using those contacts may conflict directly with the aims and intentions of the organisation at various levels. Sub-Branches must direct communications with all but local government through their State Branch. Because of the specific knowledge or background which may be involved, the State Branch should consider appointing a Sub-Branch representative to actually conduct the business at hand, making them aware of the State issues which may influence the transaction.

State Branches must direct communications with all but State government through their State Branch. Sub-Branch and State executives must be aware of the implication that there is a need to co-ordinate submissions (for funding and other assistance) at an appropriate level. Where State visits by Federal Government officials have been foreshadowed, State and Sub-Branch Executives should advise the National Executive in order to let them know what local issues are to be discussed, and be notified of any relevant National policy issues.

This instruction must be read in conjunction with GE 001, The Golden Rule and Policy GE 005, Communications with the Media.

The Vietnam Veterans Association of Australian, National Council Inc, resolved that:

- Sub-Branch Executives are authorized to communicate with elected representatives of local government, local government agencies and officers;
- State Executives are authorized to communicate with elected representatives of state government, state government agencies and officers, and the state representatives of Federal Departments.
- The National Executive is authorized to communicate with elected representatives of the federal government, and the federal offices of government agencies and departments.
- The National Executive must brief local Association officers on National policy issues when requested, and may intervene in local and state issues where the integrity or reputation of the Association is at risk and the National Executive may authorise departure from these guidelines

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

G E 005
COMMUNICATIONS WITH THE MEDIA

ORDER OF PRECEDENCE FOR COMMUNICATING WITH THE MEDIA

Communications with the media must take place at an appropriate level in order to ensure that correct information is delivered to further the aims and intentions of the Association as a whole.

In the same way that communications with government must take place at an appropriate level in order to maintain a consistent approach and unity of purpose, media contact must be controlled.

Both Sub-Branches and State Branches have a need to advertise or generate interest in local fund-raising or special-purpose activities, such as recruiting. There is no intention that this policy should interfere with the ability of Sub-Branches or States to communicate with the media about those issues.

The principle of establishing a consistent approach to national issues is paramount. To this end, the National Council has established a means of issuing a 'press kit', comprising media statements, together with possible questions and answers, where this is deemed necessary. State Branches are issued with this material in advance of the release date, so that they may become familiar with it. The material will be accompanied by instructions that relate to the conditions of release.

Local enquiries on national issues must be directed to the National Executive, or to the State Executive where a media release has been issued by the National Executive. Local Association officials should also contact the National Executive to discuss National policy issues which may relate to the inquiry.

This instruction must be read in conjunction with GE 001, the Golden Rule and GE 004, Communications with Government.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- Public statements and interviews with the media are to be carried out by the National Executive, for all but local, fund-raising and recruiting issues
- The National Executive may devolve media responsibility by issuing press kits and other preparatory material to State Executives.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 006

VISITS TO STATES BY MEMBERS OF THE NATIONAL EXECUTIVE

ADMINISTRATIVE ARRANGEMENTS REQUIRED WHEN MEMBERS OF THE NATIONAL
EXECUTIVE MAKE VISITS TO STATES

Visits by members of the National Executive provide excellent opportunities for State Branch members to meet and brief local members on current issues. Notification of such visits is required as a matter of courtesy, and may greatly assist administration of the visit.

Travel and other costs for members of the National Executive travelling on official business for the National Council are to be borne by the National Council.

Travel and other costs for members of the National Executive travelling by invitation of a State are to be borne by the State issuing the invitation. Under some circumstances the National Council will consider taking up some of these costs.

Members of the National Executive travelling under private arrangements accept the cost of travel and accommodation, but should take every opportunity to make themselves available to State and Sub-Branched to disseminate information and meet members.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- Members of the National Executive travelling to States are to notify the State Executive in advance of the visit.
- Members of the National Executive travelling to States are to take every opportunity to make themselves available to meet members and disseminate information on National issues.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 007
NOMINATIONS FOR ELECTION TO THE NATIONAL EXECUTIVE

FORMAL REQUIREMENTS FOR NOMINATIONS FOR ELECTION TO THE NATIONAL
EXECUTIVE

Ensure that nominees for election to the National Executive are *bona fide* and paid-up members of the Association, and that State Councils/Executives are provided with sufficient information to guide delegates to National Congress in those elections.

The Constitution of the VVAA states that nominations for election to the National Executive must be in writing. This must include written confirmation of their financial status and endorsement by the State Branch to which the member belongs. Nominations must be received by the National Secretary 60 days in advance of the National Congress.

A written resume or biography is required, to allow each State Council or Executive to evaluate and select the candidates that their delegates will support. The nominee should use this opportunity to present their case for election, but may simply state a list of positions held, or achievements within the veterans' community.

Notwithstanding these requirements, the Constitution permits nominations from the floor under specific circumstances, and if the nominee is present.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- Members eligible to nominate for election to the National Executive should do so in the form attached as an annex to this instruction.
- Nominations are to be accompanied by a written resume or biography, preferably of one page.
- This is to be current/up to date, containing relevant information, as to the skills/foresight that the nominee possesses, to warrant election to office.
- The written documentation in support of a nomination to the National Executive is to be distributed by the National Secretary as soon as possible after receipt.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ANNEX TO INSTRUCTION GE 007

**NOMINATION FOR ELECTION TO THE NATIONAL EXECUTIVE OF
THE VIETNAM VETERANS ASSOCIATION OF AUSTRALIA.**

Nominee _____

Address /Phone number /Email _____

State Branch / Sub Branch _____

For the position of National _____

To be considered at the VVAA National Congress held on _____

Or to fill a casual vacancy to be decided on, or about _____

Nominated by: (Print) _____

Signature: _____ Date _____

Seconded by: (print) _____

Signature: _____ Date _____

Confirmed as an ordinary and financial member and endorsed by.....Branch

Name (Printed) _____

Appointment _____

(Signature) _____

Nomination received by the National Secretary on _____

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 008
MOTIONS TO NATIONAL COUNCIL AND NATIONAL CONGRESS

STANDARD FORM OF MOTIONS TO NATIONAL COUNCIL AND NATIONAL CONGRESS

Each motion to National Council and National Congress must be accompanied by sufficient information to enable State Councils and delegates to properly evaluate the proposal.

Items of business that come before the National Council and National Congress can be grouped under 4 general headings. These are, reports, administrative issues, policy issues and Constitutional changes.

All motions to be included in the agendas for these meeting must be submitted to the National Secretary at least 60 days prior to the meetings.

Reports and administrative issues do not require substantive supporting documentation, however some background information and a statement of the actual or required outcome are highly desirable.

Policy issues should be presented in the form used in this policy document. This includes a short title, long title, issues, background and statement of policy.

Constitutional changes should be in the same form, with the addition of a clear statement identifying that portion of the Constitution which is to be changed, the precise amendment to be made, or the new material to be inserted.

The Vietnam Veterans Association, of Australia, National Council Inc, resolved that:

- Motions concerning policies of the VVAA are to be presented in a form which provides short and long titles of the policy, a statement of the issue, background and explanatory material, and a clear statement of the proposed policy or policy amendment.
- Motions concerning changes to the Constitution of the VVAA are to be presented in the same form as policies, and are to include a clear statement identifying that portion of the Constitution that is to be changed, the precise amendments to be made, or the new material to be inserted.
- All documentation relevant to national congress/council to be distributed to national councillors/states, in adequate time for dissemination within the states.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 009
PRIVACY AND CONFIDENTIALITY

DISTRIBUTION OF MAILING LISTS AND PERSONAL INFORMATION

Status and classification of personal details and information provided to the Association by members.

Members on joining the Association provide personal details and information of a confidential nature. This information is supplied in good faith with the expectation that it is made available only to those authorised to receive it.

There are persons and organisations (external to Association) that may derive benefits by obtaining mailing lists or personal details of our membership. This information may be used to the detriment of a member and/or to the Association.

There are frequent requests by others for information to make contact with members of the Association. In this case, contact is normally made with the member concerned detailing the name, address and telephone number of the inquirer.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- all details and information provided by members of the Association be treated as confidential and is only to be used to satisfy; membership eligibility criteria, incorporation and constitutional requirements and; to distribute correspondence and newsletters to members only, and;
- those officers of the Association who have access to personal details of members and/or information of a confidential nature are bound by the requirements of the Privacy Act 1998 (as amended) and the *Freedom of Information Act*, and must never disclose information to a third person without express consent, and;
- in the case of a 'Request to Contact', details of the inquirer must be passed to the member concerned only.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 010
SUPPORT OF REUNIONS

SUPPORT OF REUNIONS BY THE NATIONAL COUNCIL AND STATE BRANCHES

National Council and State Branches does not support National and Corps Reunions conducted on or about the 18 August.

All States and Sub-branches of the Association conduct state and local commemorations and/or major annual fund raising activities on or about the 18 August.

These activities give us prominence and standing in the community which when interfered with by large reunions seriously effect attendance, fund raising and sponsorship.

These activities attract Vietnam Veterans and their families to become members of the Association.

Major and Corps reunions attract larger groups whereas "Unit" i.e. Platoon, Company or Battalion size has little effect.

A number of major reunions have lost significant sums of money and the Association's support has created a stigma that has not been easy to avoid although not responsible for the financial management of these events.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that;

- the VVAA does not support the conduct of National, Corps or major unit Reunions on or about the 18 August; and
- The VVAA does not advertise or assist in the conduct of such reunions.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 011
VIETNAM VETERANS DAY

SUPPORT FOR VIETNAM VETERANS REMEMBRANCE DAY CONDUCTED ON THE 18
AUGUST

The 18 August was initially referred to as "Long Tan" Day in recognition of those who paid the supreme sacrifice during the battle of Long Tan in South Vietnam in 1966.

The Prime Minister Bob Hawke formally declared the day 'Vietnam Veterans Day' on 18 August 1988 in recognition of all those that suffered and died as a result of the Vietnam War.

This special day of Commemoration is a result of recommendations of the Evatt Royal Commission, Vietnam Veterans Counselling Service and the 'After March Report' following the Welcome Home Parade in Sydney in 1987

Units and Sub-units are free to commemorate any specific battles and/or engagements as they wish.

The Association does **not** wish to detract from the extraordinary actions of the men of D Company 6RAR.

There have been a number of attempts to revert back to the previous name of 'Long Tan' Day.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that the VVAA supports the naming of the 18 August as being Vietnam Veterans Day

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 012
RESPONSIBILITIES OF NATIONAL EXECUTIVE

MEMBERS OF THE NATIONAL EXECUTIVE TO BE ALLOCATED AREAS OF
RESPONSIBILITY

Establish a policy whereby the members of the National Executive are allocated areas of responsibility for the shared administration of the Association

The Association is the only Vietnam Veteran Organisation that truly represents the needs of the Vietnam Veteran Community on a National basis.

It is important that the workload is distributed to ensure a professional approach in all matters effecting our community.

Training and development of our executive members must always be a priority and assists succession planning

Members of the Executive must be given the opportunity to develop and demonstrate their skills.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- the members of the National executive are to be allocated areas of responsibility for the shared administration of the Association; and
- these responsibilities be resolved by executive discussion following the National Congress each year; and
- the National President is to notify all state branches of all allocated responsibilities or changes.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 013
**THE VETERANS AND VETERANS FAMILIES COUNSELLING
SERVICE (VVCS)**

In 1980 the VVAA initiated the formation of the VVCS by seeking a grant from Government to establish it's own Counselling service, and has fought long and hard to develop the service as it is today by providing direct input into the formulation of policy and the delivery of programs to all eligible veterans and their families.

The VVAA constantly monitors the operations of VVCS to ensure it meets its charter and delivers the very best of service to the veteran community. We do this by either expressing support for VVCS operations or our concerns to the Minister for Veterans' Affairs

The Vietnam Veterans Association of Australia National Council resolved that we have to keep a watching brief on its operation so as to ensure that sufficient funding and support is made available and that with the extension of services no Vietnam Veteran or their family is disadvantaged

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 014
THE VVAA ADMINISTRATION HANDBOOK

The Association must establish guidelines for the maintenance and the content of the Association's Administration Handbook

The VVAA National Council is the authority that determines the Administration Instructions of the Association.

Motions resolved at a National Council or Congress may become policies that are included in the Handbook.

The National Constitution in conjunction with the Administration Handbook provides the rules, bylaws and guidelines that enable the Association to conduct its business in a professional manner.

The Handbook should never contain those Policies and/or By-Laws that replicate rules already detailed in the Constitution.

The Vietnam Veterans Association of Australia, National Council, resolved that;

- the VVAA Administration Handbook shall be updated annually by a member of the National Executive following the National Congress and/or Council; and
- those motions resolved at a National Congress and/or Council are to be included in the Handbook as agreed by the National Council; and
- such Instructions and/or By-Laws shall not be in conflict nor replicated within the rules contained in the VVAA National Constitution.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 015
CONFIDENTIAL MATERIAL

GUIDELINES FOR HANDLING AND DISTRIBUTION OF CONFIDENTIAL MATERIAL

Members of the National Executive and the National Council are often required to receive for information, or comment on items of a confidential nature

Items of a confidential nature must be endorsed with a privacy marking

Examples of such privacy markings are IN CONFIDENCE, COMMITTEE IN CONFIDENCE, HONOURS IN CONFIDENCE.

Distribution of such material must be made carefully in order to protect it from inadvertent release.

In order to restrict distribution, State Secretaries/Presidents must advise the National Secretary of a secure mailing address, secure facsimile machine and/or secure email address for their state.

Confidential material must not be distributed to anyone other than the addressee without prior permission of the author/sender.

Items such as media releases may be distributed under a privacy marked cover. A release date for this material will be advised, at which time the privacy-marked cover must be removed, while the remaining material is released.

Filing and storage should take into account the restricted distribution nature of the material.

The Vietnam Veterans Association, National Council Inc, resolved that;

All documents or material of a confidential nature, or restricted distribution raised or received by the VVAA are to be:

- clearly endorsed with an appropriate privacy marking; and
- distributed only to those who have a need to know through post, facsimile or email to a previously secure address; and
- filed in a manner that preserves the integrity of the privacy marking; and
- released for further distribution only after approval by the author or National Executive and removal of the privacy marked cover.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 016
WEARING OF MEDALS

WEARING OF NON -ISSUE MEDALS

The Association disapproves of the wearing of non-issue and/or Commemorative Medals

The Vietnam Veterans Association of Australia, National Council Inc resolved that:

- Commemorative medals are not to be mounted in a group with medals issued or approved for wear by the Australian Government; and
- Medals issued by, or approved for wearing by the Australian Government are to be worn, mounted as a group, on the left breast

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 017
**CONTRIBUTION TO GOVERNMENT, SERVICE AND EX-SERVICE
FORUMS AND COMMITTEES**

PRINCIPLES CONCERNING THE CONTRIBUTION OF THE VIETNAM VETERANS
ASSOCIATION OF AUSTRALIA TO FORUMS RELATING TO BROADER SERVICE AND
EX-SERVICE ISSUES

Notwithstanding the “Golden Rule”, members holding Executive and Committee positions of the Association at Sub-Branch, State and National level are required to take a proper part in broader government, service and ex-service forums, where the issues under discussion are not directly related to the welfare of Vietnam veterans.

Issues on which opinions are sought include the administration of currently serving Defence Force members, administration of the Departments of Defence and Veterans’ Affairs, including sub-agencies, aged care issues relating to older veterans and issues that involve members of the ex-service community who are not Vietnam veterans.

Strict interpretation of the “Golden Rule” means that the VVAA cannot contribute to these discussions or forums, and cannot publicly support any other group of veterans, no matter how legitimate their concerns or the issue involved. The VVAA would, for example, be unable to state its support for a nominal roll for Korean veterans or for a Korean memorial on Anzac Drive. Many of its other activities could be seen as marginally compliant with the Golden Rule.

This is plainly counterproductive, and removes the VVAA from forums that are politically important to the Association, particularly as it wishes to be, and to be seen be the most significant contributor to ex-service issues. The specific purpose of this policy is to permit contributions to such committees and forums.

This instruction must be read in conjunction with: GE001 The Golden Rule, Appointments to Act on behalf of the Association; GE 004 Communications with Government; and GE 005 Communications with the Media.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

Notwithstanding the Golden Rule, office bearers of the Vietnam Veterans’ Association of Australia may take part in and contribute to discussion, debate, information days and committees that deal with more general veteran and ex-service issues, provided such representatives within that context:

- shall not make any statement, or carry out any action that disadvantages Vietnam veterans; but
- may otherwise support specific activities aimed at improving the lot of a particular group of veterans or all veterans.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 018
AWARDS

NOMINATION AND/OR SUPPORT FOR AWARDS

The purpose of this instruction is to establish guidelines for the nomination and/or support of a nomination of a person for an award that recognises outstanding or meritorious service.

The Association grants Life Membership and Meritorious Service awards to those that demonstrate outstanding and dedicated service to the association.

Those that assist others in our community should never do so with the intent of seeking any reward or awards other than the satisfaction of making a contribution to the Organisation or by assisting in the welfare of others.

Those of our membership that have an ongoing commitment and continue to make significant contributions to the general and veteran community may be recognised by others that make awards for that level of service.

When considering nominations it must be established as to whether the level of service of the nominee as being 'over and above the normal call of duty' or 'what could be reasonably be expected from someone in a similar position.' Any submission to the committee should detail why the nominee's service and achievements have been outstanding and worthy of recognition.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- the VVAA may nominate and/or endorse a member of the Association or an Australia citizen for any other award that recognises outstanding and/or meritorious service, and
- that a committee be appointed (as required) consisting of two members of the National Executive and two State representatives, one of whom must be from the same state or territory as the nominee to consider such awards

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 019
DUAL OFFICE BEARERS

HOLDING EXECUTIVE POSITIONS WITH OTHER ESO'S

The purpose of this instruction is to establish the criteria for Executive members of the Association holding elected executive position with other Ex-Service organisations and/or providing representation on their behalf.

Many members of the VVAA hold dual membership with other ESO's that compliments the aims and objectives of the association.

However on occasions there may be a conflict of interest because of differing politics, policies and constitutional matters. All appointed representatives must express the view and policies of our association to ensure that the philosophy and integrity of the VVAA is maintained.

The Vietnam Veterans Association of Australia, National Council Inc resolved that the VVAA discourages the election of Executive Office bearers, or the appointment of representatives on behalf of the association who occupy similar National Executive positions at the same level with other Ex-Service Organisations other than capping organisations such as the Kindred Organisation Committee and the Australian Veterans and Defence Service Council.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 020
THE ASSOCIATION NAME AND BADGE

PERMISSION TO USE THE VVAA NAME AND BADGE

Establish an instruction with guidelines for the use of the registered Name and Badge of the VVAA.

The VVAA was granted a Trademark ownership on the Name and the Badge of the Association in 1998 effective from 1995

The Badge is registered as 'Vietnam Veterans Association of Australia crown device in multiple classes.

The Association has a responsibility to protect the Name and the Badge on behalf of the membership.

State and Sub-branches are authorised to use the Name and the Badge on stationery, newsletters and internet links to the VVAA web site only.

Any unauthorised use of the Name and Badge may be in breach of the relevant copyright laws.

Authorised purposes are not easily defined and will be taken on merit.

The Vietnam Veterans Association of Australia, resolved that:

- the Name and Badge of the VVAA may only be used for authorised purposes as determined by the National Executive, and must use an approved version of the Name and Badge, and
- for other than official stationery, newsletters and internet links to the VVAA web site, applications must be made in writing to the National executive seeking permission to use the Name and badge, stating the proposed use and including an illustration of the Name and the badge that is proposed to be used, and
- any authority so given, shall only remain in force whilst the State or Sub Branch remains affiliated with the VVAA, and
- under certain circumstances, this authority may be revoked by the National Council.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 021
GRIEVANCE MANAGEMENT

PROCEDURES FOR THE MANAGEMENT OF GRIEVANCES

The purpose of this policy is to establish guidelines for the effective management of Grievances and to provide a mechanism for the establishment of an independent panel to examine grievances and complaints that cannot be resolved to the satisfaction of the aggrieved parties.

Grievances can often occur due to poor communication and/or failing to adhere to practices and procedures detailed in our Constitution and Policy Handbook. The better approach is to provide an initial mediation process that will resolve issues in house to the satisfaction to all aggrieved parties.

This process should only be enacted when grievances cannot be resolved through normal negotiations and mediation at VVAA State Council and/or Sub-branch level.

1. The Grievance process is to be in two parts; the initial Mediation stage, and an examination of the facts by a panel brought together for this purpose.
2. The initial mediator is to be a member of, and appointed by, the National Executive and shall not be from the state where the grievance exists.
3. The panel should consist of one member of the National Executive (Chairman) and two members of the National Council neither of which shall be from the same state in which the grievance has occurred.
4. The National Council shall appoint members of the panel. This process can be by vote via email, fax or telephone at the request of the National President.
5. A State Council or Sub-branch or individual lodging a grievance notice must do so in writing, with an administration fee of \$200.00 to the National Secretary. Both parties associated with the grievance should lodge details of the grievance from their perspective with National Secretary in writing within 14 days after notification to do so by the Chairman. The Chairman can extend this period if it is warranted.
6. After consideration of all the facts, the panel is to present their recommendations to the aggrieved parties. If the matter cannot be resolved, then the recommendations are to be presented to the National Executive for inclusion and decision at the next National Council meeting.
7. All participants in this process are to ensure that decisions are in the best interests of the welfare of the veterans community and the Association

The Vietnam Veterans Association of Australia, National Council resolved that The VVAA may, by agreement of the National Council convene or appoint a Mediator and/or a Grievance panel to settle issues of conflict that may arise at State Council or Sub-branch level in accordance with the above rules 1 to 7.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 022
PROJECT MANAGEMENT

PROCEDURES FOR THE ADMINISTRATION OF PROJECTS BY THE VVAA

This purpose of this instruction is to establish guidelines for managing a specific project that may be delegated to a Representative, Sub-committee or a State Branch by the VVAA National Council.

The VVAA National Council may appoint a representative, a sub-committee or delegate a particular State Branch to carry out a specific Project because they are in the best position or are better resourced to do so.

It is important that there is a clear understanding of responsibilities, boundaries and management protocols to prevent disagreement.

This instruction should be read in conjunction with GE 001, the Golden Rule, GE 003, Appointments to Act on Behalf of the Association, GE 004, Communications with Government, GE 005, Communications with the Media and GE 017, Forums and Committees.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

The VVAA National Council may, by agreement assign a particular Project to a Representative, Sub-committee or State Branch, and in order to manage such assignment the parties must:

- agree the aims, scope and objectives of the project:
- classify the project under a portfolio managed by a member of the National Executive with a clear statement of purpose, scope and specific reporting lines;
- agree with administrative arrangements at the commencement of the project with particular attention to controls, responsibilities, financial arrangements, limitations, time frame and progress reports:
- record these details in full in a document signed by all parties:
- submit these arrangements for annual review: and
- ensure that all documentation received as a representative of the Association is promptly made available to the National Executive and Secretary for distribution.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

GE 023
NATURAL JUSTICE AND PROCEDURAL FAIRNESS

OBSERVANCE OF THE PRINCIPLES OF NATURAL JUSTICE AND RULES OF
PROCEDURAL FAIRNESS

The purpose of this policy is to establish a process whereby every level of the Association is made aware of the principles of Natural Justice and Rules of procedural fairness when carrying out administration and employing any processes detailed in our Constitutions and this Policy Handbook at Sub-branch, State and National level.

The VVAA is expected to act responsibly when dealing with issues of discipline, hearing grievances, carrying out reviews or any Association administrative process detailed in our Constitution and this Policy Handbook.

The Association is to required to conform to relevant state based legislation in which they are incorporated

All members of the Association must be confident that all management practices are within the law.

It is a firmly established principle of Australian Law that no one person should be condemned unheard. The rules of procedural fairness may be summarized as follows:

- The hearing rule requires a decision-maker to give a person whose interests will be adversely affected by the decision, an opportunity to be heard. The bias rule requires a decision-maker to be disinterested or unbiased in the matter to be decided. The no evidence rule requires that a decision by a decision maker be based upon logical probative evidence.

In summary, this means that every respondent to a complaint has the right (where there may be detriment arising from the resolution of that complaint) to be heard; to present evidence and submissions in one's own cause; and the opportunity to be heard by an impartial decisionmaker.

This instruction needs to be read in conjunction with GE 021- Grievance Management and Clause 18, sub-clauses a to e of the Constitution of the VVAA, National Council Incorporated.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that the Association subscribes to the Principles of Natural Justice and Rules of Procedural Fairness in all matters to do with the management and administration of the Association as detailed in this handbook, the VVAA constitution and all relevant Incorporation Acts as the case may be.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

**VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK**

**GE 024
DEBRIEF MAGAZINE
RULES AND DEADLINES FOR
PRODUCTION AND POSTAGE (Oct 2013)**

Introduction

1. Debrief is the official magazine of the Vietnam Veterans Association of Australia (VVAA) and is produced twice yearly, one summer edition and one winter edition and will be distributed to all full financial members of the VVAA.

Management

2. The National President will appoint the Portfolio Manager from within the National Executive and an Editorial Committee consisting of an Editor, Editorial Secretary plus one member.

3. The Editorial Committee is responsible for the preparation, stage 1 proof reading and production of the Debrief.

4. Once the Editorial Committee has proof read Debrief and declared it ready for production they are to submit the proof to the National Executive for final approval.

5. The National Executive will be responsible for pre-publication proof reading.

6. The Editorial Committee is to supply complete specifications to any State Branch desirous of obtaining quotes.

7. The National Executive is responsible for obtaining quotes for the production and postage of each edition prior to production.

8. Quotations will only be accepted from Printers with an ABN and who are registered under the ASIC.

9. Only those quotations received on the submitting Business letterhead, complete with full contact details will be considered.

10. State Branches may also submit quotations from local printers however they must conform strictly to the above criteria.

11. All specific Debrief correspondence is to be directed through the Editorial Secretary with a CC to National Secretary for recording in correspondence etc.

12. The Editorial Committee has the authority to approve or refuse any item for publication that is forwarded to them for inclusion in Debrief. Where an item is refused for publication the committee will inform the Portfolio Manager in writing stating the grounds for that refusal.

Advertising

13. To offset increasing costs for the production and postage of Debrief it is desirable for the Editorial Committee to obtain suitable advertising if and where possible.

14. Where advertisers are found the number should be limited to cover

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

costs.

15. A negotiated rate for all advertising will be at the discretion of the committee and the National Treasurer

16. The Editorial Committee is the authority for all advertising and may either accept or refuse any advert placed.

Deadlines

17. The summer edition of Debrief is to be mailed to members no later than the middle of December with the winter edition mailed not later than the middle of July each year.

18. All material to be included in Debrief is to be submitted to the Editorial Secretary with a CC to National Secretary for recording in correspondence etc.

19. Material for the summer edition must be submitted no later than the 31st October.

20. Material for the winter edition must be submitted no later than the 31st May each year.

21. Any material for Debrief received after the submission deadline will not be accepted for that edition without prior approval of the Editorial Committee and may be deferred for inclusion in the next addition if still relevant

Mailing Lists

22. The National Secretary is to liaise with the National Treasurer to ensure that the mailing list is correct and up to date prior to submission for production and posting.

23. All States are required to ensure that their membership data base is correct and up to date at all times and are confirmed by the National Treasurer by capitations received.

24. All Updated Membership Lists are to be a complete full list of members;

25. All lists are to comply with ME006 – Membership Records, in the following format:

TITLE, INITIALS, SURNAME, POST NOMINALS, STREET ADDRESS (OR PO BOX NUMBER), TOWN/SUBURB, STATE, POST CODE, and where only one copy is required per address;

26. All Mailing Lists are to be in Upper Case and all Mailing Lists are to include the date of currency.

27. All State Branch Secretaries are to ensure that their up-to-date membership lists along with Sub branch details are correct and supplied to the National Secretary and Treasurer along with the Editorial Committee by the 15th June and the 30th 15 November each year

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

**HE
HEALTH,
INCLUDING CHEMICAL ISSUES AND POST
TRAUMATIC STRESS DISORDER**

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

HE 001
COOPERATION WITH OTHER ORGANISATIONS ACTIVELY
OPPOSED TO CHEMICAL USE

COOPERATION WITH OTHER ORGANISATIONS ACTIVELY FIGHTING THE USE OF
CHEMICALS THAT ENTER THE FOOD CHAIN

The VVAA must work with other credible organisations opposing the use of chemicals that enter the food chain, in order to gain, or disseminate additional knowledge regarding their use.

Credible organisations that are not members of the ex-service community are actively opposing the use of chemicals that enter the food chain. They undertake research, seek publicity and generally try to bring the dangers of chemical use to the notice of the public.

These organisations may hold knowledge that the Vietnam veteran community needs. The Association may be able to provide these organisations with additional information, contacts or support that will heighten awareness.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that the Association seeks cooperation or information, wherever possible, with credible organisations that are actively opposing the use of chemicals where it is in the best interests of the Association.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

HE 002
VVAA DEATH REGISTER

MAINTENANCE OF A RECORD OF THE DEATHS OF VIETNAM VETERANS

Maintaining a record of the deaths of Vietnam veterans in as complete and accurate a form as possible.

Unit Associations are often the first points of contact for families when a Vietnam veteran dies. The Department of Veterans Affairs and the Returned and Services are also sources of information. The Association should encourage relationships with these organisations to ensure that all deaths are reported and registered.

Information which the Association collects should be verified wherever possible, and made available to States and other authorities, particularly in relation to the discussion of the health and welfare of veterans.

Sub-Branched and State Branches are requested to provide details of the death of Vietnam veterans as they come to hand. Multiple reporting is far preferable to no reporting at all.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that:

- the National Secretary of the Vietnam Veterans Association of Australia is to maintain a register of the deaths of Vietnam veterans, in as complete and accurate a form as possible; and
- the Register of Deaths of Vietnam veterans is to be made available to State and Sub-Branched on request.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ME

MEMBERSHIP

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ME 001
LIFE MEMBERSHIP

AWARD AND REVOCATION OF LIFE MEMBERSHIP OF THE VIETNAM VETERANS
ASSOCIATION AT SUB-BRANCH, STATE AND NATIONAL LEVEL.

Life membership is a means of visibly rewarding those who have contributed to the Association, through long and meritorious service. Life Membership applies at three levels, Sub-Branch, State and National.

Life Membership takes precedence immediately after the Association Meritorious Service Award. (instruction ME 002 refers)

A life member at any level retains all the rights of an ordinary member and may stand for election to executive positions at Sub-branch, State and National Levels

The appropriate service for award of Life Membership at Sub-Branch level is as determined by the Sub-Branch. By awarding Life Membership, the Sub-Branch accepts responsibility for payment of capitations in regard to the members. The Sub-Branch Secretary must maintain a register of Life Members.

The appropriate service for award of Life Membership at State level is as determined by the State Branch. By awarding Life Membership, the State Branch accepts responsibility for payment of capitations in regard to the members. The State Secretary must maintain a register of Life Members.

The National Council may decide on the appropriate service for award of National Life Membership, although it must relate to activities conducted on a national level. The National Congress must ratify the nomination.

Certificates of Life Membership are obtainable only from the National Secretary. State and National Secretaries are to maintain, respectively, registers of State and National Life Members.

Life Membership Badges are to incorporate space to endorse Sub-Branch, State or National identification - eg Brisbane North, Victoria or National.

The Award of Life Membership may be revoked if a Life member takes action that is considered to be detrimental to the Vietnam Veterans Association of Australia, or to Vietnam or other veterans. Complaints concerning the actions of Life Members are to be made in writing to the National Secretary, who is to request the Life Member to respond in writing. The National Secretary is to place all information before the National Council, for consideration.

The Vietnam Veterans Association of Australia, National Council Inc, resolved that the Association institutes the award of Life Membership at Sub-Branch, State and National level; and the executive at each level shall have the authority to revoke an award of Life Membership.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

M E 002
MERITORIOUS SERVICE AWARD

MERITORIOUS SERVICE AWARD FOR SIGNIFICANT CONTRIBUTION TO THE
VIETNAM VETERANS ASSOCIATION OF AUSTRALIA, OR TO THE VIETNAM
VETERANS' COMMUNITY

Service that continues after the award of Life Membership is not, as at June 1998, recognised or rewarded by the Association..

Community service including that as a member of the Vietnam Veterans Association of Australia may result in the award of an Australian honour. (Policy ME XXX refers)

Distinguished service within the Vietnam Veterans Association of Australia may be rewarded through the award of Life Membership, at Sub-Branch, State or National level. (Policy ME 001 refers).

A Meritorious Service Award should have an order of precedence above Life Membership. It may be awarded to non-members who have made a significant contribution to the Vietnam veteran community. To this end, it is necessary to establish and preserve standards of achievement leading to presentation of the award.

The Vietnam Veterans Association of Australia, National Council Inc resolved that the Association institute a Meritorious Service Award under the following conditions:

1. A VVAA nominee must already be in receipt of Life Membership at any level and have continued to make significant contribution to the Association and the Vietnam veterans' community within Australia;
2. A non- VVAA nominee must have made a very significant contribution to the Vietnam veteran community within Australia; and
3. Each nomination must be unanimously approved by a committee consisting of two members of the National Executive and two State Presidents, one of whom should be from the same state or territory as the nominee.
4. The Meritorious Service Award may be withdrawn by the unanimous vote of National Council of the VVAA.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ME 003
MAINTENANCE OF LISTS OF MEMBERS

MAINTENANCE OF LISTS OF MEMBERS BY STATE AND NATIONAL
EXECUTIVES TO COMPLY WITH THE REQUIREMENTS OF THE APPLICABLE
INCORPORATIONS ACTS

The legislation, under which the Vietnam Veterans Association of Australia is incorporated in New South Wales, requires the Public Officer of the Association to maintain a current list of members. Incorporation articles for each State and Territory Branch includes the same requirement.

There is a legislative requirement for the Public Officers at State and National level to maintain a list of current members.

Recent history has demonstrated the vulnerability of both State and National Public Officers to potential breaches of the relevant Acts. In addition to this, the disaffection of particular individuals may result in the loss of this information.

The purpose of this policy is to fulfil the legislative requirements, and to ensure that the Association is not vulnerable to the actions of individuals.

Sub-Branch, State and National Secretaries are responsible to preserve the security of lists of ordinary members, to ensure that membership lists are not used for improper purposes, and to preserve the privacy of members.

The Vietnam Veterans Association of Australia, National Council, resolved that capitation payments to State Branches and the National Council must be accompanied by a list of all Sub Branch members, for whom payment is made.

When capitation payments are forwarded to the National Treasurer an updated membership list is to be forwarded to the National Secretary.

As and when required the National Secretary and National Treasurer are to compare numbers of members and where necessary the National Treasurer is to raise invoices for outstanding payments by state branches

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ME 004
SECOND MEMBERSHIP

FINANCIAL MEMBERS OF A SUB-BRANCH CAN TAKE OUT A SECOND
MEMBERSHIP
OF ANOTHER SUB-BRANCH

To assist in controlling mailing lists and to allow members to join a second sub-branch of the Association.

This instruction will allow a degree of flexibility and mobility with membership

It will assist to controlling mailing lists for Debrief and other correspondence to members initiated by State and National Council

The Vietnam Veterans Association of Australia, National Council, resolved that:

- a financial member of a sub-branch may take out Second Membership of another Subbranch at a fee set within the state to which a capitation is not paid; and
- the sub-branch and/or state secretary must be advised or in the case over a state border the state secretary of that state; and
- those members holding a 'second' membership are entitled to vote only at the Subbranch or State Branch for which capitation fees are paid and
- members can only be elected onto the Executive of a Sub Branch or State Branch where the person pays their capitation fees.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ME 005
AFFILIATION

AFFILIATION OF LIKE GROUPS WITH SIMILAR OBJECTS

To establish a policy to enable Ex-service and other organisations with similar objectives to become affiliated with the VVAA.

There are a number of Associations with a membership comprising Vietnam veterans, and other interested parties who may wish to establish formal dialog including affiliation with the VVAA

These associations may wish to retain their autonomy but wish to discuss issues and share information for mutual benefit.

This type of affiliation will have positive outcomes and be beneficial when dealing with the Department of Veterans Affairs, the Government and other service providers. Some affiliations may involve the establishment of ESO Support Centres for Pension/Welfare work or joint committee for the common good of stakeholders.

The VVAA National council resolved that The VVAA may cross affiliate with other like organisations with similar objects at a National and State level providing there is no compromising with any rule or objects contained in the VVAA National Constitution or Policy Handbook, with financial details, fees and rules of operation agreed to by the affiliating parties, and any decisions with National implications made in the course of any such affiliation or meeting must be resolved or ratified by the National Council.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

ME 006
MEMBERSHIP RECORDS

Introduction

The Secretary and the Public Officer of the association are required to hold details of each member of the association, there is a requirement to maintain a mailing list in a particular format and there is a requirement to maintain details of advocates, pension officers and welfare officers accredited by branches and sub branches. These requirements can be combined into one list for ease of management.

Background

The NSW Incorporations act and the VVAA Constitution require the secretary and the public officer to maintain current membership lists.

National instruction ME003 "Maintenance of lists of members" requires sub branches and branches to lodge lists of ordinary members when capitation payments are made.

National instruction AP001 "Authorisation of Pension officers, Welfare officers and Advocates" requires sub branch and state executive to maintain a list of authorized advocates, Pension officers and Welfare officers.

To obtain the best value postage rate for distribution of Debrief magazine Australia Post requires the mailing labels to be in a specific format.

The following procedure and format allows the maintenance of these requirements.

Procedure

The membership lists are to be maintained in the Microsoft Excel program with the following columns and all entries to be in upper case letters with no full stops or commas.

TITLE (MR, MRS, MS DR ETC)

SURNAME

POST NOMINALS

FIRST NAMES

INITIALS

RESIDENCE (House name, Property name etc)

STREET ADDRESS (May include PO Box numbers)

TOWN / SUBURB

STATE

POSTCODE

CAPITATIONS PAID (Should indicate year)

DEBRIEF MAILING LIST (Where only one copy is required per household only one individual should be identified)

MEMBERSHIP TYPE (NATIONAL LIFE MEMBER, STATE LIFE MEMBER, SUB BRANCH LIFE MEMBER, ORDINARY MEMBER, ASSOCIATE MEMBER ETC)

SUB BRANCH

ADVOCATE (This will be taken to confirm a current authorisation)

PENSION OFFICER (This will be taken to confirm a current authorisation)

WELFARE OFFICER (This will be taken to confirm a current authorisation)

All branch records have been updated to this format in November 2010, it is suggested that sub branches use the same format, this will allow branch records to be maintained by the cut and paste method and reduce the risk of error in manual transfer of details from one list to another.

Security

To maintain security of confidential information the National Secretary is not to copy (Except as an electronic backup copy), forward or distribute in any manner without the formal written approval of the various State Branches, with the exception of the mailing list for distribution of the Debrief magazine, all enquiries regarding State membership records are to be referred to the state branch that produced the records.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

VE

VETERANS' ENTITLEMENTS

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

VE 001
SERVICE PENSION FOR SPOUSES

ENTITLEMENT OF SPOUSES AND/OR PARTNERS UNDER 50 YEARS OF AGE TO A
SERVICE PENSION

Entitlement of the Service Pension to Spouse or Partner whom is a full time carer of a Veteran

Legislation was introduced in 1995 and discriminates against some spouses or partners (under 50 years of age) of veterans by taking away their entitlement to a service pension.

The Spouse or Partner of a veteran in receipt of a pension at the Special Rate (TPI) is eligible.

Veterans and Partners (under 50) with dependant children also qualify.

If the veteran is in receipt of a pension at a lessor rate and/or is Totally and Permanently incapacitated due to a disability that is non war-caused the spouse or Partner is required to apply via Centrelink.

Centrelink regards disability pensions awarded to veterans as income and decreases payments accordingly.

The Vietnam Veterans Association of Australia, National Council, resolved that the Association requests the Federal government restores (the pre 1995) eligibility for service pension to spouses under 50 years of age who are full time carers of veterans including those veterans who are Totally and Permanently Incapacitated for other reasons other than war caused disabilities.

VIETNAM VETERANS ASSOCIATION OF AUSTRALIA
ADMINISTRATION HANDBOOK

WE

WELFARE AND COMMUNITY SERVICE