BRANCH MANUAL
Version 6

National Seniors
AUSTRALIA

Version 6

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Position Title: General Manager, Insurance and Business Operations
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Versions
Version 1: issued August 2009, reworked branch manual
Version 2: issued September 2009, amendments to Clauses 2.5, 2.5.2, 2.4.1
Version 3: issued September 2018, reworked branch manual
Version 4: issued November 2019, reworked branch manual
Version 5: issued July 2020, reworked branch manual
Version 6: issued August 2021, reworked branch manual

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1. PURPOSE OF MANUAL

This manual is a reference document designed to assist branch management committees carry out their duties. It should be used in conjunction with the Branch Constitution. In the event of any conflict between the Branch Manual and Branch Constitution, the Branch Constitution prevails.

It is the responsibility of the branch to ensure committee members are aware of the manual. The manual is to be handed to the incoming secretary at the conclusion of the annual general meeting.

If you have any queries, please do not hesitate to contact the National Seniors Australia (NSA) office.

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2. BRANCH INFORMATION

2.1   BRANCH INCORPORATION

The Constitution of National Seniors Australia Ltd requires all NSA branches to be Incorporated Associations to assist in the protection of committee members from possible legal action.

Incorporation is affected by separate Acts in each state / territory. Incorporated Associations are similar to companies however they are not permitted to trade with the general public in areas not specific to the purpose of the organisation.

Branches are required to contact their relevant state / territory government department for Incorporated Association guidelines / information / forms, as this varies from state to state. It is the branch's responsibility to ensure they are compliant with relevant state / territory government obligations for Incorporated Associations.

2.2   ROLE OF THE BRANCH

The main roles of the branch are to:
- create an active social and supportive environment for branch members
- foster activities for members which promote their continued growth and development
- actively promote membership of NSA within the branch's local community
- promote the availability and benefits of NSA services and products
- contribute to the well-being of all older Australians through participating in policy development process with NSA

2.3   BRANCH EXECUTIVE COMMITTEE POSITIONS

The NSA Branch Constitution is specific about the composition, role and procedures for the branch executive committee.

The branch executive committee consists of the president, vice-president, secretary and treasurer. These roles are responsible for the general control, management and administration of the affairs and funds of the branch. In all actions and activities, the appropriate laws and regulations of government and other authorities need to be adhered to. All branch executives are required to be current financial members of NSA.

2.3.1   PRESIDENT
The main duties of the president are to:
1. manage the committee and ensure committee members carry out nominated tasks
2. convene, chair and control general / executive committee meetings

2.3.2   VICE PRESIDENT
The main duties of the vice-president are to:
1. perform the duties of the president in his / her absence or in the event of his / her inability or refusal to act. When so acting, the vice-president shall have all the powers of and be subject to all the restrictions upon the president
2. perform such other duties and have such other powers as the executive committee may from time to time prescribe

2.3.3   SECRETARY
The main duties of the secretary are to:
1. give notice of all meetings for which notice is required by the Branch Constitution
2. perform such other duties as may be prescribed by the executive committee or president
3. record the minutes of all executive committee and general meetings
4. record the number of members in attendance (as provided by the treasurer) at each of these meetings in the minutes of the meeting
5. keep a register of all NSA members currently affiliated with the branch (members must be current financial members of NSA)
6. handle correspondence - inward and outward
7. organise the agenda for meetings, in conjunction with the president
8. forward copies of the minutes of annual general meetings and extraordinary meetings to the NSA office
9. forward a copy of annual financial statements and the auditor's report (if applicable to your state / territory) together with the minutes of the AGM to the NSA office
10. forward the register of committee members form as contained in this document, with all details completed and signed by both president and secretary to NSA state office, within <u>one</u> month of the AGM

2.3.4   TREASURER
The main duties of the treasurer are to:
1. be responsible for all funds, receipts and disbursements and ensure the security of all monies of the branch
2. maintain an appropriate record of accounts, including profit and loss statements and balance sheet, to show the appropriate financial situation of the branch
3. reconcile the branch accounts on receipt of bank statements each month
4. keep accurate records of meeting attendance, seeing that each person attending records his/her attendance in the official attendance records on arrival at each meeting (upon when the meeting fee as determined by each branch is collected by the treasurer), attendees must be NSA financial members
5. report the total number attending to the secretary for inclusion in the official minutes of general meetings
6. keep a branch asset register that will show all items owned by the branch including purchase date and price, a description including identifying numbers or marks, and locations of item or the person holding item

2.4   BRANCH COMMITTEE POSITIONS

2.4.1   AUDITOR
Each of the state / territory Incorporated Associations Acts has a different requirement regarding auditors. Please check your state / territory Act for the requirements specific to your branch.

2.4.2   PUBLIC OFFICER
The branch is to elect a public officer to:
1. make the application for incorporation
2. complete and forward the annual statement* and other required financial documents to the registrar of the appropriate government department responsible for incorporation
3. comply with the current *Associations Incorporation Act* and/or other legislation in which state / territory the branch is incorporated

* A statement of the income and expenditure of the branch during a financial year AND a statement of the assets and liabilities of the branch during a financial year. The financial year for NSA branches is 1 July to 30 June.

Should the public officer resign or change address, or another person is elected at an AGM, the branch is to notify the appropriate state / territory authority by lodging the appropriate paperwork (as gained from the appropriate authority).

The public officer is required to be a current financial member of NSA.

2.4.3   GENERAL COMMITTEE
The branch is to determine the committee positions it requires and outline the responsibilities of each. Each member of the general committee is required to be a current financial member of NSA. Positions on the general committee may include:
- activities officer
- guest speaker coordinator
- tours officer
- newsletter editor
- membership officer – public contact person for the branch

2.5   BRANCH INSURANCE
National Seniors Australia Ltd has two insurance policies to cover NSA, the branch and branch executive committee members. These policies are:
- Public and Products Liability
- Voluntary Workers Personal Accident

Should the branch have any specific insurance-related queries, please forward these to National Seniors Australia General Manager Insurance at insmail@nationalseniors.com.au and clarification will be sought from NSA's corporate insurance company.

Each year, as these insurance policies are renewed, a copy of the Certificate of Currency for the Public Liability Insurance will be forwarded to the branch secretary for the branch files. The Public Liability Certificate of Currency can be on-forwarded to third parties if confirmation of having public liability insurance for the branch and or activities has been sought.

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The due date for the renewal of the Public Liability Insurance is 4.00 pm on the 31st of March.

If you are aware of an incident which could possibly involve a claim on NSA or the branch, please contact the National Seniors Australia General Manager Insurance by telephone on 1300 50 50 99 and arrangements will be made with our brokers and insurance company to handle the matter.

> **DO NOT ADMIT LIABILITY FOR A CLAIM.**
> **ADMISSION OF LIABILITY CAN INVALIDATE THE INSURANCE COVER.**

2.5.1   GENERAL AND PRODUCTS LIABILITY INSURANCE

For the Public Liability Insurance to be applicable, a claimant has to prove negligence on behalf of NSA, the branch and / or the committee members.

This cover will protect branch committee members who act lawfully and perform their fiduciary duties to members to the best of their ability.

All committee members are required by law to perform their duties with "due care and diligence" i.e. they must always place the interests of their members first in preference to their own personal requirements.

In practice, this means that they are required to:
1. hire halls that are suitable and safe for people aged 50 plus in which to meet
2. hire coaches for day trips that are from reputable businesses which have a good safety record
3. not accept commissions, rebates or inducement individually for organising functions or hiring coaches. Any commissions or rebates should be paid into branch funds or shared among the participating members in the form of lower costs
4. keep hire of coaches and halls as 'at arm's length' transactions. If relatives, friends or fellow committee persons are to be dealt with, any committee members should declare these connections and abstain from voting on the issue

The Public Liability limit of liability for General Liability is $50,000,000 on any one occurrence.

The Products Liability limit of liability for Products Liability is $50,000,000 the aggregate any one Period of Insurance.

The Interest Insured are all sums which National Seniors Australia Branches Incorporates shall be legally liable to pay third parties by reason of:
- Death or Personal Injury
- Loss or Damage to Property

happening during the Period of Insurance and caused by an occurrence in connection with the Business.

Subject to terms, conditions and exclusions of the Policy – refer to the National Seniors Australia General Manager Insurance if additional information is required on 1300 50 50 99.

Participation Exclusion

The policy shall not be liable to indemnify National Seniors Australia Ltd or National Seniors Australia Branches Incorporated (insured) in respect of Personal Injury to any person directly or indirectly caused by, arising from or in connection with the actual participation by that person in any sporting or adventure activity, game, match, practice or trial forming part of the Business insured under this Policy.

However, this exclusion does not apply to members that are connected to National Seniors Australia branches participating in branch organised social activities including bus trips, low impact sporting activities including walking, lawn bowls, croquet, dancing or swimming activities.

2.5.2   VOLUNTARY WORKERS PERSONAL ACCIDENT INSURANCE

This policy covers all branch committee members (including volunteers assisting the committee) who are acting on behalf of NSA at an organised function, for injuries resulting from their service to NSA. It does not cover members whilst they are travelling to and from the functions.

The cover is based on a schedule of benefits as outlined in the policy for death or permanent total disability and a weekly benefit for out of pocket expenses. All medical and surgical expenses are excluded because Section 128 of the *Health Insurance Act* precludes insurers from paying such claims in part or in whole.

Cover under the Policy applies to all those hazards to which an Insured / Covered person is exposed whilst actually engaged in branch related member activity including voluntary work excluding necessary direct travel to and from such voluntary work on behalf of the branch provided always that the Policy shall only apply in respect of such work officially organised by and under the control of the Policy holder.

Insured persons include all volunteer workers and spouses of the branch, all members and guests including guest speakers of the branch attending National Seniors Australia meetings, functions and trips.

Subject to terms, conditions and exclusions of the Policy – refer to the National Seniors Australia General Manager – Insurance if additional information is required on 1300 50 50 99.

It is recommended that branches arrange their own insurance cover for the monies handled.

2.6   BRANCH ORGANISED TOURS

Each Incorporated NSA branch is a separate legal entity to National Seniors Australia Ltd. Branches are encouraged to provide day tours for members however, it is the responsibility of the branch to ensure all tour providers have the appropriate insurance. It is highly recommended that branches advise members to purchase their own independent travel insurance policy for the duration of the tour.

National Seniors Travel is a fully accredited Travel Agency. National Seniors Travel is proud to be a member of the Australian Federation of Travel Agents (AFTA) and is ATAS accredited. Branches are encouraged to book their extended tours through NSA Travel where possible. This benefits the branches as they will be liaising with experienced, reliable and professional senior travel agents.

The focus of NSA Travel is to ensure the best possible products and services are provided to members. Branches are discouraged from using alternate agencies / suppliers as booking through NSA Travel ensures funds are filtered back into NSA.

Any surplus of funds the travel department makes are invested back into NSA to provide benefits to their members. NSA Travel offers members an exclusive discount when they make their holiday bookings through NSA Travel.

2.7　BRANCH MEETINGS

2.7.1　ANNUAL GENERAL MEETING (AGM) PROCEDURE

The AGM shall be held within three (3) months of the close of the financial year and at such place as the executive committee may determine. The business to be transacted at every AGM shall be the:

1. receiving of the executive committee's report and the statement of income and expenditure, assets and liabilities and mortgages, charges and securities affecting the property of the branch for the preceding financial year
2. receiving of the auditor's report (if applicable to your state / territory) upon the books and accounts for the preceding financial year
3. election of members of the executive committee
4. appointment of an auditor (if applicable to your state / territory)

Each financial ordinary branch member shall be entitled to one vote on each matter submitted to a vote of the members. In the case of an equality of votes, the Chair shall have a second or casting vote. No branch member shall be entitled to vote at any branch general meeting if their annual subscription is more than one month in arrears at the date of the meeting. Currency of membership can be validated by the presentation of the NSA membership card, or proof of payment of membership if the member has not yet received their card

Voting shall be by show of hands or a division of branch members, unless not less than one fifth of the branch members present demand a ballot, in which event there shall be a secret ballot. The Chair shall appoint two branch members to conduct the secret ballot in such manner as he / she shall determine, and the result of the ballot as declared by the Chair shall be deemed to be the resolution of the branch meeting at which the ballot was demanded. Each ordinary branch member entitled to vote must vote in person. Voting by proxy is not permitted.

2.7.2　GENERAL MEETING PROCEDURE

Before the meeting is closed the president should check that everyone has been recorded in the attendance book or electronically.

2.7.3   GENERAL MEETING AGENDA FORMAT
The agenda for the general meeting varies from branch to branch. The following is a guideline only.

1. Meeting open: president welcomes members, new members and guests, secretary minutes number attending
2. Apologies
3. Minutes of previous general meeting (not required to be read in full). The president asks for a motion "that the minutes be accepted as a true record". A simple majority (50%) on a show of hands is required for the minutes to be accepted as per cl16.4(b) of the NSA constitution.
4. Business arising from minutes: president asks the meeting "Is there any other business arising?"
5. Correspondence inward: president calls on the secretary to read from whom the branch received letters or other correspondence including emails
6. Correspondence outward: president calls on the secretary to advise to whom letters or other correspondence including emails have been sent. (Get permission from present branch members for the executive committee to deal with correspondence. All correspondence is to be tabled at the general meeting).
7. Treasurer's report:

Previous bank balance	$_____
Income	$_____
Expenses	$_____
Current balance as at__/__/__	$_____

8. President's report
9. Any other reports
10. Other Business:
    a. Policy issues - federal, state and internal. Enquire whether any member wishes to place before the meeting a particular issue for discussion at this or the next meeting and for forwarding to the state / territory policy group.
    b. Other Business - draw the raffle and any other 'giveaways', morning or afternoon tea / supper break, date & venue of next meeting.
11. Closure: president declares the meeting closed
12. Guest speaker: vote of thanks to the guest speaker, presentation of small gift if so decided

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2.7.4   EXECUTIVE COMMITTEE MEETING AGENDA FORMAT

The agenda for the general meeting varies from branch to branch. The following is a guideline only.

1. Meeting open: secretary minutes number attending
2. Apologies
3. Minutes of previous general meeting (not required to be read in full). The president asks for a motion "that the minutes be accepted as a true record" A simple majority (50%) on a show of hands is required for the minutes to be accepted.
4. Business arising from the minutes
5. Correspondence: inward and outward
6. Business arising: inward and outward
7. Treasurer's report:

Previous bank balance	$_____
Income	$_____
Expenses	$_____
Current balance as at__/__/__	$_____

ACCOUNTS TO BE PASSED FOR PAYMENT

8. Reports
9. Other business: (items to be discussed)
10. Next meeting: president declares meeting closed

2.7.5   KEEPING MINUTES OF MEETINGS

Minutes should be in a permanent form in writing or electronic document. If handwritten, a black pen is recommended to be used so that clear photocopies can be obtained. Separate minute books or electronic records should be maintained for general and executive committee meetings.
The minutes should include the following:

1. Date and place of meeting
2. Attendance (show number present "as per register". Members sign register when arriving at meeting)
3. Apologies
4. Confirmation of previous meeting minutes (Mover and Seconder)
5. Business arising
6. Treasurer's report
7. Correspondence - (in and out) listed
8. General business
9. Closure

Included in the minutes, as part of the official record of the meeting, should be copies of any reports presented to the management committee.

The treasurer's report should include a statement of funds held and any payments to be met from those funds, showing a net surplus. Any acquisitions of assets can be approved by the management committee. However, if the assets represent the spending of a significant portion of cash available then it is recommended that the approval of the members be obtained at a general meeting.

Motions requiring or authorising actions to be taken should state who is to take the action and by when. These action items should be listed in the agenda for the following meeting under "business arising".

The secretary should be aware of requirements of the branch rules with regards to notice for meetings, quorums, voting by proxy and other questions of meeting procedure and keeping of records.

2.8   BRANCH ACTIVITY ALLOWANCE

An annual donation of $200 will be made to each branch in July. It is up to the branch committee to decide how the funds are used whether that be on administrative expenses, or a contribution to catering, raffles, or venue hire. This donation replaces the branch incentive scheme, effective 1st July 2019. Branches should be keeping receipts of all transactions where the Branch Activity Allowance is being utilised.

2.9   BRANCH RECEIPTING OF MEMBERSHIP FEES

Branches should encourage members renewing their membership, or new members joining National Seniors, to do so direct using the payment methods listed on the renewal notice, via the website or by phoning the membership team on 1300 76 50 50.

Branches may accept membership fee but must receipt and forward all monies to National Seniors Australia via cheque or EFT. To enable branches to benefit from the Branch Activity Allowance by processing member renewal manually through their branch, they are to follow this procedure. Branches will not receive reimbursements for individual membership payments (i.e. Grapevine Scheme, refer to 2.8).

1. Obtain duplicate receipt book
2. Receive member's fee and any additional documentation i.e. renewal slip, membership application form, newspaper / magazine advertisement coupon etc.
3. Write out receipt in duplicate
4. Give original (top copy) of receipt to member
5. Retain the fixed duplicate in the receipt book
6. Deposit membership fee/s in the branch account
7.
     a) Draw a branch cheque (personal cheques will not be accepted) for the total amount received
          i. Mail the relevant renewal slip, membership application form, newspaper coupon etc. with the cheque (NO cash to be sent) to National Seniors Membership, GPO Box 1450, Brisbane, QLD 4001
     or
     b) Send monies via EFT from branch account. (Account Name: National Seniors Australia, Bank: NAB, ACC #:507440013, BSB: 084 009) if sending via EFT please put members name on reference line or email branchmail@nationalseniors.com.au with information regarding the payment
8. The membership will be processed. Membership cards and information will be sent directly to the member

2.10   ART UNIONS / RAFFLES / LOTTERIES

Incorporated Associations are not permitted to trade with the general public, therefore as long as branches restrict the sale of raffle tickets to members and members' guests there should be no requirement for registration and filing of returns. However, each state / territory has separate requirements regarding art unions / raffles / lotteries therefore branches are advised to contact their appropriate state / territory authority regulations prior to commencing raffles.

2.11   BRANCH TOOLKIT

A toolkit has been developed for branches which contains useful information and resources including templates for newsletters, letterhead, etc. Contact branchmail@nationalseniors.com.au to request a copy if your branch does not have one.

Note: The branch toolkit, is a digital folder that includes a number of resources for committee's information.

2.12   BRANCH PROMOTION

2.12.1 WEBSITES

Each branch has a page on the National Seniors Australia website. The page features content managed by National Seniors, with the option to add additional content managed by the branch. The following details are held in NSA CRM database and automatically pull through to the website:

- Branch name;
- Meeting address;
- Meeting day and time; and
- Contact person, email and phone number.

To make changes to these items notify us by emailing branchmail@nationalseniors.com.au or phoning 1300 76 50 50.

Branches have control over the following:

- About us;
- Newsletters;
- Events;
- Activities; and
- Photos.

The members of the executive committee have access to edit their branch site. In addition, the committee can nominate one person to hold the web admin role. A website manual has been developed. This website manual is available in the branch toolkit or contact branchmail@nationalseniors.com.au to request a copy.

It is recommended that branches utilise the webpage function available, rather than setting up separate websites. This option is user friendly and free and ensures a consistent style for all branches.

Branches with existing websites should ensure the correct logo is displayed and the style is consistent with the current corporate style guide which is available in the branch toolkit.

Existing websites should include the following:

- NSA logo
- Details clearly stating that it is necessary to join NSA in order to be a branch member
- Current NSA membership fees and a link to the NSA website – wwww.nationalseniors.com.au
- Branch mailing address
- Contact details of the branch committee members
- Branch meeting details i.e. time, location, duration
- Branch newsletters
- Branch diary / activities
- **Must not contain any offensive or controversial content including jokes**

2.12.2 OUR GENERATION
Branches and individual members are welcome to submit articles or content suggestions for the quarterly member magazine. Submissions are to be emailed to ourgeneration@nationalseniors.com.au. NSA will be in contact if there is interest in publishing the submission.

2.12.3 PROMOTION OF BRANCH ACTIVITIES
Branches are encouraged to submit content about their events and activities for publication on National Seniors' website (events section) and in other member communications to encourage them to join their local branch. Submissions should be sent to branchmail@nationalseniors.com.au outlining details of the event or activity, including date, time, venue, planned activity and contact details for further information. Submissions are to be received approximately four weeks prior to publication.

2.12.4 NSA LOGO
The NSA logo is copyright to National Seniors Australia Ltd and should not be used or reproduced without the authority of NSA. Requests for such use should be directed to the NSA office.

USE OF THE LOGO
The current logo should be used and all logo specifications within the corporate style guide, including colour and proportions, adhered to. Note: National Seniors underwent a brand refresh in 2018 which included changes to the logo. A copy of the current corporate style guide, showing the new logo design, is available in the branch toolkit. A selection of relevant templates including letterhead is also available to branches via the branch toolkit.

EXTERNAL PARTIES
Should a third party require the logo, please refer the request to the NSA office who will arrange for supply of the logo directly to the third party.

2.12.5 BRANCH EMAIL
National Seniors primarily uses email to communicate with branches. It is strongly recommended that branches set up a generic branch email account and share the password of that account with relevant members of the management committee (for example timbuctoonationalseniors@gmail.com).

This ensures that the email is still being monitored when people are away and allows the committee to keep their personal email separate. This email address can then be the public email account for members and prospective members to use when communicating with the branch.

Login and password details are to be passed from secretary to secretary following an AGM, and it is recommended that the email password is changed when this occurs.

2.13   BRANCH CLOSURE

The process for closing an incorporated association varies in each state / territory. The relevant authority should be contacted for further information. As a general guide the following steps must be taken:

1. Branch holds a special meeting to decide whether to close the branch (this can be done at the AGM if a committee cannot be formed)
2. Branch decides what to do with the assets – as per the NSA branch constitution assets transfer to National Seniors Australia. It is preferred that equipment is donated to a local charity or community group in the area
3. Treasurer pays any outstanding liabilities
4. Treasurer closes bank account and arranges a cheque for the balance to be paid to National Seniors Australia
5. Treasurer receives receipts for donation of assets
6. Treasurer completes final accounts and gets them certified by whoever does the branch annual accounts at AGM time
7. Committee completes the relevant government authority's application for cancellation of incorporation
8. Public officer lodges the form with the necessary paperwork to relevant government authority
9. Secretary sends to National Seniors Australia a copy of the following:
    a. minutes of the meeting at which it was resolved to close the branch
    b. application for cancellation of registration of association
    c. final, certified accounts
10. At a later date, when the branch has received confirmation from the government, all branch documents should be forwarded to National Seniors Australia
11. Any branded materials should be passed on to another branch in the area or destroyed if they are only relevant to that particular branch
12. Ensure post office box has been closed
13. Close website where it has been set up independently of the NSA site, and redirect emails to branchmail@nationalseniors.com.au

Note: For instructions regarding setting up redirection of emails, please see Email Redirection Guide in the branch toolkit or contact NSA by emailing branchmail@nationalseniors.com.au or phone 1300 76 50 50

3. ZONE INFORMATION

3.1   ZONE COMMITTEES

The Constitution of National Seniors Australia provides for the formation of zones and zone committees (consisting of the chair, secretary, voting branch delegate and the non-voting branch delegate). The function of the zone committee is to oversee and assist the general development of branches within a zone as well as providing a forum for discussion of any matters relevant to those branches.

Further, it states that each zone committee shall comprise a voting branch delegate and non-voting branch delegate as elected by the branch. For this purpose, branches are to use the voting branch / non-voting branch delegate form as contained in this document. Delegates are required to be current financial members of NSA.

The members of the zone committee shall elect a chair and a secretary at each annual zone conference (usually held in April or May). For this purpose, the voting branch delegate and non-voting branch delegate are to use the nomination for election of zone committee chair and nomination for election of zone committee secretary forms as contained in this document. The zone committee chair and zone committee secretary are required to be current financial members of NSA.

Each zone must meet once a year, with an option to meet at additional times if desired.

3.2   ZONE COMMITTEE POSITIONS

3.2.1   ZONE COMMITTEE CHAIR
The duties of the zone chair are to:
1. Chair zone committee meetings
2. Maintain contact with zone committee members
3. Attend at least one branch meeting of every branch in their zone per annum
4. Be active in NSA activities
5. Maintain contact with other zone committee chairs
6. Accept invitations as guest speaker representing NSA at meetings of other organizations
7. Represent NSA on government committees as recommended by the Chief Executive
8. Through all avenues promote NSA to the public at large including increasing the recognition of NSA, increasing membership and increasing benefits for members
9. Keep up to date with NSA current and planned activities
10. Provide guidance, mentoring and support for the branches within their zone
11. Build a strong rapport with each branch within their zone
12. Report at zone meetings on activities undertaken

3.2.2   ZONE COMMITTEE SECRETARY
The role of the zone committee secretary is to keep an accurate record of the minutes of meetings of the zone and to circulate them to each branch delegate and deputy delegate prior to the zone conference. The zone secretary is also required to perform such other duties as the zone chair may from time to time prescribe.

3.2.3   VOTING BRANCH DELEGATE

The branch is required to elect a voting branch delegate to attend zone conferences and meetings. The voting branch delegate is usually the president of the branch. However, if he or she is unable or does not wish to attend or act as voting branch delegate, the voting branch delegate will be another person as elected by the members of the branch. The elected voting branch delegate may only change with the approval of the members of the branch

3.2.4   NON-VOTING BRANCH DELEGATE

The non-voting branch delegate is also an elected position and attends zone conferences and meetings and acts as voting branch delegate at such times as the voting branch delegate is unable to. The non-voting branch delegate may also attend together with the voting branch delegate in an observer capacity (i.e. the non-voting branch delegate is unable to vote on policy motions if the voting branch delegate is present)

4. POLICY INFORMATION

4.1   POLICY ADVOCACY

Policy Advocacy takes a lead role in developing and implementing NSA's policy agenda. Policy Advocacy develops campaigns, submissions and policy recommendations which reflect the interests of older Australians by engaging members through state and territory Policy Advisory Groups, surveys, focus groups, expressions of interest and other means

Policy Advocacy advances members' interests and concerns through direct representation to government, business and the broader community. Policy Advocacy also builds relationships with a range of government departments, peak bodies and national associations

4.1.1   NATIONAL LEVEL

The National Seniors Board acts as the final determinant of public policy issues. The National Council, which is a sub-committee of the National Seniors Board, consists of regular members and Board members and provides advice to the Board on public policy issues

4.1.2   STATE / TERRITORY LEVEL

Policy Advisory Groups (PAGs) exist in each of the Australian states and territories. PAGs meet regularly to discuss issues and concerns of relevance to older people. They provide advice on issues of relevance to specific states and territories and are active in the formulation of state and territory budget submissions and other relevant issue-based submissions

4.2   POLICY PROCESS

Members can raise specific issues of concern by completing an electronic *Issues of Concern* form on the National Seniors website or send a letter to National Seniors Australia Policy, GPO Box 1450, Brisbane QLD 4000

5. APPENDICES

5.1   MOST COMMONLY ASKED QUESTIONS ABOUT NSA

Q: WHO IS NATIONAL SENIORS?
A: <u>We are not the Government or the Seniors Card</u>. National Seniors Australia (NSA) is a not-for-profit, independent organisation focused on empowering older Australians to live their best life. Established in 1976, now with around 120,000 members and 110 branches, it is a strong and proud voice for older Australians. National Seniors works to foster change through its advocacy, policy development and research agenda, as well as providing tailored products and services for its members. The services we offer, and the functions we undertake are:

- Advocacy – dedicated to representing the concerns of older Australians to all levels of government on issues such as age discrimination, mature age employment, superannuation, pension increases, health and aged care
- Our Generation - Our award-winning, quarterly, member only magazine
- Financial Literacy Service – an independent, confidential service for members
- Our branch network – an opportunity for older Australians to maintain social contact
- National Seniors Research – advance knowledge and understanding of all aspects of healthy ageing
- National Seniors Travel
- National Seniors Insurance
- Access to discounts on products and services designed to meet the needs of older Australians via the member benefits program

Q: WHO CAN JOIN?
A: Membership is available to anyone who is interested in older Australian's welfare and has interest in or would like to support National Seniors Australia research and advocacy efforts for older Australians. For more information on membership and for up to date joining fees, see https://nationalseniors.com.au/members/why-join

Q: WHAT IS THE DIFFERENCE BETWEEN NATIONAL SENIORS AND THE STATE GOVERNMENT SENIORS CARD?
A: An individual must meet an age and work test to qualify for a State Government Seniors Card. These eligibility requirements are different in each state / territory

5.2   CONSIDERATIONS FOR ESTABLISHING AND OPERATING A BRANCH

Venue
- Lighting
- Seating and tables
- Costs including heating and cooling
- Written agreement
- Hours
- Facilities (including kitchen, sound system, projector / screen, storage, notice board)
- Key availability and access to premises
- Car parking
- Central to branch district
- Public transport
- Is liquor consumption allowed?
- Is independent catering allowed?
- Is there a bond?
- Flexibility for a range of activities

Equipment
- Storage boxes
- Sound system and microphone
- Projector and screen
- Self-catering e.g. crockery, cutlery and glasses (if not provided)

Newsletter
- Format
- Printing costs
- Computer software
- Proof reading
- Distribution email and hard copy (mail at members cost)
- Advertising (to offset costs)

Activities
- Member survey
- Setting a program – planning meeting
- Variety and time
- Free / low cost
- Speakers and costs (local groups / clubs)
- Planning the annual program (with overlap for an incoming committee)

Membership / Keeping the Branch Viable
- Declining membership: membership will drop following initial meetings
- Maintaining members: promotion within the community, radio, newspapers

Focus / Vision
- Links to other community organisations and branches
- Community contribution / service
- Branch structure and activities (social, speakers, activities)

Budget
- Banking - not for profit account
- Costs
- Income
- Grants
- Fundraising

Avenue for gaining media
- Advertising activities
  - Local papers
  - Local radio
  - NSA website / emails

Committee meetings
- Frequency
- Location

Policies
- Service recognition
- Gift / payment for guest speaker
- Committee reporting to members
- Members' payment for functions (cost recovery)
- Branch goals

*Source: Berwick & District National Seniors Branch, Victoria

National Seniors
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5.3   NSA COMPANY OVERVIEW

NSA: History of the Company
- 1976: Formed in Brisbane as Later Years Limited. The first Chairman of the Board in 1976 was the late Mr Bert Martin whose name is commemorated in the *Bert Martin Award,* a certificate of appreciation given to any individual or branch who donates $1000 or more to the National Seniors Foundation Trust
  - Subsequently merged with Mature Australia (NSW) and Retirees Inc (WA)
- 1985: National Seniors Foundation Trust established as a separate charitable entity
- 1988: Later Years Travel became a fully licensed travel agent
- 1991: The expanded organisation adopted a new constitution and became National Seniors Association Limited. Second Chairman, Mr Everald Compton AO is appointed
- 1992: Later Years Travel became National Seniors Travel
- 2002: Productive Ageing Centre established at Sunshine Coast QLD
- 2006: National Seniors Insurance established in Brisbane QLD
- 2006: National Policy Office established in Canberra ACT
- 2006: INSTEP established in Brisbane QLD
- 2007: Constitution amended and name changed to National Seniors Australia Ltd
- 2007: Productive Ageing Centre relocated to Canberra ACT
- 2008: ARPA Over50s merged with NSA
- 2015: Launched Financial Information Desk
- 2016: Celebrated 40 years
- 2018: Brand refresh and new website launched

National Seniors Member Experience Team: 1300 76 50 50
- High level service to our 120,000 members
- Member benefits program
- Renewals, autorenewals and upgrades

National Seniors Insurance: 1300 50 50 99
- Provides affordable, quality insurance: home building, home contents, landlord, motor vehicle, caravan and trailer, pleasure craft, travel and pet
- Manages over 30,000 policies Australia-wide
- Cover is available Australia wide and is underwritten by a number of Australia's largest insurers.

National Seniors Travel: 1300 88 37 50
- Offers domestic and international travel
- Customised options and extra inclusions, expert advice and information
- Products include: airfares, escorted group tours, cruises, accommodation, coach tours, rail tours, travel insurance, foreign currency, holiday packages, and singles tours

National Seniors Financial Literacy Service: 1300 02 01 10
- Telephone information line exclusively for members
- Arming older Australians with the financial information needed to make informed decisions
- Superannuation, retirement income streams, pensions, investment concepts, equity release, and financial aspects of residential aged care

National Seniors Advocacy Campaigns
- Policy development, submissions and advocacy
- Seeks to improve seniors' well-being by advocating and influencing government actions at all levels – local, state and national.
- Know the issues: access to health services, ageing at home, adequate safety nets, residential aged care, financial security, elder abuse prevention, national transport concessions, community connection, realising superannuation, and employment incentives

National Seniors Research
- Advance the knowledge and understanding of all aspects of healthy ageing
- Research and consultancy services to government, business, universities and the not-for-profit sector
- Recent research reports on the GFC, Centrelink experience, aged care and bridging the digital divide

National Seniors Branches
- Over 110 branches throughout Australia
- Guest speakers, social events, and discuss community issues
- Socialise and connect

Member magazine – Our Generation
- Delivered quarterly to each member
- Our Generation is filled with member stories, travel tales, branch and community updates, along with articles on politics, health, the arts, finance, travel and member reward information

National Seniors
AUSTRALIA

6.4   TECHNOLOGY TIPS

Making a video call using WhatsApp

Video calls allow you to hear *and* see the person you are talking to. They are the next best thing to chatting in person. You can use a phone, laptop or tablet (for example, an iPad) to make a video call. You just need the right program (or app) installed on your device.

There are many programs you can use. Your branch might use Zoom or Skype to communicate with you.

If you are making a video call to friends or loved ones, WhatsApp is a very good app to use. Here's how you can download and use the program.

Add WhatsApp to your device

If you are connected to the internet, you can visit WhatsApp.com/download and follow the prompts.

If you are using WhatsApp on your phone, you can find it in **Google Play** or the **App Store** (if you have an iPhone).

This is what the icon will look like on an Android phone
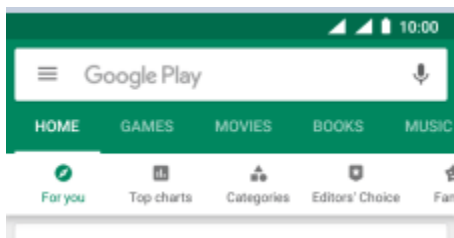
Google Play for Android users
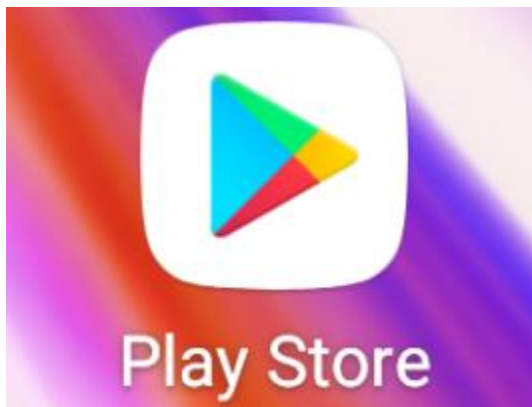
This is what the icon will look like on an Apple phone

Click on the icon.

Android users, type 'WhatsApp' in the Google Play section, at the top of the screen.

Apple users, type 'WhatsApp' in the search field.

Click 'Install' or on the download symbol.

Once WhatsApp has successfully been installed on your phone, click 'Open'

Making a video call

To make a video call, open a chat with the person you want to contact, then tap the **Voice Call** icon (it looks like a phone). Alternatively, tap the **Calls** tab and press the **green** button to start a call with a contact.

The icons look like this.
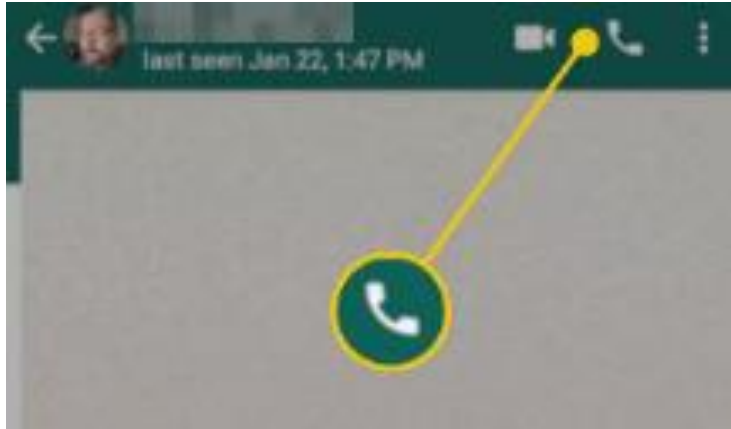
If your contacts have WhatsApp, they will be able to answer the call as a regular conversation or as a video message.

Here is an example of what a video call will look like on your screen.

Make a group video call from an individual chat

1. Open the chat with one of the contacts you want to **video call**.
2. Tap **Video Call**.
3. Once the contact accepts the **call**, tap Add Participant.
4. Select another contact you want to add to the **call**.
5. Tap Add.

Other useful resources

● Zoom video call support - **support.zoom.us**
● The Federal Government website - **beconnected.esafety.gov.au/**
● National Seniors Australia - **https://nationalseniors.com.au/technology**

Make the font size bigger on your phone

Many businesses these days prefer to communicate via email because it is cheaper and easier to manage. But what if you don't have a computer?

You could always use your phone, right?

For many people, the writing is simply too small and the technology unfamiliar to them. It's more trouble, than it's worth. But did you know that you can actually increase the font size on your phone so that it is easier to read?

Keep reading to find out how!

Android users

This includes devices that are NOT iPhones or iPads

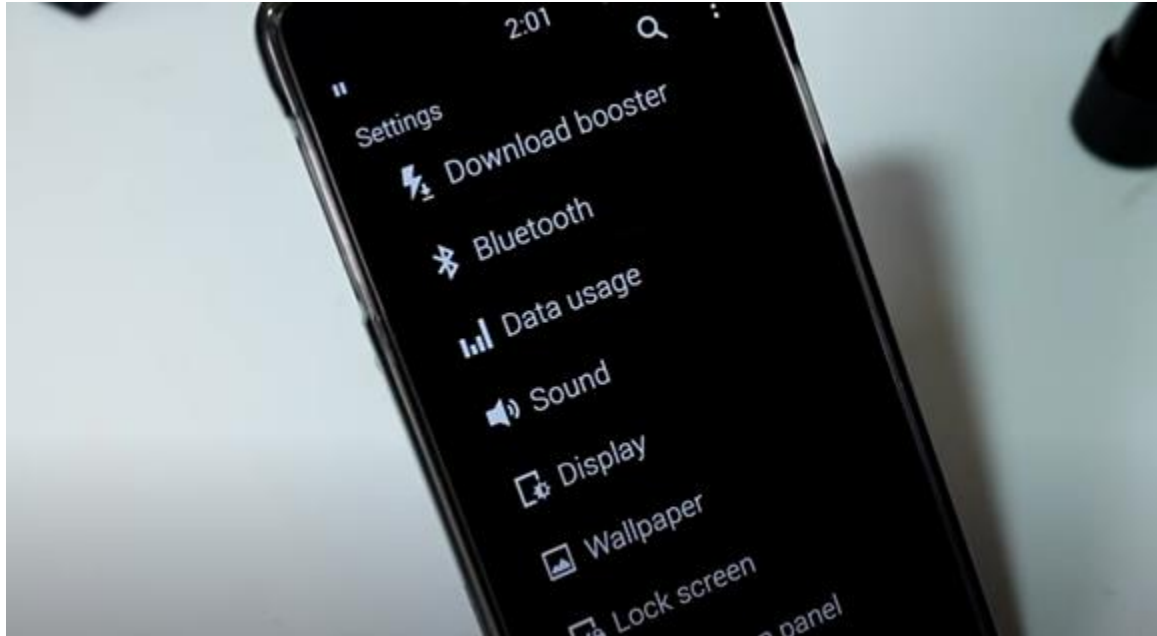**Step 1: Locate the 'Settings' icon on your phone (usually coloured grey)**
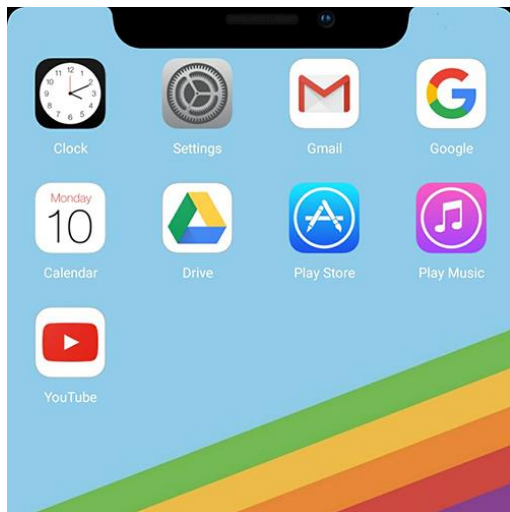
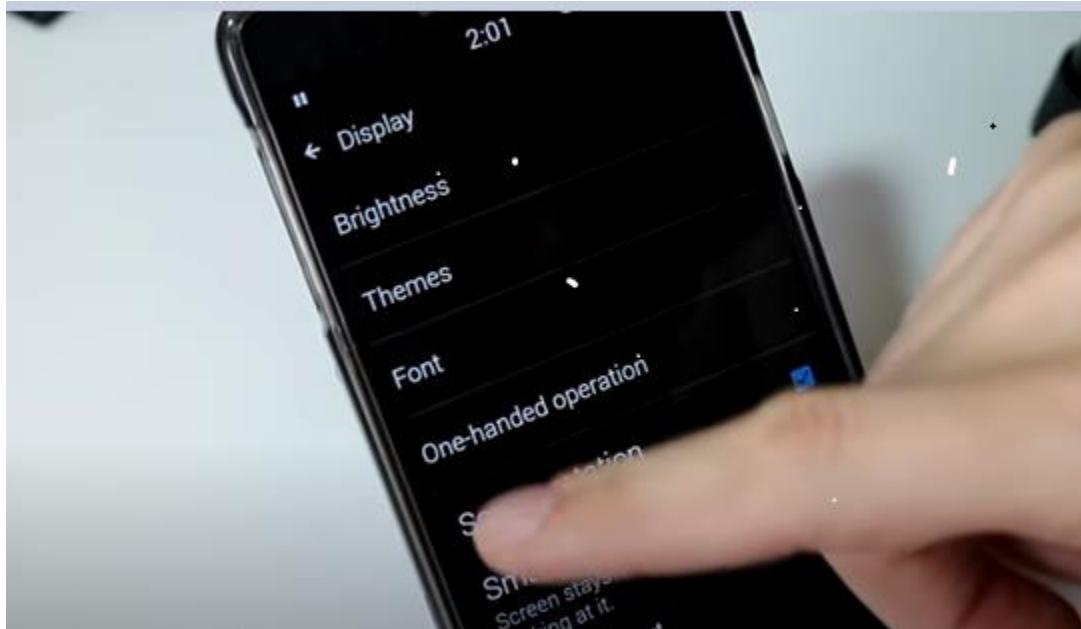**Step 2: Change font**

Click on 'Settings'.

Depending on your phone, you will be able to adjust the font in by clicking on 'display', 'display and brightness', or 'accessibility.' You should then see the font settings option.

The below screenshots have been taken using a Samsung phone.

Step 3: Choose your size

Click on 'font.'

We

Choose between the options provided. We recommend Large or Extra large.

Here is an example of how it will look once implemented.

If you are using an iPhone, you can adjust the font size by clicking on Settings -- General -- Font size.

Using digital technology might not be everyone's cup of tea, but there are a number of benefits. We hope this guide helps you get the most out of your phone and emails!

Why you might not be receiving your emails

Note: The below article has been taken from the National Seniors Australia website.

Not receiving your emails and unsure why? Here are some common issues.

Your inbox is full

With so many companies vying for our attention, it's easy to get lost in the constant bombardment of product emails and discount offers. And let's not forget the messages from friends and loved ones that slowly accumulate in our inbox.

Before you know it, your inbox is full. That email you've been patiently waiting for has no way of getting through. It's time for a clean-up.

Make sure you regularly delete unwanted emails and empty your email trash folder to free up space.

Your emails are going to the wrong inbox

You might actually be receiving emails after all. You just don't know it.

For Gmail users in particular, this is a common issue.

For example, that Thursday Connect eNewsletter you're expecting from National Seniors may have gone straight to your 'Promotions' inbox instead of your 'Primary inbox.'

Check all your email folders (including the spam folder) if you think an email may have gone to the wrong location.

The easiest way to fix the problem is to 'click and drag' the email from the current inbox to the 'Primary inbox' tab.

There may be a security issue

If you are having trouble receiving, opening or sending emails from work, it may have something to do with your server's security or filter settings.

You might even experience the issue at home, if you're using a work email address.

Chat with your IT team to see if there is anything they can do to help fix the issue. They might be able to 'whitelist' a sender's email address to make sure your emails are able to reach you.

If there is an underlying problem like computer malware or a virus that's impacting your email use, they can take action as quickly as possible.

You changed emails but didn't let the sender know about it

This one might sound obvious, but you'd be surprised how often National Seniors members contact us to ask where an email is, forgetting that they now use a different email to the one they provided earlier.

It's an easy enough mistake to make - and in the case of National Seniors members, an easy one to fix.

Simply call us on **1300 76 50 50** or log in and update your details online.