

Administrative Policy

Introduction

1. The history of glass as an artistic medium can be traced back to Ancient Egypt times, around 3,500 BCE, where it was used to make jewelry and decorative items. In Roman times, glass blowing revolutionised the art of glass by producing forms that were more ornate and consistent. Glass was relied upon to create intricate mosaic designs on walls, floors and ceilings. In the Middle Ages, coloured and stained-glass windows became a major art form featuring in Romanesque and Gothic architecture. More recently, the studio glass movement introduced a variety of new and improved techniques including, flamework (beadmaking), glass fusing and casting, sandblasting and etching, and the iconic style of Tiffany stained-glass lamps.

2. The term "Guild" has particular reference associated with artisan and merchant trades dating back to medieval times. Guilds were formed with the aim of regulating and protecting the interests of members, maintaining standards of quality, and to train individuals for skilled trades or professions through on-the-job experience and structured learning. Guilds offered mutual support to members through networking opportunities, socialising and communal activities based upon agreed values, rules and fair practices.

3. The Creative Glass Guild of Queensland Incorporated is a not-for-profit association aligned with the original principles of an artistic guild. The policies and procedures of the Creative Glass Guild of Queensland are therefore focussed on recognising and sustaining the key features for which the Guild has become renowned:

- a. Highly-skilled and specialised teaching to members and new students.
- b. Setting and maintaining of high standards of craftsmanship.
- c. Cooperative achievement of common goals.
- d. Support, encouragement and sharing of knowledge and skills between members.

4. The artistic glass disciplines that the Guild practice and teach include, but are not limited to:

- a. Bead making
- b. Copperfoiling
- c. Fusing and Slumping
- d. Traditional and Contemporary Glass painting
- e. Leadlighting
- f. Mosaics
- g. Sandblasting and etching.

5. Key activities undertaken by the Guild include conducting courses over several weeks, weekend workshops, and bespoke courses and workshops designed to teach new skills to students and to expand the experience of our

members. These activities are designed and led by experienced and skilled members of the Guild or visiting artists who are either invited or request to hire Guild facilities to conduct associated glass-related activities.

6. The general maintenance, improvement and administration of the Guild is conducted by volunteers under the guidance of a Management Committee (MC). The MC may direct the formation of a sub-committee for specific functions and/or projects to be undertaken.

Management Committee

7. MC positions are nominated and voted for on an annual basis as part of The Guild Annual General Meeting (AGM). Each MC position has an incumbency of one year, but may be re-elected indefinitely, aside from the position of President. MC positions are as follows:

- a. *President:* The role of the President is to chair the management committee and also plays a major role in incorporated association's meetings. The President is required to chair all meetings they attend. If the president cannot attend a meeting for any given reason, another member of the management committee can be nominated as chair.
- b. *Vice-President:* The Vice-President is responsible for supporting the President and other MC members, and is authorised to act, at short notice, in the absence of the President for a period of up to three months.
- c. *Treasurer:* The Treasurer is responsible for monitoring, advising and reporting on the financial affairs of the association.

The Treasurer will also:

- keep and maintain an asset register for the incorporated association
 - manage the petty cash balance and ensure the petty cash book is kept up to-date
 - keep all documentation for payments made including receipts, invoices and statements
 - keep and maintain the incorporated association's deposit and cheque books
 - ensure all payments are approved or ratified by the management committee and are recorded in the minutes
 - keep all financial records in Queensland
 - keep either a receipt book of consecutively numbered receipts, or computer system records of them.
- d. *Secretary:* The Secretary is responsible for the preparation and documentation of all meetings, membership records, and general correspondence.

The Secretary will also:

- take and keep minutes for the incorporated association's meetings

- keep the register of members
 - take nominations for the management committee
 - provide appropriate notice to members for meetings
 - call and convene special general meetings
 - arrange the meeting venue and prepare the agenda
 - coordinate any correspondence or reports to be presented at meetings
 - circulate the minutes of meetings to members
 - complete any actions arising from meetings that require correspondence
 - receive all incorporated association correspondence and bring urgent matters to the attention of the president or treasurer if necessary.
- e. *Committee Member:* The Committee Member represents the members' interests and provides a level of assurance that a quorum can be achieved through a majority. Furthermore, the Committee Member can be responsible for the management of the Guild volunteer duties.

Opening hours

8. The Guild is opened by volunteers to enable members to use the workshop facilities to practice their craft. Opening hours are published on the Guild website: <https://creativeglassguild.com.au/contact/>
9. Current opening hours are:
- a. Mondays: 9.00am to 3.00pm and 4:00pm to 8:00pm
 - b. Wednesdays: 9.30am to 2.00pm
 - c. Fridays: 9.00am to 12.30pm
 - d. Saturdays: 9.00am to 12.00pm
10. These times are subject to change based on volunteer availability. Further, the Guild may be closed to members' project times for courses, workshops and maintenance needs. Members will be notified by email of any changes proposed.
11. The Guild may open at other times to allow additional project time for members. These openings are ad-hoc and will be advertised in the Guild's Calendar on the website and via email to members prior to the event. Any additional openings must not interfere with programmed courses.
12. Over the Christmas period and at specified times throughout the year, the Guild will cease to operate. These periods will be published on the website and notification sent to all Guild members via email. No trade or attendance is to be undertaken during these periods unless exceptional circumstances exist and the MC has given specific approval in writing.
13. The Guild Events Calendar can be found here: <https://creativeglassguild.com.au/events/>

Sales and Stock Management

14. Purchasing of items from the shop is only to be conducted during published opening hours or during the conduct of courses (at the tutor's discretion). Only volunteers or tutors who have been trained in the documented process are permitted to conduct sales. Members are not permitted to sell items to themselves.

15. An email drop box, stock@creativeglassguild.com.au is to be used for members and tutors to request items to be ordered/replaced/replenished, and for the Stock Coordinators to place external orders from. The email dropbox provides a record of who, when and what was ordered/requested. Other forms of requests, such as whiteboard notes, pieces of paper or phone calls will not be accepted. The email dropbox is managed by the Stock Coordinators.

Dress

16. The Guild is a workshop. All attendees are to wear clothing that prioritises safety and practicality. Enclosed shoes must be worn at all times within the boundaries of the Guild property.

Security

17. Access: Access to the Guild is generally limited to published opening hours, course/workshop times, and organised events. Members may use the facility outside of standard operating hours for personal projects with MC approval. Additionally, members, or a group of members, may propose an ongoing time for opening to undertake their projects and gain/share ideas and knowledge. These incentives are encouraged.

18. When a key holder attends the Guild by themselves to conduct maintenance, attend to the kilns, or for any other reason, they are to provide prior notification to info@creativeglassguild.com.au. Although not considered a safety critical area or no-lone-zone, best practice is to let someone know before you go.

19. When the Guild is vacant of members, all doors and windows are to be secured, and the blinds on the ground floor are to be lowered.

20. *Key register:* A key register is to be maintained by the Secretary. The key register is to be audited annually to ensure that access is limited to tutors and assistants, MC members, and volunteers who have a requirement for physical access. Only members of The Guild may be issued a key and must sign the Key Register as an acknowledgement of their responsibilities. Keys are not to be cut/duplicated or otherwise copied without the permission of the Secretary. Keys are not to be passed onto other members and are to be returned to the Secretary when the holder no longer requires access. Key holders are to ensure that they maintain positive control of their key and are to immediately report any loss to the MC.

21. *Security cameras:* Security cameras monitor both inside and outside of the Guild building. The cameras are designed as a deterrent against theft and malicious damage. They are not used to "spy" on any individual, class or group; however, footage may be used as part of any investigation as determined by the MC or Queensland Police Services (QPS).

22. *Security Incident reporting:* Where a security incident has occurred, the MC is to be notified immediately. This can be via a telephone call, email, or text message. Security incidents include, but are not limited to:

- a. Unauthorised access to the Guild
- b. Doors/windows found unsecured
- c. Any damage to the property (internal or external to the Guild)
- d. Theft
- e. Violence or threats of violence
- f. Damage caused by natural events hindering the building's security

Theft

23. Offences of theft or fraud, and other related offences by members of the Guild bring into question the integrity and trustworthiness of those involved. More importantly, these offences erode the mutual trust and confidence that are essential to the effective operation of the Guild. Offences of this nature by any member will not be tolerated and may be reported to QPS for investigation.

Smoking and Alcohol

24. *Smoking:* No smoking is permitted within five metres of any Guild building. This includes the use of e-cigarettes. Members are to ensure that any second-hand smoke fumes do not ingress into the building through open windows or vents. Smokers are to be cognisant of activities conducted on the sporting grounds that surround the Guild.

25. *Alcohol and illicit drugs:* Members and/or students are not permitted to consume alcohol while directly working with glass or tools. Alcohol may be consumed in the kitchen/dining area under the supervision of the Tutor or member responsible for opening, or, in other areas at an arranged and approved event. If Members and/or students are observed as being inebriated, under the influence of alcohol, or under the influence of illicit drugs, they are to be escorted from the premises and the MC is to be informed.

Unacceptable Behavior

26. The Guild operates under a "zero tolerance" policy for unacceptable behavior.

27. Unacceptable behaviour includes:

- a. Harassment
- b. Bullying, including cyberbullying
- c. Discrimination (racism, ageism, sexism etc)
- d. Violence or aggression
- e. Sexual misconduct or harassment.

28. Generally, unacceptable behaviour is individually perceived. Members should be aware that what is acceptable to them, may not be acceptable to others. Your standards may differ from others. Resolution is strongly encouraged to be undertaken directly by affected members.

29. Where unresolved unacceptable behavior is experienced, the MC is to be informed immediately. All instances of reported unacceptable behavior are to be followed up appropriately and support is to be offered to alleged victims, perpetrators and witnesses. Reporting to a member of the MC can be conducted face-to-face, via telephone, or via email. As these matters can be sensitive in nature, further discussion beyond reporting and any follow-up action is not permitted.

Grievances

30. Members and/or students are encouraged to resolve grievances at the lowest level. Where an aggrieved person is unsatisfied with the outcome of an attempted informal resolution, a formal process is to be undertaken to ensure a fair and equitable outcome is achieved. This process is contained in Annex A.

Donations

31. The Guild will often accept donations of glass and other items related to the craft. These donations are generally organised in advance; however, from time to time "walk ins" can be experienced. All donations immediately become the property of the Guild. When a donation is received, an email is to be sent to stock@creativeglassguild.com.au so that Stock Managers are able to process the donation, making it available for sale. Members are not permitted to take glass or other items for their own private collection.

32. All donated items are to be brought onto inventory and concurrently priced by the stock coordinator/s. Before being made available for purchase by members, tutors are to be given the opportunity to reserve stock for the conduct of their classes. Following this, the remaining items are to be made available for members to purchase.

33. If members are caught taking any item from donations prior to being brought onto inventory and priced, they will be immediately suspended from the Guild and QPS may be notified and requested to investigate the theft.

Workplace Health and Safety

34. The Guild achieves a Workplace Health and Safety (WHS) effect through a continuous improvement attitude and by meeting applicable legislative requirements. Where a risk is identified, immediate action should be taken, if necessary, to reduce the risk. Any risks or hazards must be reported to the MC for follow-up action.

35. Members must familiarise themselves with the [Guild WHS policy](#) and associated documents.

36. All members have a responsibility to conduct themselves and their activities in a safe and considerate manner. All members have a responsibility to "call out" any unsafe practices.

Membership

37. Membership is to be applied for through the online application form. Upon approval, the annual membership fee is to be paid upfront by the applicant to finalise the application. Members are required to pay the recurring annual membership fee to remain members of the Guild. There are three types of membership as follows:

- a. Ordinary member: To become and remain a member within this class of membership, the full annual membership fee must be paid by the due date.
- b. Lifetime membership: This is awarded upon ten years of continuous membership with the Guild. This type of membership offers half-price membership fees for the rest of your life while you remain a member.
- c. Guild Master: This is awarded to members who have provided longstanding service to the Guild and have extended the sharing of their knowledge well above that expected of a member or tutor. This type of membership offers complimentary membership for life.

38. Beginner students are not required to become a member; however, if they wish to continue using the Guild facilities, purchase stock items from the Guild, or attend intermediate classes, they must become a member.

39. The Secretary is responsible for maintaining a list of all members and fees paid/payable; but may delegate this responsibility to another member. Certificates for Lifetime and Guild Master membership are to be presented to individuals in a public forum, typically at a celebratory event.

Volunteer positions

40. Volunteers are the foundation of the Guild. Without volunteers, the Guild would not be able to continue to operate. The Committee Member is responsible for oversight of the volunteer role descriptions and rostering of members. Volunteers can either be virtual or physical. Nominations for dedicated volunteer positions will be requested annually, 21 days prior to the AGM, with acceptance by members at the AGM. Volunteers may also be called for throughout the year for specific tasks as required. E.g. Showcase, working bees, maintenance tasks, stocktake, social events etc.

Attendance

41. All members and students who physically attend the Guild are required to sign the attendance book. Attendance books are located both upstairs and downstairs. The attendance book may be used as part of incident reporting or other safety issues.

Youths

42. Youth involvement with the Guild is to be viewed as an opportunity and not a hindrance. Promoting early interest in the art of glass could lead to a life-time passion for young individuals. The policy for youth involvement in Guild activities is contained in Annex B.

Professional Development

43. The Guild may pay for, or subsidise, professional development (PD) opportunities for any member or tutor, upon application to the MC. A written proposal is to be submitted detailing the context of the PD and a justification for payment. PD submissions are to include a return obligation to the Guild, i.e. what experience, training or value are you going to bring back to the Guild?

44. PD opportunities are not limited to training events, but may also include visits to seminars, training institutions, artist workshops, and supplier engagement.

Conflict of interest

45. Members who use the Guild to conduct their own business activities (repairs or commission work) are to declare a conflict of interest to the MC. The MC will determine if the member is permitted to undertake their business activities within the Guild, and if any compensation (for use of tools/equipment) is payable. A conflict of interest declaration is to be submitted for every item of work that is to be undertaken, and is to include a proposed time period and what, if any, Guild tools and equipment are to be used.

46. When a member of the MC or a member assigned with a financial responsibility becomes aware of a material or personal interest, or the perception that a material interest may exist, the member is required to disclose such. Disclosure of material interests help to prevent conflicts of interest, promote transparency and accountability, and maintain trust amongst the Guild members. Disclosures are to be made in writing and addressed to the MC.

Training

47. Induction Training

- a. An [induction training video](#) is available on the Guild's website for all to see.
- b. Beginner students are to watch the induction video prior to attending the first session of their course. Any new member to the Guild who has been trained elsewhere, or a returning member after a lapse of membership, is to watch the induction video as part of their registration process. It is the responsibility of all individual members to familiarise themselves with the content of this video on an annual basis.
- c. The Glass Art Safety Manual by Dennis Brady is also a good reference for all members and students
<https://www.glasscampus.com/tutorials/pdf/Glass%20Art%20Safety%20Manual.pdf>

48. Tutor Led Training

- a. Tutors are authorised to conduct training as recognised tutors for the Guild. There are no specific instructional qualifications required to become a recognised tutor; however, the MC will consider relevant experience, attitude and appropriateness prior to granting permission to become a tutor. A tutor is to be a current paid member of the Guild. Visiting artists are not required to be a member of the Guild.
- b. Safety training is to be provided as part of each course and/or workshop.

49. Volunteer Training

- a. Periodical training for volunteers will be conducted as required. This ensures volunteers have the necessary knowledge and skills for their tasks.

Competence

50. Any member who wishes to undertake a project using the Guild facilities in a particular discipline must have:

- a. completed a Guild conducted beginner course for that discipline, or
- b. be under the direct supervision of a competent member in that discipline, or
- c. have shown sufficient evidence that they have the skills necessary to work unsupervised. New members are to speak with a Guild Tutor prior to undertaking any project work within the Guild so that their competence can be assessed.

Equipment use and Non-Fair Wear

51. Guild equipment can be accessed by all members and students after receiving instruction on how to use it. The Guild is responsible for the maintenance, repair and replacement of Guild equipment and tools. Members may choose to use their own equipment and tools; however, the Guild will not be liable for any damage that a member may cause to their own belongings.

52. It is expected that Guild owned equipment will deteriorate over time through normal usage; however, equipment and tools will experience accelerated wear if not used properly, used beyond the equipment's capability, or not cared for appropriately. Where instances of inappropriate use, neglect, or intentional damage are found, this will be considered as non-fair wear. A member may elect to replace the damaged tool/equipment of their own free will; however, that member should request additional training or advice prior to using the tool/equipment again. Where damage is non-fair wear damage is found without the election of a member to replace it, an investigation will be conducted to determine who is responsible, and, where appropriate, the individual responsible will be held liable for repair or replacement of the equipment.

53. Members and students are to have received training for equipment that they intend to use. If a member or student damages equipment that they have not been trained on, they will be held liable for repair or replacement.

Carparking

54. The Red Hill Community Sports Club (the bowls club) has generously permitted Guild members to use the defunct bowling green adjacent to the Guild for members to park their vehicles. Only the portion of the lot that is alongside Fulcher Rd is to be used. Members are to park their vehicles facing Fulcher Rd to avoid any windscreen reflection that may interfere with the bowling green next door. The area is not to be used when wet/muddy conditions are apparent. As the permission to park is at the Bowls Club discretion, it is imperative that all due consideration be given to their direction.

Library

55. The Guild maintains an extensive library of books, instructional manuals, reference materials etc. These editions are available for members to use while at the Guild only. They should remain within the Guild and are not to be taken home or "borrowed".



Annex A – Complaints Management System (Grievance Procedure)

This Annex briefly describes the procedure to be followed when a complaint is made against any Guild member or student. Complaints may be made by fellow members, students or members of the public. The Grievance Procedure is outlined in detail within the [Guild's Constitution section 10 Grievance Procedure](#). Please review that document as well as this policy for full details of the process.

The Guild grievance procedure is aligned with the Queensland Ombudsman Complaints management resource. For more detail or clarification of the process, refer to:

<https://www.ombudsman.qld.gov.au/improve-public-administration/public-administration-resources/complaints-management>

Receipt of complaint

1. This step involves detailed communication informing the MC of the nature of the complaint. Complaints may be made in person, over the phone, or in writing via email, text or letter. Information should include the following:
 - a. Where did the incident take place?
 - b. What time and date did the incident occur?
 - c. What happened?
 - d. What actions have been taken so far?
 - e. Any other information that may assist in the investigation.

Recording of complaint

2. The Secretary is to record the complaint on the Guild's record management system. If the Secretary is an involved party, then the President is to undertake this task. The MC will then acknowledge receipt of the complaint and determine the process to be followed.

Processing the complaint

3. Investigate the complaint: This step involves gathering relevant information and determining if there is a legitimate grievance. A recommended outcome must be made as part of the investigation. The MC may conduct the investigation independently or delegate it to a Guild member or external agency, depending on the specifics of the complaint.
4. Determine further actions and pathway to resolution: After receipt of the investigation and any recommendations, the MC will decide the appropriate actions to be implemented to resolve the complaint. This could include mediation/arbitration, restrictions or limitations on involved members, or suspension or termination of membership. Appropriate action may also include referring the matter to an external party for assistance.

Responding

5. Once a determination on further actions has been made, the MC will directly advise all involved individuals of the outcome, including actions to be implemented.

Reporting

6. The Secretary, or President if the Secretary is an involved party, is to record the incident on the Guild's record management system. The information that is required to be maintained includes:

- a. the complainant's name and contact details
- b. the decision/action complained about
- c. issues raised
- d. outcomes sought
- e. key actions taken to manage the complaint
- f. the outcomes, reasons and advice provided to the complainant

Additional requirements

7. Follow up: This involves following up with the Complainant/s, Respondent/s and any other person involved to confirm that they are satisfied that their complaint has been resolved. Additional actions may be implemented if required.

8. Prevention: This involves an assessment of Guild Policy and Procedures to ensure that any further incidents can be prevented in the future.



Annex B – Youth Policy

1. As the Guild operates as an incorporated not-for-profit association, the legal requirements for youths, either as students or members, are centred on ensuring the safety and well-being of the individual. The minimum age for students or members is 13 years of age. Parental or guardian consent is required for any student or member under the age of 18 years. Students or members under the age of 18 years must be supervised by an adult member while attending the Guild. The MC is responsible for considering any application for membership or course attendance by an individual who is under 18 years of age, and, in doing so, must consider the applicant's maturity, ability to undertake training, and the ability for the organisation to provide appropriate supervision.
2. Under Queensland legislation, the Guild MUST comply with Child Safe Standards by upholding the following:
 - a. Child safety and wellbeing is embedded in organisational leadership, governance and culture.
 - b. Children are informed about their rights, participate in decisions affecting them and are taken seriously.
 - c. Families and communities are informed and involved in promoting child safety and wellbeing.
 - d. Equity is upheld and diverse needs respected in policy and practice.
 - e. People working with children are suitable and supported to reflect child safety and wellbeing in practice.
 - f. Processes to respond to complaints of child abuse are child focused.
 - g. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children safe through ongoing education and training.
 - h. Physical and online environments promote safety and wellbeing and minimise the opportunity for children to be harmed.
 - i. Implementation the Child Safe Standards is regularly reviewed and improved.
 - j. Policies and procedures document how the organisation is safe for children.
3. As part of ongoing education and training, members who have a responsibility to oversee youths are to read and understand the Guidelines for implementing the Universal Principle and Child Safe Standards in Queensland

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4. The Guild is to ensure that additional support oversight is offered to youths. Youths are entitled to make a complaint themselves or via their parent, guardian, or another Guild member. Complaints are handled according to the grievance process described earlier; however, no emphasis is placed on settling the complaint at the lowest level. Complaint handling involving youths is to be child-focussed and where necessary, the MC may call upon external providers for assistance in resolving complaints.
5. The Guild has an obligation to report any suspected child abuse or neglect to QPS.