



AUSTRALIAN PEACEKEEPER & PEACEMAKER
VETERANS' ASSOCIATION
NATIONAL EXECUTIVE
P.O. BOX 552, TORQUAY, VIC, 3228

(INCORPORATED IN VICTORIA)

ABN 59 558 194 094

Patron

**Major General John Pearn AM, KStJ,
RFD (Ret'd)**

Affiliated with the Soldiers of Peace
International Association (SPIA) – a
category 1 NGO registered with Economic
and Social Council of the United Nations.

Telephone & Fax: (03) 5264 8244

Mobile: 0419 355 226

Email: president@peacekeepers.asn.au

Website: www.peacekeepers.asn.au

Also Caring for Veterans of Iraq, Afghanistan and Peacetime Service

*Commemorating 60 Years Of International United
Nations Peacekeeping Operations.*

1st November 2008

Subject: Administration Plan – APPVA National Executive.

Introduction.

1. As the APPVA develops into a National Organisation, with increases in membership and services to our members and constituents, appropriate planning is required to ensure that the organisation holds consistency with procedures.
2. This Plan is a procedural Plan for the Administration of the APPVA National Executive.

Secretarial.

3. **The National Secretary** will be responsible for the following:
 - a. Oversee the Administration of the APPVA National Executive;
 - b. Draft responses to various correspondence items on behalf of the APPVA National Executive;
 - c. Hold the Master copy of the APPVA National Constitution and be responsible for the management of the Constitution, by recording amendments and changes for submission annually post-AGM to the Consumer Affairs Victoria (CAV);
 - d. Manage Complaints and Conflict Resolution through mediation;
 - e. Present Reports at General Meetings; and
 - f. Ensure that the APPVA National and Branch Executives follow Corporate Governance and complies with APPVA policy.

“Looking After Our Own”

4. **The Assistant Secretary** will be responsible for the following:
- a. Arranging Travel, Accommodation for visits of APPVA National Delegates;
 - b. Coordination of Agencies, politicians, Government and ADF visits by APPVA National Delegates;
 - c. Coordinate Business and General Meetings;
 - d. Distribute Notices of Meetings, particularly QGM and AGM within 28 days of meeting;
 - e. Action Plan Monitoring and follow-up with Key Stakeholders and people responsible for various actions to be completed;
 - f. Collation of National Executive Reports for General Meetings;
 - g. Send proposed Agenda, calling for agenda items NLT 28 Days prior to a General Meeting;
 - h. Collate and send the completed Agenda within 3 days of the General Meeting;
and
 - i. Assist the National President as required.

5. **Correspondence Management. The Administrative Officer** at the Heidelberg Repatriation Veteran Centre (HRVC) will be responsible for the registration of all IN/OUT Correspondence for the APPVA National Executive. The Administrative Officer is to also:

- a. Provide the National Secretary and Assistant Secretary at the very earliest time of correspondence items that require action, as a matter of priority. This is to be via fax or scanned and sent via email.
- b. Maintain the IN/OUT Correspondence Register;
- c. Keep binders of IN/OUT Correspondence copies/originals;
- d. Provide updated IN/OUT Correspondence Register to the National Secretary for General Meetings, with comments of action points; and
- e. Maintain the Postal address of APPVA National Executive, HRVC, P.O. Box 5444, HEIDELBERG WEST, VIC, 3081.

Financial.

6. All Treasurer and Financial correspondence to P.O. Box 552, TORQUAY, VIC, 3228. The **National Assistant Treasurer** is to collate bills, invoices etc for the Book Keeper. The National Assistant Treasurer will also Deposit incoming payments and coordinate payment of merchandise, liaising with the Merchandise Officer.

7. All Grants and projects to be sent to the **National Treasurer** for action. The National Treasurer is to oversee and manage all Grant Funds, Building Excellence in Support and Training (BEST) and other funding opportunities.
8. The Book Keeper will operate fortnightly and conduct payment, payroll, MYOB management, raise Tax Invoices; and all accounting of APPVA National Executive Funds. In addition, conduct BAS; Taxation and GST payments to the ATO.
9. The National Treasurer is to ensure that monthly financial statements are made available to him for timely advice to the National Executive Committee of the financial status of accounts.
10. The National Treasurer is to present Quarterly Reports to the National Executive Committee at QGM and AGM.
11. The National Treasurer is to present the Auditor's Report at AGMs.
12. The National Assistant Treasurer is to enter Membership Credit Card details in the Merchant Facility and forward Membership applications to the National Membership Secretary. This includes deposits of cheques, money orders and cash for membership subscription and advise the National Membership Secretary of Paypal payments online, inclusive on online payments with DEFCREDIT.
13. The National Assistant Treasurer is to enter current Credit Card data on the Merchant facility for the debit of membership subscription on the 1st July annually.
14. Other duties are required of the National Treasurer:
 - a. Oversee the Business Management of the APPVA National Executive Committee.
 - b. Oversee the Accounts, Book Keeper, Reporting and Accountability.
 - c. Quarterly Reporting of the National Younger Veteran Outreach Program;
 - d. Reconciliation and Acquittal of Grants.
 - e. Financial Planning/Budget of the APPVA National Executive.
 - f. Financial advice and guidance to the APPVA National Executive.
 - g. Compliance and Corporate Governance.

National Merchandise Officer.

15. The National Merchandise Officer is to provide the following:
 - a. Provide advice to the National Executive Committee of items of interest to sell for fund-raising;
 - b. Provide proposals to the National Executive Committee of products for the merchandise suite, to be approved by the National Executive Committee;

- c. Provide the National Executive Committee a documented system of National Merchandise for consideration of approval by the National Executive Committee;
- d. Web ordering will be made to the Assistant Treasurer, of which the order is to be sent to the Merchandise Officer for picking and distribution. Note: all proceeds of merchandise ordered on the APPVA Website is to be deposited in the National Executive Committee account;
- e. The National Merchandise Officer is to establish a Postal Account with Australia Post, in order to have packaging and postage paid by National;
- f. The National Merchandise Officer is responsible for recording stock and ordering of stock, after approval from the National Executive Committee (this is fund dependant);
- g. The Merchandise Officer is to maintain an accountable Ordering system, with an Order Book and Purchase Order Book;
- h. The Merchandise Officer is to seek Tax Invoices from the National Book Keeper for stock ordered by Customers to be sent with the merchandise;
- i. Orders received directly by the Merchandise Officer are to be sent to the National Book Keeper for payment and accounting. A Tax Invoice is then to be sent to the National Merchandise Officer for inclusion into the Customer's order;
- j. The National Book Keeper is to pay the Supplier on receipt of a Tax Invoice or Purchase Order from the National Merchandise Officer; and
- k. The Supplier will be required, upon receipt of a Tax Invoice or Purchase Order is to send Receipts of payments to the National Book Keeper.

Membership Management.

16. Membership is an integral component of the APPVA. Membership provides support to the APPVA's services; provides political clout; and provides opportunities for members to participate in a range of Committee positions. The income from membership will support the APPVA Branches and National Executive in achieving our aims and objectives.

17. Capitation fees are: 60% to the Branch; and 40% to National. The subscription fee is \$20; and an additional Joining Fee for new members is \$10. Membership fees are due 1 July annually, which coincides with the Financial Year.

18. It is important for all Branches who have copies of their Membership Database to ensure that they maintain contact with their membership and advise Branch members of meetings and activities. In addition is the provision of information that may be of interest to the wider membership.

19. All members have a right to attend Branch and National meetings, along with placing items for General Business and are actively involved in debate and decision making within the APPVA. This is important to develop the APPVA with the input from our members.

20. **Membership Procedures.** The National Membership Secretary has overall responsibility of Membership management and procedures. The National Membership Secretary also provides advice to Branches on membership queries and ongoing updating of the National Membership database management system.
21. The National/Branch Membership Procedures are outlined as follows:
- a. National Memberships are addressed to P.O. Box 552, TORQUAY, VIC, 3228, or via the APPVA website with online payment options directly to the Membership Secretary;
 - b. Branch Memberships are received in a similar matter within their respective state;
 - c. The website is to be developed further to provide each state a portal for memberships for their respective Branch, and the provision of online payment system. In the interim, the National Membership Secretary is to process online membership and payments via Paypal and electronic transfer;
 - d. Credit Card details are to be sent to the National Assistant Treasurer for processing and debiting. This will change as Branches confirm that they have an online Merchant Facility. This information is to be distributed immediately to the respective Branch Membership Secretary for data entry into the Branch Database;
 - e. Monthly updates of the Database are to be sent from National Membership Secretary to the APPVA Branches within the first week of the calendar month.
 - (i) The approved Branches are to upload their Database to the National Membership Secretary on the last week of the calendar month;
 - f. Capitation Fees are to be payable for the following quarters: 1 July 30 September; 1 October to 31 December; 1 January to 30 March; and 1 April to 30 June. Quarterly payments are to be made within the first week of the completed quarter;
 - g. National will provide capitation fees to Branches that do not have the ability to manage their Membership;
 - h. Approved Branches are to provide Capitation Fees as outlined in sub-para f, to National. This is to be cross-checked with the National Treasurer and the National Membership Secretary to ensure that all capitations have been received, or over-payments identified;
 - i. The National Membership Secretary is to send Welcome Packs to new members of Branches that do not have Membership Management;
 - j. The Branch Membership Secretary is to send Welcome Packs to their respective new Members;
 - k. At this point in time, Capitation Fees for Membership do not attract GST, as there is a \$20 GST free Threshold. The \$10 Joining Fee is subject to GST;
 - l. The National Membership Secretary is to ensure that regular and daily back-up procedures are conducted for the Master Copy of the Membership DB, and send

updates to an off-site storage facility (Heidelberg Repatriation Veteran Centre);

- m. The Branch Membership Secretary is to ensure that regular and daily back-up procedures are conducted for the Branch Membership Database, along with an off-site storage facility. Thumb drives or data sticks are not to be used as a back-up mechanism. The approved back-up method within the APPVA is by CD-R. CD-R's are then to be regularly used till full. The full CD-R's are to be kept as Branch archive disks indefinitely. The CD-R is to be stored off-site.
 - (i) All holders of APPVA membership databases are to refer further to the APPVA National Executive Committee Constitution ratified on 8 February 2009, Clause 3.9 & 3.10 (attached);
- n. Membership renewal notices are to be sent by the respective Branch to their members. A tax Invoice is not required. Contact to Branch members is to be via the APPVA Voice over Internet Protocol (VOIP) system, which is 9 cents un-timed anywhere in Australia and free for VOIP to VOIP, email and post; and
- o. National Membership jurisdiction for renewal notices (email and post) is to be conducted from the Heidelberg Repatriation Veteran Centre.

Information Technology Management.

22. The National IT Manager is responsible to the National Executive Committee for the accountability and configuration management of IT & Telecommunications systems (IT&T), of the APPVA. This includes assisting Office Bearers at Branch levels, to ensure that correct configuration management is practised, along with the ability to provide immediate reporting, should there be an audit required by the Government.

23. The IT Manager is also responsible to the National Executive Committee for the following:

- a. Management of a Standard Operating Environment (SOE) of all National IT systems. This is the commonality of APPVA owned Hardware and Software to ensure compatibility between the APPVA Branches, National Executive and APPVA Practitioners. This will also include software updates and common Anti-virus software. Bulk purchases will save the APPVA and Government on excessive software costs.
 - (i) Branches are to be responsible of the insurance, configuration management and list of assets of various Laptops and other equipment procured by Government funding or purchased by the Branch, that are used by APPVA Branch Office Bearers and APPVA Practitioners;
- b. Track the location of all National IT&T assets;
- c. Monitor the expiry of IT&T equipment warranty (nominally 3 years), so that new technology is a continuum in the National Information Systems, procured by Grant Funding;
- d. Liaise with the National Merchandise Officer, in order to place National Executive approved merchandise products on the website for online ordering;

- e. Manage the APPVA Voice Over Internet Protocol (VOIP) system;
- f. Draft and maintain IT&T Policy for approval at the National Executive Committee, as required;
- g. Ensure that all APPVA Office Bearers and Practitioners are using APPVA email addresses. This promotes the APPVA and maintains data for reporting purposes to Government for traffic statistics;
- h. Website management, configuration and updating; and
- i. IT&T Security protocols and policy.

Responsibilities of APPVA Branch Office Bearers.

24. The responsibilities of APPVA Branch Office Bearers and Points of Contact are the following:

- a. Corporate Governance of Branch operations and business;
- b. Representation of Veteran and Defence State Forums;
- c. Represent the APPVA Branch at State Commemorations;
- d. Organise APPVA contingents and commemorations of ANZAC Day (25 April); International Day of UN Peacekeepers (29 May); Australian Peacekeeper Day (14 September); and United Nations Day (24 October);
- e. Ongoing Membership management and recruiting;
- f. Fund-Raising and marketing;
- g. Organise Social Events for members;
- h. Financial Management IAW Federal and State Law;
- i. Delivery of Welfare and Veteran Entitlements;
- j. Provide the Branch President or POC to the APPVA National Executive Committee of Management as a member of this Committee; and
- l. Abide by Policy decided by the APPVA National Executive Committee of Management.

Conclusion.

25. The sound Administrative and financial management of the APPVA National Executive and Branches is essential in ensuring that the APPVA holds accountability to it's members, potential members, DVA, Federal and State Governments. The APPVA receives significant funding to assist the organisation in its aims and objectives. This funding requires prudent management by all Office Bearers of National and Branches.

26. It is essential that Branches comply with Corporate Governance and National Policy. This is to ensure that the APPVA holds a high degree of credibility with DVA and the ESO community. National Executive Committee Members have various responsibilities to provide Branches with advice, guidance and assistance. In turn it is expected that Branches are responsive toward National Governance and Policy.



P.A. Copeland, OAM, JP,
National President,
APPVA Inc.

Attachment:

1. Extract – Clause 3.9 & 3.10 APPVA National Executive Constitution of 8 Feb 09.

3.9 Register of Members. The National Membership Secretary must keep and maintain a register of members containing:

- a) The name, phone number, E-mail (where available) and postal address of each member;
- b) The date on which each member's name was entered in the register (joining date).
- c) The register is available for inspection by any Executive Committee member upon request. No third parties should have access to this without written approval from the President/Vice President and the National Membership Secretary.
- d) Two (2) copies of the National Membership are to be maintained. One is to be held by the Membership Secretary and one by The National Secretary. An electric copy on disc- non-rewritable (CD-R) as off site storage to be used at meetings to check currency of membership of those attending.
- e) Unless the member grants express permission (obtained in writing), at no time are member's details to be released to other than Members of the Executive Committee in accordance with the Privacy Act 1988.

3.10 State member lists are permitted to be passed onto the respective State Secretary, with regular updates from the National Membership Secretary. This is to enable the State Committees to contact their respective State membership.