

Committee Guidebook



This Committee Guidebook is design to provide incoming and standing committee members with some understanding of running our association.

It includes procedures that was derived from policies & procedures implemented from passed and present CCAWA Committees.

It gives explanation of the various roles Officers and Coordinators perform, meetings arrangements and insight on how to handle consumer complaints or the protocols of dual representation of members.

*The constitution and ethics gives our association the rules and temperament of our as-
sociation. This Guidebook explains how to put these into practice.*

Advisor to Committees.

{Property of the CCAWA Inc}

Duties of officers

The Incorporation Association Act sets out the duties of ‘officers’ {*Committee members*} of an incorporated association, who under the Act include members of management committee, employees, and persons capable of influencing the decisions or the financial standing of the association.

Committee members and officers

The duty provisions of the Act apply to ‘officers’ which as explained above include the management committee members of an incorporated association. The management committee are those persons who have the power under the rules {*also known as the constitution*} to manage the affairs of the incorporated association.

An officer includes a person who can influence the management committee but does not hold a formal committee position. For example, this could include senior employees {*Chief Executive Officer, Manager or Advisors etc*} or past committee members who are still actively involved in the association and influencing the decisions of the committee.

Role of Consumer Protection

The Commissioner for Consumer Protection {*the Commissioner*} is responsible for administering the Act. One of the Commissioner’s functions is to receive complaints and information concerning non-compliance with the Act by incorporated associations and, where appropriate, investigate the complaints and take appropriate action.

It is acknowledged that the duty requirements of the Act are broad obligations that can potentially apply to all aspects of running an incorporated association. However, the bulk of the governance practices for incorporated associations are contained in the rules {*also known as the constitution*} and it is the role of members to ensure that their association is run in a manner that it is acceptable to them.

When Consumer Protection may intervene

Consumer Protection may only intervene in concerns involving the duties requirements of the Act where there is evidence to support that the conduct of a committee member or officer had been inappropriate and had significantly impacted the proper functioning of the association.

The following are examples of circumstances where the Commissioner may intervene:

- Serious financial mismanagement where the association’s financial position is significantly impacted, or its assets and/or property interests are at risk.
- The activities being undertaken by the association have no similarity to the scope of its objects and purposes and place the association at risk of losing significant funding or any relevant licences or registrations required to operate.

Systematic and oppressive conduct towards a significant proportion of the association's members. For example, the denial of general members' voting rights, mass suspension of members without justification.

Prior to making enquiries into an alleged breach of duties Consumer Protection must first be satisfied that the person in question was an officer of the association at the time of the decision and was directly involved in the conduct that resulted in the risk or damage to the association.

Matters to be resolved by members

Disagreements may arise between members of an association as to how the objects should be pursued or whether the actions and decisions of a committee member are appropriate or in the best interests of the organisation.

Consumer Protection will not generally investigate allegations that a committee member has breached the duty provisions under the Act where:

- the concerns relate to a personal dispute between members or groups of members within the association;
 - the concerns relate to non-compliance with the association's rules; or
 - there is no information to suggest that the situation or dispute:
 - o had a significant impact on the operations of the association;
 - o has prevented *{or is preventing}* the association from pursuing its objects and purposes; or
- has resulted in significant financial detriment or loss to the association.

In these circumstances, the issues will need to be resolved by the members using the association's internal dispute resolution processes *{i.e. The Ethics SC}*. If these processes are exhausted and the concerns remain unresolved, the Act empowers a member or the association to apply to the State Administrative Tribunal for orders.

Consumer Protection's Guide for Incorporated Association booklet *{Available via your Advisor}* includes useful information about the various options that may assist members in the resolution of their concerns.

Consumer Protection

Guidance note

Last updated 07 Oct 2020

First published 07 Oct 2020

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Constitution Section 10 The Management Committee explained.

Section 10 of the Constitution states that the management committee is made up of office bearers,

coordinators and general management committee members who can assist officers and coordinators and be part of the decision processes of the committee. It has the power to make by laws item 11 of section 10 says not inconsistent with the objectives of the incorporation, And authorise all expenditure and suspend any members for breach of rules or guidelines of the Incorporation. And shall not have the power to borrow in the name of the Incorporation without necessarily the authority of lay members to seek to promote the association, but not individual members, but must seek endorsement from its members for any large commercial, marketing venture in the associations interest.

The management committee will present a full business plan and make available to the membership for evaluation and a required vote if the expenditure is a significant amount. A full business plan for any large venture consist of a document that details an objective, strategies and structure of such an venture. It explains how the management committee will manage the important aspects of the venture in its operation and finances. Open and accountable governance will be the order of the day.

The Power and Necessitate to Manage and Tidy HQ.

Since the introduction of the CCAWA's ninth edition of the Constitution the Master Data List {MDL}, accounting, meeting and workshop schedules, NPC-public liability notices have been pooled together using the Tidy HQ app. Tidy HQ is membership and administration software that Manages membership, communications, events, document storage, projects, tasks and meetings and much more in an all-in-one membership administration software.

Though the details of membership documentation as to the requirements of our Constitution are pooled in one app, the reasonability's of Officers and Coordinators as to their various departments in pursuing such required actions, and or documentation, still falls within those responsible in their departments. The Ethics Guidelines & Procedures (6th edition) book gives clarity to timelines and actions if Constitutional requirements are not meet. Access to Tidy HQ is limited for Full & Provisional membership, while full access is granted to MC members.

The WHS Database.

The WHS database operated by the WHS Coordinator is not included in the Tidy HQ app as the database is a detailed worksheet specifying the various items members need according to the CM sheet. Such a worksheet assist the WHS Coordinator to help membership obtain items required or give notice to tagging date requirements. Off Course if any member does not forthwith CM sheet information as required by the Constitution {Section 2 item 7}, then this is not a WHS issue rather then a Constitutional issue which would be handled by the Ethics Committee after notification.

The roles of the three office bearers.

The President.

This role within the association is important not only in the clerical detail of association governance but also it is the President who guides the CCAWA towards achieving its main objectives and sets the example of the association's publicised rules and policies.

The President is the formal voice of the association and is responsible for the overall coordination of the activities of the CCAWA.

Section 13 item 1 details the main job of President in that;

1. *Chairs all meetings,*
2. *Signs documents on behalf of the association,*
3. *Ensures all relevant information is made available to committee members,*
4. *And ensures the association is run according to its rules and any other strategic plan that has been agreed to.*
5. *Overseeing activities and representing the association at external meetings and events.*

For Committee meetings.

The President has the casting vote. And if unavailable for a meeting the Secretary will chair such meetings {Sec 10 item 18 & 21} The President sets the agenda and makes sure those within that itinerary involving other members of the committee are set to deliver their respective rolls. The President also sets dates of meetings and locations physical or electronic.

For the Ethics Committee.

The President will lead investigations if cases arise and do so according to the Ethics Guidelines & Procedures {6th edition}. And will call for an Ethics SC meeting when and if required.

For the AGM.

Presidents report shall be given and presented also in the annual AGM book. Should there be a change in persons in any committee role as a result of an AGM, a handover must be executed at the very first committee meeting post AGM. {Sec 10 item 23} The President makes the agenda of the AGM and chairs it. The terms of office are stated in section 16 items 5 and 6. The President's maximum hold of office is for four consecutive terms {Sec 16 item 7}.

The Associations Guidelines 2015 page 51 AGM also adds; *If the association's President is standing for re-election , he or she will usually step aside as chair of the meeting and arrange for another officer to chair that section of the meeting and proceed with the election.*

For Workshops.

The President will co-ordinate all workshops {Sec 17 item 1}. Estimated dates {for the year till the following AGM} are to be set at the post AGM meeting and advertised within the membership via the associations Tidy HQ app and if necessary backed up by the CCAWA Facebook forum-current financial members page {Sec 17 item 2}. The President will confirmed workshops on the association social media platform to membership one {1} month in advance.

Item 4 states that the President will secure subject matter and must coordinate with the Technical and Training Co-Ordinator on subject requirement for members, location and if needed food and drink.

10. Management Committee

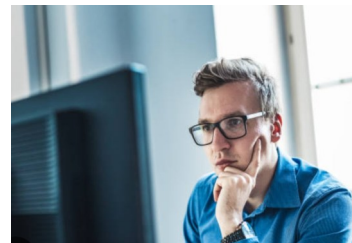
The management committee up to eleven financial members shall govern the Incorporation and have equal voting rights of one vote, consisting of office bearers of the Incorporation. The office bearers are:

- (1) President.
- (2) Secretary.
- (3) Treasurer.

The Secretary.

There is no greater role in the administrative side of running an association than that of the Secretary. The Secretary is the record keeper and official correspondent in administrative duties of the CCAWA.

As a record keeper for the CCAWA, the Secretary is the manager of the MDL. The Secretary is responsible in administering the MDL even though various managing committee members may contribute to its data via the Tidy HQ app.



The Secretary;

- 1. Monitors the MDL via the Tidy HQ and keeps track of members constitutional obligations.*
- 2. Handles outside correspondence and report such correspondence to the President {for urgent notices} and to the Management Committee at such meetings within the Secretarial report.*
- 3. Also announces new FULL members of the CCAWA on the associations media platforms.*

At Management Committee Meetings.

The Secretary will give a number count of members, highlight various members obligations according to the Constitution as per Tidy HQ data and give any correspondence the association has received or delivered.

If the President is absent or incapacitated, the Secretary will organize the agenda and conduct the meeting. The MC may authorize a suitable committee member if both officers are unavailable.
{Refer Section 10 item 18}

The AGM.

As well as a contributor with a report, the Secretary will be the editor of the AGM book. The Advisor to Committees can also assist the Secretary when correlating the AGM book, but reports from the Office Holders, Coordinators and the Advisor will submit their reports to the Secretary a month before the AGM in order for the Secretary to secure publication ready for membership inspection prior to the AGM and publish to the membership in book form for the AGM.

Reporting to the Department.

The Secretary as the official correspondent of the association is responsible to report via 'Associations Online' the AGM report on the INFOSMTT Information Statement. Dates and the financial balances as per the minutes are to be reported {Sec 13 item 2}.

Ethics SC.

The Secretary is also a member of the Ethics SC and highlights to the President of any constitutional from members relating to his/her duties in obtaining constitutional requirements for continuance of membership detailed in the Tidy HQ app.

This would be done after the Secretary has failed to gather the required information by means of emails or calls to such a member. {Re; Timelines boxes-Ethics Guidelines 6th edition}.

The Treasurer.

The Treasurer is responsible for all financial affairs, providing statements and receipts. The Treasurer will operate the associations bank account & preset outstanding accounts for payment. The Treasurer shall with the President or Secretary endorse all bank transactions and other documents on behalf of the association and it will be incumbent of the Treasurer to have the accounts of the association be subject to an audit if necessary. The associations Tidy HQ details current accounts for the membership and is maintained by the Treasurer. And according to the Constitution every two years an audit of the accounts is to be conducted by the an appointed Accountant-Bookkeeper {with no links to any member} and to be presented at an AGM. {Sec13 item 3}



- 1. The Treasurer shall be responsible for all financial affairs, providing statements and receipts when called for.*
- 2. The Treasurer will operate the associations bank account & present outstanding accounts for payment.*
- 3. The Treasurer shall with the President or Secretary endorse all bank transactions and other documents on behalf of the Incorporation.*

Bank Transactions

One other committee member shall be appointed to endorse bank transactions if the President or Treasurer is not available. {Sec 13 item 4}

At Management Committee Meetings.

A financial statement is to be given to the Management Committee at every meeting detailing payments, receivables and balance of the associations accounts.

At the AGM.

The Treasurers Report will also be given to the Secretary a month before the AGM for the AGM book. This includes income & expenditure, budgets and estimates for the following year. Independent auditing of the accounts will be organize by the Treasurer every two years and presented at the following AGM.

The Association Guidelines of 2015 also states; *The Treasurer also monitors the income and expenditure of the association, allocating funds, developing budgets for new projects, making payments and bank deposits, preparing and managing the budget, representing the association on funding applications. Maintaining custody of all securities, books and documents of a financial nature.* {Roles of particular office bearers page 29}.

Breaches of the Constitution;

The Treasurer will inform the President of any violations of the Constitution from members that falls within the Treasurer duties to gather information or payment of fees {by the due date} and or association bills that are previously arranged and agreed by said members. The 6th edition of the Ethics Guidelines time box gives full details in procedures.

Account violations-misuse of funds.

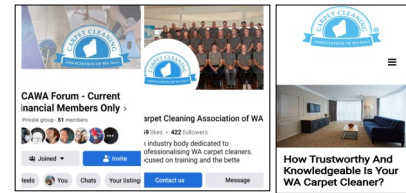
It is important for the Treasurer to take note of these important Constitutional laws regarding funds with the association. The Constitution Section 10 Management Committee item 10 later part states; The management committee shall not have the power to borrow in the name of the Incorporation without the authority of an extraordinary or annual general meeting.

Note: In regards to obtaining authority in relation to extraordinary expenditure (outside the norms of association expenditure) the Management Committee would do well to consult with the Advisor to Committees who will examine association laws for clarity before the MC addresses any announcement for the need of such a request before the membership.

The Coordinators.

The Media Coordinator. {Sec 13 item 5}

The Media Coordinator is responsible for the associations website and the associations social media platforms and can also source the best and financially efficient SEO {*Search Engine Optimization*} which helps engineers our website with its backlinks to maintain a consistently high listing on the google platform. Campaigns on social media are also the responsibility of the Media Coordinator. The main administrator of the Facebook membership and public forums, must be the Media Coordinator.



At Management Committee Meetings.

The Media Coordinator will inform the status of the associations website and or social media management issue.

At the AGM.

The Media Coordinator issues a Report on media-website issues or status to the membership. This report is to be submitted to the Secretary one month before the AGM for the AGM book.

Website.

The Media Coordinator is responsible for updating any members resumes on the members landing page if requested by a member. Members though, has the responsibility to provide all the information needed, otherwise a standard format available via the associations Tidy HQ will be uploaded. The Media Coordinator will not 'chase' members for information. The Media Coordinator is responsible for any changes to the associations website or media platforms upon request from the MC. The website is the property of the association and therefore has the power to enlist or delete members according to their constitutional responsibilities.

The Recruitment Coordinator. {Sec 13 item 8}

The Recruitment Coordinator is responsible in handling applicants to the association.

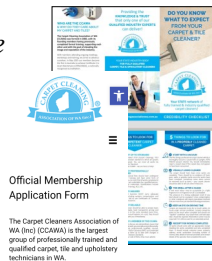
By; 1. Obtaining application forms {usually from the CCAWA website} which will include public liability CoC's, National Police Clearances and signed Ethics form.

2. Interviewing applicants {This will up to the Coordinator if required}.

3. Informing the Management Committee of applications and supplying applicants information with documentation to the Secretary for the MDL,

4. Passing relevant information to the Treasurer {if passed by the MC}

5. Supply applicants the relevant entry packs including all relevant information necessary. This would include our Constitution, Ethics and WHS CM sheet. {Section 3 item 7 dictates Provisional WHS requirements}.



At Management Committee Meetings.

The Recruitment Coordinator will report any new applicants and or the progress of such applications.

Only at MC meetings will new applications be presented. Applications received between meetings are to hold till the next scheduled meeting for a complete vote of acceptance. Applicants must not be accepted between meetings! A full discussion on applications can only be done at MC meetings. All applicants are deemed Provisionals until qualified as FULL members according to the Constitution.

At the AGM.

The Recruitment Coordinator supplies a report to the membership on the amount of applicants applying for membership, and or updates on the recruitment process. This report will be supplied to the Secretary one month before the AGM.

At Workshops.

The Recruitment Co-Ordinator's must inform new Provisionals and applicants of the dates and locations of the official workshops. {Sec 17 item 3}

Tidy HQ.

Applicants do not have access to the associations Tidy HQ app. Only Provisional & FULL members have.

The Technical & Training Coordinator. {Sec 13 item 6}

The Technical & Training Coordinator is the entry guard and technical auditor enabling the type of member the association requires in order to keep to its objectives stated in the constitution. The Technical & Training Coordinator will;

1. Be responsible for ongoing training, liaising with other training bodies
2. Informing the MC of Provisional progress of training.
3. Be a member of the Ethics SC giving consultation on technical matters regarding cases {Sec 13 item 6}.



At Management Committee Meetings.

The Technical & Training Coordinator supplies the MC updates on all Provisional members progress as to their training in order for completion of modules for full membership and give information on new applicants applying for training. The post AGM meeting requires the Technical & Training Coordinator to highlight memberships technical needs for subject matter in coming workshops. This would be based upon members experiences on jobs or the type of request of technical helps sought on the associations media platforms over the last 12 months before the last AGM.

At the AGM.

The Technical & Training Coordinator supplies a report on the Provisionals members progress of their training to obtain full membership as well as figures of those members in training who intend to join the CCAWA. Give any technical requirements of urgency noted towards the membership that were subject to discussion within the MC. This report will be supplied to the Secretary one month before the AGM and included in the AGM book.

The Ethics SC.

The Technical and Training Co-Ordinator will also be a member of the Ethics SC. Of particular note, the Coordinator will advise the Ethics SC in regards to Provisionals progress training or technical comprehension of the standards required to be a full member. This in regards to extensions if requested.

In the recruitment process.

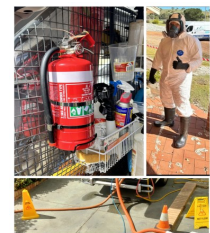
The Technical & Training Coordinator will liaison with the Recruitment Coordinator with regards seeking approved training courses for entry into the CCAWA.

Workshops. The President must coordinate with the Technical and Training Co-Ordinator on subject requirements for members. The first post AGM MC meeting will outline members needs set for the coming year. Also, sponsored events will approve or dis-approve such events which must comply with the associations standards.

The WHS Coordinator {Sec 13 item 7}

The WHS Co-Ordinator shall be responsible for WHS updates and setting up a compliance monitoring sheet {CM sheet}. The WHS Coordinator also is responsible to supply new Provisionals HSE documentation and supplying new FULL members the HSE introductory video and enter all members Provisional & FULL into the WHS data-base.

Out of the {4} official workshops carried out by the CCAWA for the year, the first post-AGM workshop will be the WHS Test n tag day. This is the workshop that will primarily be conducted by the WHS Coordinator. The subject matter provided on the day will be issues relating to WHS themes which includes tagging of members fire safety equipment.



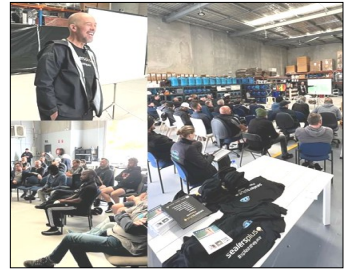
New CM sheets are supplied to members for refreshing the WHS data-base. Though members are responsible for their own compliance to WHS through their CM sheets and be required to supply to the WHS Co-ordinator every year, the Coordinator has the power to examine compliance of a member if necessary {Sec 2 item 7}.

The primary focus will be assisting members the required HSE documentation and PPE required equipment. As the WHS Coordinator is mainly a compliance monitor {using the WHS database}, the WHS Co-ordinator's duties falls into the category of securing WHS compliance to the Constitution. Only non-compliance will be reported to the Ethics Committee. A report is required for the AGM book and supplied to the Secretary one month before the AGM.

Workshops

CCAWA workshops are the cornerstone of the association. The workshops are the key element that binds the membership together.

Without attending the workshops a member may miss vitally important information relating to our trade! The Constitution states the President will Co-Ordinate the workshops of which there are four in the year one being the WHS test n tag day who the WHS Coordinator coordinates with the President.



The President will secure subject matter greatly dependant upon the conclusions of the post AGM MC meeting. The President must coordinate with the Technical and Training Co-Ordinator upon such conclusions in organizing the specifics of what is needed and the timing of priorities required. Also if sponsored events or additional workshops *{not official}* are available, the President with the Technical & Training Coordinator will examine if such events comply with the associations standards or objectives.

Membership requirements

The Constitution states that members be able to regularly attend workshops according to their level of membership and location. If unable to do so, such a member must report to the MC *{Sec 2 item 10}* and state the reasons why. Failure to comply can result in a warning and ultimately termination of membership. *{This must be reviewed post AGM at the first MC meeting after the AGM}*. **The Secretary must monitor member participation of workshop attendance and if necessary inform the President to assist members obligations when it comes to workshop attendance.**

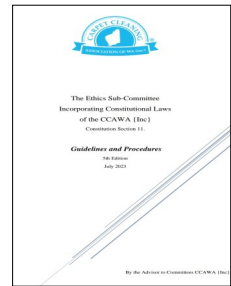
A traditional workshop plan and agenda would be done as follows;

- 1 The post AGM meeting discusses the needs of the membership or any issues raised at the AGM or trends discovered over the previous year. A 'list of priorities' would be reached. Other standard technical subjects *{i.e. of the bread & butter kind}* may be scheduled as reminders for established members also a an introduction to Provisional members.
2. The minutes of the meeting then be published in the Tidy HQ app with subject matters to be considered and with approximate dates for workshops. The President would then act in accordance's to Constitution regarding workshops and the Media Coordinator would arrange estimated dates for the year to be advertised within the membership via CCAWA social media post.
3. Venue owners locations indented for workshops and *{guest presenters if required}* must be negotiated by the President at least 60 day prior to the scheduled workshop. Dates and locations are to be confirmed and advertised on the associations Tidy HQ app and or social media platforms to membership one (1) month in advance. *{Sec 17 item 2}*
4. The Secretary will arrange the attendance book to be available for signing.
5. On the day, the President *{Or the Technical & Training Coordinator}* will open the workshop thanking the venue owner and all involved in the arrangements and congratulate the membership *{and video attendance}* for attending.
6. Upon completion the President will close and address any issue the membership is required to take note.
7. **The Secretary will enter all signatory's and video attendees into the MDL.**

The relationship between the Ethics Sub-Committee and the Management Committee.

As the Guidelines & Procedures 6th edition of the Ethics SC book reiterates at the opening;

The Sub-Committee follows the recommendations from the Department of Mines, Industry Regulations and Safety where it states; The Act requires that an association's rules include a procedure process for dealing with any dispute under or relating to the rules. It is up to the committee and members to decide on the procedure to be adopted but care should be taken to make sure that the chosen process gives each party to the dispute an opportunity to be heard on the matter and ensure that there is an unbiased decision maker.



Its main purpose is to

- {a} Investigate and assist members obligations to the constitution and ethics.*
- {b} Assist in consumer resolutions.*
- {c} Officially inform members through the various formatted letters of their constitutional & ethics obligations and or request Provisional extensions or appeals regarding cases.*

Section 20 item 1 of the Constitution makes it clear what the Ethics Committee must do in some cases;

Should any member violate the Constitution or Ethics, divulge confidential Incorporation information, displays discrimination or is accused of harassment or if found for any reason to be an undesirable member, that member after receiving notification in the form of a letter-email, must respond to the Ethics SC concerns of such matters.

{The 'Checklist Timeline's box in the Ethics 6th edition Guidelines & Procedures book outlines the processes upon each subject case}.

If a resolution is achieved the offending member may be cautioned. If compliance is not achieved the Ethics SC informs the Management Committee to consider to vote on such a matter. A two thirds vote will be needed to expel the offending member. The offending member will be notified of this decision in writing.

Therefore, unresolved cases will be presented to the Management Committee for final determinations. Of course there may be information of cases where the Ethics SC will be bound by the Privacy Act of 1988 which subsequently will prevent some details of cases presented to it.

As Section 7 of the SC Guidelines 4th edition states;

Determinations of cases may not be delivered to the Management Committee of the CCAWA until all exhaustive negotiations *{as in terminations}* are met and only then delivered with privacy criterion established. Sensitive information relating to cases are not to be divulged during an investigation and must reflect the Department of Commerce requirements as to private information.

Cases requiring termination are rare. And the Ethics SC Guidelines sets plenty of procedures to avoid such outcomes as the 6th edition of the Ethics book dictates. But, if necessary, the Management Committee will need to address cases of such nature strictly to the constitution requirements and association laws of Western Australia. Disciplinary procedures are covered in our Constitution Section 20 items 1-3.

Committee meetings

There will be five Management Committee meetings will be conducted during the year. Post AGM meeting will review Management Guidebook with the Advisor to Committees and include a de-briefing of the AGM for member's needs, Workshop requirements & dates etc. The Management Committee may require its Facebook messenger app and or Tidy HQ app between these meeting dates on urgent subject matters but this should be kept to a minimum. Bear in mind that MC members do have families and business to run and are volunteers!



The Management Committee;

1. *Can purchase consumable products to our members advantages.*
2. *Open and operate a bank account.*
3. *Assist in any disputes arising between our members and customers.*
4. *Provide ongoing training and updating techniques knowledge of members.*

The power of the Management Committee.

Section 10 item 10 refers to authority the Management Committee possess within the association where it states that the management committee shall have the power to make by-laws not inconsistent with the objectives of the incorporation, appoint sub-committees, enforce the guidelines, authorise all expenditure and suspend any members for breach of rules or guidelines of the Incorporation.

However, the constitution also says that the management committee shall not have the power to borrow in the name of the Incorporation without the authority of an extraordinary or annual general meeting. The management committee must seek endorsement from its members for any large commercial, marketing venture in the associations interest. The management committee will present a full business plan and make available to the membership for evaluation and a required vote. {Sec 10 item 11}

Meeting arrangements.

1. *The President schedules the date, time and location of meetings or video conferencing arrangements.*
2. *The President organises the agenda and informs via its Tidy HQ app to all Management Committee members. Committee members must inform the President of their intention to attend or give apologies if unable to attend. Arrangements can be modified if a quorum is not likely to be achieved.*
3. *The Media Coordinator advertises to the membership the date of the meeting on its social media platforms and the President uploads the agenda upon Tidy HQ for appraisal for all members.*
4. *On the meeting day itself, the President opens the meeting by acknowledging all attendees and proceeds to instruct the MC to review previous minutes. The President then proceeds with the agenda.*
5. *The Secretary records the minutes via Tidy HQ and includes all attendees {and visitors} into the minutes.*
6. *The Secretary can edit via Tidy HQ the minutes and present to the MC. Once approved by the MC the minutes can be viewed by all membership.*

The Annual General Meeting {*The AGM*}

The Association Guidebook of 2015 states that the AGM is a central part of an incorporated association's governance structure, as it holds an association accountable to its members, and in some cases the public. It is the only association meeting specifically provided for in the Act.

Notice of an AGM should be sent to all members, irrespective of voting rights, in accordance with the association's rules. The business of the AGM generally covers, President, Office bearers and Coordinators department heads reports and the election of the management committee. The Act requires the annual financial accounts for the preceding financial year to be presented to members at each AGM. This is an important obligatory provision. {*Associations Incorporation Act 2015 Div 3 sec 70 item 2*}.



The CCAWA's AGM falls in August of each year, the date to be decided by the MC. **Two months notice to be given to members.** {*Section 16 item 1*} Though the mechanics of the AGM are outlined in our Constitution {*Section 16 items 3-9*} there are some modifications made by various MC over the years. **While the Constitution says its incumbent for all members {if possible} to be present at the AGM, only two thirds or the amount of {16} full members are still required to form a quorum.**

During this meeting the annual Presidents, Secretary, Treasurer and Coordinators reports shall be given. {*Sec 16 item 3*}

The introduction of the AGM book in 2019 has made reporting much easier and given the membership time to contemplate various issues for each department or given the opportunity to question MC decisions as their right. The format of an AGM book has been well established. This includes;

1. *Front cover with our sponsors logos displayed.*
2. *Inside cover with the agenda for the day, Management Committee listings-nominations.*
3. *The Presidents Report*
4. *The minutes for the previous years AGM.*
5. *The Office Bearers including the Treasures-budget and Coordinators reports.*
6. *The Advisors Report*
7. *Committee policy initiatives or additional material.*

As for elections of the 'Office Holders' the Constitution is clear in that; The President, Secretary & Treasurer shall hold office until the next annual general meeting but can be eligible for re-election. The President's maximum hold of office is for four consecutive terms.

It is worthy though to note that the Associations Guidelines of 2015 recommends that; If the association's chairperson {*President*} is standing for re-election, he or she will usually step aside as chair of the meeting and arrange for another officer to chair that section of the meeting and conduct the election.

It would be prudent for the MC to have a general idea of the agenda for the AGM a month or two preceding. The final agenda though is in the stewardship of the President. Though this must be done with close association of the Secretary and the Advisor to Committees on constitutional or association law issues.

AGM continues.

In recent years the format for conducting the AGM has changed to a simplified manner. Reports are published and members are invited to submit questions in which only answers to such questions are answered on the day. But the Management Committee must reflect upon the Associations Act of 2015 which states; *Incorporated associations are intended to be run in a democratic manner. The way in which meetings are conducted can have a major effect on members' perceptions of whether their association is democratic.*

The following suggestions can assist in this regard that;

1. *Members in attendance should be given the opportunity to read the AGM book or if agreed, to obtain copies;*
2. *Make sure everyone at the meeting gets a say. People who tend to dominate should be stopped and quieter people encouraged to voice their opinion;*
3. *No one wants to spend long hours at meetings. If there are a lot of people who want to speak in relation to the matters under discussion, it is useful to limit the amount of time each member has to speak and ensure there are clear decisions and that everyone understands the matters being discussed.*
{Association Guidelines page 52 AGM's}

Section 16 item 9 explanation-Motions & Elections

Though the Management Committee may require shorter AGM's, the democratic set up of associations in Western Australia call for the rights of members to raise questions, give motions or resolutions and debate within reason on the floor of an AGM {Sec 16 item 9}. In any case, the Act and our Constitution do allow time for members to debate on association issues as required. The MC would do well to prepare for such a scenario.

The Advisor to Committees.

Is a constitutional researcher and committee advisor to assist the committees regarding association and consumer laws and interpret the Department of Commerce - Consumer Protection association rules according to the Incorporation Association Act of 2015.



The Advisor is a member who looks at the legality of what the association can do as far as its constitution {Laws of the CCAWA} and the Act which governs registered associations in Western Australia. The Advisor can also if time permits, examine aspects of the Competition & Consumer Act of 2010 that applies to members in our trade and or develop submissions on the associations behalf with emphasis on the trading laws and standards published in WA and the Commonwealth.

The Advisor does not participate in policy decisions of the MC but can assist in implementing them according to the rules of its constitution and or the Act. If the CCAWA constitution does not cover specific issues within it, the Advisor can refer to the Act or documentation it may relate too.

The minutes of any Committee meeting will be examine and if necessary the Advisor may inform the President or the MC if necessary of any issues that raises constitutional issues or help with laws that may relate to policy decisions.

It is also not beyond the bounds of the Advisor to advise any MC member on constitutional or ethical issues relating to the membership, but this advise is universal for all within the association. If the Advisor is unable to determine serious constitutional issue then consultation may be required via the Secretary as the official correspondent from The Department via its online portal {Associations Online} or from the associations legal representative.

The Advisor can also assist any Committee member whether in the Management or Ethics SC as to procedure on various matters with the aid of the Constitution or Ethics Guidebook and Procedures {6th edition}. The Advisor to Committees is an elected position and must be open to any member who have some experience in association management and has served on its committees

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Handling consumer complaints



1. The Objectives
2. The CCAWA roll as adjudicators
3. The Lead Investigator and the processes employed
4. Ethics Committee involvement
5. Members who seek independent consultation

1. The Objectives

The main objective for the CCAWA if it to receive a complaint from a consumer is to make the accused member fulfil his ethical obligations. Especially items 2 & 5 of the Ethics document which deals with consumers. The association also has the responsibility to assure that its members do not breach Australian Consumer Laws including Section 18 of {*Misleading & Deceptive Conduct*} and Section 29 {*False or Misleading Representations*} regarding goods or services. {*Schedule 2 of the Competition & Consumer Act 2010*}

2. The CCAWA roll as adjudicators

The roll our association has in regards to complaints from consumers who are serviced by its members is two folds;

- a. To take the complaint seriously, be impartial in the initial notification of the complaint and assure the consumer and the member to find a reasonable resolution.

Note: Though the CCAWA will remind its members of their ethical responsibilities, consumer complaints may not be resolved if they are received in a vague general sense or delivered anonymously. Also, consumers expectations are sometimes beyond the scope of work performed. I.e. anything that is outside the parameters of the technician's ability.

- b. The association must not be held liable for the actions of its members, but only to assist its members and those whom they service to find acceptable resolutions in disputed cases.

3. The Lead Investigator

The President is the lead investigator all matters relating to Ethical or Consumer law matters. Any one of the following steps listed can resolve a complaint without taking additional steps. These steps include but are not limited in the following;

- A. Rules are to be assessed on a case by case basis but within the recommendations stated in this book. {*Dual Representations Protocol is a good reference guide particularly points 1-8*}

- B. Complaints are to be documented in detail on a 'standardised complaints form'. Such forms are to be kept on file to add additional data, reference and research for the Ethics Committee and its successors.

- C. After details of the complaint are completed, the President will {*within 7 days*} issues two letters.

The first one to the consumer who sent the complaint, as a receipt acknowledging the complaint, also that the association with inform the member of concern to seek resolution and to inform the consumer the association takes no responsibility of actions of the member but will endeavour to assist the member of finding a resolution.

The other letter is to the member accursed, give details of the complaint received, and to contact the consumer within {7} days to seek resolution.

Handling Consumer Complaints continue;

Note: The letter to the member must ask for a full and complete response to the allegations and report details of the work requested and the work performed. This information must be included in the 'Complaints Form' written by the Ethics Committee.

At this stage, the only subject matter to which the President is to establish is that the member responds timely to the consumers complaint, and the member offered restitution and participated in perhaps an alternative resolution, if the consumer is willing to do so.

D. The member shall (*as instructed in the letter sent by the President*) contact the consumer who made the complaint and seeks resolution.

4. Ethics Committee involvement.

The Ethics Committee will only be involved in complaints if the member fails to follow up to contact the consumer who issues the complaint and or provides the President details relating to the complaint made which are to be completed on the complaints form.

The Ethics Committee will then need to meet to deliberate the need to issue a 'Breach Notification & Suspension Letter (*as per the Guidelines & Procedures Book 6th edition*) indicating breach of ethics item 2 & 3

Or.

A resolution has not been achieved, whereby a neutral mediator is required to analyse the complaint by the Technical & Training Coordinator for any technical aspects of the complaint or by the Advisor to committees for any possible breaches of the Australian Consumer Act 2010.

Note: A neutral mediator is defined as person or persons qualified to examine circumstances of the service provided by members and give recommendations accordingly. Such mediation is restricted by the accounts given by the consumer or the member (if provided) to the best of their ability.

Again, only opinions can be delivered as to standards that are available. 'Procedural Steps' {*Ethics Guidelines & Procedures 6th edition*} should be a guide to such investigations and or reporting.

Recommendations should also include the consumer to seek advice from the Department of Mines, Industry Regulation {*Consumer Protection*} if not satisfied with the association recommendations.

5. Members seeking consultation reports

Members are entitled to seek technical or legal advice at their own expense to defend their actions. This is dependent upon their ethical obligations, especially items 2 & 5 if wishing to maintain membership in the CCAWA.

Protocol for dual membership representation.

Ethics implication.

Item {9} of the Ethics document says; Act with good will toward your fellow industry peers and respect their rights in the spirit of free enterprise



Our website boast that the CCAWA is the largest group of fully trained, independent carpet, upholstery, tile and specialist cleaning technicians in Western Australia.

While this is true as far as the industry is concerned, there will be occasions where members are subjected to uncontrolled scenarios involving clients, non-members of the carpet cleaning fraternity or corporate and private entities seeking resolutions that would suit a particular need, rather than justified resolutions based on technical facts. In such scenarios, members may find themselves in competing resolutions favored by competing parties.

It is important that if a member is called upon to give a second opinion on a job, that there should be a clear criteria as to procedure to secure that;

1. That the opinion that a member gives, ensures that item{9} of the association's ethics are complied with.
2. Safeguard the reputation of your fellow member with regards to your fellow members clientele.
3. If contradictory technical evidence is produced, members seek assistance within their peers to present a united presentation of solutions they find.
4. Ensure that the opinion or finding a member gives, has the backing of all fellow members *{including that of a member who was initially called upon the job}* and support from the Technical & Training Coordinator of the association if called for.

All members of the CCAWA have been trained in executing the various standards available in Australia on the different services its members provide. Members should always consider their peers as helpful assistance more than competing competitors in the industry.

If a member's opinion is not satisfactory or conflicts with the original member, both members have the availability on calling the Technical & Training Coordinator of the CCAWA or the associations resident Woollsafe Inspectors also can assist as judicators.

Procedure.

An initial inquiry to any member being requested to do a report of other members work or report *{to give a second opinion}*, should be referred straight to the original member.

If the request is for a second opinion or report from work or advise from a non-member or if the complaintive doesn't know if the original service provider is a member, then the member *{if suitably qualified and experienced}* must gather the below information and discuss with the official CCAWA representative before attending.

The steps members should take are as follows;

1. Obtain relevant information on job complaint.
2. Name of complaintive.
3. Mobile number & Email address.
4. Address of property involved.

4. Address of property involved.
5. If a rental property, name of Real estate & property manager or property owner.
6. Business name of cleaner that originally attended.
7. Check with CCAWA Secretary *{the MDL}* if this business is an Association Member.
8. Advise the complaintive you will, with this information have a discussion with your fellow member and get back to them to arrange the appointment to attend. For non-members it is courteous to advise the original carpet cleaner of the request for a second opinion. Though such ones are not members, wanting to include non-members in the loop shows our professionalism and may invite such ones to join.

Background checks as above will assure that any member will have some insight of the case presented by the complaintive. It is essential that a member who is called upon to give a second opinion or restore work requirements essentially have the first member in the loop of what's going on.

Sometimes, two sets of eyes or concordance will not only find solutions to cases presented, but also give a united front to the public of Western Australia of the CCAWA professionalism within our trade.



Constitution Ninth edition 2023 {V2}

“The Carpet Cleaning Association of WA (Inc)” – (CCAWA).

1. Objectives

- (1) To promote, market and encourage cleaning to the current relevant Australian Standards for cleaning including promoting such standards to the regulative authorities including Government Departments and Housing/Property including the public of Western Australia with the aim of representing the carpet cleaning industry in Western Australia.
- (2) To use our numbers to group purchase consumable products to our members' advantage.
- (3) Open and operate a bank account.
- (4) To assist in any disputes arising between our members and customers.
- (5) To provide ongoing training, mentoring, and updating techniques knowledge of members.
- (6) The assets and income of the Incorporation shall be applied solely in furtherance of its above-mentioned objects and no portion shall be distributed directly or indirectly to members of the Incorporation except as bona fide compensation for services rendered or expenses incurred on behalf of the Incorporation.

2. Membership

Each member (individual) must;

- (1) Have as a minimum standard for full membership received formal training and certification from a recognised training organisation acceptable to the association's Technical & Training Coordinator including: WHS compliance, carpet, upholstery, tile and relevant services plus advanced stain removal.
 - (1a) NOTE: New applicants may be accepted on a provisional basis, and they must agree to the terms stated below (see PROVISIONAL MEMBERSHIP).
- (2) Apply within the associations website or written form to the association including signing its Code of Ethics and supplying the required documentation according to the recruitment procedure listed. Be subjected to an audit of the information supplied to the Recruitment Coordinator {interview if applicable} and presented to the Management Committee for evaluation.
- (3) Have their application considered by the committee at the next Management Committee meeting.
- (4) Present a current National Police Certificate NPC together with membership application, updatable every three (3) years. {Subjected to the AHRC Act section 4.5. And the Spent Convictions Act 1988}.
- (5) Be able to demonstrate the ability to achieve a standard of cleaning acceptable to the Technical & Training Coordinator.
- (6) Full members have equal voting rights and be entitled to one (1) vote as a financial member of the Carpet Cleaning Association of WA (Inc). If a member is involved in a franchisee of which there are multiple members, only one franchise member can be nominated a “representative” member of that franchise organisation. Non-voting franchise members subscription fees will be reviewed upon each AGM. Fees for non-voting franchise members will be lower than full membership fees.
- (7) Possess and maintain the associations Health, Safety & Environmental Management System {HSE} and be subjected to the associations compliance monitoring upon the WHS Coordinators request. Members shall provide all necessary documentation to allow compliance monitoring by the WHS Coordinator to take place. All members to send their self-assessment forms to the WHS Coordinator at the time of the WHS workshop scheduled date.
- (8) Adhere to the Carpet Cleaning Association of WA (Inc) Code of Ethics and sign a copy of the same at the time of application.

(9) Be covered by a Public Liability Insurance policy to the minimum value of \$10 to \$20 million, and provide a certificate of currency as required by the Secretary for entry into the associations Master Data List {MDL}. Forwarding a copy of business certificate of currency insurance each fiscal year to the corporations Secretary.

(10) Be able to regularly attend official Carpet Cleaning Association of WA (Inc) workshops **at least two (3) per year**. Physical presence or internet screening will be acceptable to cover the required attendance requirements. If unable to do so, the member must report to the management committee state the reasons why. Upon the Ethics Committee review post AGM for workshop attendances, failure to comply can result in a warning and termination of membership.

(11) All full members of the association providing services including flood/water, mould, and fire damage restoration, must obtain the appropriate training by a standard compliant training body. Members involved within this type of service to provide the required documentation {or evidence} of compliance and training to the associations Technical & Training Coordinator to ascertain that such a member has enough training or experience and is equipped with the correct equipment to cover such work.

3. Provisional Membership

A provisional membership applies to a new applicant to the Carpet Cleaning Association of WA (Inc), who has not yet achieved the required modules from a training organisation as recognised by the management committee. A Provisional Member can expect assistance and support from the Carpet Cleaning Association of WA (Inc) in attaining their minimum three (3) modules as well as their Safety and Environmental Management Plan to attain full membership as soon as possible. The following terms apply to provisional members until such time as they fulfil all conditions for full membership. Provisional members;

(1) Shall be bound to all conditional items listed under MEMBERSHIP, except for items 1, 6, 7 and 10.

(2) Commit to achieving within (12) months of their application, formal training and certification from a recognised training organisation for the following subjects: Carpet Cleaning, Upholstery Cleaning, Advanced Stain Removal., OHS training as a minimum If this is not fulfilled within the prescribed period, their membership may be terminated. If, however, these requirements are in progress, the provisional member may apply to the Ethics committee for an agreed time extension, by which time these requirements must be fulfilled.

(2a) If a Provisional Member has not achieved their training objectives within the prescribed time and is granted an extension in time, their membership fee will revert to full member fee.

The member may enjoy limited rights as a full member, including technical data and support after evidence of attendance to official workshops and commitment to training (as evidenced by confirmed receipts/booking) are submitted to the management committee and accepted. Until then:

(4) **They shall have no voting rights.**

(5) Promotional activities or items published by the Carpet Cleaning Association of WA (Inc) including its website will not list contact details of provisional members. Personal names only, (not trading names) of Provisional Members may be stated in Carpet Cleaning Association of WA (Inc) material. The Incorporations logo is not to be used by provisional members including vehicle signs, advertising material or stationery documentation and online media until achieving full membership.

(6) They may benefit by participation in discounts negotiated by the Carpet Cleaning Association of WA (Inc) for its members.

(7) They are subjected to the associations compliance to Health, Safety & Environmental Management Plan. Provisional members are required to comply with the association's compliance monitoring conducted by the WHS Coordinator upon entry to the association.

(8) Be able to regularly attend official Carpet Cleaning Association of WA (Inc) workshops no fewer than (4) per year for metropolitan members and (3) for country members in their provisional period of twelve (12) months.

4. Registration of Members

The secretary shall, on the behalf of the Incorporation keep and maintain the register of members. The register shall be kept in the Incorporation's relevant Dropbox folder. A Master Data List (MDL) of registered members is to be updated regularly and presented to the Management and Ethics Committees upon request. The Secretary will keep Constitutional requirements of members up to date.

5. Subscriptions of Members

1. The members shall from time to time at the annual general meeting determine the amount of the subscription paid by each member.
2. Each member shall pay to the Treasurer, annually within (30) days of the AGM, the amount of the subscription determined under sub rule (1)
3. Subject to sub rule (2), a member whose subscription is not paid within 1 month after the fixed date shall cease to be a member, unless the committee decides otherwise.

6. Honorary Membership

Can be bestowed upon a person & confirmed by members at an Annual General meeting. An Honorary membership may be:

An Honorary membership may be:

- (1) given to a non-financial person who carries out elected duties or services for the benefit of incorporation members.
- (2) Bestowed upon a person for a lifetime at the management committee's discretion.
- (3) Not subjected to annual subscriptions.
- (4) Have no voting rights.
- (5) May attend the associations meetings, AGM, workshops, and or special events.

7. Associate Membership:

Associate Members shall"

1. Apply in writing to the managing committee, and be subjected to an audit of the information supplied to the Recruitment Coordinator and to be presented to the Management Committee
2. Have their application considered by the committee at the next management committee meeting
3. Have no voting rights
4. Be included on our website as a supporter of the Carpet Cleaning Association of WA (Inc)
5. Membership fee to be lower than full member fees and be determined at every AGM {Refer to Section 2 item 6}
6. Be of a similar ethos to the Carpet Cleaning Association of WA (Inc)
7. Able to display Associate Membership incorporation logo within their business marketing and literature.

8. Limited Membership (Employees):

1. Businesses may have the right to have limited memberships extended to their Employees. These Employees will be required to meet existing membership criteria 1, 2,3,4,5,8 and 10.
2. Limited Membership fee shall be set at the equivalent of 50% of Full Member
3. Only direct employees of the Company may become Limited Members, they may not be sub-contractors.
 - a) Companies will only retain a single voting right per company and may be represented by only one (1) of their employees as voting needs arise.
 - b) This person must be nominated in writing by the company directors prior to the commencement of voting.

9. Termination of Membership

If a membership is terminated for any reason, such as failure to pay membership fees, bringing the group's name into disrepute, breaching consumer laws, failure to comply with our Constitution, Code of Ethics, WHS commitments or deemed non-compliance to anti-discrimination and harassments laws, failure to attend the required minimum amount of CCAWA sanctioned workshops, retirement, or non-compliance in any way, that member will:

1. No longer have the right to claim membership to the Carpet Cleaning Association of WA (Inc).
2. Be unable to participate in any future marketing campaigns or activities
3. No longer be able to use the logo in any advertising materials or stationery.
4. Remove any logos from their equipment and/or vehicles
5. Failure to comply with (items 1-4) may result in legal proceedings being undertaken against the former member.

10. Management Committee

The management committee up to eleven financial members shall govern the Incorporation and have equal voting rights of one vote, consisting of office bearers of the Incorporation. The office bearers are:

1. President. {Office bearer}
2. Secretary. {Office bearer}
3. Treasurer. {Office bearer}
4. Media Co-ordinator.
5. Technical and Training Co-ordinator
6. Workplace Health and Safety Co-ordinator
7. Recruitment Co-Ordinator.
8. Up to two (2) General Committee members may also be voted in as required to assist in duties for Office Bearers and or Coordinators.
9. Advisor to Committees. A non-standing committee member to assist both management and ethic committees on association, consumer and legislative issues regarding the association and its members. {This is also an elected position}.
10. Members of the management committee shall form a quorum (minimum 5) to conduct a management meeting as or when called upon.
11. The management committee shall have the power to make by-laws not inconsistent with the objectives of the incorporation, appoint sub-committees, enforce the guidelines and procedures produced by the association in compliance to current association acts of WA. Authorise all expenditure and suspend any members for breach of rules or guidelines of the Incorporation. The management committee shall not have the power to borrow in the name of the Incorporation without the authority of an extraordinary or annual general meeting. The management committee must seek endorsement from its members for any large commercial, marketing venture in the associations interest. The management committee will present a full business plan and make available to the membership for evaluation and a required vote.
12. Purchasing capital equipment or consumables for member's requests is to be carried out by the management committee and will;
 - (a) Inform all members to determine expressions of interest in participation.
 - (b) Obtain competitive prices and inform members.
 - (c) Have members pay in advance or by suppliers arrangements before the Incorporation orders the requested goods.
 - (d) There will be {5} Management Committee meetings will be conducted during the year. Post AGM meeting will consist of reviewing Management and Ethics Committee manuals with the Advisor to Committees and include a de-briefing of the AGM for member's needs. The Management Committee may require internet {or messenger} briefings as required between these meeting dates.

13. Management committee discussions are final. However, they can be overturned;
 - (a) at next management committee meeting.
 - (b) By committee members discussing the matter over internet (e-mail or other digital mediums), phone or correspondence subject to all agreeing to the change, and ensuring the discussion is recorded at the next committee meeting minutes. The Management Committee may seek advice if policy decisions comply to Association Incorporation Act, Consumer Law, or Government legislation from Advisor to Committees.
14. The management committee shall be elected at the annual general meeting and must avail themselves in the post AGM meeting to attend a compulsory Committee Guidebook class conducted by the Advisor of Committees. This includes members of the Ethics Committee.
15. The management committee shall have the power to invite members for special purposes, though permanent positions of the association require a specific level of membership.
16. Management committee members shall be of good character, and not have a criminal record.
17. Management committee meetings are open to all financial members of the Incorporation for verbal input, however non-committee members shall have no voting rights at management committee meetings.
18. In the event of absence of the President upon Management Committee meetings, the Secretary will conduct the meeting or may elect a substitute chairperson who is a committee member.
19. The management committee shall empower any other full member to fill any casual vacancy as required by the management committee.
20. The management committee will communicate to members after committee meetings via Dropbox for minutes of meetings and/or e-mail if required or if necessary, by mail if members are unable to receive emails.
21. At all meetings, the President {or Secretary/elected chairperson refer item 18} can have the casting vote in the case of a tied vote.
22. Should a committee member position become vacant for any reason before the next AGM, a vote will be taken at an extraordinary meeting to be held within 30 days of notification to the membership of the vacancy occurring.
23. Should there be a change in persons in any committee role because of a vote at the AGM. A handover must be executed at the very first meeting after an AGM and completed by the subsequent meeting. The President will oversee such handover and must be accepted by him and recorded in the minutes.

11. (Sub Committee) Ethics

1. This Sub-Committee of Ethics prime directive is to ensure that all members whether office bearers, general committee members, full and provisional members comply with the Constitution, Ethics of the CCAWA and Consumer Laws. It will safeguard the interest of the Carpet Cleaning Association of WA (Inc) against one or a group of members who may misappropriate the Incorporation to promote themselves at the expense of other members or its prime directive. It will also oversee anti-discrimination and harassment issues that may arise within the membership. This Ethics (Sub-Committee) will abide by the legislation of Western Australia regarding anti-discrimination and harassment complaints and of non-compliance. And if necessary, refer non-compliance complaints to the Equal Opportunity Commission
2. This Ethics (Sub-Committee) will use the Constitution of the Carpet Cleaning Association of WA (Inc) with its Ethics and Consumer Laws to address matters that may arise if members contravene any of the above.
3. This Ethics (Sub-Committee) will also examine that the Carpet Cleaning Association of WA (Inc) complies with the Association Incorporation Act of 2015 (Current) from the Department of Commerce and other State and Federal Government laws.
4. This Ethics (Sub-Committee) will be headed by the President who will lead investigation of cases, the Technical and Training Co-Ordinator and the Secretary.
5. The procedure for this Ethics (Sub-Committee) Ethics will be reviewed by the Advisor to Committees with updates in the Guidelines & Procedures Manual and then presented to the Management Committee and to the membership at forthcoming AGMs for ratification.
6. The Ethics (Sub Committee) chairpersons must avail themselves to attend a class shortly after the AGM to review the current Guidelines & Procedures with the Advisor to Committees.

12. Conflicts of Interest

Members who hold multiple memberships with groups of a similar nature to the Carpet Cleaning Association of WA (Inc) in Australia

Committee members:

1. Cannot hold an office bearing position in other Groups or Associations of a similar nature.
2. In discussion of an item involving other Groups or Associations, that committee member must declare their other memberships.
3. The declaration must be noted in the minutes of the meeting.
4. If a vote on the discussion topic is required, the Committee member is to abstain from voting.
5. A quorum of committee members without membership to other industry Groups or Associations must be present during discussions involving the other Groups or Associations, the President can refer the matter to the Ethics (Sub-Committee) and to the membership at an AGM/Extraordinary meeting if required.

General membership:

Items (2), (3) and (4) apply.

13. Duties of Office Bearers

1. The President shall chair all meetings of the Incorporation, provide the second approval on the incorporations account transactions & shall oversee and guide all operations of the Incorporation. The President will chair the Constitutional and be chief investigator to the Ethics (sub-committee). The President will also Co-Ordinate the Workshops (4 official sanctioned workshops) for the year setting estimated dates at the post AGM Management Committee meeting.
2. The Secretary shall keep minutes of all meetings, register of financial members of the association into the Master Data List (MDL) and oversee the official correspondence of the association. Minutes of the meeting are to be prepared and distributed to members in a within fourteen (14) days. The Secretary will also correspond with Consumer Protection in the Departments association online account and submit the annual Information statement {INFOSTMT} report after the AGM. The reports financial statement will correspond to the minutes produced at the AGM.
3. The Treasurer shall be responsible for all financial affairs, providing statements and receipts when called for. The Treasurer will operate the associations bank account & present outstanding accounts for payment. The Treasurer shall with the President or Secretary endorse all bank transactions and other documents on behalf of the Incorporation, it will be incumbent of the Treasurer to have the accounts of the association be subject to an audit {Conducted by an Accountant who has no link to a member of the association} every two years. And the audit to be presented at the AGM.
4. One other committee member shall be appointed to endorse bank transactions if the President or Treasurer is not available.
5. A full member or members will be appointed by the Management Committee and will be responsible for the administration of the official Carpet Cleaning Association of WA (Inc) media forums and web site and be responsible to activate new Provisionals to be listed onto the association's social media platforms and the associations web site as constitutionally required.
6. The Technical and Training Co-Ordinator shall be responsible for ongoing training, consulting with other training bodies and dissemination of member Training completion updates to the Secretary for the MDL. The Technical and Training Co-Ordinator will also be a member of the Ethics (sub-committee) regarding technical matters of cases.
7. The WHS Co-Ordinator shall be responsible for WHS updates and setting up a compliance monitoring on Provisional {Full members if required or by order of the Ethics SC} workstations and to comply with the associations Health, Safety & Environmental Management Plan {HSE}. The WHS Co-ordinator will also update the self-assessment forms to comply with the associations {HSE} documentation.

8. Recruitment Co-Ordinator will recruit new applicants via the process endorsed by the management committee. First by application form with appropriate documentation and if necessary, conduct an interview with applicants {if required}. The Recruitment Co-ordinator will present applications to Management Committee for considerations. If approved, such application information is sent to Treasurer for invoicing. Once the application fee has been paid the President will announce new members on the association's social media forums and the Secretary will entry the new members information into the MDL.
9. General Committee members are to assist office bearers and the coordinators. Perform delegated responsibilities such as to assist the WHS Coordinator on compliance monitoring, coordinate association sponsors. Assist the Recruitment Coordinator in interviews {if required} and or organising social activities for the members.

14. Extraordinary Meeting

1. An extraordinary meeting shall be held four (4) weeks after the Secretary receives a written request from at least six (6) full financial members or by an issue or matter is raised from the Ethics (sub-committee) recommendations to the Management Committee that will need to be addressed and voted on by the membership.
2. At least seven (14) days' notice of the meeting must be given to members.
3. Only the business for which the meeting was called shall be discussed.
4. Motions requiring a vote shall be done by secret ballot and the motion or election result will be carried by a majority vote from full financial members.
5. To constitute a quorum at an extraordinary meeting, two thirds or sixteen financial members (whichever is the lesser) must be present

15. Property:

The property of the association shall belong to the general body of members and no person who resigns, is expelled from the association, or otherwise ceases to be a member, shall have any claim whatsoever on the assets of the association.

16. Annual General Meeting

1. The Annual General Meeting shall be held in August each year, the date to be decided by the management committee. Two months' confirmation notice to be given to members.
2. It will be incumbent of all members {if possible} to be present at the Annual General Meeting. A quorum of {16} members is required as a minimum. If physical or electronic presence of a member is not attainable, then an apology must be given at least {4} weeks prior and understand that no voting rights can be recognized or taken from such a member.
3. During this meeting the Presidents, Secretary, Treasurer Officers, Technical & Training, Recruitment and Media Coordinators reports shall be given within the AGM yearly books which will be available to the membership printed prior and available at the AGM venue. Digital copies of the AGM book will be available on the associations Drop-box account.
4. The management committee to submit and present in the AGM book, in printed form, running expense budget for the next 12 months and approved by the members of the Incorporation.
5. Half of the management committee shall retire at the annual general meeting, these being the three longest serving committee members, but can be eligible for re-election.
6. From the members of the management committee, a President, Secretary and Treasurer shall be elected by the full financial members at the annual general meeting.
7. The President, Secretary & Treasurer shall hold office until the next annual general meeting but can be eligible for re-election. The President's maximum hold of office is for four consecutive terms.
8. Nominations for new office bearers can be submitted in writing and must be seconded by a financial member at the Annual General Meeting. Nominations should be submitted 30 days prior to the Annual General Meeting or if required, called for from the floor.
9. Motions or elections requiring a vote shall be done by show of hands or secret ballot {for multiple office candidates} as seen fit by the chairperson of the day and the motion or election result will be carried by a majority vote.

17. Workshops

1. The President will co-ordinate all official Carpet Cleaning Association of WA (Inc) workshops.
2. All workshops' estimated dates are to be set at the post AGM meeting and advertised within the membership via email and social media platform. All workshops' dates and locations are to be confirmed and advertised on the association social media platform to membership one (1) month in advance.
3. The workshops are open to all levels of membership and to those who are applying for membership to the Carpet Cleaning Association of WA (Inc). The Recruitment Co-Ordinators must inform new Provisionals and applicants of the dates and locations of the official workshops.
4. The President will secure subject matter. The President must coordinate with the Technical and Training Co-Ordinator on subject requirement for members.
5. General Management Committee members shall organize and transport food and drink {if required}.
6. Sponsored events are additional workshops (not official) that are sponsored by corporate supporters of the Carpet Cleaning Association of WA (Inc) and suppliers in the industry. The Technical and Training Co-Ordinator will approve or dis-approve such events which must comply with the incorporation's standards and the appropriate current Australian Standard.

18. Constitution

1. The Constitution of the association shall be available to all members for reading.
2. The Constitution is binding to all members.
3. An alteration to the Constitution may be made at an annual general meeting if members receive one (1) months' notice of the proposal.
4. An alteration to the Constitution shall require approval of seventy-five per cent (75%) of those members present and voting in person at the annual general meeting.
5. The management committee shall have power to make, vary and repeal by-laws that bind members, but only if approved at the annual general meeting of the Incorporation.
6. All Committee members and those seeking a position on the Committee are to be familiar with the Constitution and must attend the post AGM Committee Guidebook Review meeting conducted by the Advisor to committees. A copy of the Constitution to be on hand at every Committee meeting.

19. Ethics and Anti-Discrimination/Harassment

The Carpet Cleaning Association of WA (Inc) Ethics document covers the mission statement of the Incorporation.

All members are required to read and sign the Ethics document upon application to the incorporation.

Members must have good knowledge of its contents and abide by their work practices according to its code. The Ethics document can be reviewed at every AGM.

If amendments are needed, amendments to be announced within thirty (30) days before implementation to all membership.

The Carpet Cleaning Association of WA (Inc) has an anti-discrimination and harassment policy.

1. The association is subjected to anti-discrimination legislation of Western Australia which also covers harassment. The grievance procedure for issues pertaining to the membership of the association will be directed to the Ethics (Sub-Committee).
2. Any member of the association who feels that they are victims of discrimination or harassment from another member, the member must inform the President in writing. Such matters will be then forward to the Ethics {Sub-Committee} for investigation and procedure in compliance of Western Australia legislation.
3. Harassment refers to a wide spectrum of offensive behavior which includes any unwelcome behavior that offends, humiliates, or intimidates a person. Unlawful harassment occurs when someone is subjected to such behavior for a reason that is prohibited under anti-discrimination legislation. While many members of the association are individual business owners, respect must be given to each member to freely practice their business, free from harassment or intimidation. The Carpet Cleaning Association of WA (Inc) anti-discrimination and harassment policy covers all members while practicing their business, participating in workshops and events or active on the associations social media forums. This policy exceeds other policies that may be in place especially on social media platforms.

20. Discipline

1. Should any member violate the Constitution or Ethics, divulge confidential association information, displays discrimination, or is accused of harassment or if found for any reason to be an undesirable member, that member will receive notification in the form of a letter/ email, and comply with the Ethics (Sub-Committee) to address such matters. If a resolution is achieved the offending member may be cautioned and suspended. If compliance is not achieved the management committee must be informed and then vote on the matter. A two thirds vote will be needed to expel the offending member. The offending member will be notified of this decision in writing.
2. Any member so disciplined shall have the right to appeal within 30 days after notification at an Extraordinary Meeting or at the Annual General Meeting.
3. Should a member have employees, the member is responsible for their staff's actions whilst on the job.

21. Common Seal

The common seal of the association with its name shall be kept in the care of the Secretary. The seal is the registered logo of the Carpet Cleaning Association of {WA} {As issued by IP Australia} and shall not be used to any deed, instruments, or other documents, except by a management committee resolution & in the presence of the President and two (2) members of the committee, both shall subscribe their names as witnesses.

22. Identification with the Incorporation

1. No member shall act in the associations name without the full knowledge and consent of the management committee.
2. Any member selling his or her work vehicle shall remove all identification from that vehicle upon sale of the vehicle unless the new owner is a financial full member of the association.
3. Use of the name and registered logo of "The Carpet Cleaning Association of WA (Inc)" is limited to full financial members only.
4. Provisional members are restricted as per (item 5) of the provisional membership section in relation to the use of the registered logo and name.

23. Inspection of Records

A member may at any reasonable time inspect, without charge, the books, documents, records, and securities of the Incorporation.

{a} A written letter/email addressed to the Secretary of the Incorporation must be sent with thirty (30) days' notice.

{b} Only full members of the Incorporation may inspect documentation of the Incorporation.

24. Dissolution Clause

1. In the event of winding up or dissolution of the Incorporation, there remains after satisfaction of all debts and liabilities any property whatsoever, the same shall not be paid to or distributed among the members but shall be given or transferred;

(a) To another association incorporated under the act, or

(b) To a charitable organisation.

2. The incorporated association or charity, as the case requires shall be determined by the resolution of the members when authorising and directing the committee under section 121 item 2-3 A & B of the Act (*Association Incorporation Act 2015 this precludes the Ancillary Provisions Act 2001 part 3 as may be prescribed by the regulations*) to prepare a distribution plan of the surplus property of the association.

3. In the event of the winding up or dissolution of the incorporation, the Commissioner of Taxation shall be advised of the date of the dissolution within 30 days of the dissolution.

Constitution 9th Edition 2023