

BRANCH MANUAL



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OVERVIEW

The contents of this manual are confidential. It may only be given to Branch Members.

This manual is to support volunteer members of Can Assist branches. Can Assist members and volunteers provide vital local support to individuals and their families affected by cancer.

The manual provides consistent and up-to-date information about:

- Can Assist's organisational vision and aims
- The role of volunteers, branches, and the Can Assist Sydney team
- The legal and organisational requirements of branches, members and volunteers
- Procedures- how we do things.

The directions contained in this document have been drawn up in consultation with various external control bodies and have been endorsed by the Board of Can Assist.

In some situations there are various possible alternatives in procedures ensuring that Can Assist complies with legal and funding requirements. In these instances the approach outlined in this manual is Can Assist's preferred approach which is endorsed by the Board and acts as the procedure.

This manual is a living document and sections will be revised regularly and distributed to replace earlier versions. Wherever possible, it is recommended that members and volunteers who have access to the member's only section of the Can Assist website refer to the latest version of the Branch Manual through the website.

The manual is part of the ongoing support of the Sydney team for branch activities. Can Assist encourages and welcomes feedback on any aspect of the manual. In fact, it is the key way we can ensure the manual reflects best practice. Please let us know if you think something does not work or should be changed. You can do this by calling us directly or emailing us at admin@canassist.com.au

KEY CONTACTS

At the time of writing, Can Assist has 54 branches. The key contacts for these branches change regularly and the most up to date contacts can be found on the website. Please encourage your members to access the website. <http://www.canassist.com.au>

The login section of the website contains the 'Support Hub' for access to internal documents and resources. The elected branch executive should decide who in the branch should have access to this section of the website. The username and password can be obtained from the Sydney team and should be kept confidential.

Can Assist's head office is in Sydney. A team of staff and volunteers support Can Assist in the Sydney office. Our volunteers and branch members are always welcome to visit, have a cup of tea, or use the office space in Sydney for any branch related activities.

If you need any assistance in relation to branch operations or Can Assist services call the Sydney team on 1300 226 277, or Fax (02) 9223 9528 or email admin@canassist.com.au

To contact other branches, please locate their allocated contact number on the website. <http://www.canassist.com.au/branches>

SYDNEY OFFICE	LILIER LODGE
Can Assist Suite 2, Level 3 92 Pitt Street, Sydney NSW 2000	317 Edward Street Wagga Wagga NSW 2650
Phone: 1300 226 277	Phone: (02) 6925 5240
Fax: (02) 9223 9528	Fax: (02) 6925 2759
admin@canassist.com.au	lilierlodge@canassist.com.au

ABOUT CAN ASSIST

Our History

In October 1955 Mona Ham and her friends, a group of determined women who were nurses, social workers and doctors' wives, established the Cancer Patients Assistance Fund, now known as Can Assist.

Today, Can Assist remains the same grass roots, community based organisation that provides financial assistance and practical support to people affected by cancer and their families or carers. It is Can Assist's belief that it is the right of all people, irrespective of their economic and social circumstances, gender, disability, ethnic origin or beliefs to have equitable access to services and support.

Can Assist has a clearly articulated vision:

Every country community, family and individual should have equitable access to cancer care and support services.

Can Assist's mission is to assist country families affected by cancer by providing accommodation and practical support while building community based volunteer networks and raising awareness of inequities facing country people.

Can Assist relies on fundraising and donations. The branches are not independent entities. They are part of one organisation, governed by Can Assist's Board of Directors. The Board and other Committee positions are voluntary, unpaid roles as required by Can Assist's Constitution. Today, a small team led by a CEO is responsible for supporting branches, delivering and developing ways of supporting people who are affected by cancer and their families.

In 1961 Can Assist purchased a three-story gabled building on the corner of Loftus Road and Annandale Street, Darling Point. The building, known as the Jean Colvin Cancer Centre (JCCC), was purchased to be used as a hospital to accommodate patients from country areas who needed to stay in Sydney for treatment for cancer. A further building known as Ecclesbourne was purchased for carers as a hostel. In 2012, the two heritage buildings were sold. This was a significant milestone in Can Assist's history and, whilst there were mixed emotions for many involved, it provided Can Assist with the opportunity to move forward in a new strategic direction.

A building and land on Edward Street, Wagga Wagga, was bought in April 2002. The Cancer Lodge Appeal was established and Kay Hull, Federal Member for the Riverina, was appointed Patron in July 2002. The aim was to raise \$500,000 to build the Lodge and the target was achieved in March 2004. Demolition began in November 2002, and the special purpose building begun in June 2003 by N.W. Bland & Sons of Temora. The Lodge was officially named Lilier Lodge in December 2003, in recognition of Rose Lilier's generous bequest to Can Assist following her death in 1998. On 1 May 2004, Lilier Lodge was officially opened by Joy McKean whose husband, Slim Dusty, died from cancer in 2003.

Lilier Lodge in Wagga Wagga is a joint venture between the Cancer Council NSW and Can Assist. It was bought with funds from both organisations with generous contributions from the local community. Can Assist has the management contract for running Lilier Lodge.

Legal Structure

Cancer Patients Assistance Society of New South Wales (CPAS) is the registered name of the organisation and Can Assist: Cancer Assistance Network is the trading name. CPAS is a registered charity and provides a structure whereby rural towns can raise funds for local people and their families affected by cancer expending those funds in their community. What is raised local, stays local. This is achieved through the Can Assist branch network.

The organisation is led by a Board of Directors and supported by a small team of paid staff and volunteers led by a CEO based in Sydney.

Incorporation

Cancer Patients Assistance Society of New South Wales (CPAS) was incorporated on 19 December 1962 as a Company Limited by Guarantee under the Companies Act 1961 (Section 16 (3)).

Constitution

Can Assist is governed by a Constitution which was revised in 2017. The Constitution provides the framework for the organisation. The Constitution confirms the status of Can Assist as the legal entity and describes the method of governance of the organisation related to such things as the structure and function of the Board, voting and branch structure.

Annual Report

Can Assist is required to distribute an Annual Report every year to various governing bodies and to make it available to all members. A copy of the Annual Report is available on the website, and can be posted to members, upon request. Requests for a copy of the report is to be made in writing to the CEO. It is also available on the web site once it is accepted at the Annual General Meeting each year.

Roles and Responsibilities

The team in Sydney has key responsibilities.

ROLE	RESPONSIBILITIES
Board of Directors	Provides governance of the organisation.
CEO	Overall operational and managerial responsibility for the organisation on behalf of the Board of Directors.
Facilities Manager, Lillier Lodge	Day to day supervision of Lillier Lodge.
Finance Office	Oversees financial operations
Supporter Engagement	Support branch operations, including membership and branch and community events
Applications Support	Develop and support online applications, including website
Business Development	Develop and implement growth opportunities across the organisation

ROLE	RESPONSIBILITIES
Social Media and Events	Develop and support fundraising events and promote them through Facebook and other on line platforms.

Can Assist Annual General Meeting

The AGM of Can Assist is held within six months of financial year ending 30 June each year. The AGM is held in Sydney and a notice of the AGM, and proxy form, are made available to all members 21 days before the meeting. All members have access to the Annual Report.

Statutory Information

Registered Office & Mailing Address

The registered office is the Sydney Office. The mailing address for the organisation is

Can Assist
Suite 2, Level 3
92 Pitt Street
Sydney, NSW 2000

Charitable Fundraising Number: 12748

Australian Business Number (ABN): 76 000 412 715

The ABN may be quoted if required for supplier tax invoices and must be printed on all stationery, invoices and receipts which bear the name Can Assist.

Tax File Number (TFN)

Can Assist is exempt from Income Tax pursuant to Section 23 of the Income Tax Assessment Act. ATO Reference No: AF 1595 CSF 1210. Can Assist’s Tax File Number is 92 864 629.

Our Support

1. The Financial Assistance Program

Financial assistance is provided to eligible people through the branch network. This state-wide program delivered over \$1.77 million of financial assistance last financial year, making it the largest program of its kind in NSW.

2. Care and Accommodation

We provide subsidised accommodation to people and their carers who have to travel for their treatment. Currently we provide this service through:

- Lillier Lodge, subsidised accommodation in Wagga Wagga for people undergoing treatment in Wagga Wagga
- Financial subsidies through the branch network to help people pay for their accommodation costs in private hotels or rented apartments

The role of the Branch

Can Assist's network of branches exists to resource the support offered by Can Assist, in the spirit of our vision and our stated purpose.

Can Assist's branch model has been sustained since we commenced 62 years and remains relevant because of these key reasons:

- They are managed by local volunteers who are appropriately trained and supported by the Sydney team.
- Local efforts to raise money specifically benefits local people affected by cancer.
- We support all types of cancer.
- We support people of all ages and their families.

Branches are well connected at the local level and generate significant fundraising income which is given to individuals with cancer and their families within each branch's local community.

Each branch has an Executive Committee which manages the branch, assisted by volunteer members who usually undertake specific roles to keep the branch operational.

Essentially the branch is involved in:

1. Raising awareness about inequities faced by people affected by cancer in their community
2. Raising funds
3. Building membership
4. Resourcing Can Assist's support provided to members of their community
5. Implementing financial assistance for those affected by cancer at a local level

RAISING FUNDS

Terminology

DONATION	An unsolicited gift of money or gifts in kind.
FUNDRAISING	Involve asking the public for money or property. A fundraising event can be a single event over a limited period of time or an ongoing activity.
GIFT IN KIND	Donation of an item or service at no charge.
TRIBUTE	<p>A tribute donation has two main types:</p> <p><i>In memoriam</i>- where donations are requested in lieu of flowers at a funeral or to honour someone who has passed away.</p> <p><i>In celebration</i>- where donations are requested in lieu of gifts for a birthday, wedding or other celebration.</p>

Fundraising

We are governed by the Charitable Fundraising Act and the Lotteries & Art Union Act for all fundraising, i.e. branch events, Can Assist events, third party events.

Fundraising enables branches to provide assistance to people in local communities whose lives are affected by cancer. The following guidelines are provided to ensure branches are aware of the legalities surrounding fundraising, to protect members, the community, and Can Assist.

Branch fundraising events, including raffles, are to be agreed at branch meetings and recorded as a resolution in the meeting minutes.

The guideline on expenditure when holding a fundraiser, is that no more than 40% of fundraising income be spent on the organising of the event. In most cases branches spend less than 5-10% of income on organising their events. This is a very high standard that will be encouraged and supported by the Sydney team so that it can be maintained in each branch.

Can Assist does not promote or participate in the following: Art Unions, Disaster Appeals, Benevolent Funds, Auspicing, Tipping Competitions, Progressive Lotteries, No-Draw Lotteries, Mini-Numbers, Football Doubles and Two-Up.

Events for fundraising which involve competitive physical contact sports, for example, football matches, car/bike racing, require prior approval from the insurance company. A Branch Event Notification Form must be completed before commencing arrangements for all events.

A separate notification form must be issued for each fundraising activity conducted by a branch. Notification of events is an important task for branch executives, and ensures all potential risks are minimised to individuals, branches, third parties and Can Assist.

This form is available online via the website and through the Branch online resource portal.

Permits for fundraising games of chance (housie, bingo games, hoi, Alphy), chocolate wheels and lucky envelopes are to be obtained via the Sydney office.

Branches are encouraged to invite other Can Assist branches to their functions and to liaise with them in setting dates for events to allow for attendance and consideration of setting schedules. In all instances, it is important to include in your advertising which branch is holding the function and who the recipient of the funds raised will be. As much as possible, you should use the words "Living local, giving local. All funds raised go directly to the XXX Can Assist Branch, to provide financial assistance and care in our local community for people affected by cancer".

Children younger than 16 years are not permitted to assist in fundraising or other Can Assist events. Children, 16 years and over must always be accompanied by an adult. Special conditions apply for members or volunteers over the age of 90, please contact the Sydney office for more information.

Information on raffles

When conducting a raffle no permit is required under the Charitable Fundraising Act and/or the Lotteries & Art Union Act. Please consult the attached fact sheet.

<http://www.liquorandgaming.nsw.gov.au/Documents/public-consultation/lotteries-art-unions-review-post-consultation-information-update.pdf>

The total retail value of prizes offered is to be less than \$25,000

A register of raffle tickets is to be maintained by the branch

Can Assist raffle books are to be used

Money prizes may be used provided the total does not exceed \$5,000

Spending money accompanying travel prizes is to be capped at 20% of the value of the travel. There is to be a planned minimum profit of 40% made on all raffles. The expense of the raffle is not to exceed 60% of the gross planned proceeds

Donation Records

Branches are required to keep records of all donations (money and in kind) received. Cash donations are to be recorded in the monthly cash books provided to the Sydney team and are audited annually. Donations over \$1,000 will be acknowledged in the Annual Report under Donations to our Branches.

Any donation over \$10,000 is to be notified separately to the Sydney office at the time it occurs.

New South Wales Government Department of Industry

This government department governs all gaming and can be accessed as below for facts and guidelines.

<http://www.liquorandgaming.nsw.gov.au/Pages/gaming/factsheets-guidelines.aspx#Guidelines><http://www.liquorandgaming.nsw.gov.au/Pages/gaming/factsheets-guidelines.aspx#Factsheets>

Insurance Requirement

Fundraising events by a Can Assist branch involving participation type games, including matches, races, practices, or other sporting activities (including swimming, health and fitness activities) are excluded by Can Assist's Public Liability insurance policies, which exclude personal injury or damage to property of any person caused by or arising out of participation. Branches wishing to hold this type of event must first notify the Sydney office, who will request additional coverage from the insurers. Ensure that this is in place before proceeding with any event of this type.

If the event is organised by a non-member or outside organisation for Can Assist, they are required to apply for obtain an Authority to Fundraise from Sydney office and obtain their own insurance cover.

Can Assist receipt books and raffle books are not supplied to non-members or outside organisations for fundraising for Can Assist.

Certificates of Public Liability, Product Liability, and Volunteer Insurance coverage are available on the website.

Media, Marketing and Public Relations Policy

All branches are encouraged to use the media to advertise their fundraising activities and to make their community aware of their function; however contact with the media on matters concerning Can Assist should be directed to the CEO. Please email any press releases to the CEO for review before releasing them to ensure they are in line with the Board's strategic direction and to share information which may be available from the Sydney team to enhance its impact.

We also encourage use of Social Media to promote membership, volunteers, events and fundraising. Can Assist has its own Facebook page at <https://www.facebook.com/CanAssistNSW1/> and we have many approved Facebook pages for our branches. If you want a page for your branch please contact the Sydney team.

Our website is available at <http://www.canassist.com.au> where there is a Branch Support Hub which provides access to the guidelines, marketing materials, forms and other resources.

Tailored materials have been developed for each branch in raising awareness of Can Assist across NSW and can be found in the Support Hub of the website. The approach is aimed at developing consistency in branding so that we present as a whole to the community and thus create a stronger presence in the cancer support community and charity sector.

Pop-up banners/display stands are produced for use at stalls, events or public promotion opportunities. Tailored designs have been made available for each branch. These are available for download under the 'Media' section of the Support Hub on the Can Assist website.

Branch Flyers are available for download under the 'Media' section of the Support Hub on the Can Assist website.

Branch business cards are available for download under the 'Media' section of the Support Hub on the Can Assist website.

A4 and DL sized event invite templates are available for download under the 'Media' section of the Support Hub on the Can Assist website. Using these event templates helps build a clear and consistent look across all branch event advertising.

A Tailored letterhead with the contact details and name of each branch is available for download under the 'Media' section of the Support Hub on the Can Assist website. Using this letterhead helps to build a professional and consistent look across all branch communications.

Personalised with compliment slips, complete with the branch name, contact details and address, are available for download from the Media' section of the Support Hub on the Can Assist website.

A branch logo is available for download under the 'Media' section of the Support Hub on the Can Assist website.

For information and guidance on using the Can Assist logo for marketing materials, please refer to the Brand Standards, available on the Support Hub of the website.

Advertising and promotion is to be clear and concisely outlined on the invitations and marketing material provided in the login section of the website.

The charitable fundraising number is to be printed on all advertising materials

Advertising is to include who is to benefit and who is conducting the raffle

The details are also to include the place, the time and date of the draw and how prize winners will be notified and the results published

Details are to also include the prize and, where a value can reasonably be applied, its value (and any conditions on the prize for example; electrical goods- the make and model, whether the prize includes accessories, travel prizes- what is included, can the trip be taken at any time, and is the prize transferrable

Prize Restrictions

- Liquor prizes cannot exceed 20 litres and care is to be exercised to comply with Responsible Service of Alcohol provisions; that includes not presenting liquor prizes to underage people etc.
- Cosmetic surgery, tattoo, firearms or ammunition are not permitted as prizes
- Vouchers cannot be redeemed for prohibited prizes

The draw to conclude raffles

There is no requirement for raffle ticket purchasers to be present at the draw.

All raffle tickets sold must be in the draw

All ticket holders are to have a fair and equal chance of winning

Raffle ticket costs are not to be discounted part-way through a raffle promotion

The drawing device is to allow all tickets to be included and to mix freely

Ticket butts are to be kept for 3 months after the draw

Accountability of Raffles

Raffles conducted by the branch or by others raising money to donate to the branch, or in any way for the benefit of Can Assist, must be approved by the branch and Sydney team

The branch must have control over the issue and return of books of numbered raffle tickets through maintenance of a Register of Raffle Ticket Books. A reconciliation of the tickets and proceeds is to be undertaken prior to the draw to ensure all tickets are returned giving all ticket holders an equal chance to win the prize offered

Keeping of records:

- Register of raffle tickets: 7 years
- Financial records: 7 years
- Unsold tickets: 3 years
- Ticket butts: 3 months after the draw

All proceeds to be banked within 2 days

The expense of the raffle is not to exceed 60% of the gross planned proceeds

Unsolicited tickets are not to be sent out

When selling raffle tickets, identification badges are to be worn by both members and volunteers

If a prize is not claimed, all efforts are to be made to contact the winner. This can include advertising in the local paper. After investigating all avenues please contact Can Assist Sydney team. We are required to contact the OLGR to receive permission to sell the prize and the money is to be kept aside for a specified time. If the goods are perishable than the goods are to be sold as soon as possible and the money is to be retained until claimed

Branches are advised to store the items in separate containers which are clearly labelled with the raffle prize, date drawn, contents and date of discard.

Food Handling

Because of the number of regulations concerning food handling, branches are encouraged to pursue other options for fundraising wherever possible. All food handling at Can Assist events is to be in accordance with current guidelines of the NSW Department of Primary Industry Food Authority that can be found at <http://www.foodauthority.nsw.gov.au/>.

Some relevant considerations include:

- Does the food pose a health risk?
- Is cross contamination a risk?
- Will it be eaten straight away?
- Does the food have to be transported?
- Are the food handlers in good health?
- Is temperature control or storage an issue?
- Are hand washing facilities and single use towels available for hygiene purposes?
- Do food handlers understand when hand washing is required?

More information can be obtained from

<http://www.foodauthority.nsw.gov.au/foodsafetyandyou/keeping-food-safe/charities-groups-and-volunteers>

Selling food for fundraising purposes generally does not require council notification unless the food

- could pose a health risk, such as food that needs to be kept hot or under refrigeration to be kept safe
- is not thoroughly cooked and eaten immediately

Transactions with the local council such as applications for council services, permits and approvals, satisfy the notification requirement under food laws.

To contact your local council, go to www.olg.nsw.gov.au/public/my-local-council/find-my-council

If branches frequently supply catering as a fundraiser, it is advisable for those members to attend a safe food handling course at their local TAFE or similar institution, and to retain written proof of their attendance. Branches should meet any out of pocket expenses for attending such a course if the member's attendance was endorsed by the branch.

Food items for sale are to be labelled, and the label should contain a list of ingredients.

Sale and service of alcohol at fundraising events

Branches should not sell alcohol at fundraising events. A reasonable amount may be provided as part of the ticket price, or alcohol can be purchased by the attendees from the venue where the event is held. Where alcohol is served by a branch member at a fundraising event, rather than venue staff, the Sydney team must be approached to seek approval from the Can Assist insurers and apply for a liquor licence or liquor licence exemption. .

Venue staff must adhere to the Responsible Service of Alcohol requirements for the event and venue.

Collection Tins

Collection tins are to be sourced and maintained by each branches. The requirements are that the tins be securely constructed, properly sealed, consecutively numbered and be clearly labelled with the name of the authority holder (Can Assist). They are to be supervised, secured, used, cleared and receipted and a Register of Collection Devices maintained by the branch Treasurer. It is recommended that two persons are present when collecting and counting donations from these tins.

A receipt cannot be issued to the trader where the tin is located.

Agreement with Traders

The Can Assist policy is not to enter into agreements with Traders, nor into any agreements with 'Hold Harmless' clauses. Any questions in relation to this should be directed to the Sydney team.

Workplace Giving

Workplace giving is a process where employees give small, regular donations to a charity from their pre-tax pay.

If you are approached by a company to be a reception of their workplace giving program, contact the Sydney team.

Bequests

People may wish to allocate a proportion of their Estate to charity, and are welcome to support Can Assist and any one of its branches in this way.

Can Assist
Suite 2, Level 3
92 Pitt Street
Sydney, NSW 2000
ABN: 76 000 412 715
CFN: 12748

The funds must be allocated for the specific purposes set out in the bequest. The bequest is to be notified immediately to the Sydney team along with a copy of the relevant section of the will available from the executor or solicitor. This is to ensure the legality of the stated beneficiary (as above) and for the Board of Can Assist to ensure that any special terms or specific conditions attached to the will are adhered to.

Grants

Branches may apply for grants or funding directly. Branches that wish to make an application to other organisations or government departments for a specific purpose grant (not a donation) are to discuss the desire to apply with the CEO. Each application is to be approved and signed by the CEO.

BRANCH MEMBERSHIP

All branch members are members of Can Assist.

Individuals, 16 years to 90 years, can apply to become financial members of Can Assist by completing an application form and submitting it to the branch Secretary with their payment. Branches can endorse applications for membership at a branch meeting and only then forward the application to the Sydney team for approval by the Board. Members must be endorsed by the Board of Directors.

When endorsed, a Can Assist financial member is eligible to:

- vote in branch and annual Board elections
- nominate and be appointed to represent the organisation at various venues
- nominate and be appointed for official roles in the organisation at branch or Board level
- be nominated for Honorary Life Membership
- access training and support services to fulfil the role of member
- be provided with an identification badge
- have access to information and written material, including Branching Out, Annual Report
- be reimbursed for out of pocket expenses in fulfilling their role as a member, (subject to approval by the branch)
- receive a copy of our branch newsletter '*Branching Out*', which is issued quarterly in March, June, September and December of each year

Membership Fees

Membership fees are set at \$10 per person and a minimum of \$5 renewal fee each year. The Sydney branch membership fee is \$10, and \$25 for a premium membership. Life Membership is also available for \$150. Fees are kept by the local branch. Payment of the fee must be recorded on the *Membership Application Form* or the renewal register by the Treasurer of the branch.

Members' Register

Volunteer & Member Application Forms are to be forwarded to the Sydney team when completed and subscription is paid.

Each member will be allocated a member number when they receive their identification badge from the Can Assist Sydney team.

Each branch is required to maintain its own members' register including, for each member:

- name, address, phone number and email address
- date which memberships commenced and ceased, or will expire
- amount and date of membership fee paid
- membership number

The Can Assist Sydney team will also maintain an up to date register of all members. A list of financial members will be sent to each branch in July each year for update of renewals and members details. The revised lists are to be forwarded to the Sydney team by the end of August.

Resignation of Membership

In the case that a member resigns, they must submit a letter of resignation to their Branch Secretary, effective within 30 days of writing. The Branch Secretary then forwards this notification of resignation to the Sydney team.

Membership year

The membership year runs from 1st July to 30th June. Members joining after 1st April are deemed to have paid membership until the following year (i.e. up to 15 months). Branches are requested to record the year of first membership for each member to facilitate service recognition.

Updated member lists following renewals, resignations, and other changes that affect membership are to be forwarded to the Sydney office no later than the first week in August to allow for database update for the legal requirements for distribution of AGM material to each financial member. Branch members must be current financial members in order to be eligible to vote in Can Assist's AGM.

ID Badges

Badges for Can Assist NSW Financial Members

A register is kept at Can Assist Sydney of allocated member numbers, names, contact details, the dates of issue, dates of current financial renewals, and dates of return or voiding.

The badges have the Can Assist name, logo, allocated member number and name of branch.

The financial member badges are issued by Can Assist Sydney each month and are valid for the period of continuing financial membership. Branches are responsible for keeping a list of members with their numbers and contact details and year of payment as proof of current financial members.

When the Sydney team receives the renewal list from each branch after their ABM, the database will be updated. Branches are to return those badges from their non-renewing members to Sydney team at that time. If a member resigns during the year, branches are to make reasonable attempts to retrieve the badge and forward it with the resignation notification to the Sydney team.

New badges will be sent to the relevant branch Secretary for distribution when the application is approved by the Board and/or their delegate.

It is recommended that each branch appoint a Membership Officer to be responsible for Membership and badge issuing.

Volunteer Badges

Each branch is responsible for producing volunteer badges which must be exactly the same as the template. The template is available on the members section of www.canassist.com.au

Each branch must maintain a register of allocated volunteer with user names and dates for validity of use.

Each volunteer badge is to be signed by a Branch Office Bearer, allocated one of the registered numbers, signed by a Branch Officer and the register completed. These badges are to be returned to the branch Office Bearers at the end of their validity and noted in the register as returned. Thus the branch will always have available for inspection a list of currently authorised volunteers and the number on their badges.

For regular and frequent volunteers, a validity date of one year may be appropriate, however, the badges must be returned when that period of validity is reached (maximum of one financial year, minimum of one day).

Volunteers

Volunteers are welcomed and encouraged to support the work of Can Assist. The Volunteer Insurance covers Volunteers (and Members) between 16-90 years old. It is essential that a numbered volunteer badge be worn on each occasion a volunteer is carrying out Can Assist duties.

Each branch is responsible for induction of each volunteer.

Service Acknowledgements

- ***Honorary Member for Life:*** is awarded for exemplary service or more than 20 years of service as a member. Recipients of this Award also receive a special pin and letter of recognition signed by the President & Chair and CEO. A branch may request service acknowledgements directly to the CEO even if they have not attained 20 years of service for consideration.

- ***Nomination for External Recognition Awards:*** Can Assist will also nominate members for their service for a range of awards including local state and federally coordinated awards programs.

Election of Office Bearers

At every Annual Branch Meeting (ABM), which should be held between August and September, the following Office Bearers are elected: President, Secretary and Treasurer. Other roles which may be considered in order to share the workload more evenly may include: WHS Officer, Vice President, Assistant Secretary, Fundraising Coordinator, Events Coordinator, Membership Coordinator, and Publicity Coordinator. The appointments are to be notified to the Sydney team on a *Notification of Office Bearers Form* by the end of September each year.

If an Office Bearer resigns during the year, a temporary appointment is to be made by the branch and notified to the Sydney team.

The branch Office Bearers coordinate the functions of the local branch and its members and ensure that the branch actions meet the philosophy and objectives of Can Assist.

Branches must declare any conflict of interest or perceived conflict of interest of nominated Office Bearers to the Sydney team. This can include:

- Members of the same family taking up more than one position
- An employee of a Local Health District or local service provider such as a pharmacy or dentist

Office Bearers who have a conflict of interest must be vigilant in their role to ensure that none of their actions or decisions are, or could be perceived as, a breach of conflict of interest. Members of the same family cannot both be bank account signatories.

Responsibilities and Duties of Each Office Bearer

It is recommended that those persons wishing to nominate for Office Bearer positions understand the requirements of the role before accepting the nomination.

President

- Chair branch meetings
- Approve all assistance requests in liaison with designated Office Bearers
- Represent Society at functions and in dealings with other organisations, or delegate this duty to another Office Bearer
- Ensure that all members understand their responsibility to maintain confidentiality on all issues relating to cancer patients and other people who have received or requested assistance from the branch
- Is the first point of contact for communication on strategic and policy matters from Can Assist Sydney office unless another person is nominated by the President and Can Assist Sydney is notified in writing
- Ensure the branch operations are in accordance with the Branch Manual
- Manage and deal with internal complaints and conflict
- Ensure the duties of the elected Office Bearers, as listed in the Branch Manual, are understood by those holding those positions and that the duties of additional Office Bearers are recorded in the minutes as a resolution at the next meeting following the ABM

Secretary

- Draw up and distribute agenda for all meetings to all members of the branch who request them
- Record the minutes of meetings of the branch Send minutes to Sydney office each month, as well as to all members of the branch who request them
- Receive and distribute the branch mail, whether it is received by post, fax or email, ensuring the President is made aware of all correspondence within a period as agreed by the branch at the first meeting following the ABM
- Maintain lists of current financial members (or attended by designated Membership officer)
- Maintain register of volunteer badge numbers and their allocations (or attended by designated Membership officer)
- Send copies of new member request forms to Sydney team (or attended by designated Membership officer)
- At the end of July send a list of financial members for the year (July to June) to the Sydney office (or attended by designated Membership officer)

- Inform the Sydney team in writing of resignations, or deceased members (or attended by designated Membership officer)
- Ensure that membership badges are returned to Can Assist Sydney team as necessary (or attended by designated Membership officer)
- Process assistance requests in consultation with the Office Bearers
- Send receipts and thank you letters where necessary for donations received
- Retained on file all correspondence received and sent by the branch
- Advise the Sydney team of any bequests received or notified

Treasurer

- Responsible for financial transactions of the branch
- complete cash books monthly and provide view access to all bank accounts and term deposits to CEO
- Provide soft copy of all bank statements as soon as they are received each monthly to CEO
- Maintain accurate financial records
- Deposit membership fees received into the branch account
- Receive, receipt and bank all monies as set down in this manual
- Organise audit of accounts for financial year ended 30th June and ensure that these audited accounts reach the Can Assist Sydney team on or before the end of the first week of August
- If specifically requested by the Board, supply a photocopy of income and expenditure statements to Can Assist Sydney office for the 6 months ending 31st January by 15th February
- Ensure donation tins are labelled, secured, emptied and amounts recorded and maintain a Register of Collection Devices

Branches are not authorised to employ staff.

Recruitment of Members

Developing membership is important for the growth of Can Assist over the next few years. The challenge of recruiting new members to continue the work of retiring members is significant. Some potential strategies that can be explored by branches to increase Membership include:

- Speaking to the local Mayor, Councilors and Local Members of Parliament about the advantages of Can Assist to the community
- Requesting that the local newspaper run a Community Service Announcement to call for new members and publish a story on the branch
- Providing a guest speaker service by a branch member to local sporting groups, service groups and school parent groups
- Liaising with businesses, local TAFE, education providers and Universities in the community about the advantages of membership and being involved in helping their own community
- Requesting younger members of the community to conduct functions for Can Assist
- Allocating responsibilities for events to different individual members according to their skill mix and interests and encourage them to enlist the assistance of non-members as volunteers
- Providing support but allowing individual members (especially new members) to manage the event according to their own ideas

New Members

Branches may be formed when a group has sufficient support from the local area to elect Office Bearers consisting of a President, Secretary and Treasurer and it is suggested at least seven other Members (total of ten Members required).

The following list is a guide to establishing a new branch:

- Contact the CEO who will arrange to visit the prospective branch and provide information relating to Can Assist, its infrastructure and operation.
- Write a letter to the CEO of Can Assist to seek approval to commence the branch. The CEO will advise of approval in writing.
- At the first meeting, all new members will need to complete the Volunteer & Membership Form and pay their subscription. Office Bearers can then be elected. All money received from members is retained by the branch. All the membership forms are to be sent to the Sydney team for approval by the Board and for supply of identification badges. Can Assist Sydney team is required to retain a membership database with full details of all members.
- Following the first meeting, a bank account at the local bank under the name of Can Assist (Town name) branch is to be opened. This will preferably be with Westpac or CBA. If these aren't available, contact the Sydney team. The Board requires that all accounts have a minimum of two signatories, so it is advisable to have the three Office Bearers as signatories registered with the bank. All three office bearers must be formally identified with the bank unless they are an existing account holder. Members of the same family cannot both be cheque signatories. Authorities for persons to operate as bank signatories must be formally approved at the Branch meeting and recorded in the minutes. A photocopy of the authority lodged with the bank should be retained for Branch and auditor reference. The CEO must be assigned view only, non-value access to all branch bank accounts.
- A post office box for the branch can then be opened and an allocated Can Assist branch telephone number can be established.
- The Sydney office will arrange delivery of the identification badges, receipt books and raffle books. Merchandise is available on line through the Branch Support Hub.
- Once the branch has been formed, contact can be made with the oncology centre at the nearest hospital, doctors and community nurses to advise them that the branch has been formed and that assistance will be available for local cancer patients and their carers.
- Systems need to be set up by the branch so that patient/family privacy is maintained. Under no circumstances are names of families or people used when discussing assistance given. This is most important with regards to the identity of local people affected by cancer and must not be breached.

Branch Closures

Over time a branch may not be able to sustain its membership, or meet the needs of local people affected by cancer. Branches are encouraged to speak with the CEO and the Sydney team about any concerns in relation to their ongoing presence in a particular community before any decisions are reached.

If a branch must close, the branch President is to:

- Send a letter from the Office Bearers to the CEO advising of the decision
- Include with that letter all the documentation relating to the branch. This includes:

- Meeting minute book
- Financials
- Patient assistance records
- Membership details
- All property belonging to Can Assist

Close the branch accounts and forward the funds to Sydney for the Board to allocate as they deem appropriate

Branch Privacy Policy

Maintaining patient confidentiality is a very important component of how Can Assist delivers support to people in rural communities. Branches must have clear protocols on how they access patient information, collect, document and store it. Usually, delegated Office Bearers are the only branch members who have access to this type of personal information.

Usually an application for support is signed in two places on the Financial Assistance Request form by the person requiring assistance and/or their family member. Sometimes, branches deal with a reputable third party referrer (e.g. social worker, community health nurse, doctor, oncology centre) and make decisions on allocation of support based on that information. This should be documented in the same way as if the referral came directly from a person receiving support however the person who receives the support must sign for the request and the receipt of financial assistance.

Each person seeking support must be allocated a number commencing with the first four digits of the branch name and followed by the number assigned to them by the branch and this is the only form of identification given outside the Office Bearers. This is also the number used by the Sydney team when transferring the information from the branch to the MYOB files used for our audited records.

http://www.acnc.gov.au/ACNC/Pblctns/Pol/ACNC/Publications/Policy_PDFs/CorpPol_priv.aspx outlines how privacy is maintained by charities including Can Assist.

Queries in relation to privacy, including confidentiality, should be directed to the Sydney team.

Relationship with Other Organisations

Branches and individual members are not to make negative comments or insinuations regarding other organisations at branch meetings, in the media, or when publicly representing Can Assist.

Branch Complaints Policy

Any complaint about Can Assist staff, members, volunteers or branches is always taken seriously and Can Assist undertakes to understand and communicate with all parties when a complaint is made. Complaints should be made to the Sydney office.

Risk Management

Risk management is defined as the activities required to avoid and prevent negative events occurring and to minimise resulting financial loss to Can Assist. The policy is directed into four areas of highest risk; professional liability, work health and safety, financial risk and negative customer focus behaviours.

It is important that branches report to Can Assist Sydney team any concerns or potential risks that can impact on Can Assist. Such issues could include:

- Legislative compliance
- Work, Health and Safety issues
- Public risks and general liability
- Operations and maintenance systems
- Professional advice
- Financial risk
- Reputation and image issues
- Security
- Transport
- Environmental issues

Harassment, Bullying and Discrimination

Discrimination

Discrimination can occur directly or indirectly.

Direct Discrimination occurs if a person treats, or plans to treat, a person with a protected attribute unfavourably because of that attribute.

Examples of this could include:

- Not allowing a volunteer a certain role because they are homosexual
- Jokes, comments or emails between members and/or volunteers containing discriminatory material
- Not allowing a member to participate in a certain event because they are considered to be too old

Indirect Discrimination occurs if a person produces a requirement, condition, rule or event that has, or is likely to have, the effect of disadvantaging persons with a protected attribute.

Examples of this could include:

- Dismissing an Office Bearer due to their inability to attend meetings or events on weekends or in the evenings because of home duties or religious beliefs
- Excluding volunteers from a particular ethnic background from social activities
- New policies requiring members to read and write English fluently when this is not needed for their role

According to Australian law, protected attributes include:

- Sex
- Age
- Impairment or disability
- Race, skin colour, or ethnicity
- Sexual preference
- Gender identity
- Marital status

- Pregnancy or potential pregnancy
- Family responsibilities
- Religious or political beliefs
- Trade union membership

Harassment

Harassment includes any unwelcome and/or uninvited verbal or physical actions or conduct that intimidates, humiliates or offends another person or a group of people.

Harassment can occur on any basis, including, but not limited to, age, race, pregnancy, disability, sexual orientation, gender identity, appearance, personal characteristics, or beliefs.

Harassment can take many forms. It includes vilification, which encourages others to harass a person or group of people because they have a particular trait.

Examples of this could include:

- Sexual harassment
 - Pressure or demands for dates or sexual favours
 - Unnecessary contact, such as deliberately brushing against someone
 - Unwanted physical contact, such as touching or groping
 - Sexual jokes or innuendo- transmitted in any way
 - Unwelcome questions or comments about a person's sex life
 - Circulation of sexual material
- Comments that degrade or stereotype people because of their race, gender, disability etc.
- Mimicking someone's accent
- Ignoring or isolating someone because of their sexuality
- Display or circulation of racist material

Bullying

Bullying is a pattern of behaviour which is humiliating, offensive, intimidating, which injures, physically or psychologically, a person or group of people. Generally bullying does not occur in a one-off incident, but a single occurrence may constitute bullying if it is serious.

Bullying can take place between members, volunteers, staff, and individuals receiving Can Assist assistance.

Tacitly supporting bullying by allowing it to continue is also a form of bullying.

The following types of behaviour could be considered bullying:

- Psychological abuse, such as the isolation of a branch Member (e.g.: refusing to talk to or acknowledge them)
- Persistent verbal, physical or psychological abuse
- Initiation practices that include intimidation, humiliation or abuse

Responsibilities

Office Bearers are required to:

- Prevent discrimination, harassment and bullying from occurring by being familiar with the definitions of these practices
- Monitor branch events to ensure that acceptable standards of conduct are observed
- Model appropriate behaviour
- Seek appropriate advice and assistance from the Sydney team

Branch Members and Volunteers are required to:

- Be accountable for their own behaviour and actions
- Co-operate with Can Assist in the event of an investigation
- Deal with sensitive information in a confidential manner

RUNNING A BRANCH

Purpose

Each branch must adhere to the Society's principle object to provide financial assistance to persons suffering from cancer. All funds raised are to be expended on financial assistance requests in their community or as far afield as they have capacity for given we are the only organisation that provides this support. At no time should a branch reject financial assistance requests and instead place funds into long term deposits as that is not the spirit in which the organisation operates. Can Assist Sydney encourages each branch to assist one another when their community is in need. We have numerous examples of this and are proud to be able to say this.

Meetings

The frequency of branch Office Bearer meetings is a matter for Office Bearers to decide, however meetings should be held at regular intervals to consider management accounts and other necessary requirements of the branch. It is advisable that they be held monthly. Meetings can be face to face, or by Skype or teleconference. Minutes are to be taken of all meetings (usually by the Secretary) and recorded as described below.

In addition to general branch meetings, a Patient Assistance Sub Committee consisting of three members, designated as responsible for patient assistance are to meet regularly to assess assistance to be given to community members. It is recommended that one of these persons is the Treasurer.

These matters, especially the identity of the persons being assisted, are to be kept confidential. It is mandatory that a record of decisions be kept.

Branches may also choose to establish other sub committees to help manage their workload. Sub committees need to have delegated authority to make decisions by the branch. Any decisions regarding sub committees must be minuted in the branch meeting minutes.

General branch meetings are the responsibility of the chairperson, usually the branch President. The Chair is responsible for ensuring a notice of meeting and agenda is distributed prior to the meeting (usually via the Secretary) and that the meeting is conducted in an orderly fashion. The Chairperson must act without bias and conduct the meeting in a fair and efficient manner.

Quorum at a Branch Meeting

It is required that each meeting has at least three members present at Branch meetings, including at least one of the main Office Bearers (President, Secretary or Treasurer) present in order to constitute a quorum. If the quorum requirements are not satisfied, any resolutions passed at the meeting will be invalid.

Proxies do not count towards a quorum. Where there is only the minimum quorum, decisions on issues that may be contentious or require input from a greater number of branch members are to be deferred.

Work, Health and Safety (WHS)

During each branch meeting, Work, Health and Safety (WHS) must be a standard item on the agenda. This will allow volunteers in the branch to raise any concerns or issues related to their safety or the safety of others. If there are no issues to report during a meeting, the minutes may simply state *'nil to report'*.

Voting

Only current financial members are entitled to vote at a meeting. The usual voting methods are:

- Show of hands
- Poll
- Acclamation
- Voices
- Ballot
- Division

The two most common methods of voting are the show of hands and the poll.

Tenure of Positions

The tenure period for branch Office Bearer positions is not specified. It is usual, however, that at each ABM all positions are declared vacant and the positions are voted on. The main positions are:

- President
- Secretary
- Treasurer

Branches may choose to have assistant positions in which case these are also voted on by Branch members.

Proxies

Members may not be able to attend every meeting, for whatever reason, and may want to give another member their proxy. It is important to note, however, that proxies cannot be counted towards a quorum.

Can Assist supports the policy of providing a proxy for each meeting, rather than for a long period such as a year. The proxy must be in writing and signed by both the member concerned and their proxy. Proxies are to be called for after the apologies are noted when the meeting commences.

Wording for Proxy

I give my proxy for all matters/these specific motions (strike out whatever does not apply) for the Can Assist
_____ (name of branch) meeting to be held on the
_____ (day/month/year) and direct my proxy to vote as shown:

Motion

1. _____ Yes/No/Abstain (Circle One)
2. _____ Yes/No/Abstain

3. _____ Yes/No/Abstain

Signed - Member _____ Signed - Proxy _____

Name _____ Name _____

Minutes of General Branch Meetings

All minutes of proceedings at meetings are to be typed within one week of the meeting, and emailed to the Sydney team.

The minutes are to state:

- The branch name
- Where the meeting was held
- Who was in attendance
- Any WHS issues
- Branch correspondence for the period- both incoming and outgoing
- The resolutions/decisions that were passed/made

All minutes are to be signed by the chairperson of the meeting or the chairperson of the next meeting. Where the minutes have been entered, the meeting is deemed to have been duly held and convened, and all proceedings recorded in the minutes are deemed to have taken place.

**The branch is to take reasonable precautions against damage, destruction or falsification of its minute books.
Minute books should be electronic, but there may also be a hard copy, signed by the President.**

When preparing a record of minutes:

- Not all the discussion from a meeting is recorded; however, all resolutions passed and all amendments proposed but defeated are minuted
- Resolutions are to be recorded by stating that it was “Resolved that...”
- Other matters are to be recorded as statements of fact

The minutes should be saved by the branch Secretary. The minutes of the branch meetings and of ABMs are to be kept in separate files.

Annual Branch Meetings

Annual Branch Meetings (ABM) are to be held after the end of each financial year (30th June) and following the receipt of the finalised accounts and audit undertaken by the Sydney team, which will normally be

completed by the 30th September. The Charity may hold an Annual General Meeting (AGM); where it does this will normally be held in Sydney.

Minutes of the ABM are to be taken and previous minutes tabled at that meeting. The ABM is also to have the finalised financial statements approved by the Branch at that meeting. Following that ABM, the previous approved minutes together with confirmation of the audited financial statements are to be sent to Can Assist Sydney team.

Interest in nominating for Office Bearer positions can be called for at the branch meeting prior to the ABM but this does not exclude an individual for nomination at the ABM. Election of Office Bearers occurs at ABMs, as well as reviewing branch results for the past year.

An ABM may be held at any time and day provided that proper notice is given to everyone entitled to receive notice of the meeting. Notice in writing to every member is not required as the date is set one year in advance. Branches may choose to confirm the date of the ABM by placing an advertisement in the local paper.

The ABM provides an opportunity for the branch members to question the Office Bearers on the accounts, vote on the election of the Office Bearers and move resolutions. The business of the meeting normally includes:

- The consideration of the accounts and the Chairperson's Report
- Re-election of Office Bearers
- Any other issues raised for discussion on the notice convening the ABM

Conduct of the Annual Branch Meeting

The date for the ABM is usually set at the prior ABM to give maximum notice to members and to fit within the timelines for the audit of the accounts.

- The meeting is declared open by the chairperson
- The chairperson may call on the Secretary to read the notice convening the meeting
- Apologies are noted
- Proxies are collected
- A copy of the branch financial statements for the financial year, including the profit and loss account and balance sheet are tabled
- A copy of the Office Bearers' Reports are tabled
- Elections for new Office Bearers are held

Upon standing for election or re-election, the Chairperson is to hand the chair to another member, prior to the motion for their re-election being made. The Chairperson may resume their chair following their election.

Branch Contact

Branches are required to use a designated Can Assist email address. This is due to the confidential nature of information being sent to branches. The Sydney team is available to assist branches in establishing, using and maintaining this email.

After being elected, Office Bearers are sent the login details of the Office Bearer email accounts. These login details belong to the seat, not the individual, and should be passed through to the next Office Bearer as required.

Branches must have a designated Can Assist post office box and pre-paid mobile phone for official correspondence. The costs of the PO Box and mobile are to be paid from branch funds.

Branch Finances

The relevant forms and information are available for Treasurers and other branch members on the Branch Support Hub of the website under the branch operations section. The following requirements are to be followed by each Branch:

- All bank account statements for the branch are to be emailed to the generic branch address; not an individual's own email;
- In the unlikely event that the branch's nominated bank cannot send bank statements by email, the statements must be mailed to the Branch PO Box address and not an individual's home address;
- All financial information must be sent and received using the generic branch address; not an individual's own email;
- The branch must provide view only non-value access to the CEO for bank account verification to the Board and auditors;
- The Branch must use the standard template for its monthly Cash Book; this can be downloaded from the Can Assist website Branch Support Hub. The Cash Book must be maintained in Excel format;
- The Branch must provide its completed Cash Book for each month by email to the Sydney team, no later than the 15th day of the following month;
- Branches must use pre-numbered Cash Receipt books provided from the Sydney team;
- Branches should, wherever possible, use the Electronic Funds Transfer (EFT) system for supplier payments;
- Branches should not use Petty Cash – payments made by an Officer Bearer's private funds should be reimbursed at the following monthly meeting upon provision of an invoice/receipt;
- Cash Floats for specific events/fundraising activities must be clearly recorded as 'float out' in the Cash Payments column and 'float in' in the Cash Receipts column. The cash float should be shown as being removed from the bank account no more than 5 days before the event and shown as being deposited back into the bank account no more than 5 days after the holding of a specific event/fundraising activity;
- Raffle books are to be obtained from the Sydney team only, in compliance with legislation
- Cash receipts from events and fundraising activities should be counted by at least 2 members of the branch, including at least 1 Office Bearer immediately following the event/fundraising activity. The amount is to be verified by all present and the funds are to be banked by 2 members together (for safety purposes) as soon as possible (and no later than 5 days) after the event;
- Where a branch purchases a Fixed Asset (item >\$1,000 excluding GST) the tax invoice must be copied and emailed to the Sydney team together with notification of where the Fixed Asset is located and where feasible a photo of the asset. It is the responsibility of the Branch to advise the Sydney

team at the end of each financial year that they either still have possession of the Fixed Asset or have disposed of it (in which case, a copy of the sale receipt is required by the Sydney team).

Reporting Requirements

Each year Can Assist is required to prepare audited Financial Accounts, being a consolidation of the accounts of all divisions and branches within the organisation. As we are one (1) charity, we prepare one (1) set of audited accounts. Can Assist is required to report annually to the Australian Charities and Not-for-profits Commission (ACNC).

Financial Year End

Can Assist's financial year runs from the 1st July to the 30th June. Each branch will complete their June monthly accounts in the usual timeframe and send these by email to the Sydney office, together with email copies of 30 June bank statements for all Branch bank accounts and Term Deposit Certificates for the year. The auditors for Can Assist will then undertake their audit including all branches financial activities and upon completion, the Sydney Office will send through to each branch the Income & Expenditure Statement and Balance Sheet for their branch for the year. In some instances branches have elected to use a local auditor and this will be approved on a case by case basis relying on the auditor's approval of previous financial annual audits received.

Taxes and Stamp Duty

Goods & Services Tax (GST): No branch is to register for an Australian Business Number (ABN) in its own right. Can Assist has been issued with an ABN, covering all businesses related to Can Assist, including all the branches.

The requirement for branch GST registration will only arise where a branch total annual turnover exceeds the threshold set by the Australian Taxation Office (ATO). At present, this level is \$150,000 and excludes donations received. This threshold is treated as applying to each fundraising event. Therefore, fundraising events are GST free and there is no requirement to collect GST.

If any branch feels that it will fundraise in excess of \$150,000 from any single event, Sydney team is to be contacted immediately for guidance prior to the event being held.

Branch Ledgers- Financial Records

Branch Treasurers are to maintain records at a level of detail that will enable true and fair accounts to be prepared and audited. To assist with record-keeping requirements, several pro-forma or draft schedules are included in the appendices and on the website. This includes the Cash Book Templates which requires all entries to be recorded in Excel for each month. Treasurers should not overwrite on the Cash Book but save a copy for each month's activities. The link to the 2 cash book templates are here:

http://www.canassist.com.au/LiteratureRetrieve.aspx?ID=118852&_ga=2.91535129.285879363.1509319155-945018231.1505112532

If financial records are kept using a recognised accounting program (please advise the Sydney team which software it is), it must allow for exporting to Excel, in order that the Sydney team can easily upload transactions on a monthly basis

Schedule of Assets and Equipment

Generally branches do not hold assets but donate them to local facilities or those affected by cancer. Where an asset is purchased that costs more than \$1,000 then please ensure full details are provided to the Sydney office in order that it can be recorded in the Can Assist Fixed Asset Register and depreciated within the consolidated financial accounts annually.

Writing Receipts

All funds received are to be receipted in official Can Assist receipt books available from Can Assist Sydney office. Each branch is to keep a register of all receipt books received and used. It is recommended that one receipt book be used at a time to facilitate tracking of receipts during auditing.

For certain types of fundraisers it may be impractical to issue individual receipts (such as raffles) because of the number of small receipts involved. In these instances a receipt is to be written for the entire proceeds to be banked once the fundraiser is concluded. In order to retain accountability for the funds, the Office Bearer responsible for the funds is to issue and sign the receipt. Please refer to the notes regarding cash floats and banking for fundraisers in the paragraph titled "Branch Finances" above.

Branch sources of funds and banking procedures

- The branches cannot borrow funds, issue guarantees or enter into any other financial obligation
- The branches cannot accept funds where the donor requires the funds to be used for a specific purpose which is outside the Constitution or the Board's strategic plan
- The gross proceeds from any fundraising event are to be banked immediately without deduction (excluding the cash float) into the branch's bank account in accordance with the Charitable Fundraising Act. Expenses are not to be paid from the proceeds of any fundraising event before the proceeds are deposited into the bank account. At least two people are to be involved in counting the proceeds of any fundraising event, issuing receipts and writing up the bank deposit slip. For WHS purposes please ensure that 2 persons take the cash proceeds to the bank together, and as soon as possible after the event (no later than 5 days).

Items which require approval

The following types of expenditure require prior approval and should be forwarded to the Sydney office for CEO approval.

- Investments or types of bank accounts outside this listed as 'approved investments or bank accounts' (refer to the section on Bank Accounts & Signatories)

- Other individual amounts over \$5000 that fall outside the above categories. Multiple amounts less than \$5000 to circumvent this requirement are not allowed

Bank Account and Investments

Bank Accounts & Signatories

Bank accounts are to be opened in the name of Can Assist with the name of the branch at the end of the account name (e.g. Can Assist Ardlethan). The three Office Bearers are to be signatories on the account and all payments, whether by EFT or cheque, are to be authorised and/or signed by at least two of those persons.

The types of bank accounts that may be opened are:

- Cash Management account
- Transaction account
- Savings account
- Term deposits

Verification of Bank Accounts and Investments

Branches may be required to forward bank confirmation authorities to the Sydney Office at the end of each financial year. If requested, Branch Office Bearers will be required to follow the standard Bank Confirmation letter template and ensure it is emailed to their Bank as soon as possible after the 30th June.

Branch Supplies Payment Responsibilities

ITEM	RESPONSIBILITY FOR PAYMENT	PROCESS
Merchandise (including receipt books)	Branch	Order online
Raffle and receipt books	Branch for postage	Order online
Stationery (letterhead, with compliments slips, posters, envelopes)	Branch	Order online
Branch collateral	Branch	Complete design through Sydney, then print locally
Postage for Can Assist stationery	Branch	Order online
Telephone/fax/email on Can Assist matters	Branch	Members to claim from branch
Travel expenses	Branch	Members to claim from branch
Annual audit fees for branches	Sydney office	Audit conducted in Sydney
Annual audit fee for local audit	Branch	Approved prior by Sydney and sent to Sydney upon completion in August

Use of Can Assist Logo

The official logo of Can Assist must not be varied under any circumstances. Provision of the logo by a branch to a 3rd party is to be approved by the Branch President. All outgoing correspondence is to be on official Can Assist stationery or Can Assist branch stationery.

It is important not to distort, damage, recolor, or stretch the logo. It must retain the usual ratio of dimensions at all times for consistent branding across NSW.

Secondary Storage Policy

Documents stored at branch level should be kept in clearly labelled containers/envelopes in a secure area; a locked house is acceptable. It is suggested that the branch Secretary or Treasurer stores these items.

WHERE AND WHO	DOCUMENTS	PERIOD OF RETENTION	STORAGE	METHOD OF DESTRUCTION
Branch Items Retained at Sydney office	Minutes of Network Teleconference and Annual Conference meetings	7 years	Electronic and Paper	Commercial shred and file deletion
	Donations register	7 years	Paper	Commercial shred
	Audited Accounts	7 years	Paper	Commercial shred
	Membership Applications	7 years	Paper	Commercial shred
	Membership Lists	Ongoing	Electronic	Ongoing database records kept
	Correspondence (Excluding emails)	7 years	Paper	Commercial shred
	Publicity	7 years	Paper	Paper Recycle Bin
	Event Notification	7 years	Paper	Paper Recycle Bin
Branch Items retained by branches	Raffles Prize Value <\$5,000	7 years	Paper	Paper Recycle Bin
	Per event: Total money raised Value of the prizes	Tickets butts 3 months		
	Raffles Prize Value >\$5,000 Per Event Total money raised Value of prizes Number of tickets including serial numbers	7 years all records	Paper	Paper Recycle Bin

WHERE AND WHO	DOCUMENTS	PERIOD OF RETENTION	STORAGE	METHOD OF DESTRUCTION
	Membership Lists	7 years	Electronic and Paper	Commercial shred
	Name & address of each person to whom tickets have been distributed for sale, number of tickets issued, their serial numbers	Ticket butts 3 months		
	Names & addresses or phone numbers of all persons who bought tickets			
	Names & addresses of prize winners with details of prizes won			
	Number of tickets unsold plus their serial numbers	3 years unsold tickets		
	Volunteer Badge Lists	7 years	Paper	Paper Recycle Bin
	Correspondence	7 years	Paper	Commercial shred
	Applications for Assistance	7 years after the end of the year application received	Paper	Commercial shred
Branch Items Retained at Sydney office	Branch Meeting Minutes	7 years	Paper	Commercial shred
	Minutes of Network Meetings & teleconferences	1 year	Paper	Commercial shred

GUIDELINES FOR PROVIDING FINANCIAL ASSISTANCE

How branches allocate money in the financial assistance program is up to them. All branches will spend differently according to branch ability and community needs.

Requests for assistance are managed by branches.

Branches have two options to make contact with cancer patients in their area:

- Advertising using the Can Assist central number 1300 227 266 and the Sydney team will then refer the patient to the appropriate branch
- Branches should provide a direct number which is located on the Can Assist website

Individuals, family, dependents and/or carers, must provide a referral from a health care professional (such as a social worker, community nurse or doctor) before requests for financial assistance are considered.

Requests for financial assistance can be made by anyone (the person, a family member, a health care practitioner etc.) but the person must agree to the request and sign in both places on the form from the Can Assist website. No other form is acceptable.

The Can Assist patient assistance request form must be completed for every request made. This form is available for download at www.canassist.com.au/services. This form must be signed by the patient.

Payments are to be made to a patient or third party on behalf of the patient upon receipt of a valid original invoice. Branches are not to provide patient assistance in cash. Food or fuel vouchers will only be distributed upon completion of a patient assistance request form with the patient's name and address or the names and addresses of persons to whom the vouchers are given.

The provision of assistance entails the use of Can Assist branch funds which needs to be documented and approved in all instances by two Branch Office Bearers. All payments must be authorised by two branch signatories.

Records

Login to the website using your branch login, choose Branch Support Hub, Treasurer, Monthly Branch Reports Checklist and Income and Expenditure Spreadsheets. The signed client financial

assistance request form, the original invoice and medical referral documents must be forwarded with the branch's documentation.

Purchase of Equipment

Branches are strongly encouraged not to purchase or donate equipment such as beds, walkers, shower rails, vehicles or furniture. The provision of such equipment is the responsibility of the government. If your branch has any queries in relation to this please contact the Sydney team.

Government Assistance

The government assistance provided to country people is available under the NSW Isolated Persons Transport and Accommodation Scheme (IPTAAS).

For assistance with IPTAAS forms patients can be referred to EnableNSW: Freecall number 1800 478 227 (1800 IPTAAS) or their local IPTAAS office, listed on the form.

Privacy Act & Release of Information

There are two Acts that govern how Can Assist operates in relation to its members/volunteers and those receiving assistance in relation to the privacy and release of information:

- The Privacy Act of 1988
- The Health Privacy Act of 2002

Privacy within branches must be maintained, with the individual seeking assistance given a Client ID number. Personal details need to be maintained confidentially by the Secretary and Treasurer roles of the branch. It is recommended if further discussion is required within the Branch Executive and/or the exception process is required, only the Client ID and minimal information about the request is presented.

The following summary can help reduce concerns and prevent inadvertent breaches of either Act:

- Membership and volunteer contact lists are accessible to the Office Bearers and are not to be distributed among members or externally
- Always ask those being assisted to sign or acknowledge the privacy clause by signing the request for Financial Assistance Form
- When taking personal information, always explain that this information will only be shared with the person/s authorising the assistance and the Treasurer completing the payment
- When taking information over the phone, explain that this information will be kept confidential
- Always ensure that the person is aware of and consents to the request being made on their behalf
- Never discuss personal details of an individual
- Never discuss Can Assist business with those not directly involved

Financial Assistance Process

Eligibility Criteria

- Diagnosis of cancer or has received treatment within 12 months of request date

Branch Administration Process

1. Referrals can be made directly by the patient to the local branch by submitting an application to the Can Assist branch, a local Oncology Social Worker or health care professional. The applications should include an official Can Assist Financial Assistance Request Form, a letter from a health care professional confirming diagnosis, unpaid accounts with payment details or request for prepaid vouchers.
2. Account sent to Treasurer for payment, which can be paid to the supplier directly or transferred to the patient for them to pay.
3. Patient notified of payment either by letter or phone including payment date, type and any reference or cheque number.
4. The financial assistance summary is reported in branch meetings and provided to the Can Assist Sydney office monthly via electronic scan.
5. Records are kept for seven years after which the applications are commercially shredded.

Recommended financial assistance items:

- Medical (hospital/scan fees for Medicare approved treatment)
- Pharmaceutical (TGA approved, prescribed by doctor)
- Travel (for treatment)
- Accommodation for treatment
- Personal care items (colostomy bags, incontinence pads)
- Utilities
- Council rates
- Travel for family members to assist with care
- Groceries
- Car Maintenance
- Rent
- Mortgage
- Complementary therapies (relating to cancer such as Lymphedema massage)
- Wigs
- Taxis for local services
- Pet boarding costs during treatment periods
- Private medical fees, including the fee gap up to \$1000 per patient

Limits

The Board recommends that cumulative assistance to be restricted to no more than \$5,000 per person Can Assist financial year. This upper threshold to ensure that funds are distributed in a fair and equitable manner across the community and to provide assistance to as many people as possible whose lives are affected by cancer. The Board encourages financial assistance to the community in which the branch operates as well as supporting other areas that may be in dire need also in rural and regional NSW.

Where a branch believes there is a case for a person being provided with more than this level of assistance (\$5,000) they are to attach notes about the decision making process to the Record of Financial Assistance. The matter has to be referred to the CEO prior to approval.

Caps - dollar thresholds

It is recommended the branch set the upper limit for some items to control expenditure and set a reasonable cost per item.

Consider the following thresholds:

- Mortgage payments: any redraw or additional funds must be accessed by patient first
- Council rates: one instalment (patient can reapply for additional when due)
- Wigs: \$500
- Car maintenance: \$1,000
- Private medical fees: \$1000

Although the amount for financial assistance has been capped at \$5,000 per patient, Can Assist strongly recommends branches assess the cost of one-off purchases and approve items which are reasonable.