

PRESIDENTS, SECRETARIES, TREASURERS, CLUB ADMINISTRATION DIRECTORS

Susan Wakefield
District Governor 2018-19



SESSION PLAN

- **11.45am – Budget Vote**
 - DGE Susan Wakefield
- **11.50am - Sergeants at Arms**
 - DGE Susan Wakefield
- **12.05pm - Insurance & Risk Management**
 - Bob Chary
- **12.20pm - Club Visioning**
 - David Mylan
- **12.45pm- Public Image/Crises**
 - PDG Bob Aitken /Fiona McCulloch
- **1.05pm - Bullying Policy**
 - PDG John Wakefield



BUDGET VOTE

Susan Wakefield
District Governor 2018-19



SERGEANTS AT ARMS

Club Leadership at Work

Susan Wakefield
District Governor 2018-19



SERGEANT AT ARMS ROLE

To conduct effective weekly meetings, the sergeant-at-arms must keep the meeting running smoothly, with few interruptions. The sergeant-at-arms has the following responsibilities:

- Helping to maintain orderly and effective Rotary club meetings.
- Working to prevent any occurrence that might detract from the dignity or prestige of the club

ROTARY INTERNATIONAL EXPECTATIONS

In the Manual of Procedure at page 3 (and page 241) it states:

"The officers of a club are the President ... and a sergeant-at-arms (who may or may not be members of the board as the bylaws if the club shall provide)".

The Sergeant-at-arms plays a vital role in allowing the club President to concentrate on conducting the weekly meeting.

THE FUNCTION OF THE SERGEANT

- ❖ Help maintain an orderly, dignified, and effective Rotary club meeting, one that will make a right kind of impression on club visitors and guests.
- ❖ The sergeant should be constantly on the alert to prevent any occurrence that might detract from the dignity and prestige associated with Rotary clubs.
- ❖ Specifically, the function is to handle the physical preparations for, and the mechanical part of, a meeting and, unobtrusively, to guide its general conduct.

ROLES OF THE SERGEANT

- ❖ As sergeant-at-arms, you play an important role in the overall success of each weekly meeting.
- ❖ Because of the duties you perform; the club president is free to concentrate on conducting the meeting.
- ❖ Also, what you do determines the ease with which the operational aspects are carried out.
- ❖ Frequently, you can give some special assistance that helps to make guests feel "more at home." But more important is the manner in which you carry out your duties. It can directly influence your clubs attendance record.

GETTING STARTED

- ❖ Your first responsibility is to request from the Club President, the Chairmen of the Attendance, Fellowship, and Program Committees what, in general, they will expect each week.
- ❖ In coordination with them, you will take charge of the mechanics of club meetings throughout the year.
- ❖ Prior to each club meeting, you should:
 - consult with the Program committee chairperson regarding equipment requirements...
 - consult with President for any Special Requirement

TYPICAL ASSIGNMENTS

The sergeant-at-arms must follow one cardinal rule: - always arrive at the meeting place at least 15 or 20 minutes ahead of time to ensure that every thing is ready.

- Are the tables and chairs properly arranged?
- Is the gavel, gong. and banners and other regalia on hand?
- Is the Club's Charter on display?
- Is the sound system operating at the correct level?
- Are the lighting, temperature, and ventilation correctly regulated?
- Are you prepared for showing audio-visuals?
- Has the Chairman arrived and is he/she prepared to introduce the Guest Speaker and the thank you?



MORE ASSIGNMENTS

Be at the door. Stand at the door of the meeting place five minutes before the meeting begins. Welcome visitors if no one has been assigned to do this. See that all the members are inside the room by meeting time.

Name badges. Be sure that all members are wearing their name badges. These are especially helpful to visitors and new members.

5 Minute warning It is always important to start on time.



THE FINES SESSION

Things to consider:

- This session is to run for a maximum of 10 minutes
- The funds raised of set club running cost unless previously stated.
- They are not serious and may generate humour.
- **THEY MUST NOT EMBARRASS OR HUMILIATE**
- Do not accept jokes from the floor – keep control.
- **NO FINES** related to religion or politics – In Rotary this is absolute taboo
- If one member is offended by a joke, it should not be allowed

THE SERGEANT IN ACTION

- Keep a membership list with vocations
- Have a Plan – Keep a list of WHO you have previously fined. – Be sure to include ALL members at least monthly.
- Birthdays & Anniversaries – Members, Spouse, & Club
- Appoint a corporal to collect the fines.
 - Exchange student
 - New member
- Be mindful of news & sports events from the past week: Tunnel Problems – Fine the engineers; – Sporting win – Fine the supporters; Sporting loss – Fine the supporters

IN SUMMARY – THE SERGEANT

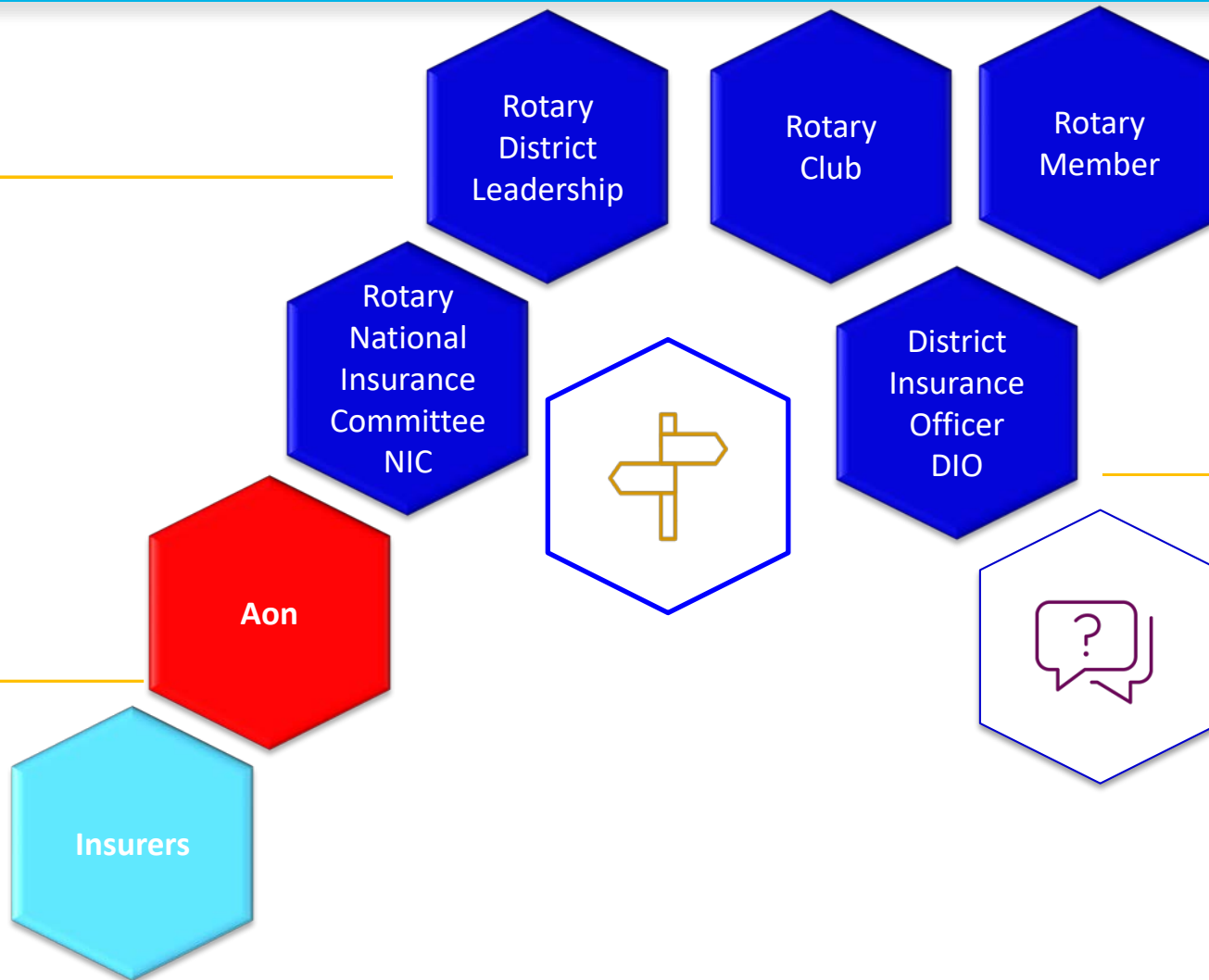
- Helps maintain orderly and effective Rotary club meetings. Works to prevent any occurrences that might detract from the dignity or prestige of the club.
- Your success as sergeant-at-arms will depend not only upon how well you meet your responsibilities from week to week throughout the year but also on how well you plan your work now.
- Most important and satisfying of all, this job will provide you with many real opportunities for friendly service to your club - its members, officers, and guests.

INSURANCE AND RISK MANAGEMENT

Bob Chary
District Insurance Officer 2018-19



RISK MANAGEMENT AND INSURANCE PROGRAM INQUIRIES



RNIP COMMITTEE

Peter Kaye

Chairman
(District 9550)

David Tolstrup

Committee Member
(District 9810)

David Cook

Committee Member
(District 9685)

Email:
pkaye1@bigpond.com

Email: tolstrup@futureweb.com.au

Email: drcook@ozemail.com.au

WHO IS INSURED?



The Rotary National Insurance Program offers one of the most comprehensive levels and types of insurance coverage available to Australian Community and Not-for-Profit organisations. The key focus of this insurance is to provide insurance coverage for all of Rotary's activities, insurable legal liabilities, and entities.

It is hereby declared and agreed that an Insured Rotary Body is defined as:-

- An entity whose activities, charitable direction and finance are in the majority controlled by, or affiliated with, an Australian Rotary Club or District or Institute or Rotary International.
- An entity that agrees to implement and follow the risk management, general management, and guidelines as recommended by Rotary Australia and Rotary International;
- An Australian Rotary Club or District or Institute or Rotary International confirms in writing to the entity and the Rotary Australia National Insurance committee that the entity complies with the above definition and the entity is recognised as a Rotary entity.

From an insurance standpoint, it is not encouraged to establish new entities. Should the establishment of a new entity need to be considered, details of this should be sent to your DIO for referral to the Rotary Australia National Insurance committee who will engage Aon Risk Solutions and the Rotary Australia National Insurance Program insurers where required.

2017 / 2018 INSURANCE PROGRAM SUMMARY

INSURANCE:	PROPERTY (ISR)	PUBLIC LIABILITY	PERSONAL ACCIDENT /TRAVEL	ASSOCIATION LIABILITY	MOTOR VEHICLE	CRIME	STALLHOLDER'S LIABILITY	YEP	CYBER
LIMITS:	MATERIAL DAMAGE \$500,000 CONSEQUENTIAL LOSS \$25,000	PUBLIC LIABILITY \$50,000,000 MOLESTATION \$2,000,000 STATUTORY LIABILITY \$150,000	DEATH & CAPITAL BENEFITS \$250,000	\$10,000,000	\$10,000 per caravan/trailer or Market Value for other Vehicles	\$50,000 per loss	PUBLIC & PRODUCTS LIABILITY \$10,000,000	DEATH & CAPITAL BENEFITS \$135,000	\$250,000
RETENTION:	Earthquake Subterranean Fire or Volcanic Eruption \$20K or 1% Personal Property & Machinery Breakdown \$500 Named Cyclone \$10,000 All Other Losses \$1,500	Molestation \$25K Statutory Liability \$5K All Other Losses \$1,000	Weekly Benefits 7 Days	\$2,000 Employee Fraud or Dishonesty	\$1,000 whilst hired out \$500 all other claims	\$100,000 each and every claim	\$500 each and every claim	Weekly Benefits 7 Days	\$2,500
	 	QBE	CHUBB	CGU / CHUBB	VERO	ACE	ONE UNDERWRITING	CHUBB	CFC

INDUSTRIAL SPECIAL RISKS INSURANCE

Limits of Liability

- Section 1 – Material Loss or Damage - \$500,000
- Section 2 – Consequential Loss - \$25,000

Declaration of Assets to be Insured

- Declared Values – Automatic Coverage - \$50,000 per Club without declaration
- Properties (Building & Contents) Over \$50,000 declaration required
- Loss of Revenue or Rental

PUBLIC & PRODUCTS LIABILITY INSURANCE

Limits of Liability

- Public & Products - \$50 Million any one occurrence and in the aggregate in respect of Products Liability
- Molestation cover is sub-limited to \$2 Million any one claim and in the aggregate any one policy period
- Statutory Liability cover is sub-limited to \$1Million any one claim and in the aggregate any one policy period.

Deductible / Policy Excess

Named Insured

Offering cover under Rotary Insurance Program to other entities, groups or bodies is strictly prohibited and not covered by the Insurance Program.

Rotary Australia Molestation Excess Fund Overview

MOTOR VEHICLE FLEET INSURANCE

Premium

- ❖ Based on up to ten (10) unspecified trailers or caravans per District at any one time with a sum insured of less than \$10,000 per vehicle
- ❖ Importance of completing Motor Vehicle Schedule as part of the Insurance Renewal Declaration

Separate declaration required for:

- Trailers or Caravans that require a sum insured of greater than \$10,000
- Sedans, Vans, 4WD, Tractors, Mini-Buses, Utilities and the like
- Premium applies per vehicle
- Note cover is **not Automatic**



PERSONAL ACCIDENT & TRAVEL INSURANCE

Insured Persons

- Nominated Rotary Districts and Clubs, Rotaract and Interact Clubs including clubs in course of formation, incorporated or unincorporated.
- Members of Rotary including spouses (and de factos and partners), volunteer workers, honorary members, host families, prospective members (from the time their membership has been approved) District, Club and Institute Committees and Sub-committees, other bodies and the boards thereof and **participants** in all Rotary activities for their respective rights and interests.

It is hereby declared and agreed that a Participant is defined as:-

Any person or entity participating in an officially constituted Rotary activity but only when such participation does not involve the representation, benefit or gain, either directly or indirectly, of any person or entity other than Rotary.

Age Limits - to 95 Years of Age

What constitutes a trip for insurance purposes?

This means a trip that is undertaken on the business of Rotary and/or authorised by Rotary, provided such travel involves a destination 50 kilometres or more from the Insured Person's normal place of business or residence and does not include normal daily travel between residence and place of business. Cover shall commence from the time an Insured Person leaves their normal place of residence or place of business, whichever is left last and continues on a full time 24 hour basis until they return to their normal place of residence or place of business, whichever occurs first.

PERSONAL ACCIDENT & TRAVEL INSURANCE - FAQs

How long can I be covered for a private holiday before/after my Rotary business?

It is common for Rotarians to embark on a private holiday before or after an event. An example is the upcoming conference in Toronto where people may stay and holiday in Canada after the conference finishes

Rotary's policy provides **cover for travel which is private** and taken either side of or during an authorised Rotary trip to a maximum of 60 days. However, the key to this is that the purpose of the **overall Trip** is predominately for the benefit of Rotary. We recommend the Travel Authorisation Form be completed to ascertain if the trip is indeed predominately Rotary business.

What circumstances require me to fill out a Travel Authorisation form?

This is **only required** for Rotarians embarking on International Travel. It is used to determine

- a) If the Travel needs to be registered with RAWCS.
- b) If incidental travel would be granted (please see question above).

Is my partner/spouse covered whilst accompanying me on these trips?

Members of Rotary **spouses, de factos and partners are covered.**

PERSONAL ACCIDENT & TRAVEL INSURANCE - FAQs

What if my incidental travel is not covered?

Rotarians have [access to the special rates on the Probus](#) policies. Please call 1300 630 488 & speak to the Probus team to obtain a quotation.

Can I travel wherever I like?

There are excluded countries in the Policy such as Afghanistan, Chad, Chechnya, Côte d'Ivoire (Ivory Coast), Democratic Republic of Congo, Iraq, Israel, Somalia or Sudan. We would recommend visiting <http://smartraveller.gov.au> to ascertain if where you plan on visiting is safe to travel.

What else may be required of me to be approved for travel?

If using Rotary Travel Insurance a [“Fit to Travel” letter](#) must be obtained from a General Medical Practitioner.

Am I covered if I hire a car?

When you hire a vehicle, it generally comes with the Hire Car company insurance in place. There is an [exclusion](#) in the Rotary policy for reimbursement of Rental Car vehicle excess, which means the driver/club/Rotary would be responsible for paying this through the hire agreement.

STALLHOLDERS LIABILITY INSURANCE

- ✓ Delivers affordable, hassle free Public & Products Liability Insurance
- ✓ Available for all events where goods are sold – Markets, Swap Meets, Car Boot Sales, Clearance Sales etc.
- ❖ \$6 per stall / seller – EXCLUSIVELY for Rotary
- ✓ No proposal forms except the per Market Declaration
- ✓ Premium can be collected per Market / Sale Day on the Day
- ✓ Annual Policy can be arranged per District
- ✓ Risk Mitigation for Rotary
- ✓ New coverage summary / flyer
- ✓ Requirement to give each stallholder a copy of the flyer
- ✓ Requirement to record details of each Stallholders / Seller
- ✓ Expectation from QBE – Rotary's Public Liability Insurer that evidence from ALL Stallholders / Seller/ Performer Public Liability Insurance is obtained.

ASSOCIATION LIABILITY INSURANCE

Limits of Liability

Section 1	Professional Liability	\$10, 000,000 any one claim and \$20,000,000 in the aggregate
Section 2	Management Liability	\$10,000,000 any one claim and \$20,000,000 in the aggregate
Section 3	Association Liability	\$10,000,000 any one claim and \$20,000,000 in the aggregate
Section 4	Employment Practices Liability	\$10,000,000 any one claim and \$20,000,000 in the aggregate
Section 5	Employee Fraud or Dishonesty -	\$100,000 any one claim

Excess

Professional Liability / Management Liability / Association Liability & Employment Practices Liability	Nil
Employee Fraud or Dishonesty	\$2,000

Section 1 - Professional Liability

Covers your organisation for giving advice. I.e. counselling, respite/health care, education, advice on the installation of home modification and maintenance, defamation of visiting professional expert by committee on technical grounds, advice on regulatory regime being created.

Section 2 - Management Liability

Covers each Manager and Officer of the organisation from any Loss which arises from a Claim first made or commenced against that Manager/Officer. I.e. Negligent acts, misstatements, breach of duty, incompetent supervision, ineffective administration etc.

Section 3 - Association Liability

Covers all Loss which arises from a Claim made or commenced against the Association.

Section 4 - Employment Practices Liability (Association Cover)

Cover for any Loss arising from an Employment Claim. I.e. alleged wrongful/unfair dismissal, discrimination and harassment complaints.

Section 5 - Employee Fraud or Dishonesty

Cover for Direct Financial Loss sustained due to acts of fraud or dishonesty committed by an Employee. I.e. Theft of contributions or membership fees, dishonest allocation of government grants.

CYBER LIABILITY INSURANCE

INSURING CLAUSE		SECTION		LIMIT OF LIABILITY (EACH AND EVERY CLAIM)	DEDUCTIBLE (EACH AND EVERY CLAIM)
1	CYBER INCIDENT RESPONSE	A	INCIDENT RESPONSE COSTS	\$250,000	NIL
		B	LEGAL AND REGULATORY COSTS	\$250,000	\$2,500
		C	IT SECURITY AND FORENSIC COSTS	\$250,000	
		D	CRISIS COMMUNICATION COSTS	\$250,000	
		E	PRIVACY BREACH MANAGEMENT COSTS	\$250,000	
		F	THIRD PARTY PRIVACY BREACH MANAGEMENT COSTS	\$250,000	
		G	POST BREACH REMEDIATION COSTS	\$50,000 subject to a maximum of 10% of all sums we have paid as a direct result of the cyber event, each and every claim	
2	CYBER CRIME	A	FUNDS TRANSFER FRAUD	\$250,000	\$2,500
		B	THEFT OF FUNDS HELD IN ESCROW	\$250,000	
		C	THEFT OF PERSONAL FUNDS	\$250,000	
		D	EXTORTION	\$250,000	
		E	CORPORATE IDENTITY THEFT	\$250,000	
		F	TELEPHONE HACKING	\$250,000	
		G	PHISHING	\$250,000	

CYBER LIABILITY INSURANCE

INSURING CLAUSE		SECTION		LIMIT OF LIABILITY (EACH AND EVERY CLAIM)		DEDUCTIBLE (EACH AND EVERY CLAIM)	
3	SYSTEM DAMAGE AND BUSINESS INTERRUPTION	A	SYSTEM DAMAGE AND RECTIFICATION COSTS	\$250,000	Including costs and expenses	\$2,500	Excluding costs and expenses
		B	SYSTEM BUSINESS INTERRUPTION	\$250,000		8 Hours	
		C	CONSEQUENTIAL REPUTATIONAL HARM	\$250,000		\$2,500	
		D	LOSS ADJUSTMENT COSTS	\$25,000		Nil	
4	NETWORK SECURITY & PRIVACY LIABILITY	A	NETWORK SECURITY LIABILITY	\$250,000	Including costs and expenses	\$2,500	Excluding costs and expenses
		B	PRIVACY LIABILITY	\$250,000			
		C	MANAGEMENT LIABILITY	\$250,000			
		D	REGULATORY FINES	\$250,000			
		E	PCI FINES, PENALTIES AND ASSESSMENTS	\$250,000			
5	MEDIA LIABILITY	A	DEFAMATION	\$250,000	Including costs and expenses	\$2,500	Excluding costs and expenses
		B	INTELLECTUAL PROPERTY RIGHTS INFRINGEMENT	\$250,000			
6	TECHNOLOGY ERRORS AND OMISSIONS	Not insured					
7	COURT ATTENDANCE COSTS	Aggregate limit of liability:		\$100,000		Nil	
		Per Day		\$2,000			

CYBER INCIDENT RESPONSE

CFC has a 24/7 Global Incident Response Centre

After the initial triage process, you will be assigned a dedicated and experienced claims handler at CFC that will act as your primary point of contact throughout the lifecycle of the claim. Your contact will support you during and after an incident, including:

- Providing access to the extensive CFC partner network, including offering advice as to the right companies to use to resolve your particular incident quickly and cost effectively.
- Coordinating the incident response and carefully reviewing the scope of work and performance of the specialist teams, ensuring that the incident is handled within the scope of your policy and alerting you when this is not the case.
- Providing central communication and a single point of contact to ensure that you and your key stakeholders are kept up to date with the progress of any claim.

CYBER INCIDENT RESPONSE LINE:

In the event of an actual or suspected cyber incident please call our Cyber Incident Response Team on the **toll free 24-hour hotline number: 1800 803 202** or email cyberclaims@cfcunderwriting.com

CRIME / FIDELITY GUARANTEE

1. Interest: Loss arising as a result of employee dishonesty (“employee” means temporary personnel supplied by outside agencies, students, secondees, volunteers or members of Rotary whilst performing services to Rotary)
2. Geographical Limits: Anywhere in Australia
3. Limit of Cover: \$50,000 each & every loss & unlimited in the aggregate

Excess: \$100,000 each & every claim

(The Crime policy is a layer that sits on top of the Association Liability policy. The excess of \$100,000 relates to the Association Liability policy limit (Section 5)
Basically, if the loss exceeds \$100,000, the remainder unclaimed on the Association Liability policy would then be claimed under the Crime policy.)

Risk Management

- **a definition:**

- *“Risk management is a way to identify and avoid some future event that might cause harm”.*

- We need to know what could go wrong, and what we can do to prevent it from occurring.

RISK MANAGEMENT PRINCIPLES

- Use of the - A guide for Clubs
- Completion of the Insurance Pro Forma
- **Basic Risk Assessment Checklist**
- Use of the Risk Management Form & Checklist
- Importance to not accept unfavourable Insurance and Indemnity Conditions that form part of Terms and Conditions for the use of:
 - Local Government facilities such as Parks, Halls and Beaches (ANZAC Day)
 - Commercial facilities such as Conference Centres or Halls
- General Release and Indemnity – Participants in such events as:
 - Bicycle Rides
 - Golf Days
- **Stallholder Release and Indemnity**

Policy

- It is the policy of District 9685 that all events and activities shall be reviewed to manage any risk issues that may impact on the reputation, finances, personal safety or other significant loss.
- A Risk Management Workbook (spreadsheet) is provided to allow an initial risk assessment to be carried out

Risk Matrix

	Negligible	Low	Medium	Major	Catastrophic
Frequent	4	5	6	7	8
Reasonably probable	3	4	5	6	7
Occasional	2	3	4	5	6
Remote	1	2	3	4	5
Very unlikely	0	1	2	3	4

Risk Rating	Colour	Action Required
Extreme		Event not to go ahead without discussion with District
High		Written action plan required
Moderate		Existing precautions to be enforced
Low		No action required

RISK MANAGEMENT DOCUMENTATION

- Insurance Pro Forma
- Risk Management Form
- Risk Management Checklist / Assessment
- General Release and Indemnity
- Youth Protection Compliance Requirements
- Youth Volunteer Information and Declaration Form (Form 3)
- Stallholder Release and Indemnity
- Travel Insurance Authorisation Form

BASIC CHECKLIST OF AN EVENT

Following receipt of a completed Insurance Pro-Forma

Is this a Rotary Event?	YES/NO
Does the event present any unique or high risk activities?	YES/NO
Is there evidence the Club is aware of their responsibilities in regards to:	
• Risk Management	YES/NO
• Contractual Liability e.g. Hold Harmless or request for unreasonable indemnity & insurance requirements.	YES/NO
• Compliance with legislation as a minimum Workplace, Health & Safety and Food Handling.	YES/NO
Should a General Release and Indemnity be used?	YES/NO
Should Youth Volunteer Information and Declaration Forms (Form 3) be used?	YES/NO
Should I refer this to Aon for confirmation of Insurance coverage from our Insurers?	YES/NO

Role of Club Risk Management Officer

Day to Day	Referral point for insurance / risk management queries.
	Assist the Board in promoting the benefits of managing risk
	Assist Rotary members in identifying and managing risk associated with the various activities undertaken within Rotary.
	Insurance presentation to the club
	Advice and support for the club Protection Officer.
	General insurance support and advice to YEP Students.
	Youth Protection compliance.
	Provision of Insurance Certificates of Currency.
Incident & Claims Management	To respond to inquiries as best they can, but recognise that if in doubt they should refer to the DIO
	To immediately notify the DIO in the event of a claim or circumstance that may give rise to a claim under the RNIP, and the Provision of relevant Claim and Incident Report forms.
Insurance Renewal	Assist with the handling of a claim
	To oversee the timely and accurate collection of information required for the Club Insurance and Protection Declaration

ROTARY INSURANCE PRO FORMA

(This form to be submitted to DIO prior to the commencement of any project/event)

- The Rotary Club of.....wishes to advise that it will be conducting the following event/s as part of its activities, and requires the event/s to be noted and included under the District Insurance Policies.
- 1. Brief Description of Activity
.....
- 2. Date of Activity: ____/____/____ Time and Duration.....
- 3. Location of Activity:
- 4. **Will the activity involve participation in any sport, game, match, race, practice, training course, trial, contest or competition? YES / NO.**
If “YES”, please provide copy of Disclaimer for the event.
- 5. Have you been asked by any other organisation or person to (a) indemnify them as a third party, or (b) Hold any other organisation “harmless” under the Rotary insurance for the activity? **YES /NO**
- (If yes , refer to your District Insurance Officer for advice before entering into any agreement)
- 6. Will the event involve students? **YES/NO**
- 7. Will the event involve amusement rides/devices? **YES/NO**
- 8. Will the event include markets and stall holders? **YES/NO**
- 9. Will alcohol be sold or supplied during the event? **YES/NO**
- 10. Approximate number of community participants:
- 11. Risk Management Form Completed? **YES/NO**
- 12. Certificate of Currency required? **YES/NO**
- 13. If applicable, provide details of parties to be noted:

INSURANCE RENEWAL QUESTIONNAIRE

- Insurance Renewal Declaration District Consolidation
- Club Insurance & Compliance Declaration
- Association Liability Insurance Proposal
- Sexual Abuse Liability Insurance Application
- ISR Declared Values Schedule
- Motor Vehicle Schedule

CLAIMS & INCIDENT REPORTING

- YEP Incident Report
- Sexual Abuse Incident Report
- Chubb Assistance Phone Number
- Motor Vehicle Vero Phone Number
- Property Claim Form
- Liability Claim Form

- **In the event of an Emergency:**
- Using reverse charges call the Chubb Assistance number on your card and advise the following:
 - o Name
 - o Policy Name
 - o Policy Number (only if known)
 - o Contact Number
 - o Nature of Assistance Required

- The telephone number to call is: - Australia: +61 2 8907 5995
- (Reverse Charges accepted)
- The website address is: - www.chubbassistance.com/au
- Emergency assistance may include one or more of the following services but only if they are considered necessary and organised by your underwriter's Emergency Assistance service:

- repatriation by the most appropriate method including, if necessary, the use of air services. Repatriation will be to the most suitable hospital or to the Insured Person's home address,
- ☐ payment of evacuation expenses, including necessary expenses incurred for qualified medical staff to accompany an Insured Person,

- ☐ payment of other emergency assistance expenses,
- ☐ worldwide 24 hour telephone access,
- ☐ emergency travel assistance,
- ☐ emergency medical evacuation,
- ☐ medically supervised repatriation,
- ☐ assistance in replacing a lost or stolen passport,
- ☐ legal assistance,



- ☐ interpreter access and referral,
- ☐ compassionate visit if travelling alone and hospitalised for more than a week,
- ☐ assistance in tracing delayed or lost luggage, and
- ☐ payment of approved medical services by claims process or redirection of hospital accounts.

CLUB VISIONING

David Mylan
Club Visioning 2018-19



Rotary Club *Vision Facilitation*

Why???

What is it???



BACKGROUND

- Developed and started in 2002 in USA, by PDG Steve Wilcox and PP Joe Kovarick
- First facilitators trained in Australia and NZ in November 2008
- Vision Facilitation was commenced in District 9685 in July 2014
- It is a club's choice to participate in the visioning program
.....
- Why plan? Is Planning relevant to Rotary (Clubs)?
- Are Rotarians interested in “planning”

RI STRATEGIC PLAN SURVEY

- **Baseline data for priorities, interests, concerns**
- **Confirm relevance of plan and elements**
- **Track trends and ideas**
- **March 2014 survey sent to 67,000 Rotarians**
 - **Response rate of 15% (10,334 responses)**
 - **Received responses from over 150 countries**



TOP STRATEGIC ISSUES

The Top Three Strategic Issues	Today	In Ten Years
Membership recruitment and retention	68%	68%
Membership diversity (age, gender, etc.)	32%	29%
Innovation, modernization, flexibility and/or simplification of processes and rules	29%	32%
Collaborating and connecting with other organizations	8%	11%
Fundraising	8%	8%
Financial sustainability	8%	17%
Areas of focus	6%	10%
Strategic planning	6%	6%
Club public relations activities	5%	5%
Other	3%	3%



STRENGTHENING CLUBS

Question	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know / Undecided
I have the opportunities I want to connect and collaborate with other Rotarians -- across clubs and districts	16%	43%	26%	8%	4%	1%	1%
My club does a great job involving new members in our club's activities, projects, and programs	15%	34%	30%	13%	6%	2%	0%
Rotary provides members sufficient opportunities for professional networking	12%	37%	30%	12%	6%	2%	2%
My club involves each member in activities according to the member's interests, skills, and availability	13%	33%	30%	14%	6%	2%	1%

CLUB & DISTRICT STRATEGIC PLANNING

Question	Year	Yes	No	Don't Know
Does your club have a strategic plan?	2014	45%	34%	21%
	2012	41%	33%	27%
	2009	44%	50%	7%

Those that answered “yes” were asked the following:

Question	Yes	No	Don't Know
Use resources on rotary.org for planning?	56%	20%	24%
Does your club create annual and long-term goals using Rotary Club Central?	39%	29%	32%
Does your club monitor club goals in Rotary Club Central?	34%	31%	35%

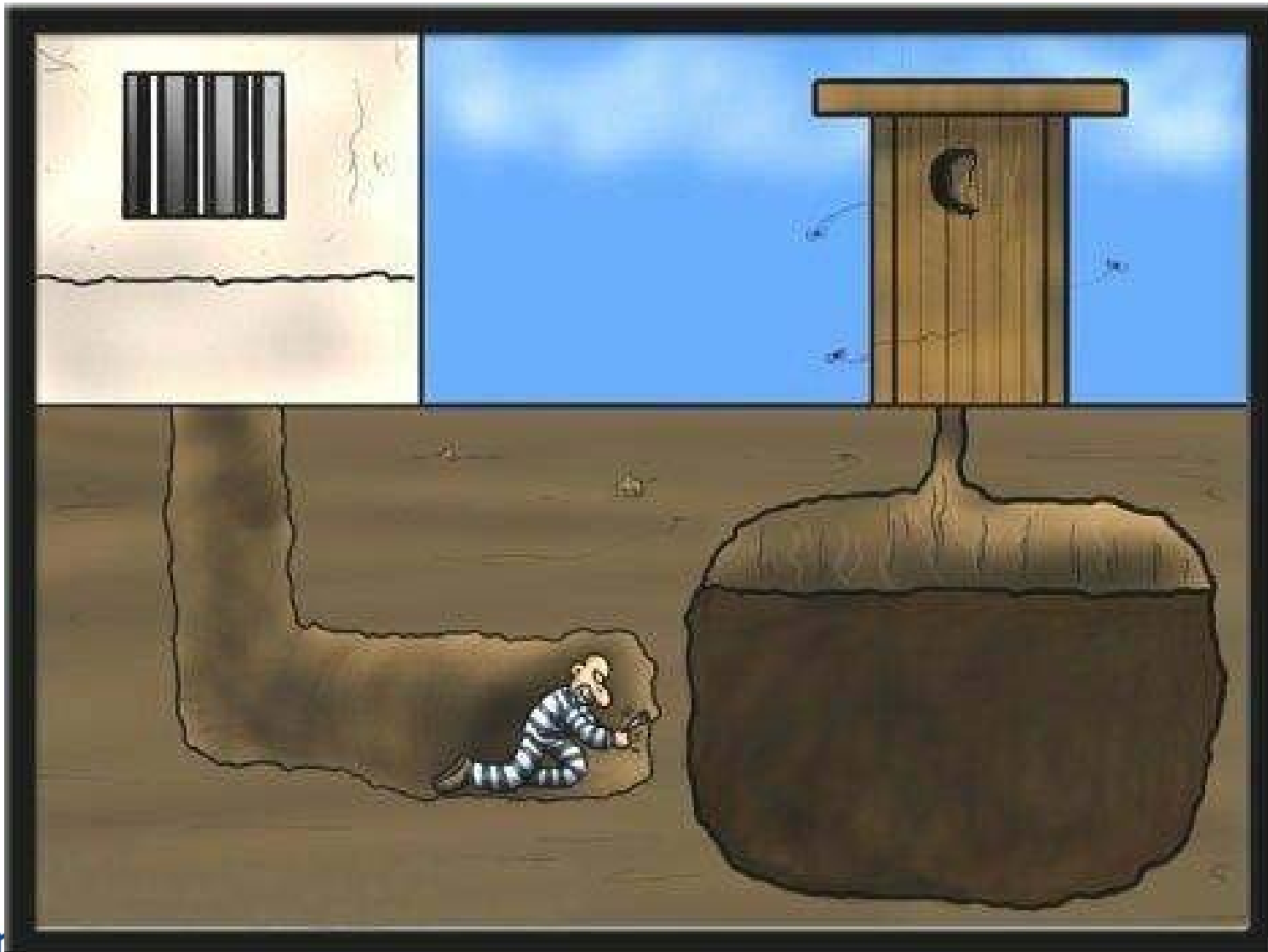
CLUB & DISTRICT STRATEGIC PLANNING

Level of Importance	Year	Very Important	Important	Somewhat Important	Somewhat Unimportant	Not Important
Importance of district having a strategic plan	2014	48%	38%	11%	2%	1%
	2012	42%	42%	14%	2%	0%
Importance of club having a strategic plan	2014	47%	35%	14%	3%	1%
	2012	43%	39%	15%	3%	0%

Members in clubs with strategic plans are more satisfied and have a more positive view of their club and Rotary as

Does club have a strategic plan?	2014 average "Strongly Agree / Agree" on questions about members' experience in club and with Rotary	△
Yes, club has strategic plan	63%	+16
No, club does not have strategic plan	47%	

FAILING TO PLAN = PLANNING TO FAIL



WHAT IS “CLUB VISION”?

Dynamic Management Tool

- Defines a shared commitment
- Provides long-term direction
- Creates a framework to establish goals and objectives
- Optimizes use of resources



VISION FACILITATION IS:

- an opportunity for every member to be involved in the future of their club
- taking your Rotary Club where it wants to go/can go
- formation of Ideas :(Brainstorming –reality vs fiction)
- creation of a 5 year plan with core elements
- identifying Short term and long term goals
- who does what and by when to achieve goals?

VISION

*" **Vision** – it reaches beyond the thing that is, into the conception of what can be. Imagination gives you the picture. Vision gives you the impulse to make the picture your own."*

Robert Collier



VISION AND PLANNING

To have a successful Plan we need a Vision:

Club Planning steps

1. Create a Vision
2. Develop a Long Range Plan
3. Implement: Actions, Tactical Club Plan and Programme
4. Monitor and follow-up...



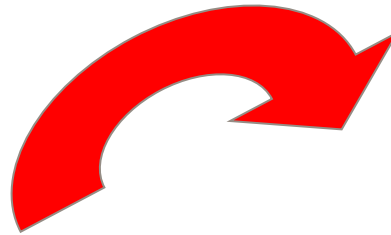
WHY DO WE NEED A VISION AND LONG-TERM PLAN?

- Tradition of annual cycles breaks continuity, consistency, and consensus
- Clubs end up “re-inventing the wheel” instead of moving forward
- Or stagnating....
-or worse....

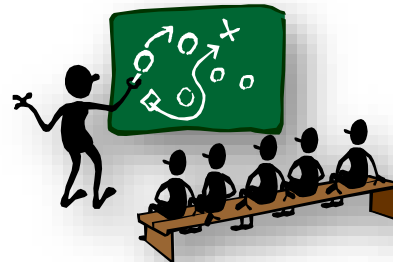
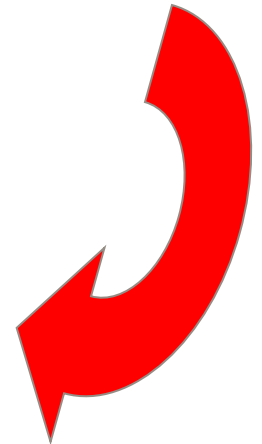
Planning Steps...



**Actions &
Programs**



Vision



Long Range Plan



“Rotary is not an organization for retrospection. It is rather one whose worth and purpose lie in future activity rather than past performance.”

- Paul Harris, Founder of Rotary International

ROTARY INTERNATIONAL VISION STATEMENT

“Together we see a world where people unite and take action to create lasting change - across the globe, in our communities, and in ourselves”

What will be your club's vision/mission statement?

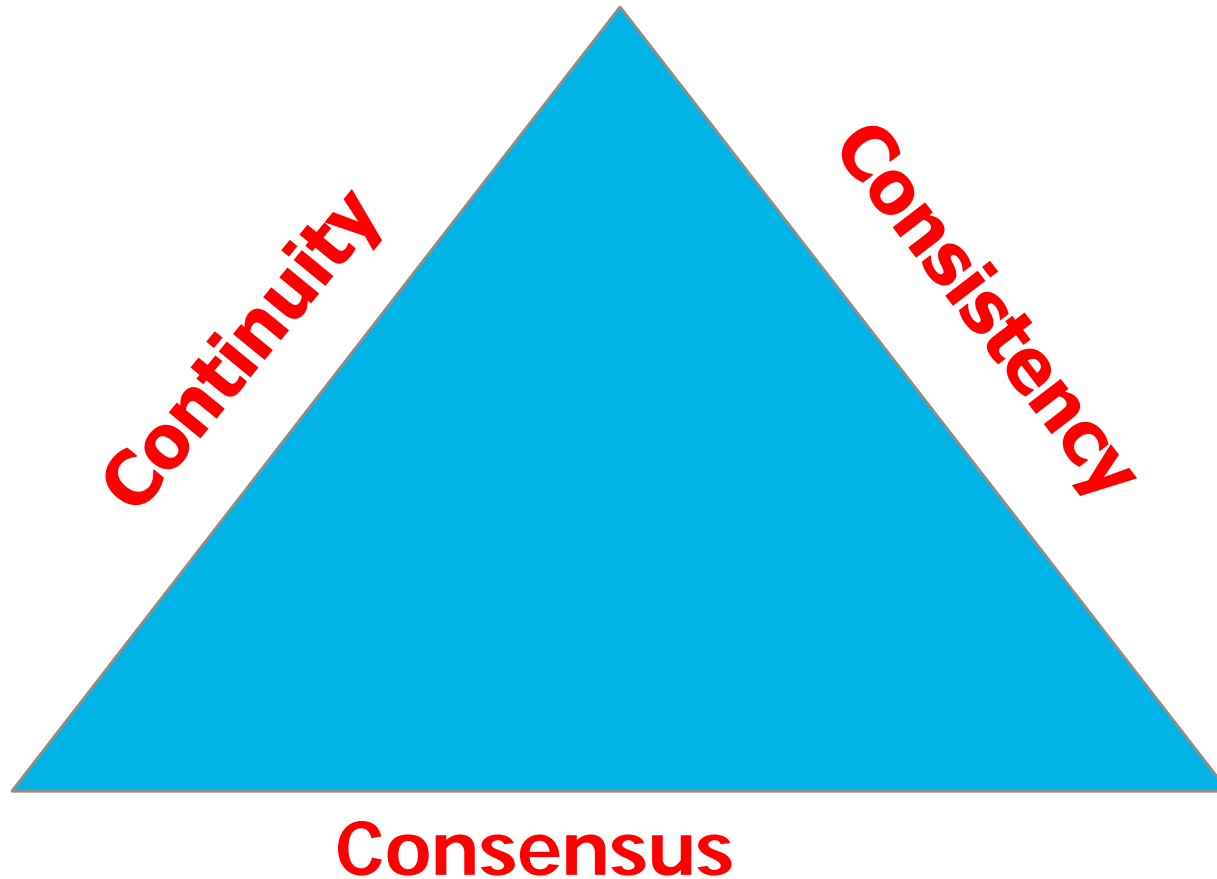
Rotary **joins leaders** from all continents, cultures and occupations to **exchange ideas** and **take action** for communities around the world.

REASON CLUBS MAKE PROGRESS

- *Enthusiastic leadership*
- *Committed planning team*
- *Supportive Board*
- *Focus on the Vision*
- *Open communications*
- *Regular reporting to Members*

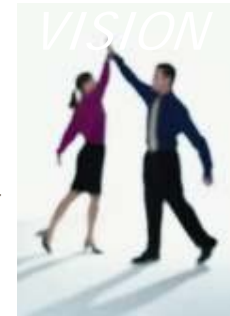
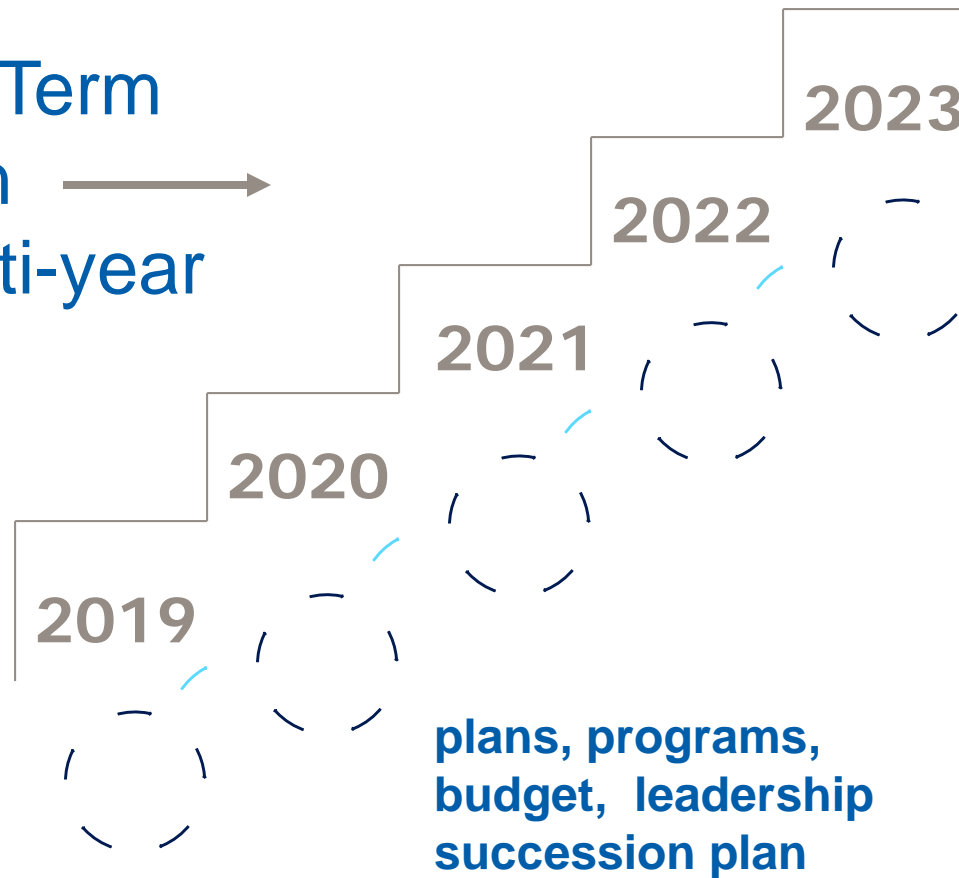
- *Don't know – did not follow up after event*
- *No leadership - President not committed or too busy*
- *Club does not buy in - Change is difficult or Vision does not fit different views in Club*
- *Member turnover – reinvent the wheel*
- *Focused on Membership first*
- *Time & Energy - Need to narrow focus*

Key Vision Aspects



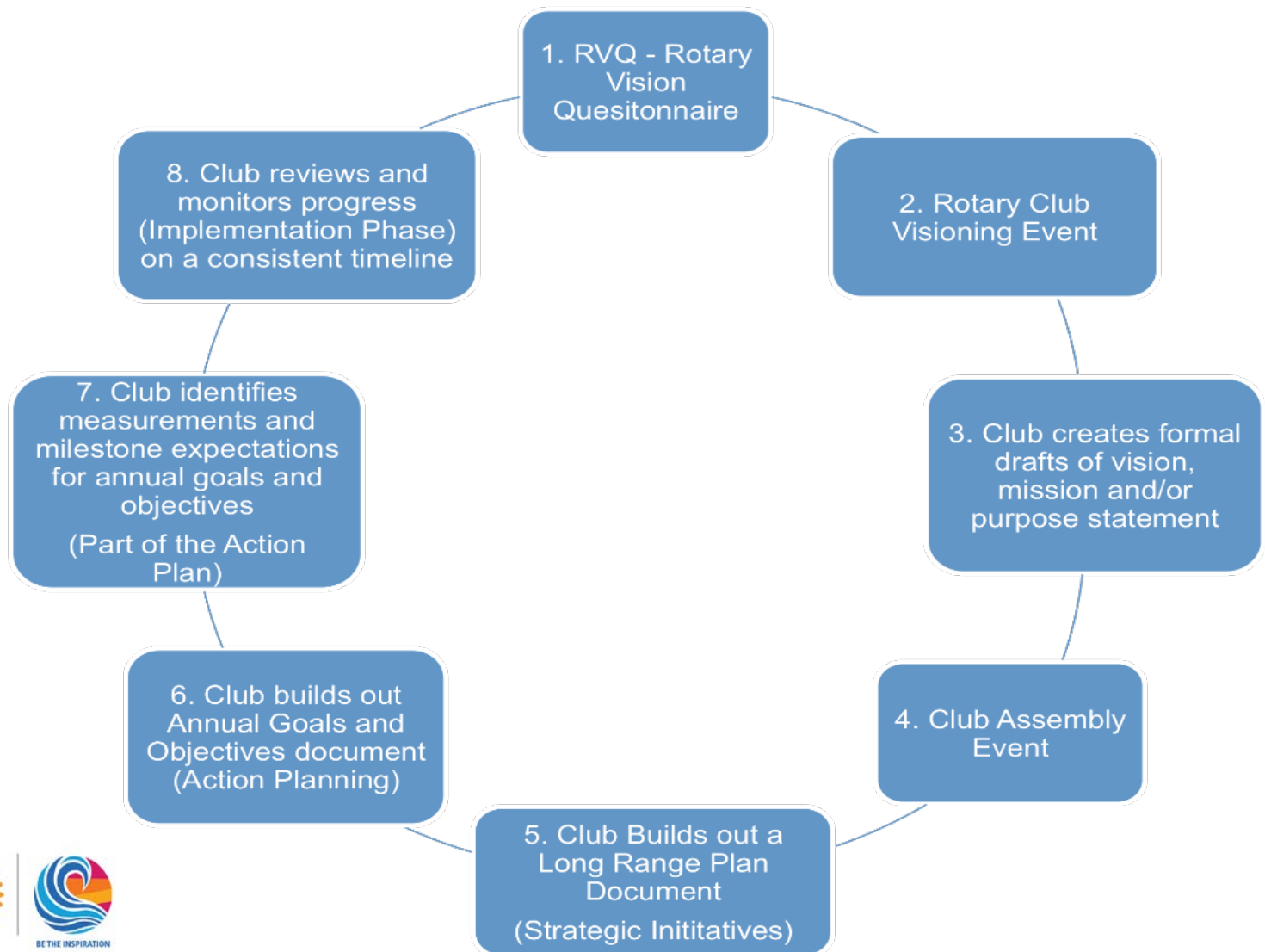
Future Vision

Long Term
Vision →
A Multi-year
Plan



VISION TO PLAN PROCESS

IVFC's Club Vision to Plan Process



A Visioning session requires:

- A Visioning Club Coordinator
- Up to 30 club members
- Dedicated 4 hours
- Thinking ability (outside the box is good!)
- Follow-up during Club Assembly 2-3 weeks later



HOW?

- Clubs need to pick a date/ possible dates, and allocate 4 hours one evening or on the weekend.
- Contact the Chair or Coordinator to confirm availability of facilitators
- Ensure as many members as possible attend

CLUB MENTOR

- Helps identify resources available to continue to build club vision and long range plans
- Guides and encourages from the strategic to the tactical (action plans)
- As an “outside the club” third party coach, monitors the club, keeps them on task, and motivates the club to continue pursuing their vision actions



FURTHER INFORMATION?

- **Contact the District Vision Facilitation Team**
- **District Chair**
 - David Mylan
 - 0411 878 854 david.mylan@bigpond.com

CHINESE POEM

BY LAO TZU

Go to the people.
Live with them.
Learn from them.....
...Start with what they know.
Build with what they have.
But with the best leaders,
when the work is done,
the task accomplished,
The people will say
“We have done this ourselves”



CLUB VISIONING

**..An opportunity to spread our wings...
and to create the Rotary clubs we want
in the future**

....to be the best we can be....

Thank you for your commitment



PUBLIC IMAGE CRISES

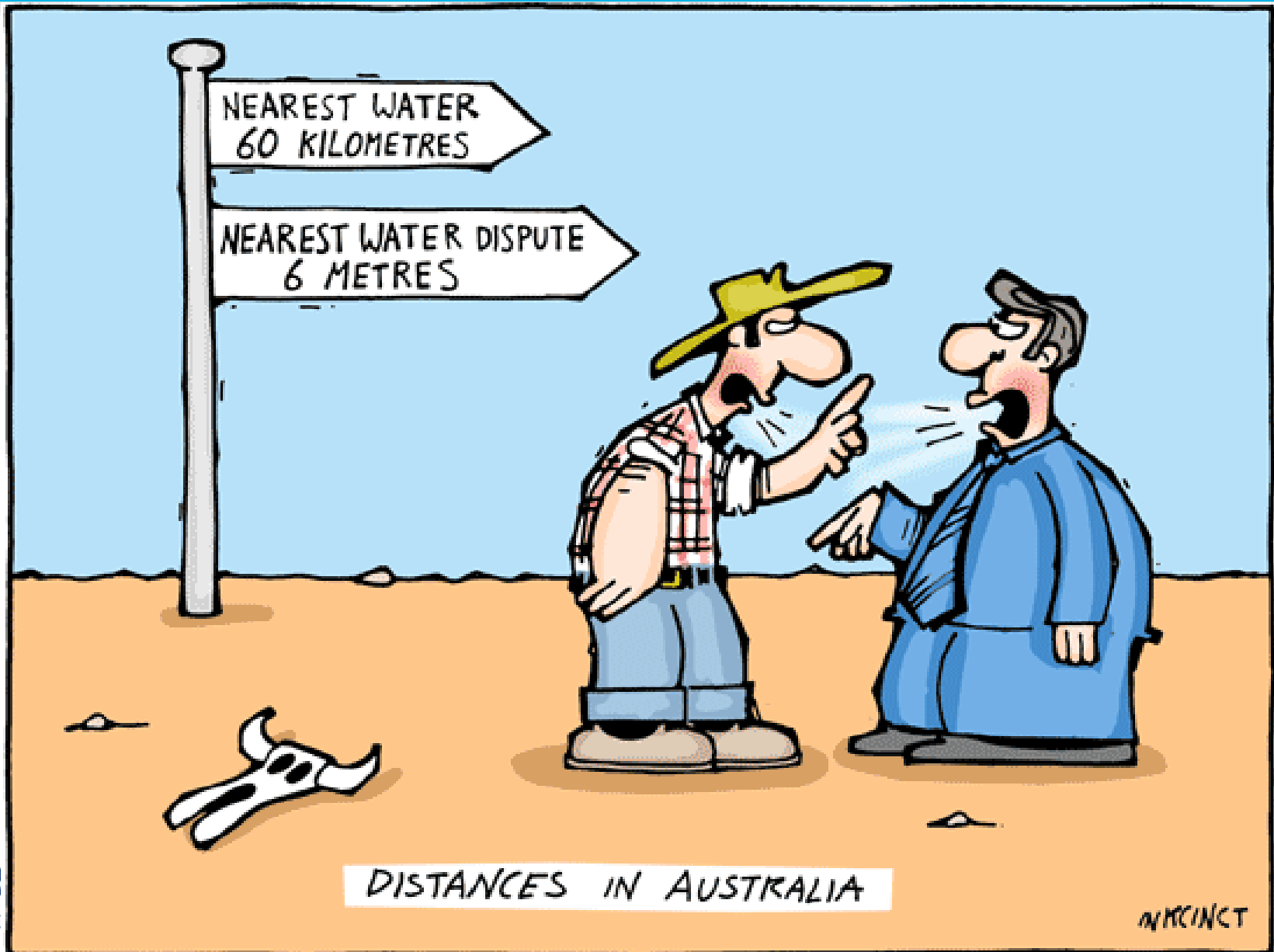
PDG Bob Aitken AM/Fiona McCulloch
Public Image District Co-Directors 2018-19



BULLYING POLICY

PDG John Wakefield
District Youth Protection Officer 2018-19

BULLYING



AT CLUB LEVEL:

- Allegations of unwelcome behaviour at the club level must be reviewed by the club board. It is the responsibility of the club to follow through on such allegations.
- In addition, any allegation of criminal behaviour must be referred to local law enforcement for potential investigation.

AT DISTRICT LEVEL:

- Allegations of unwelcome behaviour at the district level must be reviewed by the Governor. It is the responsibility of the District to follow through on such allegations.
- In addition, any allegation of criminal behaviour must also be referred to local law enforcement for potential investigation.

BULLYING

- The Board of Rotary International has put in place the following statement:-

‘Rotary is committed to maintaining an environment that promotes safety, courtesy, dignity and respect. All Rotary club members and individuals attending or participating in Rotary events or activities have the right to an environment free of harassment and includes unwelcome physical contact, advances or comments.’

BULLYING.

- ‘Rotarians and their guests shall demonstrate good character, integrity and leadership by fostering a professional environment at club events and activities.’
- Allegations of unwelcome physical contact, advances or comments at Rotary events or activities shall be reviewed by the Governor, or a committee appointed for this purpose, and responded to within a reasonable time frame.

BULLYING

- If the District Governor is the offending individual, the immediate past District Governor – or most recent past Governor – directly or by appointment of a committee for this purpose, shall review and respond to the allegation.
- The President of RI shall be informed of any allegations of unwelcome physical contact, advances or comments by District Governors, Governors elect or nominee.

BULLYING AND HARASSMENT POLICY DEFINITION

“Repeated less favourable treatment of a person by another or others in a Rotary Club which is unreasonable and inappropriate behaviour of Rotarians.

- It includes behaviour that could be expected to intimidate, offend, degrade, humiliate, undermine or threaten.”

BULLYING

- Bullying is physical or psychological behaviour or conduct where strength and a position of power is misused by a person in a position of authority or by a person who perceives that he or she are in a position of authority.
- The bully may be male or female and the act may be Overt or Covert.

EXAMPLES OF OVERT BULLYING INCLUDE :

- **Abusive behaviour towards another member such as threatening gestures or actual violence.**
 - Aggressive, abusive or offensive language
 - Threats
 - Shouting
- **Constant demeaning remarks about a person's work.**
- **Constant unreasonable and non-constructive criticism**

EXAMPLES OF COVERT BULLYING INCLUDE:

- Deliberate exclusion, isolation or alienation of the member from normal club interaction
- Placing unreasonably high work demands on one member but not on others
- Allocation of demeaning jobs or meaningless tasks only
- Ignoring a colleague
- Undermining a colleague, including encouraging others to 'gang up' on them.
- Deliberately withholding information that a person needs to do their assigned task.

BULLYING.

**WE NEED TO LOOK
AFTER OUR MEMBERS
NOT DRIVE THEM AWAY
THROUGH BULLYING
TACTICS.**



WHERE TO AFTER LUNCH

Presidents:

Auditorium

(Past the Project Showcase and down the stairs)

Administration:

W3 Downstairs

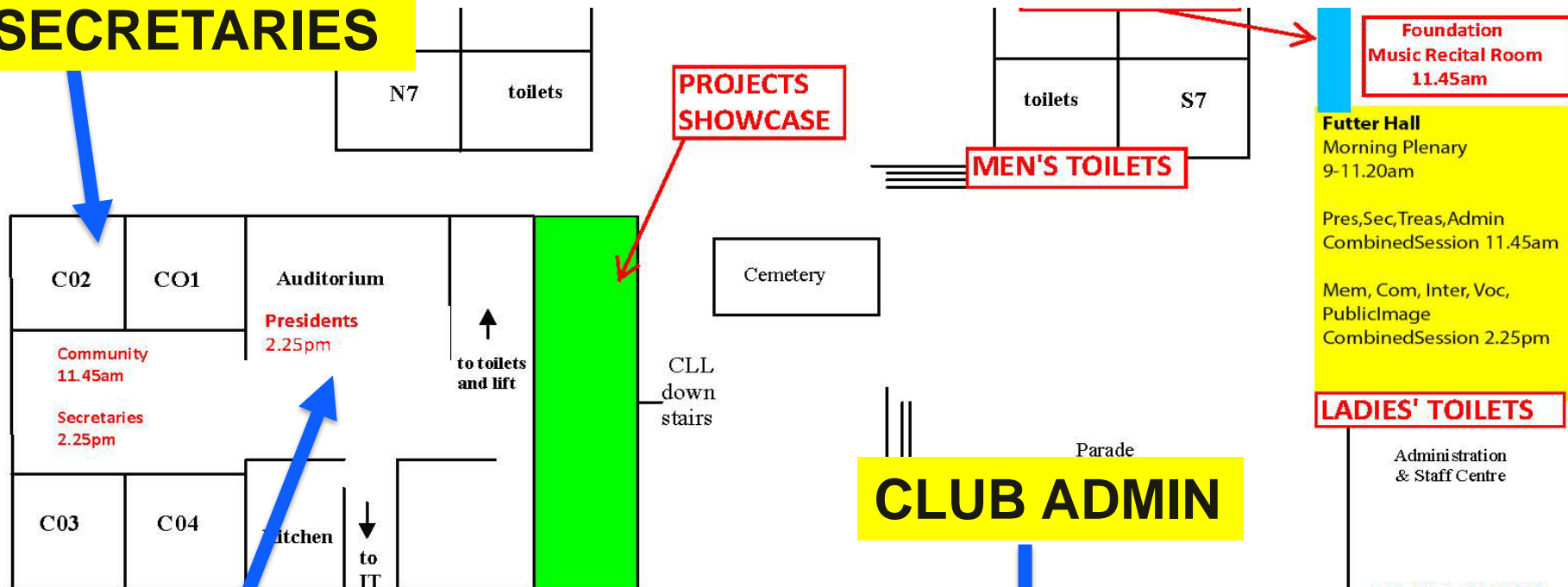
Secretaries:

C01/C02

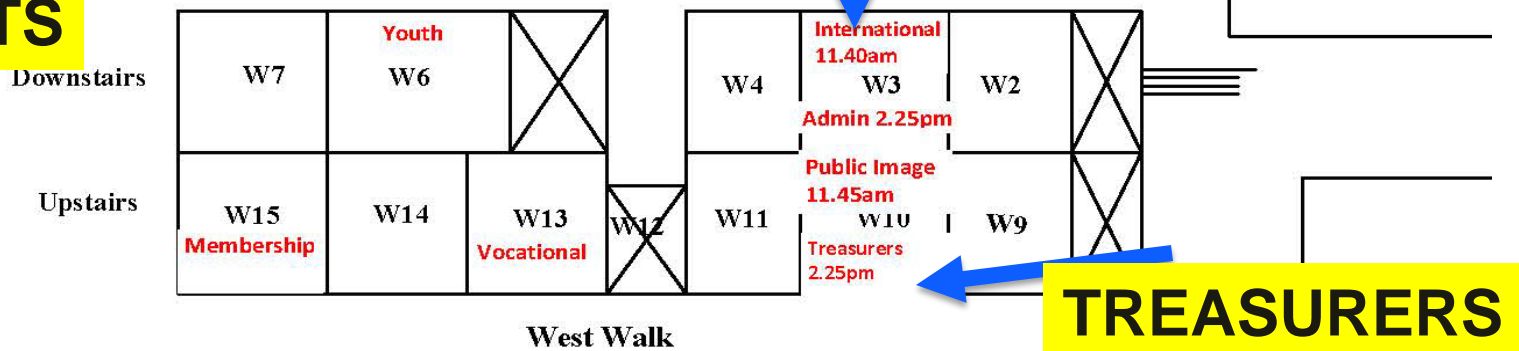
Treasurers:

W10 upstairs

SECRETARIES



PRESIDENTS



Today's presentations

are available on the
District 9685 website

Go to *District > District Training > District Assembly* or:
assembly.rotarydistrict9685.org.au



BE THE INSPIRATION

