

# Maker Community Inc

## Policy Handbook

*14 March 2023*

*Version 1.4*



*By being a member, you agree to these policies. They are subject to change without notice.*

*Maker Community Inc will be referred to as MCI in the following document.*

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## 8 Golden Rules for our Makerspace

1. Be kind to each other.
2. Look out for each other.
3. Safety is paramount: Wear PPE when in the workshop area.
4. Use common sense, don't make us come up with a rule.
5. Be generous with your knowledge and skill sharing.
6. Every project will take twice as long as you initially think. Leave time to clean up after yourself.
7. Leave the space in a better condition than you found it.
8. You are joining a community. We expect 10% of your active time spent at MCI contributing to improving the community.
9. And most importantly: Be kind to each other.

## Rules of Membership Agreement

Expected behaviour of all members:

### 1. Look out for each other

- a. If you see someone working in an unsafe manner, advise them you think so and provide advice on how to mitigate the risk.

### 2. We have two safety priorities

- a. Ensuring the safety of Our Members and Visitors
- b. Ensuring the safety of our Equipment

### 3. Safety Equipment

- a. First Aid Kit: Stored inside MCI workshop next to the door.
- b. Fire-extinguishers are stored near the doors in both classroom and workshop.

### 4. Emergency

- a. In an emergency call 000.
- b. In the case of fire call 000, evacuate to Ilhan lane and proceed to Anstey Train Station.

### 5. Basic Shop Rules

- a. You must use safety glasses when operating any tools.
- b. You must wear closed-toed shoes in the workshop.
- c. Secure long-hair (with a hair net if necessary) and loose clothing, remove jewelry and dangling accessories before operating tools.
- d. Know when to wear gloves and when they are a danger.
- e. Hearing Protection is recommended within the shop and necessary when using any tool that generates sound above 85 decibels which can cause hearing damage.
- f. Wearing of the provided name-tag in the workshop is required. This name-tag has your emergency contact details on the back.
- g. Only use tools for which you have been inducted on. Use of tools without induction may result in cancellation of membership.
- h. If you are being inducted on a new tool, please confirm with person inducting you that your induction file is updated.
- i. Use tools only as they are designed to be used. If you are unsure or uncomfortable please stop immediately and seek assistance.
- j. You must always be trained on and comfortable using a tool. If at any time you are unsure of what you are doing, stop immediately and ask for help.



- k. IF YOU SEE THAT A TOOL HAS BEEN DAMAGED AND IS UNSAFE, unplug it immediately, place a note on it and follow our lockout procedure.
- l. Never leave tools running unattended (with the exception of our 3D printers).
- m. If an incident occurs, please fill out our Incident Report.
- n. Don't leave projects lying around in the space after you are finished for the day. Label your projects with our Project Cards if permission for storage outside of allocated storage box has been approved.
- o. Council noise-restrictions are to be adhered to.
- p. Other than cleaning up and administrative tasks no work is to be done when alone in the space.
- q. Any liquids and chemical substances need to be properly labelled with the correct MSDS safety warnings visible. This applies to small temporary containers used to hold these substances during your work on a project. Every substance brought into the space must have an MSDS that is kept on file on site.
- r. No explosives are ever to be stored at MCI.

## 6. Fair Use Policy

- a. Maker Community Inc foremost is a shared space for a community of makers. As such it operates on a community-first basis:
  - i. Maker Community Inc's workshop is designed for personal projects and prototyping and this is what we are insured for. If you are planning to work on commercial productions of items you will have to obtain your own separate insurance.
  - ii. If your project makes use of consumables, bring replacement items within 7 days (same day if it is required to operate the machine). If you are heavily using a particular consumable be it, nails, or a particular saw blade for example, approach someone from the committee on how to compensate MCI to allow us to maintain a base level of consumables or bring in your own consumables. Especially on intensive tool use and tools that wear down fast (such as drill bits) for example, please bring in your own.
  - iii. Do not monopolize a machine/tool. If you become aware of another member wanting to use the tool that you are currently on, please have a discussion and come to an agreement on scheduling the shared use of that tool.
  - iv. If you break a tool while using it in a purpose it was not designed for or through user error it is common practice to pay for the repair parts and to stay involved in the repair of this tool. This repair process can often be an invaluable learning process and make you a better maker as well.

- v. The space is cleaned and maintained by you (the members of the space). It is the responsibility of each member to clean up after themselves. You should always leave the space in better shape than you found it.
- vi. You are joining a community, not just a service provider, as such it is also your responsibility to not just use the space but to give back to it. We expect our members to spend about 10% of their active time spent at MCI in improving the space. The easiest way to achieve this is to help with general cleaning, however there are lots of other ways to help. Come speak to a Committee Member to learn about our ongoing Documentation and Infrastructure projects.
- vii. Remember that every project will take longer than you think. Plan accordingly to give yourself enough time to do a thorough job of cleaning up. This includes:
  - 1. Sweeping the area you have been working in.
  - 2. Returning tools to where they belong in a ready to use condition.
  - 3. Wiping down and cleaning work surfaces (removing food/glue and paint residues as much as possible).
  - 4. Throwing away trash emptying full trash bins.

## 7. Members' Storage

- a. Full time members shall be entitled to utilise one shelf, sized approximately 1800mm x 500mm, plus one locker, for personal storage.
- b. Community members shall be entitled to utilise either one tub, sized approximately 40 litres, or one locker, for personal storage.
- c. The tubs, lockers and shelving that will be utilised for member storage are to be provided by Maker Community Inc, remain the property of Maker Community Inc, and must be relinquished by the member should their storage entitlement cease for any reason.
- d. Allocation of lockers is subject to availability, and members of any kind shall only be entitled to locker storage if a locker is available at the time when they request it.
- e. Maker Community Inc recognises that projects that require glueing, painting, curing, drying, or 3D printing cannot realistically be completed within a single session, and often must be left in the space while this process completes. Members may leave such workpieces in the makerspace, outside of their entitled storage allocation, under the following conditions:
  - i. The workpiece may only occupy space in excess of the owner's storage entitlement where necessary to complete the required process.





- ii. The member must position their workpiece so as to minimise inconvenience for other members, including full-time members.
  - iii. The workpiece should only occupy space in the makerspace for the minimum practical amount of time, typically the time between consecutive open sessions.
  - iv. If the workpiece is anything other than a 3D print in progress, it must be labelled with the owner's name, and a date and time at which the process is expected to have completed and the workpiece may be moved.
  - v. This policy does not apply to extremely slow processes, such as the seasoning of wood, and members should not store workpieces undergoing such extremely slow processes in the space, unless the workpiece is stored within their storage entitlement.
- f. Any member who has access to the makerspace may, subject to availability, purchase by-subscription access to additional shelving storage space.
- g. Any member who paused or cancels an additional storage space subscription must immediately remove their stored items, or else the items may be disposed of.
- h. Maker Community Inc acknowledges that at times there will be good reasons for members to cancel their memberships from the next month's payment for a period before recommencing that membership, and that members will likely want to continue storing their projects during this time period. As storage space is limited and in demand by active members, the following policies shall apply to those who do not have access to the makerspace due to having paused or cancelled their membership:
- i. If a member wishes to pause their membership and has a genuine intention to resume membership at a later date, they may request that Maker Community Inc continue to store the contents of their tub or locker for a period of up to two months during their membership pause, after which the contents may be disposed of if not collected by the member.
  - ii. Former full-time members shall be entitled to purchase continued rights to their storage space at the same rate as a community member would pay for the same space, for a period of up to two months following the pausing or cancellation of their membership, after which the member must subscribe as a community member if they wish to continue their storage space subscription, or otherwise the contents of the shelf may be disposed of if not collected by the member.
  - iii. If a former-full time member does not take out a sufficient storage space subscription at the time when their full-time membership is paused or



cancelled, they must immediately remove the contents of their storage shelf, or else the contents may be disposed of.

- iv. Former community members who had subscriptions for additional storage space may continue those subscriptions for a period of up to two months following the pausing or cancellation of their membership.
- i. If a member's storage entitlement ends, Maker Community Inc will always give members at least two week's notice and opportunity to collect their property prior to it being disposed of.
- j. All members' storage entitlements, including tubs, lockers, and shelving, must be identified with the owning member's name, written on a removable label.
- k. Personal items may not be stored outside of members' storage entitlements. In the event of such unauthorised storage, Maker Community Inc shall, if the owner can be identified, request that the property be immediately removed from the space. Maker Community Inc may then dispose of such items if they are not collected promptly, regardless of whether the owner could be identified and contacted.
- l. For the purposes of the above storage policies, a membership or subscription shall be regarded as having been paused or cancelled by the member if the membership or subscription ends for any reason.



## Membership Types and Access Rights

1. Community Member:
  - a. Open minimum of Monday, Thursday 18:30-21:30 and Saturday 10:00-16:00
2. Student or Concession Community Member:
  - a. Open minimum of Monday, Thursday 18:30-21:30 and Saturday 10:00-16:00
3. Full Membership:
  - a. Open from 8:30 to 18:00 everyday of the week (normal noise restrictions apply)
  - b. Additional hours can be arranged if agreeable, with management committee.
  - c. Full members to be vetted by the management committee.
4. Community Session Passes (Casual Access):
  - a. Open minimum of Monday, Thursday 18:30-21:30 and Saturday 10:00-16:00.
  - b. Must pay session rate (See above)
  - c. Maximum of 3 sessions a month. Must convert to Community Member if more sessions are desired.

## Code of Ethics

### 1. Volunteers

- a. Shall, in all business conducted under the aegis of MCI, place the interests of the organisation over their own interests of those of any other person or persons;
- b. Shall observe the provisions of the constitution, policies, and rules of the organisation;
- c. Shall treat the other members of the organisation, and the staff of the organisation, and the office-bearers of the organisation, and the clients of the organisation, with respect;
- d. Shall undertake any training necessary for the performance of their duties;
- e. Shall, in any work carried out for the organisation, follow the directions of their designated supervisors;
- f. Shall not so act as to bring the organisation or its mission into disrepute.

### 2. Members

- a. Shall observe the provisions of the Constitution, policies, and rules of the organisation;
- b. Shall treat the other members of the organisation, and the staff of the organisation, and the office-bearers of the organisation, and the clients of the organisation, with respect;
- c. Shall not so act as to bring the organisation or its mission into disrepute.

### 3. Board members

- a. Shall, in all business conducted under the aegis of MCI, place the interests of the organisation over their own interests of those of any other person or persons;
- b. Shall observe the provisions of the Constitution, policies, and rules of the organisation;
- c. Shall, as far as possible, attend all meetings of the Board, and, in the event that they are prevented from attending any meeting of the Board, shall notify the Secretary of their absence in advance of the meeting;
- d. Shall devote to their duties the amount of time required to carry them out thoroughly and effectively;
- e. Shall undertake any training necessary for the performance of their duties;
- f. Shall treat the other members of the Board, and the other members of the organisation, and the staff of the organisation, and the office-bearers of the organisation, and the clients of the organisation, with respect;



- g. Shall not so act as to bring the organisation or its mission into disrepute.

#### 4. Office Bearers

- a. Office Bearers such as President, Vice-president, Treasurer, Secretary and other officers:
  - b. Shall carry out enthusiastically and competently the duties assigned to the position;
  - c. Shall, in all business conducted under the aegis of MCI, place the interests of the organisation over their own interests of those of any other person or persons;
  - d. Shall observe the provisions of the Constitution, policies, and rules of the organisation;
  - e. Shall, as far as possible, attend all meetings of the Board, and, in the event that they are prevented from attending any meeting of the Board, shall notify the Secretary of their absence in advance of the meeting;
  - f. Shall devote to their duties the amount of time required to carry them out thoroughly and effectively;
  - g. Shall undertake any training necessary for the performance of their duties;
  - h. Shall treat the other members of the Board, and the other members of the organisation, and the staff of the organisation, and the office-bearers of the organisation, and the clients of the organisation, with respect;
  - i. Shall not so act as to bring the organisation or its mission into disrepute.



## Guardian/Parent Policy

1. MCI will under all circumstances follow the Working With Children Policy outlined in this document.
2. MCI has different rules regarding membership for different age groups:
  - a. Under 12 years of age:
    - i. MCI for safety and insurance reasons cannot allow children under the age of 12 to be MCI members.
    - ii. If separate insurance for specific events/classes is obtained then these classes and events can involve children under the age of 12 under the guidance of an instructor/member.
  - b. 12-16 years of age:
    - i. Children between the ages of 12 and 16 may become members of MCI as long as a parent/guardian is present during MCI Community Sessions.
    - ii. Classes and special events organized by MCI may involve children of between 12 and 16 as long as agreed to by the management committee and the instructor/organizing member.
  - c. 16-18 years of age:
    - i. May attend MCI Community Sessions, Events and Classes without parent/guardian.

## Financial Purchase Policy

1. All purchase decisions require pre-approval by a certain number of committee members, depending on the value of the purchase. The different levels are as follows:
  - a. Up to and including \$25 - approval by one committee member.
  - b. Above \$25 and up to and including \$100 - approval by two committee members.
  - c. Above \$100 - approval by four committee members or a majority of committee members, whichever is less.
2. The committee is to be notified of all purchases in advance, to avoid the purchase of unnecessary equipment, for example.
3. Items will be purchased either via the MCI bank account or by an allocated member who will promptly be reimbursed after providing the receipts. Committee members are to provide receipts within 1 month of the purchase date, to the best of their ability. In the event that a receipt is not available, a statutory declaration can be provided.
4. Every purchase must be fully documented with a receipt or statutory declaration (that must be kept by the Treasurer)
5. Treasurer is to present the financial position of MCI at the Annual General Meeting.
6. All purchases are to serve the mission of MCI.
7. Suggestions of purchases such as tools can be submitted by any member to any committee member for review. When submitting suggestions please provide a quote or link to the product.

## Cash Box

1. Cash from drinks etc. is to be stored safely.
2. Cash in Cash box should be maintained at below 30 dollars, so as to avoid leaving cash on premises overnight. This can be done by a committee member by recording the amount of cash taken out of the box in the record sheet and to deposit the same amount of money into the MCI bank account in an expeditious manner.

## Financial Reporting Process

1. The Risk management policy must encompass the financial reporting process and disclosure of financial information in financial statements and other reporting practices, and must be administered
  - a. Internal control

- b. Compliance with laws, regulations and ethics
  - c. Financial risk management policies
2. Setting policies on internal controls based on the organisation's risk profile, its ability to manage the risks identified and the cost/ benefit of related controls
3. Seeking regular assurance that the system of internal control is effective in managing risks in accordance with the Board's policies.
4. Ensure that senior management monitors the effectiveness of internal control system

## Loan Policy

MCI graciously accepts the loan of tools & equipment from individuals and businesses. This allows MCI to be able to offer a wide range without a high capital investment.

The following rules regulate the loan of things to MCI:

1. When an item is loaned, it must be documented in the asset register, with information including the cost of replacing the tool with a brand new equivalent one, and the depreciated value of the tool, considering its current state (eg. used, old, rusty, blunt, etc).
2. By agreeing to loan an item to MCI, the owner agrees that the tool will experience reasonable 'wear and tear' through normal operation, and MCI will not be held responsible for this.
3. MCI will, to within its ability, maintain and service the tools at no cost to the owner.
4. In the event of damage beyond reasonable 'wear and tear' that results in the item being unusable, MCI will replace the tool or pay out the owner a sum dictated by the depreciated value of the tool documented when it was first loaned.
5. In the event that an item has been replaced by MCI and the original owner wishes to terminate the loan agreement, the following options will be given:
  - a. The owner pays the difference between the cost of the tool replacement and the original depreciated value of the item documented when it was first loaned. The owner then takes possession of the item.
  - b. MCI pays the owner the depreciated value of the tool documented when it was first loaned. MCI then takes ownership of the tool.





## Lockout Policy

The lockout policy is to be implemented in the event that a tool has been deemed unsafe for use.

1. Identify the energy source.
  - a. In most instances a power plug or battery.
2. Isolate the energy source(s).
  - a. Unplug the power plug or battery.
3. Lock and tag the energy source(s).
  - a. Lock our lockout device around the powerplug, place the battery in the provided lockbox. Lock with provided padlock and hold onto the key.
  - b. Place a large sign on the machine with the date of the lockout and who has been contacted about it.
4. Prove that the equipment isolation is effective.
5. Announce shut off:
  - a. Please write an email to [maker.community.inc@gmail.com](mailto:maker.community.inc@gmail.com) with the subject: TOOL LOCKOUT. Send as many details as you can including observations possible diagnosis and a link to replacement parts if you can identify what needs to be replaced.

## Bullying Policy

### 1. Introduction

- a. MCI believes that all people should work in an environment free from bullying.
- b. MCI understands that bullying is a threat to the health and wellbeing of its members and volunteers.
- c. Accordingly, MCI is committed to eliminating, so far as is reasonably practicable, all forms of bullying by maintaining a culture of openness, support, and accountability.

### 2. Purpose

- a. The purpose of this document is to communicate that MCI does not tolerate any form of workplace bullying and to set out the process which is to be followed should any instances of workplace bullying be reported.
- b. Definitions:
  - i. “Bullying” is repeated and unreasonable behaviour directed towards a person or group of persons that creates a risk to health and safety. It includes behaviour that could be expected to intimidate, offend, degrade, humiliate, undermine or threaten.
  - ii. “Workplace” in this context applies to MCI as a makerspace and activities associated with MCI
  - iii. “Repeated behaviour” refers to the persistent nature of the behavior and can involve a range of behaviours over time.
  - iv. “Unreasonable behaviour” is behaviour that a reasonable person, having considered the circumstances would see as unreasonable, including behavior that is victimising, humiliating, intimidating or threatening. Examples of behavior, whether intentional or unintentional, that may be considered to be workplace bullying if they are repeated, unreasonable and create a risk to health and safety include but are not limited to:
    1. abusive, insulting or offensive language or comments
    2. unjustified criticism or complaints

3. deliberately excluding someone from workplace activities
  4. setting unreasonable timelines or constantly changing deadlines
  5. setting tasks that are unreasonably below or beyond a person's skill level
  6. denying access to information, supervision, consultation or resources to the detriment of the worker
  7. spreading misinformation or malicious rumours
- v. Workplace bullying can be carried out in a variety of ways including through email, text or social media channels.
- vi. Differences of opinion and disagreements are generally not considered to be workplace bullying.
- vii. Bullying that directly inflicts physical pain, harm, or humiliation amounts to assault and should be dealt with as a police matter (see below).

### 3. Policy

- a. MCI has a duty of care to provide a safe workplace, and ensure, so far as is reasonably practicable, that members and other people are not exposed to health and safety risks.
- b. Any reported allegations of workplace bullying will be promptly, thoroughly, and fairly investigated.
- c. Bullying complaints will be handled in a confidential and procedurally fair manner. Where confidentiality cannot be guaranteed this will be clearly communicated to the relevant parties.
- d. All parties will be treated with respect.
- e. The person against whom the allegation is made has the right to natural justice (the right to know what is alleged against them, the right to put their case in reply, and the right for any decision to be made by an impartial decision-maker).

### 4. Responsibilities

- a. It is the obligation and responsibility of every person to ensure that the workplace is free from bullying. The responsibility lies with everyone associated with MCI. Committee members, ordinary members, volunteers to ensure that bullying does not occur in the workplace.
- b. All the above have:
  - i. an entitlement to work on projects in a safe and healthy workplace and to be treated with dignity and respect
  - ii. an entitlement to make a complaint in respect of any bullying behaviour
  - iii. a responsibility to take reasonable care for their own health and safety
  - iv. a responsibility to ensure they do not promote or engage in bullying and otherwise take reasonable care that their acts or omissions do not adversely affect the health and safety of other people
  - v. a responsibility to co-operate and comply with this policy and any other relevant policy.
- c. It is the responsibility of all committee members to ensure that:
  - i. they understand, and are committed to, the right of all members and volunteers to attend MCI and work on their projects without fear of being bullied in any form
  - ii. all reasonable steps to eliminate bullying are made so far as is reasonably practicable
  - iii. all members and volunteers are regularly educated and made aware of their obligations and responsibilities in relation to providing a workplace free from bullying
  - iv. they provide an environment which discourages bullying, and set an example by their own behaviour
  - v. all complaints are treated seriously and confidentially
  - vi. they are as far as practicable aware of whether bullying is occurring, whether complaints are received or not, relying on such indicators as:
    - 1. sudden increases in absenteeism

- 2. behavioural changes such as depression
- vii. they take immediate and appropriate action if they become aware of any bullying or offensive behaviour
- viii. any reported allegations of workplace bullying are promptly, thoroughly, and fairly investigated
- ix. guidance and education is provided, where requested and/or appropriate, to cases and subsequent decisions relating to bullying
- x. ongoing support and guidance is provided to management, members and volunteers in relation to the prevention of bullying
- xi. this policy is displayed in the workplace and easily accessible to all workers and volunteers.

## 5. Procedures

### a. Complaints Procedures

- i. If a member or volunteer feels comfortable in doing so, it is preferable to raise the issue with the person directly with a view to resolving the issue by discussion. The member or volunteer should identify the offensive behaviour, explain that the behaviour is unwelcome and offensive and ask that the behaviour stops.
- ii. If the behaviour continues, or if the member or volunteer feels unable to speak to the person(s) directly, they should contact a committee member with whom they feel comfortable. The committee member will provide support and ascertain the nature of the complaint.

### b. Informal Intervention

- i. The committee member will explain the rights and responsibilities of the member or volunteer under the relevant policy and procedures. Informal intervention may be done through a process of either mediation or conciliation. During informal intervention the respondent will be made aware of the allegations being made against them and given the right to respond. Interventions at this stage should adopt a confidential, non-confrontational approach with a view to resolving the issue. This procedure will be complete when the alleged harasser respects the

individual's request to cease unwanted and unwelcome behaviour, or when the complainant accepts that the behaviour is not properly described as bullying. If neither of these outcomes occurs, the organisation's formal procedure should be followed.

c. Formal Complaints Procedure

- i. To initiate a formal Complaint Procedure after an unsuccessful informal intervention, the member or volunteer is to fill out a Dispute/Grievance/Complaint Form.
- ii. The formal complaint procedure involves a formal investigation of the complaint. Formal investigations may be conducted internally (by an independent committee member) or by an external investigator.
- iii. An investigation involves collecting information about the complaint and then making a finding based on the available information as to whether or not the alleged behaviour occurred. Once a finding is made, the investigator will make recommendations about resolving the complaint. The investigator may need to interview the parties involved (which may include the complainant, the respondent, and any witnesses) to obtain information regarding the complaint. The investigator will comprehensively and accurately document all information obtained during the interviews including the parties involved, timing, location, and nature of conduct complained against.
- iv. If the investigator considers it appropriate for the safe and efficient conduct of an investigation, members involved in the dispute may temporarily be asked to refrain from coming to MCI and MCI associated events during an investigation.
- v. Throughout the investigation process, all parties involved in the investigation will be regularly kept informed about the investigation. The findings as to whether bullying has occurred will be determined on the basis of the evidence, and on the balance of probabilities. On the basis of the findings, possible outcomes of the investigation may include, but will not be limited to, any combination of the following:
  1. Counselling
  2. Disciplinary action (including an up to termination of membership)

3. Official warning
  4. Formal apology and/or an undertaking that the behaviour will cease
  5. Mediation where the parties to the complaint agree to a mutually acceptable resolution.
- vi. On completion of the investigation, all parties will be informed about the investigation findings and the outcome of the investigation.
- Following an investigation concerning a bullying complaint (irrespective of the findings), the committee member concerned will:
1. consult with the parties involved to monitor the situation and their wellbeing; and
  2. educate and remind all members and volunteers of their obligations and responsibilities in relation to providing a workplace free from bullying

## 6. Procedures for Dealing with Criminal Conduct

- a. Some forms of severe bullying (physical attack, for example, or obscene phone calls) may constitute criminal conduct. While MCI is committed to treat most complaints about bullying at an organisational level as far as possible, this type of conduct is not suited to internal resolution. Such complaints should be treated by the criminal justice system. Members or volunteers should be advised of the option of police support or intervention.

# Sexual Harassment Policy

## 1. Introduction

- a. MCI will fiercely defend the right of every employee and volunteer to perform their work without being subjected to sexual harassment. Every employee and volunteer is responsible for providing an environment that is supportive of this aim. Everyone must treat everyone else with respect and must aim to act as a beacon for good behaviour in the workplace.
- b. It is the obligation and responsibility of every member and volunteer to ensure that the workplace is free from sexual harassment. Everyone associated with MCI is responsible for the care and protection of our people and for reporting information about suspected sexual harassment.
- c. MCI is fully committed to its obligation to prevent and eliminate sexual harassment in the workplace.

## 2. Purpose

- a. The purpose of this document is to outline MCI's position on sexual harassment and to document the process which is to be followed should any grievances arise.

## 3. Definitions

- a. "Sexual harassment" means any unwelcome sexual advance, unwelcome request for sexual favours, or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Examples of sexual harassment include, but are not limited to,
  - i. staring or leering
  - ii. unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
  - iii. suggestive comments or jokes
  - iv. insults or taunts of a sexual nature
  - v. intrusive questions or statements about your private life
  - vi. displaying posters, magazines or screensavers of a sexual nature
  - vii. sending sexually explicit emails or text messages
  - viii. inappropriate advances on social networking sites
  - ix. accessing sexually explicit internet sites



- x. requests for sex or repeated unwanted requests to go out on dates
  - xi. behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications
  - xii. Behaviour that is based on mutual attraction, friendship and respect is not sexual harassment.
- b. “Workplace” in this context applies to MCI as a makerspace and activities associated with MCI

#### 4. Policy

- a. MCI will not tolerate sexual harassment under any circumstances. Responsibility lies with every member and volunteer to ensure that sexual harassment does not occur.
- b. Both federal and state legislation provide that sexual harassment is unlawful and establish minimum standards of behaviour for all organization members.
- c. This policy applies to conduct that takes place in any MCI related context, including conferences, held classes, event functions, social events and trips when conducting MCI related business.
- d. No member or volunteer at any level should subject any other member, volunteer, or visitor to any form of sexual harassment.
- e. A breach of this policy will result in disciplinary action, up to and including termination of membership.
- f. MCI strongly encourages any member or volunteer who feels they have been sexually harassed to take immediate action:
  - i. If a member or volunteer feels comfortable in doing so, they can raise the issue with the person directly with a view to resolving the issue by discussion. The member or volunteer should identify the harassing behaviour, explain that the behaviour is unwelcome and offensive and ask that the behaviour stops. However, given the seriousness of sexual harassment, we recommend that this discussion happens in consultation with a committee member.
  - ii. Alternatively, or in addition, they may report the behaviour in accordance with the relevant procedure by submitting a Dispute/Grievance/Complaint Form. Once a report is made the organisation will determine how the

report should be dealt with in accordance with its obligations and this policy.

- g. Any reports of sexual harassment will be treated seriously and promptly with sensitivity. Such reports will be treated as completely confidential but the person the subject of the complaint must be notified under the rules of natural justice. The organisation will protect all those involved in the process from victimisation.
- h. Complainants have the right to determine how to have a complaint treated, to have support or representation throughout the process, and the option to discontinue a complaint at any stage of the process.
- i. The alleged harasser also has the right to have support or representation during any investigation, as well as the right to respond fully to any formal allegations made. There will be no presumption of guilt and no determination made until a full investigation has been completed.
- j. No member or volunteer will be treated unfairly as a result of rejecting unwanted advances. Disciplinary action may be taken against anyone who victimises or retaliates against a person who has complained of sexual harassment, or against any member or volunteer who has been alleged to be a harasser.
- k. All members and volunteers have the right to seek the assistance of the relevant tribunal or legislative body to assist them in the resolution of any concerns.
- l. Committee members who fail to take appropriate corrective action when aware of harassment of a person will be subject to disciplinary action.

## 5. Responsibilities

- a. It is the responsibility of the committee to ensure that:
  - i. they understand and are committed to the rights and entitlements of all members to attend MCI and work on projects, without fear of being sexually harassed in any form;
  - ii. they understand what constitutes an act of sexual harassment;
  - iii. all reasonable steps are made to eliminate sexual harassment;
  - iv. all members and volunteers are regularly made aware of their obligations in relation to providing a workplace free from sexual harassment;
  - v. they provide an environment which discourages harassment and victimisation and set an example by their own behaviour;
  - vi. they treat all complaints seriously and confidentially; and
  - vii. they take immediate and appropriate corrective action if they become aware of any offensive action or illegal behaviour.

- b. It is the responsibility of the committee to ensure that:
  - i. policies and procedures are regularly reviewed and (if necessary) amended;
  - ii. policies and procedures are complied with;
  - iii. regular guidance and education is provided to members and volunteers regarding sexual harassment and inappropriate behaviour in the workplace;
  - iv. Committee members are aware of their obligations and responsibilities in relation to sexual harassment, and the rights and entitlements of the members and volunteers;
  - v. ongoing support and guidance is provided to all members and volunteers in relation to the prevention of sexual harassment.

## 6. Procedures

### a. Complaint Process

- i. Sexual harassment can occur at any level of the organisation, can be experienced by both men and women and may involve any member or volunteer. Lack of intent is no defense in sexual harassment cases.
- ii. Members or volunteers who believe they are the subject of sexual harassment should take firm, positive and prompt action.
- iii. Where possible, the member or volunteer should make the perceived harasser(s) aware that they find their behaviour offensive, unwelcome, unacceptable, and that it needs to stop immediately.
- iv. If the behaviour continues, or if the member or volunteer feels unable to speak to the person(s) directly, they should contact a committee member.
- v. The committee member will provide support and ascertain the nature of the complaint and the wishes of the complainant.

### b. Informal Intervention

- i. The Manager will explain the members or volunteer's rights and responsibilities under the organisation's policy, procedures.
- ii. Informal intervention may be undertaken through a process of mediation or conciliation. During informal intervention the alleged harasser will be made aware of the allegations being made against them and given the right to respond.
- iii. This procedure will be complete when the complainant and the respondent come to an agreement on the procedure to be followed.

### c. Formal Complaints Procedure

- i. The committee member may be obliged to carry out a formal investigation in relation to a complaint of sexual harassment.
- ii. The formal procedure will be coordinated by the initially contacted committee member, who will be aided by other committee members as appropriate.
- iii. Formal investigations may be conducted internally (by a committee member) or by an external investigator.
- iv. An investigation involves collecting information about the complaint and then making a finding (on the balance of probabilities) based on the available information as to whether or not the alleged behaviour occurred. Once a finding is made, the investigator will make recommendations about resolving the complaint or implementing disciplinary action (including and up to termination of membership).
- v. The investigator may need to interview the parties involved (which may include the complainant, the respondent, and any witnesses) to obtain information regarding the complaint. The investigator will comprehensively and accurately document all information obtained during the interviews including the parties involved, timing, location, and nature of conduct complained against.
- vi. If the investigator considers it appropriate for the safe and efficient conduct of an investigation, members involved in the dispute may temporarily be asked to refrain from coming to MCI and MCI associated events during an investigation.
- vii. Throughout the investigation process, all parties involved in the investigation will be regularly kept informed about the investigation.
- viii. Records are to be kept and filed in a confidential and secure place. These records should be kept for a period of seven years. Under no circumstances will records be placed on the complainant's personnel file.
- ix. On the basis of the findings, possible outcomes of the investigation may include, but will not be limited to, any combination of the following:
  1. Counselling;
  2. Disciplinary action against the harasser (eg. probation or dismissal of membership);
  3. Official warnings that are noted in the respondent's personnel file;
  4. Disciplinary action against the person who complained if there is strong evidence that the complaint was vexatious or malicious;
  5. Formal apologies and undertaking that the behaviour will cease;

6. Conciliation/mediation conducted by an impartial third party where the parties to the complaint agree to a mutually acceptable resolution;
- x. On completion of the investigation, all parties will be informed about the investigation findings and the outcome of the investigation – as appropriate and in line with confidentiality obligations.
- xi. Following an investigation concerning a sexual harassment complaint (irrespective of the findings), the committee will:
  1. consult with the parties involved to monitor the situation and their wellbeing; and
  2. educate and remind all employees and volunteers of their obligations and responsibilities in relation to providing a workplace free from harassment.
- xii. If there has been any substantiated victimisation, disciplinary procedures will be followed.

## 7. Procedures for Dealing with Criminal Conduct

- a. Some forms of sexual harassment (e.g. sexual assault, stalking, indecent exposure, physical molestation, obscene phone calls) may constitute criminal conduct.
- b. Such complaints should be dealt with by the relevant authorities (such as the police) as part of the criminal justice system.

## Privacy Policy

### 1. Policy Statement

- a. MCI is committed to following the National Privacy Principles and acknowledges and respects the privacy of individuals.
- b. The right to privacy of members will be held paramount unless there are serious moral or legal requirements to the contrary (e.g. in a medical emergency).
- c. At all times we aim to balance the rights of individuals to have control over their personal information and our moral, legal and professional obligations.

### 2. Definitions

- a. “Personal information” is information or an opinion about an individual and may include:-
  - i. personal and sensitive information such as racial or ethnic origin, religion, criminal record
  - ii. health information such as specific conditions or disability
- b. “Member” For the purpose of this document the term member refers to those engaged as a volunteer/member with MCI.

### 3. Policy Guidelines

- a. Confidentiality
  - i. Compliance with the Privacy Policy is a requirement of the MCI Membership agreement.
- b. Collection of Personal Information
  - i. The collection of personal information is primarily to provide care and support to members. This information will be collected according to certain guidelines. We will:
    1. Only collect information that is relevant and necessary
    2. Not collect personal or sensitive information unless the member has consented
    3. Only collect information about a member when consent has NOT been approved by the member only when the collection of this information is required by law or to prevent or lessen a serious and imminent threat to the life or health of an individual. e.g. medical emergency
    4. Ensure that information collected from a member is collected only by lawful means and is not collected in an unreasonably intrusive way

5. Will ensure that the member is made aware of any relevant information provided by a related third party
6. Ensure that information collected is protected from loss, misuse and unauthorized access or disclosure
7. Ensure that all members are informed of the purpose for which information is being collected, if the information is authorized or required by or under law, and of any person or agency to which the Committee may disclose the information collected.

#### 4. Use and Disclosure of Information

- a. The Management Committee will not use or disclose personal information unless:
  - i. The member concerned has consented
  - ii. The Management Committee believes that disclosure is necessary to prevent or lessen a serious threat to an individual's life, health or safety or a serious threat to public health or public safety
  - iii. Use of disclosure of the information is required under law e.g. Subpoena
  - iv. The Management Committee has reason to suspect that unlawful activity has been or is being engaged in and the disclosure of information is necessary in the investigation and/or reporting of the concern to relevant authorities.
- b. Members must gain approval from the relevant authority prior to disclosing any information. In this event, the details of the information disclosed, to whom and for what purpose will be recorded in the member's file.

#### 5. Data Quality

- a. The Management Committee will take all reasonable steps to ensure that personal information collected is accurate, complete and up-to-date.

#### 6. Data Security

- a. The Management Committee will ensure that information is stored on secure electronic information systems in an encrypted format, accessible only by those committee members who have authority to view the material.
- b. The security of and confidentiality obligations to member records is the responsibility of the person in charge of membership (Secretary of MCI).

#### 7. Openness

- a. Every member will be made aware of MCI's commitment to privacy policies and procedures.

#### 8. Access and Correction

- a. All requests for access will be treated seriously
- b. All requests for access will be dealt with promptly



- c. All requests will be dealt with in a confidential manner
- d. Every member has the right to view their file
- e. Errors and omissions will be addressed immediately by the Management Committee

## 9. Complaints & Feedback

- a. If a person believes that the Management Committee does not adequately protect the privacy of their personal information the person may submit a complaint at any time.
- b. All complaints and feedback will be handled in accordance with the Dispute/Grievance/Complaint Form and process.



## General Dispute/Grievance/Complaint Resolution Policy

### 1. Interpersonal Specific Complaints:

- a. Complaints Procedures
  - i. If a member or volunteer feels comfortable in doing so, it is preferable to raise the issue with the person directly with a view to resolving the issue by discussion. The member or volunteer should identify the offensive behaviour, explain that the behaviour is unwelcome and offensive and ask that the behaviour stops.
  - ii. If the behaviour continues, or if the member or volunteer feels unable to speak to the person(s) directly, they should contact a committee member with whom they feel comfortable. The committee member will provide support and ascertain the nature of the complaint.
- b. Informal Intervention
  - i. The committee member will explain the rights and responsibilities of the member or volunteer under the relevant policy and procedures. Informal intervention may be done through a process of either mediation or conciliation. During informal intervention the respondent will be made aware of the allegations being made against them and given the right to respond. Interventions at this stage should adopt a confidential, non-confrontational approach with a view to resolving the issue. This procedure will be complete when the alleged harasser respects the individual's request to cease unwanted and unwelcome behaviour, or when the complainant accepts that the behaviour is not properly described as inappropriate under MCI rules. If neither of these outcomes occurs, the organisation's formal procedure should be followed.

### 2. General Complaints Procedure

- a. To initiate a formal Complaint Procedure after an unsuccessful informal intervention or other genuine attempt by the parties involved to resolve the dispute between themselves, the member or volunteer initiating the complaint ("the complainant") is to fill out a Dispute/Grievance/Complaint Form.
- b. The complainant must identify one of the following as the subject of the grievance:
  - i. An individual member of the Association (in which "member" may describe either a committee member or an ordinary member of the Association),

- ii. Multiple members of the Association, where the complaint relates to behaviour believed to have been coordinated between these members,
  - iii. The committee of the Association, where the complaint relates to a decision made by the committee or a failure of the Committee to follow the rules of the Association, or
  - iv. The Association itself, where the complaint relates to a rule or policy of the Association.
- c. A member may not initiate a grievance procedure in relation to a matter that is the subject of a disciplinary procedure until the disciplinary procedure has been completed.
- d. Depending on the nature of the complaint, the Committee may opt to refer the issue to a disciplinary process in lieu of grievance mediation.
- e. The formal grievance resolution procedure involves mediation by a mediator who—
- i. is chosen by mutual agreement of both the complainant and the subject(s) of the complaint, or
  - ii. provided that the subject of the complaint is neither the committee nor the Association, is a member or former member who does not have a personal interest in the dispute and is not biased in favour of or against either party, to be chosen by the committee, or
  - iii. when the subject of the complaint is the Committee or the Association, is a mediator appointed or employed by the Dispute Settlement Centre of Victoria.
- f. Prior to mediation, the committee may appoint an investigatory sub-committee, who may engage in formal investigation of the complaint.
- i. An investigation involves collecting information about the complaint and then making a finding based on the available information as to whether or not the alleged behaviour occurred.
  - ii. The investigators may need to interview the parties involved (which may include the complainant, the respondent, and any witnesses) to obtain information regarding the complaint. The investigators will comprehensively and accurately document all information obtained during the interviews including the parties involved, timing, location, and nature of conduct complained against.
  - iii. If the investigators consider it appropriate for the safe and efficient conduct of an investigation, members involved in the dispute may

temporarily be asked to refrain from coming to MCI and MCI associated events during an investigation.

- iv. Throughout the investigation process, all parties involved in the investigation will be regularly kept informed about the investigation.
- v. On the basis of the findings of the investigation, possible outcomes include submission of the finding to all parties to be involved in mediation of the dispute, or submission to the committee if the investigators believe that a disciplinary process may be more appropriate than mediation.
- g. Should the matter proceed to mediation, the mediator to the dispute, in conducting the mediation, must—
  - i. give each party every opportunity to be heard; and
  - ii. allow due consideration by all parties of any written statement submitted by any party; and
  - iii. ensure that natural justice is accorded to the parties throughout the mediation process.
- h. The mediator does not determine the outcome of the dispute, rather the goal of mediation is for the parties to attempt in good faith to settle the dispute between themselves with the assistance of the mediator.
- i. Possible outcomes of the mediation include—
  - i. Formal apology by the subject of the complaint and/or an undertaking that the behaviour will cease, or
  - ii. The retraction of the complaint by the complainant, or
  - iii. The parties to the complaint agreeing to a mutually acceptable resolution.
- j. If the mediation process does not resolve the dispute, the parties may seek to resolve the dispute in accordance with the Associations Incorporation Reform Act 2012 or otherwise at law.

### 3. Disciplinary Procedure

- a. The Association may take disciplinary action against a member if it is determined that the member—
  - i. has failed to comply with the Rules of the Association; or
  - ii. refuses to support the purposes of the Association; or
  - iii. has engaged in conduct prejudicial to the Association.
- b. Disciplinary matters are to be decided by a subcommittee of members chosen by the committee, and held in accordance with sections 20-22 of the MCI Constitution.
- c. Possible outcomes of disciplinary proceedings include formal reprimand, suspension of membership, or expulsion from the Association.



- d. A person who has been subject to suspension or membership or expulsion from the Association by a disciplinary subcommittee may appeal the subcommittee's decision, with the appeal hearing to be open to all members of the association, and the outcome of the appeal determined by a vote from the members who chose to attend the appeal, as described in sections 23-24 of the MCI Constitution.

## Alcohol and Drug Policy

### 1. Overview

- a. The misuse or abuse of alcohol and other drugs represents a problem to the member, MCI and colleagues in terms of potential:
  - i. Accidents
  - ii. Injuries
  - iii. Poor judgement
  - iv. Insurance claims
  - v. Disputes
  - vi. Personal costs to the individual and their family

### 2. Policy

- a. MCI Management Committee will ensure, as far as reasonably practicable, that members undertake their duties unaffected by the use of illicit drugs and where legal substances are used, this occurs with responsibility and moderation, thereby not adversely affecting their judgement and performance.
- b. MCI Management Committee adopts the principle that a working environment should be free from the effects of alcohol and/or other drugs and members will be offered support to manage such issues should they be identified.

### 3. Policy Guidelines

- a. MCI Management Committee strives for an environment where all members display safe workplace behaviours. Action by everyone to co-operate and comply with WHS legislation and policy supports the effective management of MCI's Health and Safety.

### 4. Drugs

- a. The use of the term drugs includes a range of substances incorporating prescribed medication, over the counter medication (non-prescribed) and illicit drugs e.g. cannabis, cocaine, heroin.

### 5. Alcohol consumption on site

- a. No alcohol at all is to be consumed in the workshop of MCI. Alcohol may be consumed in the classroom section of MCI.
- b. Under no circumstances are you to enter MCI workshop area once alcohol has been consumed.



- c. No machinery or hazardous equipment is to be used or operated while under the influence of drugs/alcohol.

## 6. Strategies

- a. Every member must ensure that they are not, by the consumption of alcohol and/or drugs, in such a state as to endanger the safety of themselves or any other person, while at MCI or at an MCI related activity.
- b. Zero blood alcohol/illicit drug levels are expected for all members providing any services on behalf of MCI.
- c. Any member who is suspected of being adversely affected by alcohol and/or other drugs is not permitted to work until they are deemed fit to safely perform their job. The reporter is to inform the MCI Manager or Committee Member of any concerns as soon as practicable. The member should be informed of suspected/actual performance concerns and if assessed as not being fit, safe transportation home is to be arranged by the Committee.
- d. The MCI Manager or Committee Member is to complete an Accident/Incident form outlining observations and their reasons for asking the member to leave the premises. If there are any witnesses they must also be noted on the form. An Accident/Incident investigation must also be conducted.
- e. A follow up talk is to be arranged with the member following such an event before recommencing activities. Any recurrence of such an event, with the same member, must be reported to the Management Committee. Appropriate action may be implemented.
- f. Illicit drugs are not to be bought, sold, carried or used in MCI premises or grounds.
- g. Prescribed or over the counter drugs may be consumed in accordance with medical advice or medication packaging. If there is any possibility that the use of such medications may affect motor skill coordination or ability to safely perform duties, the MCI Manager and Management Committee must be informed, so that safety aspects can be addressed. Alternatively a Medical Certificate can be provided, setting out any restrictions e.g. not being able to drive a vehicle or operate certain machinery.
- h. Should a member disclose that they have a drug and/or alcohol problem they should be encouraged to seek support from relevant services.

## Internet/Computer Policy

### 1. Overview

- a. The MCI Management Committee has a responsibility to protect users and resources of MCI from illegal or damaging actions by individuals committed either knowingly or unknowingly. This policy provides guidance on how information technology and communications infrastructure can be used to facilitate effective information management.

### 2. Policy

- a. Usage
  - i. The MCI Management Committee provides computers and Internet access to support activities and its administration.
  - ii. Users are to utilise computers and Internet services for MCI related purposes. Users are also expected to use appropriate judgement and caution in communications concerning individuals to ensure that personally identifiable information remains confidential.

### 3. Malware & Viruses

- a. Malware and viruses can delete or encrypt computer files making them inaccessible.
- b. Always exercise caution when utilizing the internet and accessing emails- malware and viruses can infiltrate the PC and can come from: Visiting unsafe, suspicious or fake websites.
- c. Opening emails and email attachments from people you do not know or that you were not expecting.
- d. Clicking on malicious or bad links in emails, Facebook, Twitter and other social media posts, instant messenger chats, like Skype.
- e. If you are unsure – don't click it!
- f. Often fake emails and web pages have poor spelling or just look unusual. Look out for strange spellings of company names (like –PayePaIll instead of –PayPaIll) or unusual spaces, symbols, or punctuation (like –iTunesCustomer Servicell instead of –iTunes Customer Servicell).

### 4. Staying safe

- a. Prevention is the best means of staying safe from ransomware and other malicious software (malware) attacks.
- b. Use spam filters and be cautious when opening emails, especially if there are attachments

- c. Make sure you are using a reputable security product
- d. Make sure it is up-to-date and switched on
- e. Make sure your operating system and applications are up-to-date
- f. Run a full scan of your computer—regularly
- g. Set and use strong and unique passwords
- h. Set passwords on all your hardware devices (modems and routers)
- i. Back up your data regularly, for example once a month, or every week if you have a lot of information on your computer or network
- j. Keep a backup copy of your data in a safe place, disconnected from your computer and the internet
- k. Only visit reputable websites and online services
- l. Most up-to-date security software should identify and block ransomware.

## 5. Electronic Mail

- a. The sender of an email has no control over the future distribution of the message. The technical realities of the use of emails: Email should be regarded as insecure unless it has been encoded or encrypted
- b. Emails are hard to destroy—even deleted emails are recoverable.

## 6. Unacceptable use of email

- a. Unacceptable use is where email is used to:
- b. Distribute unsolicited email messages and materials
- c. Harass or discriminate other users
- d. Defame other members, MCI or another individual
- e. Disclose personal information or contact details about another member
- f. Receive, maintain or transmit pornography
- g. Read another person's email or other protected files
- h. Send and forward to others jokes which may amount to sexual harassment or discrimination via email
- i. Send anonymous messages which contain no details of the sender's name and affiliation
- j. Unauthorised use or forging of email header information
- k. Send sexually explicit, suggestive or other harassing material
- l. Distribute information that could reasonably be regarded as misleading and represents a conflict of interest with MCI.

## 7. Internet access and web browsing

- a. Most content made available on websites is protected copyright material. Accordingly, when browsing the worldwide web, copyright laws must be respected.





- b. The MCI Management Committee reserves the right to block access to any Internet site suspected to contain a virus or other inappropriate content.
- c. Appropriate use of the internet:
- d. Acceptable use of the internet is defined as accessing information and resources for MCI related matters, connected with the goals and purposes of MCI.

## 8. Unacceptable use of the internet

- a. Unacceptable use is where the internet is used to:
  - i. Download sexually graphic material
  - ii. Access web sites that contain pornographic material
  - iii. Participate in 'Chat Groups' unrelated to MCI
  - iv. Violate any State, Commonwealth or International Law
  - v. Download unnecessary information or unauthorised software
  - vi. Seek to gain unauthorised access to any resources outside MCI
  - vii. Waste resources - time or the capacity of the system or the equipment
  - viii. Access sexually explicit, suggestive, or other harassing material.

## 9. Use of resources

The following guidelines exist on the general use of MCI computer facilities in general:

- a. The installation of unlicensed software and pirated software for use is prohibited
- b. Any software package must be pre-approved by management committee prior to installing it
- c. Resources must not be used to conduct illegal activities as defined by any legislation
- d. Resources must not be used to access any material which would be considered offensive or derogatory on the basis of race, sex or religion; and which a reasonable person would deem unacceptable.

## 10. Consequences of inappropriate behaviour

- a. Conduct and behaviour in relation to the use of email, internet and web browsing may be deemed inappropriate if the contents of this Policy are found to have been breached.



- b. If so, a thorough and transparent investigation of the alleged breaches will take place and this investigation will be carried out by the Management Committee.
- c. Failure to comply with this Policy governing computer use may result in disciplinary action, up to and including membership cancellation.
- d. Illegal uses of computers may also result in referral to law enforcement agencies.
- e. In the case of accessing child pornography, Police will be notified of the offence.
- f. If a user is found to be accessing child pornography sites the matter will be reported to the Police and the relevant Child Protection authorities

## Working with Children Policy

### 1. Introduction

- a. This document outlines MCI's policy guidelines in regards to children and/or young people attending.
- b. In this document the terms 'abuse' and 'neglect' refer to:
  - i. sexual abuse
  - ii. physical abuse
  - iii. emotional or psychological abuse
  - iv. Bullying
  - v. Neglect
  - vi. systems abuse

### 2. Policy Statement

- a. In order to keep children and young people safe whilst accessing MCI, MCI is committed to protecting children and young people from abuse and neglect. We promote an organisational culture within MCI that safeguards children and young people

### 3. Objectives

- a. A commitment to safeguarding children
  - i. Through this statement, MCI documents its clear commitment to safeguarding children and young people.
- b. Personnel roles and conduct
  - i. MCI encourages all who have a role in mentoring children to ensure that each person involved in the MCI operations understands their role and the behaviour expected in safeguarding children and young people.
- c. Recruitment and screening practices
  - i. MCI to have appropriate measures in place to minimise the likelihood that MCI recruits any mentors/teachers that are unsuitable to work with children or young people. This includes but is not limited to making sure that said mentors/teachers will possess a valid Victorian Working With Children's Check.
- d. Involving children, parents and schools
  - i. In developing a safe, inclusive and supportive environment MCI encourages involvement and communication with children, young people, their parents and their school. We encourage parental and school involvement and behaviour that helps to protect children and young people.

- e. Child abuse reports and allegations
  - i. MCI to ensure that all those people who work with children and young people understand their responsibility to report possible abuse or neglect and understand the reporting procedures.
- f. Protecting Men's Shed Members
  - i. MCI recognises that by following child safe measures the likelihood of false accusations against any MCI member is minimised and therefore adds extra protection for members.

#### 4. Principles

- a. MCI to undertake the principles of this Policy which are to:
  - i. respect and support the rights of children and young people and be committed to their safety, welfare and wellbeing. In so doing MCI recognise that children and young people have a right to be safe from abuse and neglect.
  - ii. have a responsibility and Duty of Care to ensure all children and young people who access MCI are kept safe from abuse and neglect at all times.
  - iii. Be proactive in ensuring all possible measures and systems are in place to prevent abuse and neglect of children and young people occurring.
  - iv. Have strong organisational processes in place that continually monitor how MCI is doing in keeping children and young people safe from abuse and neglect.
  - v. act decisively and take appropriate action, using clear policy directions, where and when MCI finds any abuse or neglect of children and young people has occurred or been alleged in any of MCI programmes.
  - vi. be prepared to devote whatever skills and resources are appropriate to ensure that shed systems work effectively to prevent and act against the occurrence of abuse and neglect of children and young people.

#### 5. Policies

- a. MCI to have the following Guidelines in place:
  - i. whenever children/young people are present there will be a minimum of 2 MCI members present (in visual sight of) in the same area/space
  - ii. no child/young person is to be accompanied to the toilet/bathroom
  - iii. MCI members should not have a relationship outside MCI with any child/young person who attends MCI (except where there is an existing relationship e.g. grandfather/grandchild )

- iv. MCI members should be vigilant for any suspicious interaction between a MCI members and a child/young person and, if noticed, report immediately to a member of the Management Committee and/or MCI Coordinator.
- v. All MCI members and volunteers are to be made aware of these policies.

## 6. Code of Conduct

- a. MCI members will:
  - i. Follow the 'Working with Children Policy'
  - ii. Treat children and young people with respect, listen and value their ideas and opinions
  - iii. Respect cultural, religious and political differences
  - iv. Model appropriate adult behaviour
  - v. Listen to children and take action to protect their wellbeing
  - vi. Report and act on any breaches of these standards of behaviour
  - vii. Respect the privacy of children and their families by only disclosing information to people who have a need to know
- b. MCI members will not:
  - i. Seek to use children in any way to meet the needs of adults
  - ii. Use prejudice, oppressive behaviour or language with children
  - iii. Discriminate on the basis of age, gender, race, culture, vulnerability or sexuality
  - iv. Initiate unnecessary physical contact with children or do things of a personal nature that children can do for themselves
  - v. Develop 'special' relationships with specific children for our own needs
  - vi. Show favouritism through provision of gifts or inappropriate attention
  - vii. Have a relationship outside MCI with any child/young person who attends MCI (except where there is an existing relationship e.g. grandfather/grandchild).

## 7. 'Working with Children' Checks

- a. In Australia, State and Territory governments are responsible for the administration and operation of child protection services. Legislative Acts in each State and Territory govern the way such services are provided:
  - i. Victoria: Working With Children Act 2005 (Vic.)
  - ii. [www.justice.vic.gov.au/workingwithchildren/](http://www.justice.vic.gov.au/workingwithchildren/)
- b. It is not a requirement of MCI for every member to have a Working with Children's Check, however all committee members as well as any MCI member/volunteer or

outside person who is interacting with children in a capacity or venue for MCI must have a valid Working with Children's Check.

## 8. Reporting

- a. MCI considers all members and volunteers in child-related interaction to be mandatory reporters. They must report to the relevant government department any suspicion or knowledge of a risk of harm to a child or young person, provided they have become aware of the risk through their work with MCI:
  - i. unless the urgency of the situation precludes it, prior to making a risk of harm report, all members must discuss the risk of harm issue with a member of the committee.
  - ii. when a Dispute/Grievance/Complaint report is completed, a copy of the report must be provided to MCI management committee.
  - iii. It is acceptable for a member to make a report jointly with the MCI management committee and this will acquit the reporting obligations of both parties.
  - iv. MCI encourages members and volunteers to undertake training in how to recognise the risk of harm to a child or young person. The relevant State Government Department may be able to support this.

## 9. 'Reasonable grounds'

- a. 'Reasonable grounds' for making a report exist where:
  - i. A child tells you he/she has been abused or neglected.
  - ii. You witness omissions of care towards the child.
  - iii. Someone else tells you that a child has been abused or neglected (e.g. a relative, friend, sibling).
  - iv. You become aware of a situation where an adult's behaviour leads you to suspect that the child may be abused or neglected.
  - v. You observe that the child has injuries or medical symptoms that could be consistent with physical or sexual abuse or neglect.
  - vi. A particular child's behaviour leads you to suspect that the child may be abused or neglected.
  - vii. You observe abusive or neglectful behaviour by a caregiver towards a child.
  - viii. A child witnesses the abuse of another child or witnesses domestic violence.
  - ix. You have current concerns that the abuse or neglect may continue or be repeated.



## Induction Policy

1. It is the responsibility of the Duty Officer to process any new members arriving at or inquiring about membership with MCI.
2. Immediately upon entering MCI all members and visitors will be required to sign the attendance register.
3. MCI will provide a fair and unbiased assessment of all new member applications.
4. All new membership applicants will be considered at the next available monthly meeting and the applicant notified within 7 days from that meeting.
5. The Membership and Welfare Officer will guide each applicant through the Induction Process before being allowed to work in MCI.
6. Applicants are allowed to participate in MCI activities immediately after completion of the Induction Process with an exception.
7. After completion of the induction process, if the Membership and Welfare Officer feels there are good and sound reasons to believe that the applicant may be of risk of harm to themselves or other members or may not be believed to be of good intent to the principles of MCI, their activities may be restricted.
8. If this right is exercised the Membership and Welfare Officer must consult with a second Committee member to be present while making this judgement and both members must be in agreement.
9. All such exceptions will be reported in detail by the Membership and Welfare Officer at the next monthly meeting.
10. It is the responsibility of the Membership and Welfare Officer to input new member information into the computer database and issue an ID Tag.

## Risk Levels

One aspect of a person's capacity to work safely concerns the machinery used in the various activities.

The following rating scale provides a guide about the risks of machines and equipment and, while not covering all items in MCI, additional items of equipment can be added to complete the intent of this rating scale.

Note: It may be that equipment within MCI may be old or restricted in function in which case the risk rating below may need to be adjusted.

### 1. Level 1

- a. These items are considered to be low risk with little or no training required.
- b. Hand tools such as; spanners, hammers, files, vices, manual timber cutting saws, gardening equipment, kitchen equipment including knives.
- c. Paints and varnishes, general cleaning substances, gardening and kitchen products.

### 2. Level 2

- a. These items are considered a medium risk by a person who is familiar with their use and requires only minor supervision. It is likely that Personal Protective Equipment (PPE) is needed and must be used. Safety guards must also be in place prior to use.
- b. Metal and Woodworking lathe, pedestal drill press, band saw, circular saw bench, belt sander & disc grinder, electric hand tools, rivet guns, injection molding machine, plastic extruder etc.
- c. Chemicals that contain mild acids or corrosives.

### 3. Level 3

- a. These items are either significantly more dangerous than Level 2 items or significantly more complex to operate. These machines are not to be operated unless 2 people are present in the workshop. Level 3 Machines include:
  - i. CNC Router
  - ii. Laser Cutter
  - iii. Plastic Shredder
  - iv. Plastic Oven

### 4. Level 4

- a. These items may also require a licence / permit to operate and these need to be sighted by the Committee prior to usage at MCI. This level also applies to





contractors who may be working at MCI. At a minimum, moderate supervision is required. Level 4 machines include:

- i. Fork Lift, Heavy Vehicles, Crane, construction work, plumbing, electrical work, use of welding equipment, oxy-cutting equipment, digging trenches, working in confined spaces. Dangerous chemicals should be avoided, however small amounts of fuel may be handled

**Note: NO EXPLOSIVES ARE TO BE HANDLED / STORED AT MCI PREMISES AT ANY TIME**

## Additional Paid Services Policy

1. MCI as an organisation needs to be operationally sustainable and have income beyond sustainability in order to be able to acquire new machinery, replace old machinery and also to have a financial reserve for situations such as moves and increasing rent of the space.
2. As such MCI reserves the right to:
  - a. Hold classes that charge a participation fee.
  - b. Hold events that charge a participation fee.
  - c. Manufacture products for the purpose of sale to generate income for MCI.
  - d. Manufacture products on behalf of requests from the community to generate income for MCI.
  - e. Perform prototyping work on behalf of requests from the community to generate income for MCI.
3. Charges for such service will be decided on a case-by-case basis by the management committee and will include fees for (if applicable):
  - a. Materials plus incidentals and consumables such as glue, screws, nails, etc.
  - b. Tool maintenance, wear and tear, consumables such as sanding discs, drills, saw blades, etc.
  - c. Electricity/Water.
  - d. Man hours of a Project Manager/Machinist.
  - e. Delivery Cost.
  - f. MCI Usage fee.
4. Costs are to be decided on by customer and the management committee and are to be paid in the form of a donation to MCI.

## Risk Assessment Policy and Checklist

### 1. Introduction

- a. All activities undertaken by Maker Community Inc. (MCI) carry an element of risk. The exposure to these risks is managed through the practice of Risk Management. In managing risk, it is the Organisations practice to take advantage of potential opportunities while managing potential adverse effects. Managing risk is the responsibility of everyone in Maker Community Inc.
- b. The Organisation recognises its responsibility to manage risk in an effective and efficient manner as a fundamental component of its operation. The Organisation is committed to identifying and analysing risks associated with activities and operations with the objective of maintaining a safe workplace, minimising losses, developing appropriate risk treatment options, and informed decision-making.

### 2. Scope of Policy

- a. This policy outlines the Organisations risk management process and sets out the responsibilities of the Board, Supervisory Members, members and Newly Inducted Members, this also extends others associated with the Organisation in relation to risk management.
- b. It covers all areas of risk whether of economic or non-economic consequence.

### 3. Roles and Responsibilities

- a. Board
  - i. Ensure that the organization has a proper risk management framework
  - ii. Define the risk strategy and risk appetite for the organization
  - iii. Approve various risk management policies including the code of conduct and ethics.
  - iv. Ensure that senior management takes necessary steps to identify, measure, monitor and control these risks
  - v. Once a week recording all risk registrations and preparing a risk audit analysis for monthly meeting.
  - vi. Review and monitor all risk policies
- b. Supervisory Members
  - i. Supervisory Members are appointed to perform a safety audit each night when they are rostered on to ensure they comply with the risk policy set out by the board
  - ii. Supervisory Members are to assist the Board in carrying out its responsibilities and to provide and maintain a safe and risk free work

space by identifying risk, assessing the risk and reporting and recording of the risk in the risk register

- iii. Supervisory Members are the key group which would implement and coordinate the risk function as outlined in this policy on an ongoing basis. It would act as the main recording and reporting function.
- iv. Supervisory members Collate and review the risk register for consistency and completeness
- v. Supervisory Members are to make sure the workspace is safe and to Supervise all new inductees on their first night
- vi. Supervisory Members must be the champions of risk management and promote appropriate risk management practice by members, volunteers, contractors, and service providers.

c. Members

- i. Must comply with the organisations policies and standards
- ii. report all risks to Supervisory Members
- iii. never unlock the tag and which can only be done by a qualified member or tradesperson
- iv. Never interfere with equipment or others in a way that will cause harm or injury and create a risk to themselves or equipment or other members
- v. Must be trained or show competence before using equipment

d. Newly Inducted Members

- i. Must Comply with the organisations policies and standards
- ii. report all risks to Supervisory Members
- iii. never unlock the tag and which can only be done by a qualified member or tradesperson
- iv. Never interfere with equipment or others in a way that will cause harm or injury and create a risk to themselves or equipment or other members
- v. Must be trained or show competence before using equipment

#### 4. Risk management process

- a. Risks will be assessed and managed based on the best practice risk management framework
- b. The key elements of the Risk Management Process are:
  - i. Establishing the Context - consider both external and internal factors when identifying and managing risks associated with the achievement of strategic and operational objectives.
  - ii. Risk assessment - The overall process of risk identification, risk analysis and risk evaluation.

- iii. Risk identification – Identifying risk sources, areas of impacts, events, causes and possible consequences to form a comprehensive list of risks based on those events that might create, enhance, prevent, degrade, accelerate or delay the achievement of objectives.
- iv. Risk analysis - Considering the range of causes, sources of risk, consequences and likelihood to produce a risk rating. The rating can then be used to determine further management by the Australia Council.
- v. Risk evaluation - The level of risk identified during risk analysis can be ranked and prioritised according to a consistent overall ranking and rating system.
- vi. Communicate and consult - Effective communication, consultation and education in risk management are necessary to achieve a successful integration of the risk processes into the business.
- vii. Risk treatment – Selecting one or more options for modifying risks including funding and other resource considerations.
- viii. Monitoring and review - Continual monitoring and reviewing of risk profiles is essential to maintain the effectiveness and appropriateness of the Australia Council’s risk management profiles, including more specifically, risk treatment plans, risk assessments and to identify emerging risks.

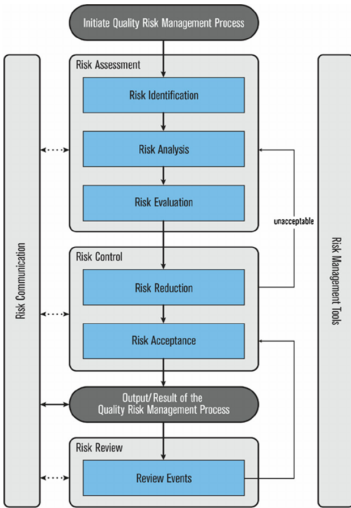
## 5. Risk management tools

- a. Risk register
  - i. The register is to record all risks for review and reporting purposes and to initiate the risk assessment process
- b. Risk matrix
  - i. This tool allows for assessment of risks to control, measure, mitigate and report strategic outcomes for dealing with risk
- c. Risk assessment checklist
  - i. This tool facilitates the assessment process
- d. Risk rating tool
  - i. This tool is to be used in conjunction with the risk assessment questions and the risk matrix to determine the risk rating and to assign appropriate actions and treatments to the perceived risk

Risk Rating	Minimum treatment	Description
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Very high risk (Catastrophic)	Reject and avoid or mitigate	Immediate action required in consultation with the board to either avoid the risk entirely or to reduce the risk to a low, medium or high rating
High risk	Accept and mitigate	These risks need to be mitigated with actions as required and members need to be assigned to these risks
Medium risk	Accept	Manage by specific monitoring or response procedures
Low risk	Accept	Manage by routine procedures

	Rare	Unlikely	Possible	Likely	Almost Certain
<b>Extreme</b>	Event expected to occur approximately once in 100 years or more. Significant damage to life, health, property, or the environment. Recovery time is 10 years or more.	Event expected to occur approximately once in 25 years or more. Significant damage to life, health, property, or the environment. Recovery time is 5 years or more.	Event expected to occur approximately once in 10 years or more. Significant damage to life, health, property, or the environment. Recovery time is 3 years or more.	Event expected to occur approximately once in 5 years or more. Significant damage to life, health, property, or the environment. Recovery time is 2 years or more.	Event expected to occur approximately once in 2 years or more. Significant damage to life, health, property, or the environment. Recovery time is 1 year or more.
<b>Major</b>	Event expected to occur approximately once in 100 years or more. Moderate damage to life, health, property, or the environment. Recovery time is 5 years or more.	Event expected to occur approximately once in 25 years or more. Moderate damage to life, health, property, or the environment. Recovery time is 3 years or more.	Event expected to occur approximately once in 10 years or more. Moderate damage to life, health, property, or the environment. Recovery time is 2 years or more.	Event expected to occur approximately once in 5 years or more. Moderate damage to life, health, property, or the environment. Recovery time is 1 year or more.	Event expected to occur approximately once in 2 years or more. Moderate damage to life, health, property, or the environment. Recovery time is 6 months or more.
<b>Moderate</b>	Event expected to occur approximately once in 100 years or more. Minor damage to life, health, property, or the environment. Recovery time is 3 years or more.	Event expected to occur approximately once in 25 years or more. Minor damage to life, health, property, or the environment. Recovery time is 2 years or more.	Event expected to occur approximately once in 10 years or more. Minor damage to life, health, property, or the environment. Recovery time is 1 year or more.	Event expected to occur approximately once in 5 years or more. Minor damage to life, health, property, or the environment. Recovery time is 6 months or more.	Event expected to occur approximately once in 2 years or more. Minor damage to life, health, property, or the environment. Recovery time is 3 months or more.
<b>Minor</b>	Event expected to occur approximately once in 100 years or more. Negligible damage to life, health, property, or the environment. Recovery time is 1 year or more.	Event expected to occur approximately once in 25 years or more. Negligible damage to life, health, property, or the environment. Recovery time is 6 months or more.	Event expected to occur approximately once in 10 years or more. Negligible damage to life, health, property, or the environment. Recovery time is 3 months or more.	Event expected to occur approximately once in 5 years or more. Negligible damage to life, health, property, or the environment. Recovery time is 2 months or more.	Event expected to occur approximately once in 2 years or more. Negligible damage to life, health, property, or the environment. Recovery time is 1 month or more.
<b>Insignificant</b>	Event expected to occur approximately once in 100 years or more. No damage to life, health, property, or the environment. Recovery time is less than 1 year.	Event expected to occur approximately once in 25 years or more. No damage to life, health, property, or the environment. Recovery time is less than 6 months.	Event expected to occur approximately once in 10 years or more. No damage to life, health, property, or the environment. Recovery time is less than 3 months.	Event expected to occur approximately once in 5 years or more. No damage to life, health, property, or the environment. Recovery time is less than 2 months.	Event expected to occur approximately once in 2 years or more. No damage to life, health, property, or the environment. Recovery time is less than 1 month.





## Appendix

1. Incident and Near-Miss Reporting Form
2. Dispute/Grievance/Complaint Form
3. Media Release Form
4. Loan Form





## Incident and Near-Miss Reporting Form

Each incident or near-miss must be recorded and reported to the MCI committee promptly so it can be investigated and recurrences prevented via possible mitigation of risk factors.

Report Number:	
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Date of Incident:	
Time of Incident:	

### Part A: What Happened?

Type of Incident	
<input type="checkbox"/> Injury	<input type="checkbox"/> No Injury

If Injury	
<input type="checkbox"/> First Aid	<input type="checkbox"/> Medical Treatment

If No Injury, was the Incident due to:		
<input type="checkbox"/> Fire	<input type="checkbox"/> Explosion	<input type="checkbox"/> Other



Persons involved:

Member/Name	Address	Phone Number
Non-Member/Name		

Damage to MCI property or workshop:

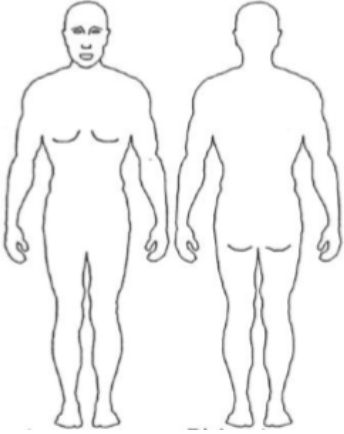


**Part B HOW DID IT HAPPEN?**

Description of Incident: (explain clearly how the incident occurred. This should be brief, in dot point form, providing the facts only and should not contain supposition or hearsay).

Location: (Attach Sketch or Map)
Weather Conditions:

**Part C Injury Report:**

Injury Details (Mark Location and Details on the right):		
Was First Aid Administered?	Yes      No	
If Yes, Treatment Details:		
If Yes, by whom:		
Was Injured Person sent to Hospital?	Yes      No Attach Medical Certificate	
If Yes, name of Doctor/Hospital:		
If Yes, name of person taking injured person to Hospital:		Break, Bruise, Burn, Crush,
Did the Injured person return to participate at MCI?		Cut, Dislocate, Lacerate,
		Multiple, Object, Sprain, Strain, Other:

Report prepared by:	
Signature:	Date:



## Dispute/Grievance/Complaint Form

*The MCI Management Committee is committed to providing every opportunity for members to resolve any dispute or grievance.*

*All formal complaints must be in writing on this form.*

NAME OF MEMBER REPORTING THE GRIEVANCE:
DETAILS OF PREFERRED MODE OF CONTACT:
DATE:

Grievances may be reported against one of:

1. An individual member of the Association, whether that person is a committee member or an ordinary member of the Association.
2. Multiple members of the Association, where the complaint relates to behaviour believed to have been coordinated between these members. (Separate complaints against multiple members where there is no evidence of coordinated behaviour between them should be reported as separate grievances against individuals.)
3. The Committee of the Association, where the complaint relates to a decision made by the Committee, or a failure of the Committee to follow the rules of the Association.
4. The Association itself, where the complaint relates to a rule or policy of the Association.

Please identify the person, persons, or entity with whom you are in dispute:

--



Please provide a written, signed, and dated statement attached to this form and giving full details of your dispute/grievance/complaint. Your statement should include:

1. The nature of your complaint
2. The name/s of person/s involved
3. Dates and times of events
4. The name/s of any witnesses
5. Whether you tried to resolve the dispute with the person/persons involved
6. If the complaint includes any claims, allegations, or statements of belief relating to the motivations of the subject of the complaint, please include a thorough description of the evidence and reasoning behind your belief that the subject held these motivations. This is especially important if ill-will is being alleged.
7. The name of any person you have approached in relation to your dispute or grievance and date this took place.
8. The effect the dispute/grievance has had on you.
9. A desired outcome that would satisfactorily resolve the dispute for you.
10. Copies of any documents relating to your dispute/grievance (e.g. witness statements)

Please lodge the form with the MCI Management Committee and RETAIN a copy for your records. In the event that the subject of the reported grievance is an individual committee member, the form should be submitted to a committee member that is not involved in the dispute. The committee will acknowledge receipt of this form as quickly as is practicable.



## Photography/Videography Release Waiver:

I consent and authorize Maker Community Inc. to copyright, use and publish any of the images/video in any format taken of me on this day. I understand these images may be used for a variety of purposes and may appear on the organizations website, promotional material, social media channels or any other media now known or to be invented. I also understand that Maker Community Inc will use the images/video exclusively for Maker Community Inc. purposes and not for any commercial gain.

Since anyone can download an image from the Internet or make copies from printed materials, I agree that Maker Community Inc. is not responsible for unauthorized use of the images. I am aware that I am not entitled to any compensation and that the images may appear with or without my or my club's name.

By signing below I acknowledge I have read and understand this release.

Print Name

Complete Mailing Address

Signature

Date



## Loan Form

1. MCI is extremely grateful to our members/community who are providing us with tools/items/machinery on loan.
2. We have created the following document to provide clarity and certainty for those members to know that those items are well cared for while on loan to us and how to arrange for them to be pulled out by their owners.
3. This document is designed to supplement the Asset Register and is to be stored with it.

On Loan to Maker Community Inc

I, \_\_\_\_\_, provide the following items on loan to Maker Community Inc.

The equipment is intended for general use of Maker Community Inc, with Maker Community Inc endeavoring to make-good any damage that occurs through that use within a reasonable time-frame.

Maker Community Inc members are to be inducted in the safe use of the item prior to obtaining permission to use the equipment.

To ensure MCI to plan ahead and remain operational, I will give Maker Community Inc a minimum of 14 days of notice before taking back my item to allow Maker Community Inc to find a suitable replacement.

Item 1: \_\_\_\_\_

Photo:

Item 2: \_\_\_\_\_

Photo: