

**GUIDELINES FOR
ROYAL CHILDREN'S HOSPITAL AUXILIARIES
2003**

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This document outlines the policies and guidelines for all auxiliaries of the Royal Children's Hospital, Melbourne. It is expected that all auxiliaries will adhere to the stated legal requirements and constitution policy. To conduct fundraising and support activities in such a way, so as the name of the Royal Children's Hospital is maintained in a position of high repute.

Vision, Mission and Values of RCH Auxiliaries

Vision

To support the Royal Children's Hospital clinicians in their quest to help their patients recover from illness and maintain good health and wellbeing.

Mission

One Team, One Goal – Making Sick Kids Better

Values

To obtain additional financial support for the hospital to advance the care of sick children.

To co-operate with the hospital with the view to securing more widespread interest in it's work

Since the establishment of the Royal Children's Hospital in 1870, it has provided excellent care for it's young patients. The modern explosion of high technology medicine, has meant great changes to the role of the hospital and to cost of care.

Over the past 81 years the Auxiliaries have contributed greatly to the provision of new equipment and the pursuit of research projects, by raising substantial funds each year.

The staff of this wonderful hospital are truly appreciative of your generous dedication and spirit.

2.0 Business Conduct and Operating Principles

The auxiliary shall always conduct their business in a professional manner that reflects the high standards of the Royal Children's Hospital, Melbourne. The auxiliary should conduct business in a way that will build a lasting reputation of integrity and good citizenship.

Donations / Gifts: Any donations sought by the auxiliary should be done so in a professional and business like manner. If a company / individual declines to donate, the auxiliary must not demand an explanation or discriminate against the company / individual in any way. All donations / gifts should be accepted with a prompt letter of thanks to the company / individual concerned and a receipt if necessary. The donation should then be recorded in the minutes and, or financial records.

No auxiliary members may accept a gift / donation for personal gain.

Functions / events: All functions and events planned by the auxiliary should be for the primary benefit of raising money for the Royal Children's Hospital. The auxiliary should be dedicated to maximising profits in any function or event by eliminating any unnecessary expenditure. The auxiliary cannot host a function / event to principally benefit an individual / company / product without authorisation of the Royal Children's Hospital.

Contributions to other Organisations: Auxiliaries are not permitted to donate any funds raised to another charity or organisation if raised in the name of the Royal Children's Hospital.

Engaging Consultants / Staff: Auxiliaries are not permitted to engage fundraising or public relations consultants or staff without the authorisation of the Royal Children's Hospital. No monies raised in the name of the Royal Children's Hospital can be paid as consultant or staff fees or wages.

Use of Hospital and/or Auxiliary Logo: Under no circumstances is the Hospital or Auxiliary Logo to be used without written approval from the Auxiliary Office.

3.0 The Constitution

A constitution is drawn up for each individual auxiliary outlining the objectives of the auxiliary and basic conduct of operation. The constitution is signed by the President and Secretary of the auxiliary and dated. The original copy is held in the Auxiliary Office and a photocopy is returned to the auxiliary. The constitution should be reviewed every five years.

The constitution is a legal document providing protection for auxiliaries as authorised fundraising groups of the Royal Children's Hospital. This association allows auxiliaries to be covered in Hospital insurance policies and by general government registrations of charities within Victoria.

4.0 Legal Requirements

A number of legal requirements are necessary for the conduct of some events and business by auxiliaries. The following sections outlines these requirements. Further documentation is available from Auxiliaries Office at the Royal Children's Hospital.

An auxiliary is not required to register themselves with any statutory body of the Victorian Government or the Securities Commission.

The following outlines the regulations pertaining to Raffles and Auctions.

4.1 Raffles and Auctions

Lotteries Gaming and Betting Act 1966

Lotteries Gaming and Betting

References:

Raffles and Bingo Permits Regulations 1992

Victorian Casino and Gaming Authority, Melbourne

(a) Raffles

Rules pertaining to all raffles as per the Victorian Casino and Gaming Authority

Conditions for raffles with total prize retail value exceeding \$5,000

- **Fee for lodgement of a raffle permit is 2% of the total retail value of the raffle prizes up to a maximum fee of \$1,000.**
NB. No longer a flat fee of \$37.50.
- The raffle permit requires the signature of the Executive Director of the Royal Children's Hospital Foundation
- Winners must be notified and published in a newspaper circulating in the area in which the raffle was held
- No person is permitted to be paid for services in connection with the conduct of a raffle
- No remuneration or incentive prize may be given to ticket sellers
- The period in which tickets are sold does not exceed 2 months, unless otherwise authorised
- Raffle is drawn within 14 days after the last day of ticket sales
- The value of the total number of tickets available for sale is not greater than 6 times and not less than 2 times the value of all the prizes
- Audit to be sent to Auxiliary Office
- Tickets must not be sold on the street or on land without the prior consent of the relevant council or person or organisation
- No children under the age of 18 may buy or sell raffle tickets
- Cash, orders, stocks and shares are not permitted as raffle prizes
- Door to door sales of tickets and forwarding of unsolicited tickets by mail are not permitted
- No discounting of tickets is permitted (ie. 3 for \$5.00 or \$2.00 each)
- Each ticket must be worth a consistent value
- No animals may be raffled

Conditions for raffles with total prize retail value not exceeding \$5,000

- No person is permitted to be paid for services in connection with the conduct of a raffle
- No remuneration or incentive prize may be given to ticket sellers
- The period in which tickets are sold does not exceed 2 months, unless otherwise authorised
- Raffle is drawn within 14 days after the last day of ticket sales
- The value of the total number of tickets available for sale is not greater than 6 times and not less than 2 times the value of all the prizes
- No audit is necessary unless raffle prize value is greater than \$2,000
- Audit to be sent to Auxiliary Office
- Tickets must not be sold on the street or on land without the prior consent of the relevant council or person or organisation
-
- No children under the age of 18 may buy or sell raffle tickets
- Cash, orders, stocks and shares are not permitted as raffle prizes
- Door to door sales of tickets and forwarding of unsolicited tickets by mail are not permitted
- No discounting of tickets is permitted (ie. 3 for \$5.00 or \$2.00 each)
- Each ticket must be worth a consistent value
- No animals may be raffled
- Winners must be notified and published in a newspaper circulating in the area in which the raffle was held

Auctions

Auctions are not covered within the Lotteries Gaming and Betting Act (1966), therefore separate laws apply to auctions.

- The Auctioneer must be licensed with the Victorian Registrar of Auctioneers if he/she is being paid for their services. If the Auctioneer is volunteering their time, they do not have to be licensed or registered.
- Details concerning the rules of conducting an Auction and a sample catalogue and suggested agenda are available from the Royal Children's Hospital Auxiliaries Office.

4.2 Receipts

- Receipt books are available from the Auxiliaries Office for all transactions made by an auxiliary.
- All donations over \$2.00 must be receipted. All receipt books must be kept for a minimum of five years (Australian Taxation Office Law) in the event of a possible audit.
- Receipts for cash should be marked as "cash" or "cheque" etc. Donation of goods or services must be marked as such. Donations of goods or services cannot be claimed as a cash donation ie. tax deductible.

4.3 Public Liability / Insurance

- Auxiliaries may be asked for a copy of the hospital's Public Liability Insurance Policy if selling raffle tickets in a shopping centre or hosting a stall or fundraising event. A copy of the Certificate of Currency is available from the Auxiliary Office.
- The policy is renewed each financial year and covers staff and auxiliary members and the public who attend our fundraising events in the event of negligence in respect to Third Party Property Damage and or Bodily Damage.
- Individual auxiliaries are not obliged to seek any further form of public liability insurance.

Liability: Auxiliaries are responsible for any damage to property caused during a fundraising event. The auxiliary should endeavour to replace or pay for damage they are responsible for the damage caused. Any claim under \$2,500 will have to be met by the auxiliary as this is the base excess for the hospital's public liability insurance.

Auxiliaries are liable in the event of monies being misappropriated or stolen by auxiliary members. Executive / Committee members will not be personally responsible for any liabilities incurred by the auxiliary.

5.0 Organisational Structure

The Auxiliaries Department and Organisation come under the umbrella of the Royal Children's Hospital.

The Department employs three full time s and four part time staff members. The Auxiliaries Department includes the Auxiliaries Office and the Auxiliaries Gift Shop.

ROYAL CHILDREN'S HOSPITAL

Dr. Tony Cull
Chief Executive Office – Royal Children's Hospital

Mr. Brian Mallon
Executive Director – Royal Children's Hospital Foundation

Mrs. Susan Manson
Auxiliary Co-ordinator

Mrs. Helen Carroll
Gift Shop Manager

Mrs. Rose Pozzuto
Auxiliaries Assistant

Ms. Marie Di Falco
Retail Assistant

Mrs. Silvia Pozzuto
Department Assistant

Mrs. Julie Clyne
Retail Assistant

Ms. Lucy Cavallaro
Retail Assistant

ROYAL CHILDREN'S HOSPITAL HONORARY AUXILIARY POSITIONS

Mrs. Louise Gourlay OAM
Patron of Auxiliaries

Mrs. Carole Lowen
President of Auxiliaries

Mrs. Diane Humphreys
Deputy President

Mrs. Davina Johnson
Immediate Past President

4 Vice Presidents from Auxiliaries that serve a two year term

Royal Children's Hospital Foundation was established in 1988 as the fundraising body of the Royal Children's Hospital. Mr. Brian Mallon is the Executive Director of the Foundation. The Foundation has an associated voluntary Board of Directors. The role of the Foundation is to administer and control fundraising carried out in the name of the Royal Children's Hospital and accept all donations coming into the hospital.

The **Good Friday Appeal** is not administered from within the Royal Children's Hospital. The Appeal is administered and controlled by the Herald and Weekly Times. The Herald and Weekly Times maintains the majority of the costs associated with the Appeal which includes the employment of four full time staff, three casual staff.

The Auxiliaries Department, Good Friday Appeal staff and the Royal Children's Hospital Foundation and hospital staff all work closely together during the year to maximise fundraising profits and success of events.

The Good Friday appeal raises money via Primary and Secondary Schools, Hotels and Appeal Agents in Metropolitan and Country areas.

The **Royal Children's Hospital Foundation** administers all memorial donations, trusts and bequests and corporate sponsorship and general donations to the hospital

Auxiliaries raise funds via events / fundraisers throughout the year and through the Auxiliaries Gift Shop.

6.0 Position Descriptions

The following position descriptions are only to be used as a guide. Every auxiliary will have their own individual method of delegating responsibility according to the size and ambition of the auxiliary.

President

- Chair monthly meetings / Annual General Meeting
- Oversee communication with the hospital
- Liaise with Treasurer / Secretary
- Responsible for overseeing functions / fundraisers
- Communicate with large donors / sponsors of the auxiliary
- Write an Annual Report
- Issue invitations / speak at functions etc.
- Attend Combined Auxiliary Meetings at the hospital

Secretary

- Record / read minutes at meetings
- Maintain stationery
- Mail / receive correspondence
- Maintain archives
- Maintain constitution

Treasurer

- Administer bank accounts / trust accounts
- Provide monthly reports at meetings
- Administer receipts / membership subscriptions
- Hold petty cash / cheque book
- Arranging an auditor to audit the books annually
- Budgeting and financial administration for fundraisers

Some auxiliaries include Vice Presidents, Assistant Secretary or Minute Secretary, Assistant Treasurer, Special Projects or Fundraising Co-ordinator and possible a committee made up of ordinary members.

7.0 Record Keeping

Receipt books and donation documents must be kept for five years. Minute books should be kept indefinitely. The hospital has a number of original minute books of auxiliaries, which are kept in archives. Auxiliaries are welcome to hand over old minute books and archives to the Auxiliaries Office for safekeeping.

An annual Treasurer's Report and a President's Report must be submitted to the Auxiliary Office from each auxiliary at or around the date of the Annual General Meeting. This responsibility lies with each auxiliary.

An Annual Report is produced each year by the Auxiliary Office incorporating reports submitted by each auxiliary. Auxiliaries are invited each year to submit a brief and photos for inclusion in this report. The Auxiliary Annual Report is available to all auxiliaries, members of the public and staff. The Annual Report is available from the date of the auxiliaries Annual General Meeting.

Hospital Stationery

- Auxiliaries letterhead and envelopes are available to all auxiliaries through the Auxiliary Office free of charge. Auxiliaries are permitted to use Royal Children's Hospital letterhead.
- Auxiliaries are permitted to develop and purchase their own stationery and associated logo's etc.
- Only approved hospital receipt books can be used. These are available from the Auxiliary Office.

Assets

- If the auxiliary hold any assets (ie. computer software, stationary, investment accounts, goods, etc.) these must be declared in the annual Treasurer's Report. Upon the closure of an auxiliary, all assets must be sold and the proceeds returned to the hospital or handed over to the hospital.

Archives

- The Royal Children' Hospital has an Archives Department that maintains and preserves the Hospital history. Auxiliaries are part of the hospital's history. The Archives Department maintains a collection of invitations, press clippings, minutes and other auxiliary memorabilia. Any items for archiving can be given to the Auxiliaries Co-ordinator.

8.0 Financial Administration

Reporting the financial details of an auxiliary is necessary to establish accountability and credibility of the organisation.

- A financial audit must be undertaken each financial year by an independent auditor
- All bank statements must be kept indefinitely
- A financial statement must be sent to the Auxiliaries Office at the time of the Annual General Meeting of the auxiliary
- Petty cash must be receipted and kept in a locked box, in a secure place at all times.
- An auxiliary with a Royal Children's Hospital Trust Account will have monthly statements mailed to them. These statements must be signed and returned in the months June and December acknowledging the amounts reported are correct
- Monies requested from an Royal Children's Hospital Trust Account can only be done via authorisation from the auxiliary and the auxiliary office together.
- Reimbursements of incidental expenses must be noted in the Treasurer's Report.
- Where possible all accounts or cost incurred by the auxiliary should be paid by cheque
- All donations made to the Royal Children's Hospital should be made payable through the Auxiliaries Office with the cheque made payable to the Royal Children's Hospital
- No monies raised by the auxiliary should be given directly to staff at the hospital other than auxiliary or Royal Children's Hospital Foundation staff
- A receipt for all donations to the hospital will be issued from the Finance Department through the Auxiliaries Office
- The auxiliary is not permitted to purchase items of equipment for the hospital without the approval of biomedical engineering, the auxiliary office and the hospital medical committee.
- Funds raised throughout the year are to be forwarded by 28 February each year for inclusion in the Good Friday Appeal.
- Monies donated in the name of the Royal Children's Hospital must not be donated to any other institution, organisation or appeal unless prior approval is given.
- Cheques must be signed by two signatories. The signatures lodged with the bank are usually those of the President, Secretary or Treasurer.

- Only recognised banking institutions are to be used for cheque or savings or interest bearing accounts.

These rules ensure the Auxiliary Office and the Royal Children's Hospital Foundation know exactly how much money has been raised by auxiliaries and exactly where the money has been spent.

8.1 Donations

Donations of goods, services and cash will often be made to the Royal Children's Hospital via auxiliaries. The donation policy is available from the Royal Children's Hospital Foundation. In brief, auxiliaries are required to receipt all cash donations and follow up with a prompt thank you letter. Donations of goods should also be followed up with an acknowledgment.

Certain goods cannot be received by the hospital due to hospital policy and Health Department regulations. The hospital can receive used toys but only wooden, plastic, metal, books, and games in very good condition. The hospital cannot accept second hand soft toys, fabric toys or clothing. Any toy donations should be directed to the Play Therapy Department. The hospital will not accept any toy weapons.

Auxiliaries may be given food as a donation for the children in the hospital at times such as Good Friday or Christmas. The hospital can only accept food that is commercially manufactured and in sealed packages with a use by date. This should be directed to the Auxiliaries Office.

Seeking donations from companies or individuals should be done in a polite and sensitive way. Many departments, wards, auxiliaries and the Royal Children's Hospital Foundation have long term relationships with certain companies or individuals. We ask that all auxiliaries submit a list for approval before approaching any companies or organisations to donate or support an event or fundraiser.

9.0 Membership

An auxiliary is welcome to have as many or as few members as they desire.

Members of an auxiliary are considered to be so if they contribute an annual subscription fee. The value of this fee is set by the auxiliary and reviewed each annual general meeting. A financial member is eligible to vote and to be nominated or elected to the committee or executive.

9.1 Service Badges

The auxiliary organisation awards Long Service Badges to auxiliary members who have served on auxiliaries for a number of years. The awarding of long service badges is not necessary but optional.

Badges are presented every five years of service by a member at the individual auxiliary's Annual General Meeting by a representative of the hospital.

Outdated or old service badges are recycled if returned to the Auxiliary Office.

10.0 CONDUCT OF MEETING

The following is only a guide for auxiliaries. Each group is invited to initiate their own style of management and conduct of meetings.

The President chairs the meeting and takes apologies, then invites the Secretary to read the minutes from the previous meeting. The President normally moves that the apologies and minutes be accepted and another member who was at the previous meeting, seconds the motion. The President then asks for any business arising from the minutes. The Treasurer then gives a report, which is moved by the Treasurer and seconded by a member. The member's who moves and seconds reports are noted in the minutes.

An Annual General Meeting should be held at the same time every year where the office bearers are re-elected and the constitution updated if necessary. Long service badges are traditionally presented at an Annual General Meeting.

11.0 FUNCTION PLANNING

It is suggested that auxiliaries consider a function plan or cost / benefit analysis before embarking on an event or function to ensure it will be a worthwhile effort. A function plan would include a list of all associated costs involved (ie. printing, venue hire, catering etc.) A list of the expected income should also be included (ie. ticket sales, raffle, auction, etc.)

The costs should be weighed up against the expected benefits to estimate the possible outcome based on these factors. Consideration should be given to the expected number of guests based on a worst case, expected and best case scenario. Knowing what the expected revenue may make it easier to determine the correct ticket price of a function or a raffle or the number of items for an auction and how many people you need to help make the function a success.

The profit margin, as a rule, should be greater than or equal to the combined value of the costs in order to justify hosting the event.

A plan for an auction (both silent and live) and a raffle is available from the Auxiliaries Office on request.

Raffle tickets are available free of charge from the Auxiliaries Office in lots of 50 cents, \$1.00 and \$2.00.

11.1 Stalls / Homemade Produce

The Victorian Health Department has requested that all homemade produce sold for charity must list:

- Ingredients
- Date produce was made
- Phone number or identification of the person who made the item
- Use by Date

The Auxiliaries Office provides sticky labels with the Royal Children's Hospital Auxiliaries printed on them, free of charge to auxiliaries.

11.2 Identification of Auxiliary Members

Identification badges for auxiliary members can be obtained via the Auxiliary Office. Each auxiliary is welcome to arrange their own form of identification.

12.0 USE OF STALL AREA

- All bookings are to be made through the Auxiliaries Office on 9345 5188.
- The key to the stall is obtained from the Auxiliary Office during normal operating hours. Arrangements for collection and return of the keys outside these hours are made with the Auxiliaries Office.
- Vehicles may be parked in the circular driveway to the entrance building while LOADING and UNLOADING only. This is a 10 minute standing zone.
- All items of food MUST BE LABELLED WITH THE NAME OR IDENTIFICATION (ie. Initials, etc.) OF THE PERSON WHO MADE THE FOOD, THE DATE MADE AND COMPLETELY COVERED WITH (ie. A lid or plastic preserve cover). Preferably no food items containing cream are to be sold as they require refrigeration.
- NO food that has been frozen is to be sold.
- NO second hand clothing is to be sold.
- Advertising posters can only be placed on the access noticeboards, located on each floor, beside the stairs and on the staff access noticeboards. If you require assistance locating these specific boards, please contact the Auxiliaries Office. Advertising posters are NOT to be put up in any other areas without prior permission.
- Please remove ALL unsold goods, do not leave them for some else to sell or remove.
- Please ensure the stall area is left clean, tidy and ALL rubbish removed.
- When leaving the stall, please make sure the doors are locked and the keys returned to the Auxiliary Office.
- Should you any further queries regarding the use of the stall, please do not hesitate to contact Sue or Rose on 9345 6491.

13.0 PUBLICITY

All publicity sought by the auxiliary for an event or function should be approved by the Public Affairs Manager of the hospital and the Auxiliary Co-ordinator. The nature of the publicity should also reflect the high standards of the Royal Children's Hospital.

Major media organisations have a relationship with the hospital, which is very valuable. Auxiliaries are advised to respect this relationship by approaching the media in a co-ordinated manner with approval of the hospital.

Approval for public relations material (including brochures and media releases) should be directed to the Auxiliaries Office. Any adverse or negative publicity regarding an auxiliary should be brought to the attention of the Auxiliary Office or Public Affairs Manager immediately.

14.0 TAXATION

14.1 Tax Deductibility

All taxation enquiries regarding tax deductibility should be directed to the Taxation Office Enquiry Line 9285 1250.

- Donations of \$2.00 and over **are** tax deductible
- A donation of goods or services is **not** tax deductible and an auxiliary is **not** permitted to write a receipt as a donation for cash or cheque
- Any items purchased at an auction are **not** tax deductible as a donation, but are considered a purchase
- Ball / function tickets are **not** a tax deductible
- Raffle tickets are **not** tax deductible

14.0 Auxiliaries Gift Shop

the Auxiliaries Gift Shop is located on the 1st Floor Foyer of the Front Entry Building. The shop is partially staffed by auxiliary volunteers and hospital retail staff.

Each financial year shop profits are distributed amongst the auxiliaries who work in the Gift Shop according to percentage of hours worked. This shows in the Annual Report as "earnings". All auxiliaries are eligible to work in the Gift Shop.

The Gift Shop is administered by the Retail Manager with consultation from the Shop Committee. The Shop Committee is made up of representatives of several auxiliaries who frequently work in the Gift Shop.

Christmas card sales and hospital merchandise are managed by the Gift Shop. Merchandise and cards are available to auxiliaries at a reduced price. Cards are available for sale from August whilst merchandise is available all year round.

Shop Hours: 7 days a week, including public holidays

Week Days	8.45 am	– 7.45 pm
Weekends	10.00 am	– 3.30 pm

All enquiries should be directed to Helen Carroll 9345 6513 or 9345 5856