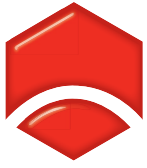




ENGINEERS
AUSTRALIA

Volunteers' Handbook

Issued: September 2017



ENGINEERS
AUSTRALIA

Volunteers' Handbook

Introduction

Dear Volunteer,

The prime purpose of Engineers Australia is to advance the science and practice of engineering for the benefit of the community and to achieve this, we are fortunate that you, and so many of your colleagues, voluntarily contribute to Engineers Australia.

The strength of our groups and committees comes from the members who bring their skills, expertise, depth of knowledge and enthusiasm to advancing the profession through working in partnership with employees and we would like to express our appreciation for your voluntary contribution.

We rely on our volunteers for their thought leadership, strategic input into advocacy work, engagement strategies and assistance with our Continuing Professional Development (CPD) programs. Through the shared vision and leadership of our volunteers and employees, we are proud of what we have and will continue to achieve together.



John McIntosh
FIEAust CPEng EngExec IntPE(Aus)
National President

A handwritten signature in black ink, appearing to read 'John McIntosh'.



Peter McIntyre
FIEAust CPEng EngExec NER APEC Engineer IntPE(Aus)
Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Peter McIntyre'.

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- Attachment Two: The advocacy role of Engineers Australia Groups
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- Attachment Ten: Workplace Health and Safety Policy and Procedure
- Attachment Eleven: Engineers Australia Code of Ethics
- Attachment Twelve: Working Respectfully – Preventing Bullying Procedure

Purpose of handbook

The intent of the Volunteers' Handbook is to provide you with an overview of Engineers Australia's mission, vision and the role of the volunteers in the organisational process. The Volunteers' Handbook contains information on the major strategic goals and governance principles of Engineers Australia, as well as the resources that are available to assist volunteers deliver the best possible outcomes for Engineers Australia, profession and our communities. As such, the Volunteers' Handbook is a part of the Engineers Australia volunteer induction process.

Definition of volunteer, Office Bearer and Senior Office Bearer

Engineers Australia adopts the definition of volunteering formally endorsed by Volunteering Australia on 23 July 2015: "Volunteering is time willingly given for the common good and without financial gain." (For more on volunteering please refer to the site of Volunteering Australia: volunteeringaustralia.org/2015/07/volunteering-australia-announces-new-definition-for-volunteering).

Engineers Australia's Office Bearers are included in the general category of volunteers. The position of "Office Bearers in Engineers Australia is defined by the 2015 Royal Charter and By-Laws, Clause 59.1 (i): 'office bearer' means any person holding honorary office in Engineers Australia, and includes delegates, directors and members of committees of Engineers Australia (whether members of Engineers Australia or not)."

For the purposes of this handbook, a 'Senior Office Bearer' position refers to members of the Board, National and Division Presidents, and the Chairs of Colleges and Societies.

Benefits of volunteering

There are many benefits that you can obtain from serving as an Office Bearer, including:

- Expansion of professional network, reputation and industry knowledge
- Influence on the practice and future directions of the engineering profession
- Helping to shape the future of Australia and beyond for the benefit of current and future generations
- Development of soft skills in meeting management, strategic planning and communication
- Contribution to the engineering profession by sharing knowledge and experience with the community
- Higher level awareness of corporate governance
- Additional CPD points: volunteering work for Committees and Groups can be claimed under Type V (Service to the engineering profession). A maximum of 50 hours in any three-year period can be claimed. Please refer to the 'CPD Types and Conditions' at engineersaustralia.org.au/CPDTypesConditions for more details.

Office Bearer acknowledgement

As an office bearer of Engineers Australia, you agree to be bound by the provisions of the Royal Charter, By-Laws, General Regulations and Policies of Engineers Australia and to abide by the Code of Ethics and Office Bearer Code of Conduct as they exist from time to time.

Introduction to Engineers Australia

Why we exist

Established by Royal Charter, our purpose is to advance the science and practice of engineering for the benefit of the community.

Engineers Australia shapes the future of Australia – creating happy, healthy, prosperous and sustainable communities.

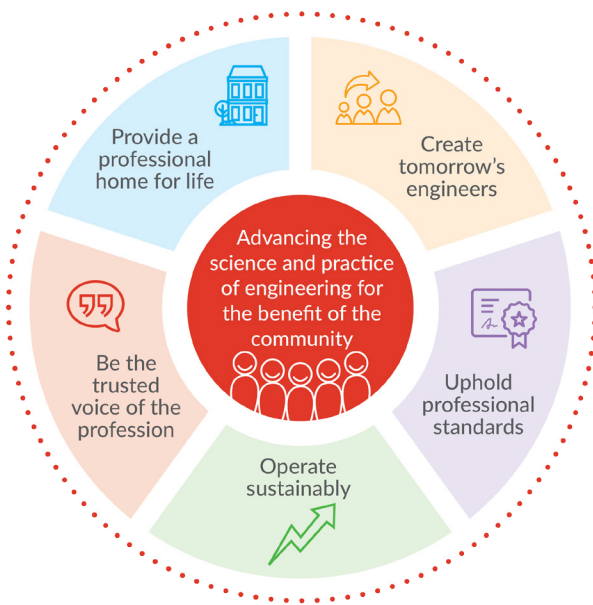
Our Vision: Engineers Australia is the trusted voice of the profession. We are the global home for engineering professionals renowned as leaders in shaping a sustainable world.

Who we are

Engineers Australia is the peak body of the engineering profession. We have around 100,000 members across all engineering disciplines and sectors, and in every Australian state and territory as well as in 100 countries around the world.

Our strategy

(How we deliver benefit to the community)



What success looks like

-  Engineers Australia impacts important decisions on engineering related issues
-  Engineers Australia is the best source of support for all engineers throughout their careers
-  Australia has the quantity and calibre of engineers that it needs to prosper
-  Every engineer aspires to achieve Engineers Australia credentials
-  Engineers Australia is able to fund all the things it wants to do and deliver them effectively and efficiently

The full Strategic Direction document can be found in Attachment One

The Engineers Australia Plan 2017/18– 2019/20: priority actions

As well as their valuable time, Office Bearers provide technical expertise, strategic advice and important links to government, industry, academia and other stakeholders in the engineering profession.

The Engineers Australia Plan identifies 16 key actions for staff and Office Bearers to focus on in pursuit of our Strategic Direction. In particular, the Board asks for your help with:

- Action 2 – raising the profile of Engineers Australia with your contacts in government and industry
- Action 5 – delivering activities that appeal to younger engineers
- Action 7 – Develop and promote diversity (refer to page 20 of this Handbook)
- Action 9 – promoting NER, Chartered, EngExec and Fellowship

Strategic goal: Be the trusted voice of the profession	
1	Develop Engineers Australia’s cross-portfolio thought leadership
2	Grow member engagement with our trusted voice work
3	Better support Division volunteers in connecting with industry and government
Strategic goal: Provide a professional home for life	
4	Develop Membership Growth Strategy
5	Stronger focus on retaining students into graduate membership (dependent on Membership Growth Strategy)
6	Program to support existing members towards Chartered and NER
7	Develop and promote diversity and inclusion calls to action, as well as an Engineers Australia gender diversity and inclusion action plan
Strategic goal: Uphold professional standards	
8	Develop a Continuing Professional Development strategy
9	Increase the impact of Engineers Australia professional credentials in delivering a high quality engineering profession
10	Accelerate Learned Society reform
Strategic goal: Create tomorrow’s engineers	
11	Develop and implement a sustainable, impactful STEM strategy
Strategic goal: Operate sustainably	
12	Roll out a data-driven, performance management framework
13	Improve our engagement with volunteers
14	Grow new revenue streams
15	Roll out a project management approach across Engineers Australia
16	Align operating models to strategy

Engineers Australia governance

The governing body of Engineers Australia is the Board, comprising six directors elected by the National Congress, plus up to two directors who the Board may co-opt. The Board appoints the CEO.

The National Congress comprises 19 delegates drawn from our nine geographic Division Committees, nine engineering discipline College Boards, and our overseas-based members, plus (up to) 10 delegates drawn from Divisions and other member-based interest groups (as determined by National Congress itself), plus the six elected Board directors as voting members, plus (up to) two co-opted Board directors as non-voting members.

Under our consolidated General Regulations of December 2016, broadly:

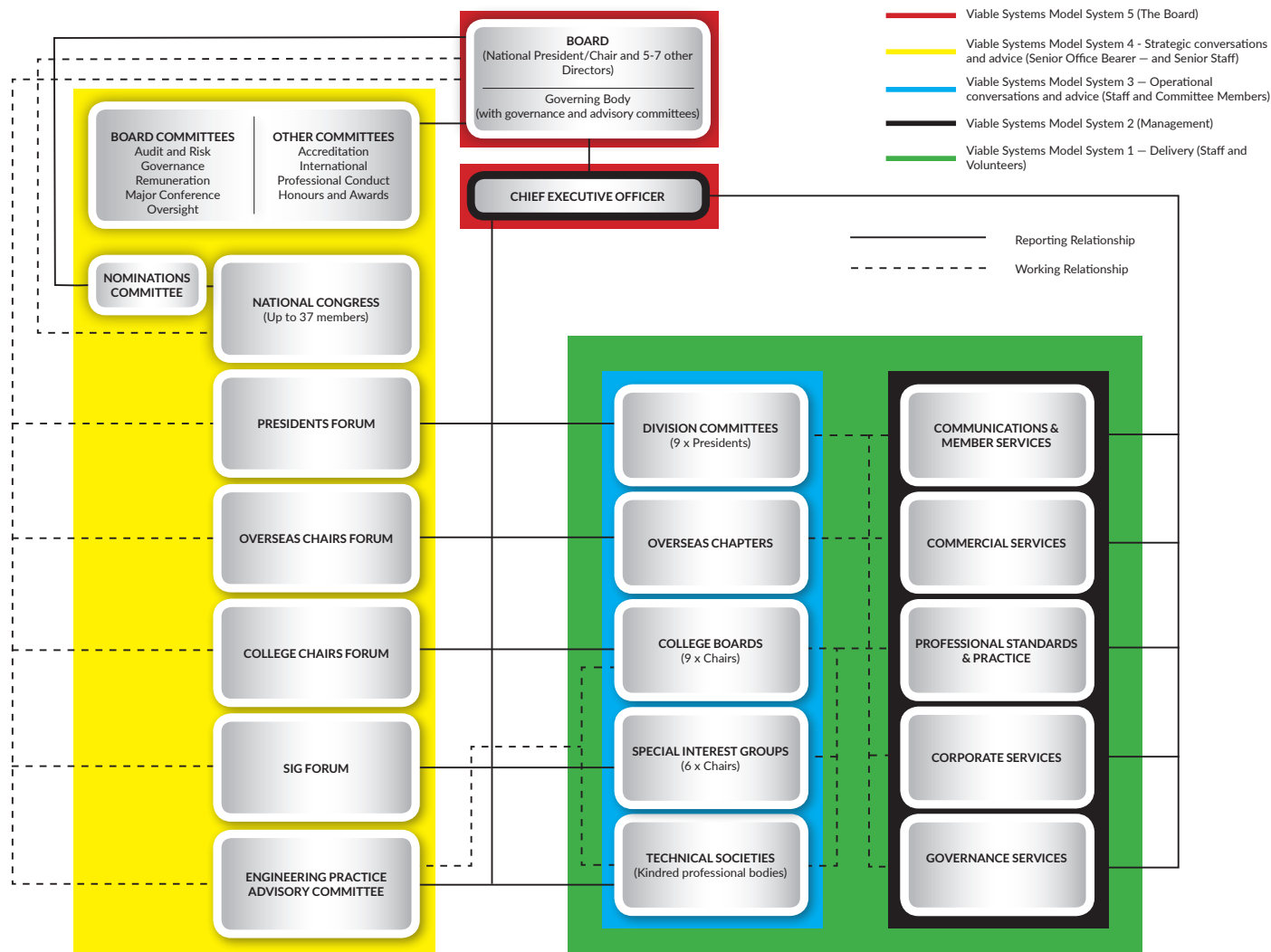
- Division Committees provide leadership to members in the Divisions, and may advise the Board on Division matters.
- The Colleges carry out the Learned Society function of Engineers Australia and are governed by College Boards. Colleges provide guidance to National Committees, Division Branches, etc, on their CPD priorities.
- The overseas Chapters (Singapore, Malaysia, Hong Kong, the United Kingdom, the United Arab Emirates and Qatar) with Chapter Committees provide leadership and direction to members in each Chapter.
- Many multi-disciplinary Technical Societies, Special Interest Groups and other related groups are recognised by Engineers Australia, and collaborate with relevant Colleges on their Learned Society functions.

From an overarching governance perspective, we have adopted both a **Viable Systems Model (VSM)** and a **Shared Leadership** philosophy.

- **The VSM**, indicated in the diagram (over the page), enables a sustainable approach to our business within our quite unique environment. Systems 4 and 5 shape the strategic context, whilst systems 1, 2 and 3 shape the management and operational level responses to achieve the organisation's strategic priorities.
- **Shared Leadership** is a simple construct, namely distributing leadership responsibility across the various systems, levels and teams, and being less dependent on a strict hierarchical process. This ensures that all parts of the system are heard and are of value.

Under a shared leadership approach, Office Bearers and staff work in partnership to deliver the strategic outcomes of the organisation. This differs from the day-to-day management of the organisation where staff have clear legal obligations to undertake this function.

Viable Systems Model (VSM)



In the above model, Division Groups interact directly with Division Committees and, depending on the type of Group, Colleges Boards, Special Interest Groups, and Technical Societies.

The role of Office Bearers in Engineers Australia

As well as your valuable time, Office Bearers provide technical expertise and important links to government, industry, academia and other key stakeholders.

As volunteers, you are our ambassadors – your ability to talk knowledgeably and passionately about the benefits engineering provides to our community and the important role that Engineers Australia plays makes a huge difference to our future success. We are privileged to have so many members that want to give back to the profession and community as an Engineers Australia volunteer. Without our volunteers, many of the outcomes we achieve would not be possible.

Office Bearer's time commitment

Group and Committee work requires approximately 50-75 hours per year.

Main point of contact:

Group Engagement Staff and Division General Managers/Division Managers.

Priorities

All Groups should work in partnership with staff to achieve key strategic outcomes, as determined in our 2017/18-2019/20 Engineers Australia Plan. The key strategic outcomes that Groups are to focus on are 'being the trusted voice of the profession', 'providing a professional home for life' and 'upholding professional standards'.

Being the trusted voice of the profession by:

- Working to engage industry, government, academia, media and the wider community to further the aims of Engineers Australia.
- Advocating and amplifying Engineers Australia's position statements.
- Developing positions on local issues of importance by:
 - identifying the key issues and/or opportunities in the region
 - identifying the main industry leaders.

Providing a professional home for life by:

- Focusing efforts on recruiting and engaging students and younger engineers.
- Finding ways to promote increased diversity and inclusion in the profession.

Upholding professional standards by:

- Promoting the value of Engineers Australia's credentials to engineering companies and individuals.
- Maintaining competitiveness of the engineering community by:
 - providing meaningful, relevant, high-quality continuing professional development (CPD) opportunities
 - communicating and sharing CPD opportunities with other Groups.

Voice of the profession

Groups are asked to support Engineers Australia's position statements, assist in refining national Policy Positions to the local environment, and in conjunction with Division staff, actively advocate our positions to key stakeholders. Attachment Two 'The advocacy role of Engineers Australia Groups' provides an outline of the advocacy outcomes Engineers Australia would like Groups to support.

Activities may include:

- Holding a forum with industry leaders and/or the community to communicate our Policy Statements and seek their input.
- Meeting with Government and Opposition to educate them on important issues and our recommendations for change.
- Engage with the media to inform and educate the community on relevant issues.

It is critical that the GM/DM be actively involved in planning for such engagement. This will ensure that as an organisation we remain consistent, amplify our voice, have a managed engagement plan with key stakeholders, and comply with our Spokespersons Policy.

The advocacy role has not been a focus of many groups for some time, however, it is vital that all Groups become active in this important area if we are to raise the profile and influence of the engineering profession.

Communicating the Engineers Australia value proposition

Communicating the Engineers Australia member value proposition is an important role of Office Bearers and helps ensure that we have a growing vibrant membership. A summary of Engineers Australia's value proposition appears below.

Engineers Australia is your professional home for life, supporting you at every point in your engineering career from student to senior leader and beyond.

Engineers Australia members stand out from the crowd...

Whether you are looking for your first job or the next step in your career, Engineers Australia membership – and Engineers Australia credentials – can help you stand out from the crowd and signify your commitment to ongoing professional development.

Engineers Australia members are the best engineers they can be...

We help you build your skills and keep up to date via hundreds of technical events each year, member-only online resources, a monthly magazine and online news updated daily. We recognise your achievements – awarding Chartered status to those who have achieved the required competencies.

Engineers Australia members are heard...

We are the leading independent voice for Australia's engineering community, trusted by all levels of government, and we actively seek input from our members, so we can make their voices heard.

Engineers Australia members belong...

As a member of Engineers Australia's engineering community, you will be part of the largest and most diverse professional network for engineering in Australia.

Continuing Professional Development (CPD) delivery framework for Group/network CPD

Engineers Australia has dedicated teams to help volunteers bring their ideas to life. Their roles are:

- **Division Group Engagement Officers** provide administrative support to Division Group led CPD programs. This includes coordinating marketing, venues, registration processes and setting event pricing, etc. The Group Engagement Officers will ensure that the event requests fit within Engineers Australia's CPD Delivery Framework, as outlined below, and are the primary contact point for all Division Groups.
- **Learned Society Team** acts as the interface to the major Learned Society bodies that contribute to achieving Engineers Australia's prime purpose, which is to advance the science and practice of engineering for the benefit of the community. The Team members are key enablers and work with the Learned Society Groups to achieve

Engineers Australia's strategic priorities and are the primary contact point for all National Learned Society Groups.

- **The National Conference & Events Team** works in consultation with College Boards, National Committees, National Panels, Technical Societies, Centres, as well as with internal stakeholders to deliver over 50-60 international and national conferences, a range of corporate events and Special Interest Group events. The National Events Team also provides event support.
- **The National Marketing Team** provides marketing support for all Engineers Australia programs and initiatives based on priorities set by the Executive Leadership Team. This includes email marketing strategies, events promotion, digital communication and preparation of various marketing and communications collateral.

Group/network CPD

Local Group-led

Group and Division-led CPD:

- Volunteer-led with regards to content.
- Program planning carried out by Groups, GM/DMs and Group Engagement Officers.
- Delivery by volunteers with administrative support strategy provided by staff.
- Generally held at Division offices, with some exceptions (e.g. Regional Groups).
- Cost neutral, notwithstanding staff overheads.

It's recommended that Groups run four events per year to maximise quality and attendance.

Networking/community events

Networking events that do not contain significant CPD content will be led by local Groups with limited logistics support by Division staff.

Community focused events can be useful in positioning the profession in a leadership role. This also responds to members' desire to contribute to the engineering profession and community at large. Opportunities to participate in or deliver community events should be discussed with your GM/DM.

Any local sponsorship opportunities/leads should be referred to Division staff to ensure that financial and legal delegations are applied.

Planning CPD events

Digital CPD Update

The process by which Engineers Australia has delivered CPD has not changed much over the last few decades with the main focus on face-to-face presentations marketed to a local audience. While this process certainly still has value, we also need to develop online CPD that is delivered nationally and internationally to our overseas members to supplement the local offerings. This will provide a greater variety of CPD to members, especially those in regional areas who find it difficult to access discipline specific CPD. Work is ongoing to deliver a national approach to online CPD and provide opportunities to both broadcast and receive online CPD events in Division premises and, where appropriate, external premises.

Moving forward, Engineers Australia seeks the support of all Groups to develop a hybrid system of face-to-face and online CPD offerings that will deliver greater relevance to members and non-members.

Forward planning

Forward planning is essential to supporting successful outcomes. Forward plans are critical for a number of reasons:

- They allow the organisation to market and promote our CPD offerings. This is difficult when events are organised at short notice.
- A 12-month forward plan will allow the most relevant CPD offerings to be identified and delivered as a live national digital CPD offering.
- Greater transparency of our CPD program will make it easier for Groups to identify joint presentation opportunities to hold additional CPD events beyond their committed four.
- They allow Groups to focus on other critical areas, such as supporting the profession's advocacy work, rather than focusing the majority of energy throughout the year on the CPD program.
- They support consistency of standards to support and further enhance our brand.

12-month plans should be completed by the end of January each year. Your Division Group Engagement Officer is available to support you in developing this plan.

The number of events per year

We ask that each Group runs **four events per year**. There is no question that Engineers Australia supports good quality CPD and successful events. If further opportunities arise beyond four events, please discuss with Division staff.

There are several additional pathways for Groups to extend their CPD program, including:

1. Holding joint events with other Engineers Australia Groups provides an opportunity to be involved in additional events, as it will not consume additional resources and only one Group will have this event counted as one of their four events. Joint events are open to all Groups and increase the potential to have industry focused events, larger networking opportunities, increased attendance, and support an environment of cross pollination of ideas. Most Divisions have processes in place to allow Groups to come together and discuss potential joint events, so please talk to Engineers Australia staff if assistance is required.
2. Groups may wish to bring together members to watch online CPD or a local presenter and have this hosted in an organisation's boardroom, university facility, Engineers Australia auditorium (where available), or other location where there is no direct cost to Engineers Australia.
3. There are also examples where some Groups can access the internal conferencing facilities of a university across multiple campuses. This is an excellent way to leverage CPD opportunities in an efficient manner and is usually negotiated through an MOU or other agreement to be agreed to by the GM/DM or National Manager, Learned Society.

For more information on the pricing of CPD events, please see Attachment Three 'Non-member charging for events'.

What CPD topic to choose

When considering the four CPD events, Groups should consider topics that:

- address the major challenges facing your area of engineering
- support Chartered Status competencies
- supports Engineers Australia’s advocacy position statements to position our organisation as the voice of the profession
- showcase major projects your area of practice is engaged with
- shift the thinking of engineers working within your area of engineering
- introduces new methods of practice relating to your area of engineering
- grow the profession
- are in line with the overall mission and strategic direction of Engineers Australia
- are implemented in close collaboration with Engineers Australia staff.

What?	When?	To whom?
Annual Calendar with preferred dates of events	January each year	Group Engagement Staff
Detailed proposal of the event, if required	8-12 weeks prior to the event date	Group Engagement Staff
Event registration	6 weeks prior to the event date	Market to stakeholders

Additional information regarding the CPD process is provided in Attachment Four in ‘Frequently Asked Questions: Role of Groups’.

Engineers Australia events hosted by external parties

From time to time, Groups may receive requests from organisations wishing to provide catering at an event or to provide a venue free of charge.

It is recognised that in many cases some form of local business support arrangement can be beneficial in enhancing a local event, and developing a relationship with local industry to the overall benefit of Engineers Australia members. As a consequence, Engineers Australia has agreed that local committees may arrange for a local business, university or other group to 'host' an Engineers Australia event.

'Hosting' would involve an arrangement whereby the local committee may seek support from an external body to provide limited and usually 'in-kind', support in the form of the free use of a venue and/or refreshments for an event. Where this only involves providing refreshments at Engineers Australia premises, they would need to arrange and pay for the catering to be delivered to our premises.

In return, Engineers Australia would acknowledge the contribution provided during the event. We would not add any additional recognition regarding the 'host' on the marketing material for an event, such as on flyers and/or on the Engineers Australia website.

Any such arrangements need to be approved in advance by the GM/DM or the National Manager, Learned Society. In addition, any broader sponsorship opportunities are to be referred to the Division Manager or the National Manager, Learned Society.

Any proposals to formally sponsor or deliver an event can be considered against Engineers Australia's existing sponsorship arrangements. This is to ensure Engineers Australia upholds and honours commitments made to any current Partner.

Workplace health and safety obligations

Under Australia's Federal work health and safety (WHS) laws, employees and all other people at our workplaces (including persons working as an office bearer and on a volunteer/unpaid basis) are classified as 'workers' and must undergo WHS training.

The engineering profession in Australia is a leader in achieving best practice WHS performance and Engineers Australia, as the trusted voice, should be no different. As an Office Bearer, we turn to you to help lead and embed a workplace health and safety culture, and in particular:

- recognising risks and reporting incidents in a timely manner
- recognising positive and negative behaviours that impact on the health, safety and wellbeing of our fellow Office Bearers and Engineers Australia staff
- undergo awareness training to understand your WHS responsibilities.

You will receive an email (if not already) to complete Engineers Australia's WHS and anti-bullying online training as part of your induction. Each course takes about 15 minutes to complete, with a mini assessment at the end. **We ask that you complete the course before commencing any volunteer activity.** If you are yet to receive an email with your access details, please advise whse@engineersaustralia.org.au

Engineers Australia has a suite of WHS procedures that you will need to become familiar with. These can be found under the generic confluence page:

confluence.engineersaustralia.org.au/display/WHSE/Workplace+Health+and+Safety

Username: staff_member
Password: 3ng1neer\$

Office Bearer code of conduct

As Engineers Australia has around 400 various Groups and Committees spread throughout Australia, with over 3,000 Office Bearers, it is important that we have consistency in focus, behaviour and direction.

As Office Bearers, Engineers Australia volunteers are subject to Engineers Australia policies and regulations as they exist from time to time.

The basic Engineers Australia rules are to:

- act in the interests of the organisation as a whole
- work cooperatively with others
- act lawfully and within authority.

Additional information regarding the behaviour and conduct expectations is provided in Attachment Five in 'Behaviour and conduct expectations of Office Bearers and volunteers acting on behalf of Engineers Australia'.

Office Bearer code of conduct (Engineers Australia Regulations 2016, Clause 2.36)

The Board requires the holder of any office in Engineers Australia to:

1. Support and work with the Board, other Office Bearers and staff to achieve Engineers Australia's objects and purposes, and support the strategic plan.
2. Keep informed about the organisation, comply with the current policies and procedures of Engineers Australia and undertake training when provided.
3. Act with honesty, in good faith, with reasonable care and in the interests of the organisation, so as to uphold the good reputation of Engineers Australia.
4. Contribute actively to their Committee or Group, using Engineers Australia's resources properly, effectively and efficiently.
5. Make decisions and set goals consultatively and collectively, based on relevant information, proper analysis and management of risk.
6. Listen to others and communicate in an impartial, helpful and positive way, and treat all members of the engineering team, members of Engineers Australia, other Office Bearers and staff equitably and with respect, trust and courtesy.
7. Only make public statements or act on behalf of Engineers Australia with proper authority.
8. Protect the privacy and confidentiality of Engineers Australia information.
9. Not make improper use of Engineers Australia information or property for personal benefit or advantage, and disclose and take reasonable steps to manage any conflicts of interest in Committee discussions, decision-making and appointments.
10. Act in accordance with the Charter, By-laws and the Regulations of Engineers Australia.
11. Not act in office with a conflict of interest in respect of that office.
12. Comply with any lawful and reasonable direction given by Engineers Australia Office Bearers or staff who have authority to give direction.

Minimising risks

Like any organisation, Engineers Australia has developed regulations and policies to manage risks to volunteers, staff and the organisation. These risks may be financial, legal, reputational, etc. This places boundaries on what volunteers can do while carrying out their Office Bearer duties, including:

- Office Bearers have no delegated authority to enter into legal or financial arrangements on behalf of Engineers Australia.
- Office Bearers must not sign sponsorships, make bookings at venues outside of Engineers Australia, or obtain quotes.
- Office Bearers must not create their own marketing materials, whether print or digital.
- As per Spokespersons Policy 2016, “no person is to make a public statement on behalf of Engineers Australia unless they are specifically authorised to do so” (Clause 3.1).
- As volunteers, Office Bearers are not entitled to receive complimentary admission to paid events, irrespective of their involvement in the preparation for the event.
- Office Bearers must undertake our WHS training before commencing any volunteer activity (please refer to page 16 for further information).

List of relevant public, organisational and administrative policies:

- Engineers Australia Privacy Policy (Attachment Six)
- Engineers Australia Spokespersons Policy (Attachment Seven)
- Engineers Australia Travel Policy (Attachment Eight)
- Engineers Australia Electronic Communications Policy (Attachment Nine)
- Engineers Australia Workplace Health and Safety Policy and Procedure* (Attachment Ten)
- Engineers Australia Code of Ethics (Attachment Eleven)
- Working Respectfully – Preventing Bullying Procedure (Attachment Twelve)

To assist volunteers, please find copies of the above standard policies provided as attachments to this handbook.

The Engineers Australia policies attached to this document will be updated at appropriate intervals and will supersede any version contained in these attachments. If any doubt arises of the current validity of these policies please contact your Division office.

*Please refer to page 16 for information on how to access workplace health and safety training policies and procedures.

Guidance for election of Groups based in Divisions

This guide has been developed to provide a simple and consistent process for electing Group Committees in Divisions (excluding the Division Committee, which is prescribed in the General Regulations). The guide draws on past practice, as well as the General Regulations.

Size of Committee

Group Committees should comprise a minimum of six members up to a maximum of 14 members.

A Group Committee can reasonably expect that all members of the Committee actively participate in the work of the Committee and that an equitable sharing of workload and responsibilities occurs.

Term

Committee Chair: The Group Committee must elect one member of the Committee to be Chair of the Committee. The Chair holds office for one year, and may be re-elected for one further consecutive year.

Committee Deputy Chair: The Group Committee may elect one member of the Committee to be Deputy Chair. The Deputy Chair is to perform the functions of the Chair when the Chair is not available. The Deputy Chair holds office for one year, and may be re-elected for one further consecutive year.

Committee Members: A member of the Committee holds office for one year and may be re-elected or re-appointed no more than four consecutive times. Each consecutive re-election or re-appointment must be for no more than one year.

The majority of Group Committees run on a calendar year basis, however, some also operate on a financial year basis. This decision will be left to Groups and, for administrative purposes, terms will commence on 1 January or 1 July each year.

Nomination process

The position of Chair and Deputy Chair (if applicable) should be determined by the retiring Group Committee. All members of a Group Committee are eligible to nominate, except those members who have reached their maximum tenure. Members of the Group Committee shall vote to determine who will hold these positions for the coming year. This vote shall be held in advance of the optional annual meeting.

For general Group Committee positions, members will be supported by their Division office to assist them with the nomination process. Nominations should be called for a minimum of six weeks in advance of the annual meeting and close one week prior to the annual meeting.

If the number of nominations received at the closing date is equal to, or less than the number of vacancies, the nominees will be elected unopposed. If all positions have not been filled, then additional nominations can be called for at the annual meeting and a vote taken by attendees by way of show of hands. Committees may also seek to appoint members to fill any vacancies as long as the number of appointed members does not exceed the number of elected representatives.

If the number of nominations received at the closing date is greater than the number of vacancies, then a vote will be undertaken by show of hands at the annual meeting. To be eligible to vote, individuals must meet the same criteria as candidates as prescribed below.

Electronic voting for Group Committee positions may be possible in some circumstance. Please discuss with your Group Engagement Officer.

Eligibility

To be eligible to nominate for a Group or Society Committee position, candidates must be a financial voting member of Engineers Australia (or the respective Society) at the time of their nomination and for the period they hold office if elected or appointed. They must be a member of the Division, in the relevant discipline that the group represents, or reside or work in the geographical region for Regional Groups.

Improving diversity

Engineers Australia's new simpler Strategic Direction includes a focus on improving the diversity of the engineering profession and specifically improving the attraction and retention of women in engineering careers.

With women accounting for 50% of the population but only 12% of engineers, we need to attract more women into the profession to reflect the communities we serve and to boost the engineering workforce.

As the peak body for the engineering profession in Australia, Engineers Australia should lead the way in creating a diverse profession. ***Therefore, we are asking our volunteers to ensure that all committees, working groups and similar have at least 30% female membership.*** For some, this will already be the case, and for others we think reaching this target by 2020 should be achievable.

The business case for gender diversity is clear – and we hope that consistent effort over time will attract more women into our profession, so that engineering teams truly reflect the communities they serve. As always, Engineers Australia staff are on hand to support you.

Succession planning

All Office Bearers should support succession planning and encourage members to give back to their profession and professional body by serving on a Committee at some stage during their career. Succession planning will also support the ongoing viability of the Group and provide an opportunity to deliver a broader diversity mix.

Quorum

Where formal motions are required, 50 per cent of the committee must attend to achieve quorum. If quorum cannot be achieved, it is acceptable for motions to be considered out of session, for example via email.

Additional guidance

Additional guidance or clarification may be required from time to time. Groups are encouraged to seek assistance from their Division staff.

Meeting minutes

To maintain good governance principles and ensure continuity of the Office Bearers' roles, we encourage Groups to document the outcome of meetings (as action items, for example, rather than verbatim minutes), with the Committee/Group President or Chair taking the leading role in managing agenda items and minutes of the meetings.

Contact us

Learned Society

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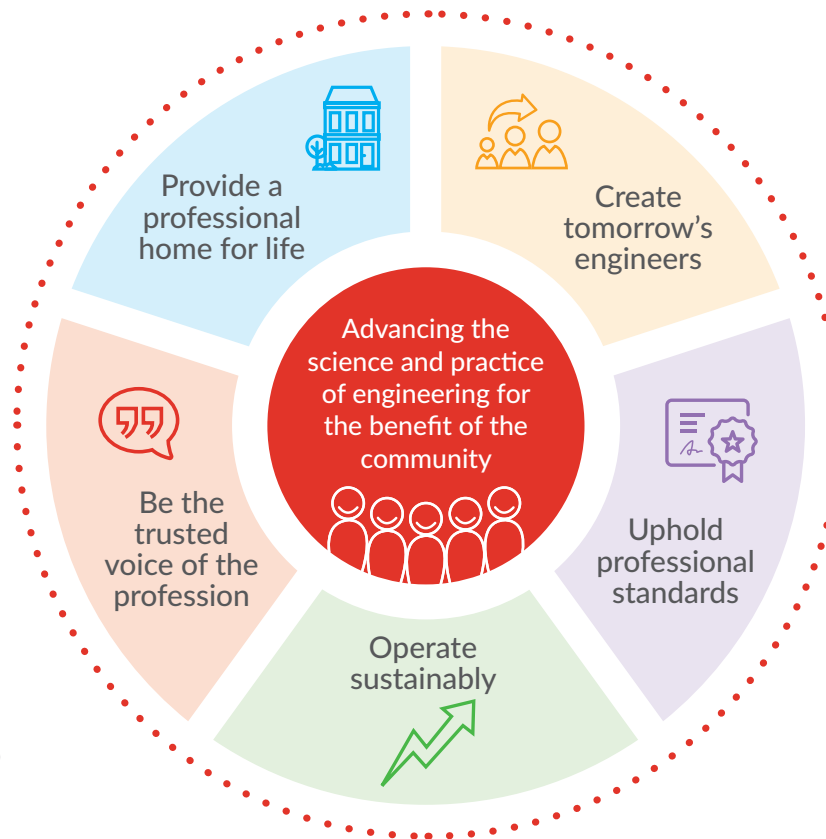
Our Strategic Direction

2017/18-2019/20



Our strategy

How we deliver benefit to the community



Why we exist

Established by Royal Charter, our purpose is to advance the science and practice of engineering for the benefit of the community.

Engineers Australia shapes the future of Australia – creating happy, healthy, prosperous and sustainable communities.

Engineers Australia is the trusted voice of the profession. We are the global home for engineering professionals renowned as leaders in shaping a sustainable world.

Who we are

Engineers Australia is the peak body of the engineering profession. We have more than 100,000 members across all engineering disciplines and sectors and in every Australian state and territory as well as in 100 countries around the world.

What we do

Around 4,000 Office Bearers and 250 staff work together to provide a wealth of valuable services including:

- > Raising the profile and understanding of engineering issues and their impact on society
- > Providing technical and professional development for engineers
- > Awarding Chartered, NER and EngExec credentials to those who meet the standards
- > Delivering impartial, evidence-based advice to inform government policy
- > Accrediting engineering education to ensure that it is world-class and prepares students for work
- > Assessing the skills of migrants applying to work in Australia
- > Inspiring school students to become the next generation of engineers

EA delivers benefit to the community through its 5 strategic goals.



Be the trusted voice of the profession



EA impacts important decisions on engineering related issues

- > Work in partnership with decision makers in government, industry and academia to provide evidence-based knowledge and guidance
- > Build our expertise in vital engineering issues (infrastructure, energy, defence, workforce and migration)
- > Increase EA's visibility, including through partnerships and media coverage



Uphold professional standards



Every engineer aspires to achieve EA credentials

- > Increase the value of professional credentials and CPD as perceived by engineering employers and governments in our target regions
- > Sustain world class engineering education, qualifications and standards of practice and support engineers in achieving them
- > Provide a clear pathway of professional standards



Create tomorrow's engineers



Australia has the quantity and calibre of engineers that it needs to prosper

- > Inspire young people to shape the future as engineers
- > Work with others to increase the awareness and attractiveness of engineering opportunities across disciplines and sectors
- > Improve the diversity of the engineering profession



Provide a professional home for life



EA is the best source of support for all engineers throughout their careers

- > Ensure a valuable offering to engineers in all locations, and at all career stages, and demonstrate how membership adds value to individuals, employers and the community
- > Focus on supporting students in entering the workplace
- > Improve the attraction and retention of women in engineering careers
- > Provide customer-focused, high-quality learning outcomes for engineers across different disciplines, sectors and regions



Operate sustainably



EA is able to fund all of the things it wants to do and deliver them effectively and efficiently

- > Work with staff and volunteers to continually improve our ways of working
- > Manage our costs by increasing the efficiency of our operations
- > Create a more data-driven and performance-based culture
- > Diversify our income streams by launching new, valuable offerings



What success looks like



ENGINEERS
AUSTRALIA





The Advocacy Role of Engineers Australia Groups

What is the role of Groups?

Engineers Australia Groups have a role to play in achieving the organisation's vision to be the voice of the profession. In particular, the policy, media and advocacy teams within Engineers Australia need the insight of Groups to effectively amplify the organisation's messages associated with the public policy priorities (such as in the Position Statements and reports). This will enable Engineers Australia to take an informed leadership position across the country and effect change on issues of importance.

There is a range of advocacy resources that Engineers Australia produces as part of its work on behalf of the profession. Groups are in a good position to provide further technical detail and on-the-ground insight to contribute to their refinement, development of new resources and effective engagement with government and media. Also, there may be a specific issue related to a Group's discipline focus or geographic area that it may want to promote to Engineers Australia as a potential area of future advocacy activity. Details on how to achieve this appear below.

Engineers Australia requests that each Group work directly with its Division General Manager/Manager and consider opportunities to contribute to at least one Engineers Australia advocacy campaign per year. This will enhance the organisation's ability to be the voice of the profession.

What is an Advocacy Resource?

An advocacy resource is a document which helps to communicate a policy position or statement of beliefs, goals, objectives, and/or recommendations on a specific subject area. The broad types of Engineers Australia resources generally include:

- **Position Statements** – provide the Engineers Australia perspective on the most important public policy issues facing the profession today. <https://www.engineersaustralia.org.au/Government-And-Policy/Policy-Advocacy>
- **Government submissions** – usually a written response to a specific government consultation process. <https://www.engineersaustralia.org.au/Government-And-Policy/Submissions-to-Government>
- **Policy reports** – papers that provide analysis on a range of issues related to the Position Statements and other topics of relevance to the profession and Engineers Australia's advocacy work. <https://www.engineersaustralia.org.au/Government-And-Policy/Policy-Reports>
- **Statistics and other resources** – statistical analyses to support development of policy reports and inform advocacy and media engagement. <https://www.engineersaustralia.org.au/Government-And-Policy/Statistics>

Approval Process for new activity

To ensure a single, consistent and coherent voice to government, media and other stakeholders, Engineers Australia sets the organisation's advocacy agenda which includes the selection of public policy priority topics, the format of message delivery, and approving the stakeholder engagement strategy to promote policy positions.

Engineers Australia strongly recommends that Divisions focus efforts on the Position Statements that have been approved by the Board. A shared leadership approach means that Groups can recommend additional public policy issues that warrant attention.

Overall responsibility for advocacy rests with Engineers Australia and its Division General Managers/Managers in collaboration with the National Manager for Public Affairs. The Division General Managers/Managers ensure that the advice provided by Groups does not conflict with that of others and, where differences emerge, will take action to ensure appropriate review of Engineers Australia policy development.

When Groups recommend new items of work, the Division General Manager/Manager will determine if the proposed activity and topic is appropriate in the context of Engineers Australia's strategic goals and identify opportunities for collaboration across the organisation.

Stakeholder Engagement

The Engineers Australia Spokesperson Policy provides the framework for official engagement with government, media and the general public. There are seven authorised spokespeople, and no person is authorised to speak to the government or media on behalf of Engineers Australia other than these people, or someone they nominate.

If you are in doubt about what to do, please contact one of the following people:

- National Manager Media Relations: Catherine Garrett, 03 9321 1763, 0467 003 866, cgarrett@engineersaustralia.org.au.
- National Manager Public Affairs: Jonathan Russell, 02 6270 6565, 0447 699 493, JRussell@engineersaustralia.org.au.
- Relevant Division General Manager/Manager: See contact details at <http://www.engineersaustralia.org.au/contact>



MANAGEMENT INSTRUCTION

Non-member charging for events

1. PURPOSE

- 1.1 The purpose of this instruction is to ensure that members of Engineers Australia (EA) and its Technical Societies (Societies) are able to attend Continuing Professional Development (CPD) events or other events, which may be subsidised compared to non-members, as a privilege of membership
- 1.2 In order for members to see that they get direct value for their membership, it is important that Engineers Australia clearly distinguish the benefits of membership through the differential charging of non-members.

2. BACKGROUND

- 2.1 Members are able to attend events that may be at no charge or subsidised as part of their membership fees. Many such events may also be open to non-members. All events cost a significant amount due to staff time, provision of facilities, etc. and, as such, they are not free to provide and non-members need to contribute towards their cost.
- 2.2 EA and its Societies, including those where Engineers Australia has entered into an agreement with an external body to either act as a Technical Society of Engineers Australia or a Memorandum of Understanding with a like-minded organisation, provide members opportunities to attend technical sessions, workshops, conferences, seminars and other fora at the member fee.
- 2.2 EA and its Societies have in the past tried to use free attendance as a means of driving membership; however there is no evidence to suggest this has resulted in increased membership of either EA or any of its Societies. Where analysis has been undertaken, it is clear that it is having the opposite effect.
- 2.3 EA provides the use of its systems, staff and facilities free of charge to organise and hold events for members. These cannot be provided on the same basis for non-members as they do not support EA or its Societies.
- 2.4 Having due regard to all feedback received since this instruction was first issued in 2014, the non-member fee will remain to ensure members receive value for their membership and are not subsidising non-members.

3. PRICING

- 3.1 For the purposes of this Instruction, a *non-member* includes all persons who are not members of EA, including non-EA members of a Technical Society.

- 3.2 A non-member fee (or differential between a member fee and a non-member fee) is to apply for all events where individuals are not members of EA except in circumstances where there are formal agreements in place between EA and an international association which provide for their members to attend at the EA member rate.
- 3.3 The non-member fee differential is to be a minimum of \$30.
- 3.4 The non-member fee may be varied in the limited circumstances listed below in 3.4.1 to 3.4.5 or with prior approval of the senior officers listed later in this section. However there is to be a clear differential to promote the benefits of membership. Any proposed variance is to be discussed with, and approved by, the relevant Executive General Manager, National Manager Conferences or Events, National Manager Learned Society. The Executive General Managers, National Manager Conferences and Events and National Manager Learned Society may not delegate this decision.
- 3.4.1 A member's partner may attend approved events, if accompanied by the member, at the member's rate. Guest passes may not be used for partners except in exceptional circumstances as approved by the Divisional General manager.
- 3.4.2 A student member of Engineers Australia will be charged 60% of the member fee.
- 3.4.3 A non-member student will be charged 100% of the non-member fee.
- 3.4.4 Where sponsorship has been accepted for an event which covers the cost to deliver the event, and the sponsor has specified designated persons they wish to attend at the member rate.
- 3.4.5 Where sponsorship covers the majority of the cost to deliver an event, consideration may be given for non-members to attend at the member rate.
- 3.5 In order for anyone to attend an event they must register through the EA events management system. It will **not** be acceptable for members or non-members to turn up at the door on the day/night, however members are not expected to police this and it will be managed on an honour system.
- 3.6 In order to assist in promoting the benefits of membership, a limited number of guest passes will be made available by the Division General Manager to the event organiser (no more than four (4) per event) An individual may not attend more than two (2) events utilising a guest pass.
- 3.7 As a means of offsetting the overheads incurred, all income received from non-member registration will be retained by Engineers Australia. For those events where a non-member fee is to be charged, the \$30 differential must be factored into the non-member fee
- 3.7.1 Any event, whether it is held at an Engineers Australia facility or not, that utilises other Engineers Australia resources is to charge the \$30 non-member differential which is to be retained by, or paid to, Engineers Australia.
- 3.8 All Engineers Australia events, whether it is a technical session, seminar, workshop, etc. are to maintain the pricing differential between members and non-members, except as provided in section 3.4 above.

Issued By:	Stephen Durkin Chief Executive Officer
Date:	March 2016
Version No:	1



Frequently Asked Questions

Role of Groups

What is the role of Groups?

In the past some groups committed much of their time to organising events, especially in the administrative aspects of events. This duplicates the role of Engineers Australia staff and does not use the valuable time of office bearers in an efficient manner.

Groups are asked to lead the strategic direction of CPD activities for their area of practice, with administrative support provided by staff. In addition, Groups are asked to focus the majority of their time to identify areas that impact on the engineering profession and lead the development of our position to respond to these. Groups are then asked to work in partnership with their respective General Manager to develop an advocacy strategy to ensure the voice of the profession is heard.

Will these changes diminish the roles of Groups?

Far from it. Engineers Australia is asking groups to take a true leadership position within the profession and enhance our ability to be the voice of engineering. This is in line with Engineers Australia's Vision statement. Groups will still provide leadership of the CPD program within their area of practice. Groups are also being asked to focus their efforts on identifying issues impacting on the profession and work with their respective General Managers to advocate our position on these to deliver a better outcome for engineering and the community.

Will limiting Groups to 4 events reduce the CPD opportunities for members?

Engineers Australia is modernising the delivery of our CPD program to make it more efficient. With approximately 400 groups across the country providing CPD opportunities, we need to make better use of technology to drive the core of our CPD offering. This can then be supplemented by additional local offerings.

This will provide greater opportunities for all members to access discipline specific CPD, especially for members in regional areas. It will also encourage the development of a national community of practice and provide more members access to a wider range of speakers and topics.

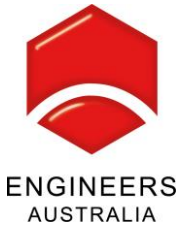
What type of events count towards the 4 event limit?

All CPD events will count towards the target of 4 events per group per year.

The CPD Framework provides that additional events can be held, so can we hold as many events as we like?

The underlying staffing resources to support events is finite. This limits the number of events our 400 Groups can offer.

Additional events will be considered if a strong business case can be developed. Your Group Engagement Officer will be able to discuss specific events with you.



Frequently Asked Questions

Role of Groups

If staffing resources to run events are limited, why can't office bearers organise these events?

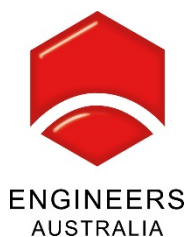
Our volunteers have a critical role to play in leading our advocacy work to benefit the profession and the community, in addition to providing their technical expertise in the development of a CPD program with learning outcomes.

It is not practical to train office bearers in our systems, procedures and processes and our volunteers' time is much more valuable spent in the areas discussed above.

Can we change the 12-month event plan once submitted?

There are many benefits to creating a 12-month plan for the coming year: your Group Engagement Officer will be able to advise on potential collaboration with other Engineers Australia groups/societies; and the Business Development team will be able to tell employers about events planned for the year. Also, for those that are well organised and certain of their upcoming events, our marketing team can create better advertising opportunities for your group's activities. For members travelling interstate or working interstate, it would also benefit them if we could advertise a 12-month program in advance.

Engineers Australia acknowledges that a 12-month plan can also be a working document that might be subject to change, in which case we ask that you let your Group Engagement Officer know of any amendments, such as topic, date, location, etc.



Behaviour and conduct expectations of Office Bearers and volunteers acting on behalf of Engineers Australia

Introduction

Engineers Australia recognises, and values, the important roles played by its elected Office Bearers and other volunteers in providing a range of services and support to Members, particularly through participation in standing committees, College Boards, technical societies and other forums.

Importantly, the required levels of service and support to Members and Engineers Australia can only be achieved when Office Bearers and volunteers work closely and collaboratively together in a professional manner at all times with Members and employees of Engineers Australia.

Although Office Bearers and Volunteers are not 'paid' by Engineers Australia for their contributions in their roles (in the manner that Engineers Australia's employees are) there remains a strong requirement that all Office Bearers and volunteers conduct themselves in a thoroughly professional and respectful manner at all times when undertaking their Office Bearer/volunteer role on behalf of Engineers Australia.

Equally, Office Bearers and Volunteers are entitled to expect that they, too, be treated with professionalism and respect by employees of Engineers Australia.

Application of the Engineers Australia Code of Conduct

Engineers Australia has a written Code of Conduct which governs the behaviours and conduct of employees, Office Bearers and volunteers alike.

The Code of Conduct is provided to all Office Bearers and volunteers at the start of each Calendar Year as part of the Office Bearer/volunteer induction program. The Code of Conduct is available in the Volunteers' Handbook, and is also available online through our website www.engineersaustralia.org.au.

What does it mean to act with 'professionalism' and 'respect'?

In the sense of Office Bearers and volunteers working together with Engineers Australia's employees (and members), acting with 'professionalism' and 'respect' means:

- Working together to provide the best-possible outcomes and solutions in any given situation;
- 'Professionalism' means that we apply our knowledge and skill in ways that support established policies and procedures, that we always seek best-possible outcomes and that we set to achieve high personal standards of work of both ourselves and of those we work with;
- In simple terms, being 'respectful' means willingly sharing knowledge and expertise, working constructively and collaboratively with others, accepting that others may have differing points of view to your own and not seeking to bully or coerce or harass or intimidate any other person at any time;
- Bearing in mind that some people may have different views and opinions to you own; such 'diversity in thinking' is welcomed and valued. In the case of differences of views/opinions, we must work together to find the best-possible outcome and solution. This may mean compromising our original view/opinion in order to arrive at a solution we can all live with. This does not mean one side is "right" and the other side is "wrong" – rather, this approach recognises that diverse views are welcomed and help us to arrive at the best solution; and
- Engineers Australia's committees and College Boards etc. have written charters governing how the committee/Board will operate and the charters will set out how concerns and grievances are to be addressed/resolved.

Does Federal/State legislation apply to Office Bearers and volunteers?

Yes, there are a number of important pieces of Federal/State legislation that apply to Office Bearers/volunteers as they do to paid employees.

In particular, health and safety legislation Federally and State-based) deems Office Bearers and volunteers to be 'employees' under the legislation. This means that:

- Office Bearers and volunteers, when undertaking duties in their roles, are required to act in a healthy and safe manner at all times and to observe all required Engineers Australia workplace health and safety policies and procedures;
- All workplaces in Australia are required to be free from bullying and harassment behaviours by any person at all times. If bullying and harassment is alleged to have occurred by either an Office Bearer or volunteer or by an employee, the matter will be fully investigated by Engineers Australia and a decision will be made as to whether the allegation/claim of bullying or harassment will be upheld. If the allegation is

upheld, a decision will then be made as to what sort of discipline action will be taken. Disciplinary action may include loss of office (in the case of office Bearers/volunteers or loss of employment in the case of paid Engineers Australia employees);

- Engineers Australia will not tolerate any form of bullying or harassment or discriminatory conduct or any form of intimidation of any sort by any person. We are striving to keep our work environments *100%-free* of any such conduct and behaviours. Complaints of this nature are treated very seriously.

Reporting inappropriate conduct by others

For any Office Bearer and volunteer wishing to report an instance of inappropriate conduct the following process is to be followed:

- If appropriate, the person who feels aggrieved at the conduct of another person should make known to that person that they do not appreciate, or that they take offence to, the conduct behaviour of that person. It is always helpful to explain *why* the other person's conduct is not appreciated/acceptable. In may (but not all) instances, a polite conversation setting out the unacceptability/inappropriateness of the alleged behaviour and conduct is enough to result in a behaviour change by that other person;
- If it is not appropriate to discuss your concerns with the other person, or if you have tried to discuss the concerns and the other person denies the claims made, or if in the circumstances it is just not appropriate to discuss the matter directly with the person concerned (for any reason) the Office Bearer/volunteer is to raise the matter with their Senior Office Bearer and their Divisional President. The Senior Office Bearer/Divisional President will then liaise with the Office of the Chief Executive or the National Manager, People Development in Engineers Australia to take advice as to how to address and resolve the complaint; and
- Importantly, no Office Bearer or volunteer is expected to put up with, or to initiate, behaviour and conduct of a bullying and harassing nature. If such conduct eventuates and is proven to have occurred, disciplinary action will be taken. Refer General Regulations Clause 2.29 and the Code of Conduct for Office Bearers.

Training Office Bearers and volunteers

Office Bearers and volunteers will be required to undergo training provided by Engineers Australia to ensure that they are aware of, and fully understand, their obligations with regard to the conduct and behaviours expected of them in their roles. Details of the required training will be communicated separately.



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Privacy Policy

Last updated: December 2015

This document sets out the privacy policy of the Institution of Engineers Australia, trading as Engineers Australia ABN 63 020 415 510 relating to the collection, storage and use of 'personal information' as defined by the **Privacy Act 1988 (Cth)** ("Privacy Act").

This Privacy Policy also applies to the overseas chapters of Engineers Australia and the wholly owned subsidiaries of the Institution of Engineers Australia which includes Engineers Australia Pty Ltd ABN 16 342 609 323 and Engineering Education Australia Pty Ltd ABN 45 008 663 349 and associated registered business trading names, collectively referred to in this policy as "Engineers Australia".

Engineers Australia reserves the right to amend or modify this privacy policy at any time without prior notice or consent.

What kind of personal information do we collect?

In accordance with the Privacy Act, 'personal information' means any information by which an individual could be identified. The personal information collected by Engineers Australia varies according to the circumstances in which the personal information is collected. This may include, but is not limited to, the collection of the following information:

- First name, surname, preferred name, pseudonym, post-nominal, address, telephone number, email address, date of birth, gender, qualification details, education and academic history, work experience and skills, occupation, employer details, insurance details, next of kin, awards received and areas of interest;
- Membership information relating to groups within Engineers Australia including: Divisions; Colleges; Technical Societies; National Committees and panels; Overseas Chapters; Registers; and Special Interest Groups;
- Photographic identification, including driver's licence and/or passport;
- Financial details including credit card numbers, bank account information, financial status of membership and subscriptions to publications owned or controlled by Engineers Australia;
- Assessment records created when a person applies for a certain membership grade or assessment. This can include Curriculum Vitae (CVs), Engineering Practice Reports (EPRs), Competency Demonstration Reports (CDRs) and Migration Skills Assessments;
- Relevant details required to nominate members and projects for honours and awards;



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- Details of persons who participate in sponsored seminars, conferences or other events and programs which are run or managed by Engineers Australia;
- The IP address and time stamp of any visit to the Engineers Australia websites, as well as demographic and technology data related to the use of those websites; and
- Survey and contact information in relation to attendance at Engineers Australia (or affiliate) events or activities.

How do we collect personal information?

Engineers Australia collects the personal information of **members** through:

- The use of, and interaction with, the information and services provided on the Engineers Australia websites including the authenticated self-service portal environment, linked applications and digital services including online enquiry, feedback or other forms;
- The use of, and interaction with, the information and services provided on Engineers Australia campaigns, competitions, events, initiatives or other applications, websites and digital services including online enquiry, feedback or other forms;
- Interaction and enquiries generated through our social media channels which include Facebook, LinkedIn and Twitter;
- Applications for Engineers Australia membership, skills or qualification assessment, Chartered assessment or other membership maintenance or payment transaction;
- Applications for technical society memberships, or maintenance or payment transactions;
- Enrolment, registration or attendance at conferences, events or other Continuing Professional Development sessions;
- Nominations for awards or standing for a position on National Congress, Board, Divisions, Committees or constituent groups;
- Inclusion on any National Registers owned or administered by Engineers Australia including the National Engineering Register;
- Interaction with subsidiary companies and/or the use of products and services;
- The provision of customer service and support, including dealings with Member Services by telephone, email, or written correspondence;
- Complaints made against Engineers Australia members;
- Requests for follow-up information, requests to join a mailing list or to be contacted for further information about Engineers Australia products or services;
- Responses to surveys or research conducted by Engineers Australia or by third party providers on Engineers Australia's behalf; and



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- The process of developing a feature news story for a magazine, electronic newsletter, event promotion or online newsroom or other Engineers Australia website content.

Engineers Australia collects the personal information of **non-members** through:

- The use of, and interaction with the information and services provided on the Engineers Australia websites including digital services such as online enquiry, feedback or other forms;
- Interaction and enquiries generated through our social media channels which include Facebook, LinkedIn and Twitter;
- Application for Engineers Australia membership, skills or qualification assessment;
- Application for a technical society membership, or other technical society membership maintenance or payment transaction;
- Enrolment, registration or attendance at conferences, events or other Continuing Professional Development sessions;
- Interaction with subsidiary companies and/or the use of products and services;
- Complaints made against Engineers Australia members;
- Requests for follow-up information, requests to join a mailing list or to be contacted for further information about Engineers Australia products or services;
- Responses to surveys or research conducted by Engineers Australia or on Engineers Australia's behalf;
- The process of developing a feature news story for a magazine, electronic newsletter, event promotion or online newsroom or other Engineers Australia website content; and
- Applications for employment with Engineers Australia.

How do we use personal information?

Engineers Australia will use personal information to provide a particular product or service and to contact members and non-members about matters pertaining to membership, membership enquiries or enquiries about other Engineers Australia products and services. This includes (but is not limited to) the following:

- Assessing membership applications, chartered status applications and migration assessments;
- Providing general membership support and for processing payments of applications and assessments;
- Making decisions relating to nomination or election to a position on the Board, National Congress, Committees or other constituent groups;



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- Providing membership services such as magazines, electronic newsletters, event alerts and other member benefits;
- Sending marketing and promotion material or electronic communications for products, services or events which members and non-members have requested to receive;
- Invitations to partake in events, technical seminars, professional development activities and networking activities;
- Contacting Board, panel and committee members to distribute business papers; and
- Distributing magazines owned or operated by Engineers Australia.

We may use personal information for purposes related or ancillary to the main reason we collect it, such as:

- Internal accounting and administration;
- Regulatory reporting and compliance;
- Providing benefits to members through commercial partners; and
- Identifying other services that may be of benefit to members (subject to members being able to opt-out of receiving any further such communication).

When a person becomes a member of Engineers Australia, certain personal information must be collected in order to verify the person's identity for membership status, verify engineering credentials and ascertain their appropriate membership category, status and interest group. The personal information of members is stored electronically and accessible by members with a secure login on a database called myPortal.

In accordance with By-Law 18.1 and Regulation 8.15 of the Engineers Australia *General Regulations 2013*, Engineers Australia may provide certain personal information about members to any person who might enquire. The personal information which may be provided about members without seeking any additional consent from that member includes the following:

1. the fact that a member is a member of Engineers Australia;
2. the category, grade and title of membership;
3. the name of the college or colleges to which the member belongs;
4. whether the member is entitled to use a chartered title and the year in which the member became entitled; and
5. if the member was previously entitled to use a chartered title, the years in which they were entitled.

In the event of a complaint made against a member, we use the personal information provided to investigate the complaint in accordance with Division 4, Part 2 of the Engineers Australia *General Regulations 2013*.



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As a not-for-profit organisation, Engineers Australia will enter into sponsorship and commercial benefit partnership arrangements with third parties from time to time. When we enter into a sponsorship agreement or commercial partnership, we may use personal information to provide members with information about products, services and promotions offered by our sponsors or benefit partners. We will never knowingly provide personal information to third parties without consent and will never sell contact details for commercial benefit.

Social Media

Engineers Australia holds a number of social media accounts on platforms which include Facebook, LinkedIn and Twitter.

Engineers Australia is bound by the privacy policies of the various social media platforms and does not use those platforms to gather personal information for use in other forms. Where the content on any of our social media accounts is deemed to be in breach of our Privacy Policy, we will take prompt action to address the situation with the person directly or by removing the offending material.

Direct Marketing

Engineers Australia will use personal information for the purposes of direct marketing where we have obtained express consent to do so. We are not permitted to send Direct Marketing communications unless we have your consent and we are required to comply with specific privacy legislation including the *Spam Act 2003* (Cth) and the *Do Not Call Register Act 2006* (Cth).

Where consent has been provided to use personal information, that consent will remain current until we are advised otherwise. *Opting out* of these communications can be facilitated by updating communications preferences in myPortal, or by informing Engineers Australia by email or telephone.

For the purposes of direct marketing we use Remarketing with Google Analytics to advertise online. This means that we collect and store data about traffic on our website to gain information on, for example, the most visited web pages or the most common searches done by members. This information is then used to determine what information, services and benefits are likely to be of most interest to members in direct marketing. This information is not considered personal information because there are no unique identifiers collected, stored or used in the process.

Disclosure of personal information to third parties

Members of Engineers Australia are entitled to receive a copy of the member magazine – *Create*. Members opt-in to receiving the magazine by becoming



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members of Engineers and, by so doing, give authority for Engineers Australia to provide their name and address to the magazine publisher *Mahlab Media* for the purpose of distributing the magazine. *Opting out* of these communications can be facilitated by informing Engineers Australia by email or telephone that they no longer wish to receive this publication.

Engineers Australia shares information with our wholly owned subsidiary, Engineering Education Australia Pty Ltd for the purposes of providing integrated products and services, and an improved user experience. Where consent has been given, Engineers Australia may also include the disclosure of names and addresses for the purpose of communicating by mail and electronically on training and education course information of relevance to the recipient. Members can, at any time, opt out of receiving any additional material.

We disclose high level statistical information to companies that participate in Engineers Australia Member Benefits Programs. These partnership companies offer special rates or benefits on commercial services such as credit cards, car hire and insurance. The suppliers are reviewed regularly, and a full listing is contained in the member services section of the Engineers Australia website.

With the consent of members, we disclose name and address details to providers of goods and services deemed by Engineers Australia to be of benefit to members. These offerings include products, services, conferences of a technical nature or in a geographical grouping targeting engineering purchasers and practitioners.

Engineers Australia may disclose personal information to third party conference organisers for specific functions and activities. Engineers Australia may also provide names and addresses to a third party to print renewal invoices, membership cards, arrears notices, and conference information. In these situations, we prohibit the third parties from using personal information about members except for the specific purpose for which we supply it to be used on our behalf.

Engineers Australia makes certain registers and lists publicly available. This includes the National Engineering Register (NER) and names of office bearers, Board, National Congress, various committees and panels. The disclosure is usually limited to names and post-nominals but may, where appropriate and with consent, include contact details.

Accuracy of personal information

Engineers Australia undertakes to do all things necessary to ensure that stored personal information is accurate, complete and up to date. We regularly audit our data and request members to update records whenever possible.



ENGINEERS
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Security of personal information

Engineers Australia has measures in place to protect personal information from misuse and loss. The steps we take to ensure protection include the use of firewalls, encryption, anti-virus software and login and password protection. In addition, access is restricted to authorised personnel and training is provided to staff on the Privacy Act.

Engineers Australia will keep personal information for as long as it is needed to provide members with products and services. We will take reasonable steps to destroy or permanently de-identify personal information no longer needed.

Complaints

If there is a complaint about the way Engineers Australia has collected, stored or used personal information, a complaint should be made to the Privacy Officer of Engineers Australia in the Office of the CEO in Canberra.

Our Privacy Officer will endeavour to deal with the complaint and take any steps to resolve the complaint within two weeks of receiving the complaint. If the complaint cannot be resolved within that period we will write to the complainant setting out the status of the complaint, any further steps needed to be taken and an estimated length of time required to resolve the complaint. We will inform the complainant whether it is considered that any breach of the Privacy Act has occurred and, if so, the steps being taken to rectify the situation.

If, after giving Engineers Australia a reasonable opportunity to resolve the complaint, there is no resolution, the matter can be progressed to the Office of the Australian Information Commissioner.

Complaints should be forwarded to:

*The Privacy Officer
Office of the CEO
Engineers Australia
11 National Circuit
Barton ACT 2600*

A written complaint must include a return address, and identify the conduct that is the basis for the complaint. There are no fees for lodging a complaint.



**ENGINEERS
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SPOKESPERSONS POLICY

Policy no:	Category:	Version: 1.4	Date of effect: November 2016	Proposed review date: November 2018
Author / Contact Person:	Executive General Manager, Communications & Member Service			
Responsible Business Unit:	Public Affairs			
Relevant legislation or external documents:				
Supporting documents, procedures & forms:	Engineers Australia's <i>Code of Ethics</i>			
Circulation / Communication:	EA staff (part-time, contract), office bearers, volunteers			
Approved by Business Unit:	Signature: Name: Date:			
Approved by Governance Services:	Signature: Name: Date:			
Version Control	Comments	Date Amended		
1.0		2014		
1.1	Format update, Council Replaced with the Board; Review/Audit section added			
1.3	Procedures section renamed with Decision Making Framework; Media Spokesperson Authorisation section updated			



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1.4	<p>Cover sheet: Changes to Author/Contact Person; remove Public Relations Portal from Supporting Documents</p> <p>s4.2: removed reference to <i>National Media Guidelines</i></p> <p>s4.7: Removed reference to Engineers Australia's <i>National Media and Communications Strategy</i></p> <p>change National Media Manager to National Manager Media Relations</p> <p>remove some references to 'or equivalent title'</p> <p>replace references to Chief Executive Officer with CEO.</p>	November 2016
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1. PURPOSE

- 1.1. In accordance with Engineers Australia's mission to be recognised as a trusted source of information representing the profession and all disciplines of the engineering team, Engineers Australia's Spokespersons Policy ('the Policy') outlines protocols to ensure consistency across Engineers Australia's public messages and communications to protect the reputation and good standing of Engineers Australia.
- 1.2. As Engineers Australia is a large, complex organisation, the Policy aims to create a coordinated and consistent approach for all communications by authorised spokespersons. The Policy has been developed to guide corporate positioning activities for the organisation to achieve the greatest effect on its target audiences.
- 1.3. The Policy is explicitly designed to make interactions with the media, political stakeholders and general public as easy and accessible as possible, particularly among divisions of Engineers Australia, while maintaining a high degree of transparency and accountability across the organisation.
- 1.4. In order to effectively raise the public profile of Engineers Australia among members within the media, across all levels of government and with the general public, it is important that authorised spokespersons communicate consistently and adhere to Engineers Australia's agreed positions.
- 1.5. This consistency aims to build a better understanding of the engineering profession and the views and opinions of our members. This will assist with positioning Engineers Australia as a trusted source of accurate, impartial, credible, objective and timely information on matters relevant to members of Engineers Australia and the engineering profession.

2. DEFINITIONS

- 2.1. 'Public statement' or 'comment' includes: media releases, written articles or correspondence, interviews, communication via social media/online networks and electronic media, representations at meetings/events/conferences, on industry, professional and/or government bodies and any other occasion whereby any comment is publicly issued or reasonably expected to be transmitted in a public manner.
- 2.2. 'Agreed position' refers to any position statement endorsed by the Board or the Chief Executive Officer (CEO).

3. POLICY

- 3.1. No person is to make a public statement or comment on behalf of Engineers Australia unless they are specifically authorised to do so.

- 3.2. All authorisations to spokespersons can only be made by those authorised persons specified in sections 5.2 and 5.3 of this Policy document.
- 3.3. Authorised spokespersons may comment on issues according to their area(s) of expertise/knowledge and according to Engineers Australia's agreed position.
- 3.4. It is the responsibility of the authorised spokesperson to ensure that all public comment is made in accordance with Engineers Australia's agreed position.
- 3.5. Any member of Engineers Australia, including former Office Bearers, is free to comment publicly as an individual on any subject raised in any media and may utilise their credentials such as Engineers Australia post-nominals. In such instances, all reasonable steps must be taken to ensure that these views are clearly separate from the views of Engineers Australia.

4. DECISION MAKING FRAMEWORK

- 4.1. Any Engineers Australia staff or member who is uncertain of their responsibilities with regard to public statements or comments is encouraged to contact one of the following:
 - 4.1.1. National Manager Media Relations (or equivalent title);
 - 4.1.2. Relevant Division General Manager (or equivalent title);
 - 4.1.3. National Manager Public Affairs (or equivalent title).
- 4.2. To ensure that external communications are consistent with previous and existing organisational positions and initiatives, strategic and operational priorities and legal obligations, any contact with external media and political contacts by Engineers Australia volunteers or Office Bearers must only be undertaken following consultation with—and approval by—the Division General Manager, National Manager Public Affairs, National Manager Media Relations, Executive General Manager Communications and Member Service (or equivalent title) or CEO.
- 4.3. To enable effective measurement and tracking of media engagement by the Board and the CEO, all national and division-level interactions with the media – including enquiries, calls for comment, responses and media statements – should be reported to the National Manager Media Relations as soon as practicable.
- 4.4. To ensure the effectiveness of national policy engagement, all national public policy interactions – including submissions, policy papers, position papers and reports, and representations to government – are to be managed through the National Manager Public Affairs.
- 4.5. To ensure the effectiveness of policy engagement by Division Committees and Division General Managers, all division-specific and state/territory-specific public policy interactions – including submissions, policy papers, position papers and reports, and representations to government – are to be managed through the relevant Division General Manager. This applies to interactions at a national level that can be reasonably expected to affect the activities of divisions.

- 4.6. Division Committees are strongly encouraged to prepare division-specific media and communications strategies to enable communication with stakeholders to be undertaken in a structured and strategic manner.

5. MEDIA SPOKESPERSON AUTHORISATION

- 5.1. The Board authorises occupants of the following positions to make public statements on behalf of Engineers Australia:
- 5.1.1. The National President;
 - 5.1.2. Chief Executive Officer;
 - 5.1.3. Executive General Manager Communications and Member Service (or equivalent title);
 - 5.1.4. National Manager Public Affairs;
 - 5.1.5. National Manager Media Relations;
 - 5.1.6. Division General Managers (or equivalent title); and
 - 5.1.7. Division Presidents.
- 5.2. The National President, CEO, Executive General Manager Communications and Member Service and Division General Managers may authorise the role of spokesperson to other persons who have particular subject knowledge on an issue.
- 5.3. The CEO may authorise the role of spokesperson to other members of Engineers Australia's staff in response to operational changes or requirements.
- 5.4. The National President may comment on any issue of national concern.
- 5.5. The CEO, Executive General Manager Communications and Member Service, and National Manager Public Affairs and National Manager Media Relations may comment on operational issues relating to the organisation, as well as issues of national concern.
- 5.6. Division Presidents and Division General Managers may comment on issues relating to their division.
- 5.7. All other spokespersons may comment, (where appropriate), on particular issues relevant to them, subject to approval by authority of persons outlined in sections 3.2 and 3.3 of the Policy. Approval must be sought in each instance of media engagement from one of the following:
- 5.7.1. National Manager Media Relations;
 - 5.7.2. Relevant Division General Manager; and
 - 5.7.3. National Manager Public Affairs.

6. DISCIPLINARY ACTIONS (SANCTIONS)

- 6.1. Should any authorised spokesperson or member of Engineers Australia make public comment(s) in contravention of the Policy, Engineers Australia reserves the right to issue a correcting statement and/or make reparative public statements.
- 6.2. Inappropriate or unauthorised public statements may constitute a breach of the Engineers Australia's *Code of Ethics* and may result in disciplinary action.

7. REVIEW / AUDIT

The policy will be reviewed every two years.



**ENGINEERS
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TRAVEL POLICY

Authorised by Council 21 November 2011

1. DEFINITIONS

‘Localised travel’ is official motor vehicle travel of 200kms radius from a Division Office not involving overnight accommodation.

‘Proper purpose’ refers to authorised business consistent with Engineers Australia’s strategic plan, operational plan, budget, regulations and policies.

‘Travel’ refers to travel within the scope described below, including travel by air, sea, road and rail.

‘Travel costs’ may include (but not limited to) transport, accommodation, phone, internet, meals and drinks.

‘Traveller’ refers to the member, office bearer, staff member or other person undertaking the travel.

2. APPLICATION

2.1 This policy applies to:

- Engineers Australia office bearers and staff
- Others for whom travel is funded or arranged by Engineers Australia

3. SCOPE

3.1 This policy applies to travel for the conduct of Engineers Australia’s business operations, where travel arrangements are funded by or the responsibility of Engineers Australia. It does not apply to travel associated with membership participation in Engineers Australia activities.

3.2 The Chief Executive may simplify operating procedures for localised travel.

4. TRAVEL PURPOSE AND AUTHORITY

- 4.1 Travellers have a responsibility to ensure that the proposed travel has a proper purpose and provides good value to Engineers Australia, and that travel alternatives such as teleconferencing are considered. Travel is not to be undertaken for purposes of a personal benefit. Where practicable, multiple meetings should be combined in single trips where economies can be achieved.
- 4.2 Travel arrangements and expenditure may only proceed on the authorisation of the Chief Executive or staff delegate. Members may assume that staff officers conducting travel arrangements on their behalf have obtained the necessary authorisation.

5. TRAVEL STANDARDS AND EXPENDITURE

- 5.1 Travellers are responsible for ensuring that suitable provisions are made in travel arrangements for their personal health, safety and special needs (if any), and for ensuring that arrangements are conducive to the performance of the Engineers Australia business in question.
- 5.2 Travellers and staff have a responsibility to take reasonable measures to minimise travel expenditure. Travellers are to communicate their travel requirements in a clear and timely manner. Travellers and staff making travel arrangements should avoid accruing costs through late travel requests and changes, and should seek economic travel options.
- 5.3 The standard to be applied for transport, accommodation and for reasonable expenditure on meals, drinks and other items is that which is reasonable and normal for a professional association. The Chief Executive may provide guidance or apply discretion.
- 5.4 The normal standard for air flights is economy class.
- 5.5 The Chief Executive may allow business class travel for staff and office bearers for long-haul international flights or in other circumstances where traveller fatigue or wellbeing may impact on travel outcomes. The Chief Executive may utilise business class flights for the travel of the National President and Chief Executive for flights of 3 hours or more, in view of their demanding travel itineraries.
- 5.6 Travellers have a right to be reimbursed for reasonable direct travel costs for legitimate Engineers Australia business, but are to present tax invoices and explanatory information as required by the Chief Executive. Members' travel within their local area will not normally be eligible for cost reimbursement however, except at the discretion of the Chief Executive. Travellers may only be reimbursed to the extent that they have incurred direct expenses. Travellers may not be provided with daily allowances. Travellers may not exchange approved travel expenditure for personal benefits or accrue fringe benefit tax liabilities to Engineers Australia without specific authority.
- 5.7 Travellers are entitled to reimbursement of personal vehicle travel costs in accordance with Australian Taxation Office rates. If a viable and more economic air travel option is available, reimbursement is to be capped such that the total travel expenditure is not to Engineers Australia's disadvantage.

6. ACCOMPANYING PERSONS AND PARTNERS

- 6.1 Engineers Australia takes no responsibility for accompanying persons or for personal stages appended to Engineers Australia travel. Engineers Australia is not responsible for the direct additional costs (such as flights and meals) accrued by accompanying persons or personal stages, although the Chief Executive may apply reasonable discretion in this respect.
- 6.2 Accompanying persons or personal stage travel bookings may be made through Engineers Australia by prior arrangement and at the discretion of the Chief Executive, but the traveller is responsible for reimbursing Engineers Australia for the additional costs and for ensuring that such arrangements do not compromise Engineers Australia's interests.
- 6.3 The Chief Executive may approve travel funding up to a nominal 3 domestic trips per year for the National President's partner where a formal invitation has been received or the nature of the function renders the presence of partners beneficial. Such approvals will be in accordance with Clause 5.4. Additional trips may be approved on a case-by-case basis where attendance is considered beneficial to Engineers Australia.
- 6.4 The Chief Executive may approve airline club membership for authorised staff, the National President and the National Deputy President.

7. FREQUENT FLYER PROGRAMS

- 7.1 Travellers who accrue points with an airline frequent flyer program through Engineers Australia air travel, are encouraged to utilise these points for future Engineers Australia travel including flight upgrades. Travellers nevertheless have privacy rights over their frequent flyer program information and are not to be obligated to use these points.

8. RESPONSIBILITIES AND AUTHORITIES OF THE CHIEF EXECUTIVE

- 8.1 The Chief Executive has responsibility and authority for all travel expenditure.
- 8.2 The Chief Executive is responsible for the management and contracting of travel services, and may delegate these responsibilities.
- 8.3 The Chief Executive is to provide appropriate support and guidance to enable travellers to fulfil their responsibilities, and has the authority to set travel operating procedures for all travellers. The Chief Executive is not obliged to extend support and procedures to 'localised' travel.
- 8.4 The Chief Executive is to provide travellers with insurance for death or permanent disability and for the accidental damage or loss of personal belongings arising from travel on Engineers Australia business.



**ENGINEERS
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ELECTRONIC COMMUNICATIONS POLICY

February 2005

INTRODUCTION

The Internet and electronic mail are important means of communication and sources of information that can assist Engineers Australia to provide more effective services to members.

This policy relates to the use of Engineers Australia's electronic communications systems.

APPLICATION

This policy applies to:

- Members;
- Office bearers;
- Employees; and
- Contractors.

POLICY

1. Internet access and electronic mail (e-mail) access are provided for officially approved purposes only.
2. Engineers Australia reserves the right to control any data posted to its electronic communications system. Such facilities are business systems, not public forums.
3. Office bearers, employees, contractors and members must refrain from using email facilities as an open forum beyond Engineers Australia or its members to discuss Engineers Australia business matters, such as organisational changes, or policy matters without prior approval.
4. Comments posted to an electronic communications system must not be considered formal statements issued by, or the official position of Engineers Australia.
5. Engineers Australia reserves the right to access, copy or delete all electronic communications for any purpose, and to disclose them to any party deemed appropriate.

6. The Chief Executive is responsible for approving procedures relating to the use of the Internet and electronic mail and is also responsible for having systems in place to reduce the risk associated with the use of these technologies.
7. Office bearers, employees, contractors and members must respect the rights of the owners of material published on the Internet or attached to e-mail and must comply with all applicable laws and regulations, including the SPAM Act, Privacy Act, and Copyright Act.
8. Unauthorised accessing, transmitting or storing of material that might bring Engineers Australia into disrepute is prohibited.
9. Engineers Australia information, including member information, must not be transmitted or made available via the Internet or e-mail except under approved procedures or with specific authorisation.
10. Office bearers, employees, contractors and members must not use the Internet or e-mail in a way that could defame, harass, abuse or otherwise offend other Internet and e-mail users, individuals or organisations.
11. Office bearers, employees, contractors and members must not create or distribute any form of malicious or deleterious material via the Internet or e-mail.
12. Office bearers, employees, contractors and members must not attempt to obscure the origin of any message or download material under an assumed Internet address or otherwise disguise their user identity.
13. Office bearers, employees, contractors and members must not knowingly obtain unauthorised access to information and must not damage, delete, insert or otherwise alter such information with malicious intent.
14. Office bearers, employees, contractors and members may be called upon to explain their usage of the Internet, e-mail and electronic files.
15. Office bearers, employees, contractors and members use of the Internet, e-mail and electronic storage of material may be monitored by Engineers Australia.
16. To ensure compliance with the Privacy Act, office bearers, contractors and members are to use the blind copy function for all addresses for any emails relating to the business of Engineers Australia that has more than one email address unless otherwise authorised.
17. Failure to comply with this policy may incur disciplinary action according to Engineers Australia's Code of Ethics.

Authorised by Engineers Australia National Council: 23 February 2005.
Amended by Council 23 August 2006.



WORKPLACE HEALTH AND SAFETY POLICY AND PROCEDURE

POLICY

1. Engineers Australia (EA) is committed to creating and maintaining a safe and healthy working environment.
2. EA strives to make workplace health and safety a business priority and is committed to adopting a continuous improvement approach in all areas of managing workplace-related health, safety and wellbeing.
3. EA's Board is responsible for overseeing and reviewing the effectiveness of EA's health, safety and wellbeing systems in order to gain assurance that all employees, office bearers, members, contractors, visitors and any other persons in EA workplaces stay healthy and safe at all times whilst working in, or being present in, EA workplaces.
4. EA's Chief Executive Officer (CEO) and the management team will lead and support safe and healthy work practices and will demonstrate management commitment by providing leadership with regard to managing all aspects of health and safety in EA workplaces.
5. Under Australia's Federal work health and safety laws, employees and all other people at our workplaces (including persons working as an office bearer and on a volunteer/unpaid basis) must take reasonable care that they do not adversely affect the health and safety of others.
6. Engineers Australia expects all persons in its workplaces to:
 - Take reasonable care of their own health and safety in the workplace and follow safe work practices
 - Take reasonable care that their acts or omissions do not adversely affect the health and safety of others in the workplace
 - Cooperate with Engineers Australia about matters of health and safety
 - Comply with any reasonable instruction and cooperate with Engineers Australia's WHS policies and procedures
 - behave in a responsible and professional manner at all times
 - treat others in the workplace with courtesy and respect
 - listen and respond appropriately to the views and concerns of others

- be fair and honest in their dealings with others.

7. This policy applies to behaviours and conduct that occurs:

- in connection with work, even if it occurs outside normal working hours; and
- during any Engineers Australia work events and activities, for example when dealing with members; and
- at work-related events, for example at conferences, professional development seminars and at all work-related social functions; and
- on social media where anyone acting on behalf of Engineers Australia interacts with colleagues or members or any other persons and their actions may affect the other person either directly or indirectly.

8. EA recognises that health and safety in its workplaces is everyone's responsibility and, as such, supports employees and all other persons in its worksites receiving effective leadership and supervision with regard to maintaining healthy and safe work environments, providing appropriate facilities and resources and ensuring all persons have access to required health and safety-related training and advice.

9. In implementing this policy, EA seeks to ensure that all persons in its workplaces work collaboratively together in a culture characterised by mutual respect and good conduct and behaviour at all times.

WHO DOES THIS POLICY APPLY TO

10. This policy applies to:

- Engineers Australia's employees
- Office Bearers and volunteers
- Members
- Engineers Australia contractors, and
- Any other person acting on behalf of, or in conjunction with Engineers Australia.

PROCEDURE

11. It is expected that all persons will, at all times, act and conduct themselves in accordance with this policy through adhering to, and complying with, all of EA's health and safety-related procedures.

12. EA will develop and implement a specific suite of workplace health and safety-focused procedures to support implementing its policy.

LINKS TO OTHER POLICIES AND/OR PROCEDURES

13. This policy is to be read in conjunction with the following policies/procedures:

- Code of Conduct
- Whistleblower Policy and Procedure

Policy Category: People & Culture	Date of Effect: 17 February 2017	Review Date: February 2020
Responsible Officer:	Executive General Manager, Corporate Services	

our CODE of ETHICS



ENGINEERS
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As engineering practitioners, we use our knowledge and skills for the benefit of the community to create engineering solutions for a sustainable future. In doing so, we strive to serve the community ahead of other personal or sectional interests.

Our **Code of Ethics** defines the values and principles that shape the decisions we make in engineering practice. The related Guidelines on Professional Conduct provide a framework for members of Engineers Australia to use when exercising their judgment in the practice of engineering.

As members of Engineers Australia, we commit to practise in accordance with the **Code of Ethics** and accept that we will be held accountable for our conduct under Engineers Australia's disciplinary regulations.

In the course of engineering practice we will:

1. DEMONSTRATE INTEGRITY

- 1.1 Act on the basis of a well-informed conscience
- 1.2 Be honest and trustworthy
- 1.3 Respect the dignity of all persons

2. PRACTISE COMPETENTLY

- 2.1 Maintain and develop knowledge and skills
- 2.2 Represent areas of competence objectively
- 2.3 Act on the basis of adequate knowledge

3. EXERCISE LEADERSHIP

- 3.1 Uphold the reputation and trustworthiness of the practice of engineering
- 3.2 Support and encourage diversity
- 3.3 Communicate honestly and effectively, taking into account the reliance of others on engineering expertise

4. PROMOTE SUSTAINABILITY

- 4.1 Engage responsibly with the community and other stakeholders
- 4.2 Practise engineering to foster the health, safety and wellbeing of the community and the environment
- 4.3 Balance the needs of the present with the needs of future generations

GUIDELINES on PROFESSIONAL CONDUCT

The *Guidelines on Professional Conduct* provide a framework for members of Engineers Australia to use when exercising their judgment in the practice of engineering.

The Guidelines are not intended to be, nor should they be interpreted as, a full or exhaustive list of the situations and circumstances which may comprise compliance and non compliance with the ***Code of Ethics***. If called upon to do so, members are expected to justify any departure from both the provisions and spirit of the Code.

Ethical engineering practice requires judgment, interpretation and balanced decision-making in context.

Engineers Australia recognises that, while our ethical values and principles are enduring, standards of acceptable conduct are not permanently fixed. Community standards and the requirements and aspirations of engineering practice will develop and change over time. Within limits, what constitutes acceptable conduct may also depend on the nature of individual circumstances.

Allegations of non-compliance will be evaluated on a case-by-case basis and administered in accordance with the disciplinary regulations.

1. DEMONSTRATE INTEGRITY

1.1 Act on the basis of a well-informed conscience

- a) be discerning and do what you think is right
- b) act impartially and objectively
- c) act appropriately, and in a professional manner, when you perceive something to be wrong
- d) give due weight to all legal, contractual and employment obligations

1.2 Be honest and trustworthy

- a) accept, as well as give, honest and fair criticism
- b) be prepared to explain your work and reasoning
- c) give proper credit to those to whom proper credit is due
- d) in managing perceived conflicts of interest, ensure that those conflicts are disclosed to relevant parties
- e) respect confidentiality obligations, express or implied
- f) do not engage in fraudulent, corrupt, or criminal conduct

1.3 Respect the dignity of all persons

- a) treat others with courtesy and without discrimination or harassment
- b) apply knowledge and skills without bias in respect of race, religion, gender, age, sexual orientation, marital or family status, national origin, or mental or physical handicaps

2. PRACTISE COMPETENTLY

2.1 Maintain and develop knowledge and skills

- a) continue to develop relevant knowledge and expertise
- b) act in a careful and diligent manner
- c) seek peer review
- d) support the ongoing development of others

2.2 Represent areas of competence objectively

- a) practise within areas of competence
- b) neither falsify nor misrepresent qualifications, grades of membership, experience or prior responsibilities

GUIDELINES ON PROFESSIONAL CONDUCT

Continued >>

2.3 Act on the basis of adequate knowledge

- a) practise in accordance with legal and statutory requirements, and with the commonly accepted standards of the day
- b) inform employers or clients if a task requires qualifications and experience outside your areas of competence

3. EXERCISE LEADERSHIP

3.1 Uphold the reputation and trustworthiness of the practice of engineering

- a) advocate and support the extension of ethical practice
- b) engage responsibly in public debate and deliberation

3.2 Support and encourage diversity

- a) select, and provide opportunities for, all engineering practitioners on the basis of merit
- b) promote diversity in engineering leadership

3.3 Communicate honestly and effectively, taking into account the reliance of others on engineering expertise

- a) provide clear and timely communications on issues such as engineering services, costs, outcomes and risks

4. PROMOTE SUSTAINABILITY

4.1 Engage responsibly with the community and other stakeholders

- a) be sensitive to public concerns
- b) inform employers or clients of the likely consequences of proposed activities on the community and the environment
- c) promote the involvement of all stakeholders and the community in decisions and processes that may impact upon them and the environment

4.2 Practise engineering to foster the health, safety and wellbeing of the community and the environment

- a) incorporate social, cultural, health, safety, environmental and economic considerations into the engineering task

4.3 Balance the needs of the present with the needs of future generations

- a) in identifying sustainable outcomes consider all options in terms of their economic, environmental and social consequences
- b) aim to deliver outcomes that do not compromise the ability of future life to enjoy the same or better environment, health, wellbeing and safety as currently enjoyed



WORKING RESPECTFULLY – PREVENTING BULLYING PROCEDURE

POLICY

1. This procedure implements the Workplace Health and Safety Policy in relation to bullying.

WHO DOES THE PROCEDURE APPLY TO

2. This policy and procedure applies to:
 - Engineers Australia's employees
 - Office Bearers and volunteers
 - Members
 - Engineers Australia contractors, and
 - Any other person acting on behalf of, or in conjunction with Engineers Australia

PROCEDURE

What is workplace bullying

3. **Workplace bullying** is repeated and unreasonable behaviour directed towards an employee or a group of employees or to some other person acting on behalf of Engineers Australia (including office bearers and volunteers) that creates a risk to health and safety.
4. **Repeated behaviour** refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.
5. **Unreasonable behaviour** means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable.
6. Single incidents of unreasonable behaviour can also present a risk to health and safety and will not be tolerated.

What is not workplace bullying

7. **Reasonable management action** taken by Engineers Australia's managers or supervisors to direct and control the way work is carried out by any person (whether on a paid or voluntary basis) is not workplace bullying provided the action is carried out in a lawful and reasonable way, taking the particular circumstances into account.

Who can assist me

8. The following persons can assist in managing concerns about actual, or perceived, inappropriate workplace behaviours:
 - a work colleague
 - your team leader or manager
 - Engineers Australia's People Development team
 - any senior manager of Engineers Australia
 - the Chief Executive Officer (CEO)
 - a trusted external advisor of your own choosing.

What can I do

9. If any person feels they are experiencing (or witnessing) workplace bullying, and are not comfortable dealing with the problem themselves, or where an attempt to address the problem has not been successful, the matter should be raised, promptly, either with your team leader or manager or any senior manager of Engineers Australia. Alternatively, contact can be made with Engineers Australia's National Manager, People Development or any member of the People Development team.
10. Any person who feels that they are experiencing workplace bullying can lodge a claim of bullying with the Fair Work Commission at any time (go to their website at: www.fwc.gov.au).
11. If any person witnesses unreasonable behaviour as set out in this procedure, that person must bring the matter to the attention of their manager, or a Senior Manager at Engineers Australia or to the attention of the Engineers Australia's People Development team at National Office as a matter of urgency.

How we will respond

12. Engineers Australia will treat all reports of workplace bullying seriously. We will respond promptly, impartially and confidentially with the intention of attempting to resolve any issues locally wherever possible.
13. All managers whom are made aware of a reported instance of actual, or suspected, bullying in an EA workplace must take action to address, investigate and attempt to resolve the alleged bullying behaviours/conduct. All such instances must be reported to the People Development team who will advise on the appropriate action to be taken.
14. If workplace bullying or unreasonable behaviour is reported or observed, Engineers Australia will take the following steps:
 - in the spirit of seeking a 'local resolution' of the problem, the responsible supervisor or manager will speak to the parties involved as soon as possible, gather information and seek a

resolution to satisfactorily address and resolve the issue for all parties. Engineers Australia's People Development team will guide managers through this process.

- if the issue cannot be resolved or the unreasonable behaviour is considered to be of a serious nature, an impartial and appropriately-trained person will be appointed to formally investigate the matter. All parties will be able to state their case and relevant information will be collected and considered before a decision is made.
- all complaints and reports will be treated in the strictest of confidence. Only those people directly involved in the complaint or in resolving it will have access to the information.
- retaliation, victimisation or retribution of any sort against a person making a complaint will not be tolerated. Any act of retaliation, victimisation or retribution against any person will be deemed to be serious misconduct and will be subject to disciplinary action. In addition, complaints proven to be made maliciously or in bad faith will result in disciplinary action.

Consequences of bullying

15. In the case of employees appropriate disciplinary action will be taken against a person who is found to have breached this procedure. The form of disciplinary action taken will depend on the nature and circumstance of each breach and could include:
 - a verbal or written apology;
 - one or more parties agreeing to participate in counselling or training;
 - a verbal or written warning/reprimand; or
 - the transfer, demotion or dismissal of the person engaging in the bullying behaviour.
16. In the case of members, Part 2, Division 4 of the General Regulations applies.
17. If an investigation finds that unreasonable action/behaviour has occurred, but does not constitute bullying, other action will be taken.

LINKS TO OTHER POLICIES AND/OR PROCEDURES

18. This procedure is to be read in conjunction with the following Engineers Australia policies/procedures:
 - Workplace Health and Safety Policy and Procedure
 - Working Respectfully – Preventing Harassment Procedure
 - Working Respectfully – Preventing Discrimination Procedure
 - Code of Conduct
 - Whistleblower Policy and Procedure.

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