Policy and Procedures for Meetings

HiFlex Physio

1. Policy

1.1 All staff, assistant managers and managers of HiFlex Physio are required to attend general, center and staff meetings or as prescribed by each centre.

1.2 The purpose of general meetings include:

1.2.1 Allow relevant managers and staff members discuss and vote on company issues,

1.2.2 Determine decisions and motions to discuss and resolve issues within the organisation.

1.3 The purpose of staff meetings include:

1.3.1 Communication and discussion of decisions of the management with regard to the operations of the organisation

1.3.2 Provision of personal support and opportunities for staff development

1.3.3 Opportunity for staff to discuss any areas of concern relating to their work roles, their colleagues, the management and the organisation

1.3.4 Allow staff to discuss issues and needs of clients and the program

2. Procedures

2.1 Preparing for general meetings

2.1.1 A notice of the meeting must be sent out via email to all staff at least 21 days before the scheduled meeting.

2.1.2 The agenda and notice of meeting must provide adequate information of the business for discussion, particularly in formal meetings.

2.1.3 The venue of the meeting must be booked prior to notification of the meeting. Where there will be changes to the venue of the meeting initially set, an update of the new proposed venue must be sent to all staff.

2.1.5 Make sure to confirm the booking for the venue and schedule before sending out the agenda and meeting invites. This must be done completing a Meeting Arrangement Request Form; this form must be sent to the Manager for approval.

2.1.6 Relevant documents to be used in the meeting must be dispatched to all staff at least seven (7) days prior to the meeting.

2.1.7 Use the prescribed format of meeting minutes for formal and informal meetings.

2.2 Preparing for staff or centre meetings

2.2.1 A standard agenda must be used for all meetings and must be sent and at least seven (7) days for meetings that are limited to teams.

2.2.2 The agenda and notice of meeting must provide adequate information of the business for discussion, particularly in formal meetings.

2.2.3 The venue of the meeting must be booked prior to notification of the meeting. Where there will be changes to the venue of the meeting initially set, an update of the new proposed venue must be sent to all participants.

2.1.5 Make sure to confirm the booking for the venue and schedule before sending out the agenda and meeting invites. This must be done completing a Meeting Arrangement Request Form; this form must be approved by the centre manager.

2.2.4 Relevant documents to be used in the meeting must be dispatched to all staff at least two (2) days prior to the meeting.

2.2.5 Use the prescribed format of meeting minutes for formal and informal meetings.

2.3 Chairing general meetings

2.3.1 General meetings will be chaired by the Director of HiFlex Physio. In the absence of the Director, the General Manager or any Department Supervisor will be appointed by the Director prior to the scheduled meeting.

2.3.2 The Department Supervisor or a case manager appointed by theDepartment Supervisor will chair the meeting for Department and team levels.

2.3.3 General meetings require a quorum. Where there is a lack of quorum,the Chair can adjourn the meeting.

2.3.4 Meetings must start and end on the time proposed at the notice.

2.3.5 Staff members can propose a motion and must vote for a resolution.

2.3.6 The Chair calls for the vote for a resolution. Where a motion is not passed, it will be added as a motion for the next meeting.

2.3.7 All motions proposed should be relevant to the business of discussion. The Chair has the right to revoke any motion that is irrelevant or repetitive.

2.3.8 The Chair also takes note of major decisions made during the meeting.

2.3.9 Staff members have an opportunity to speak to any motion after the Chair opens the floor and for an allocated period.

2.4 Chairing staff or centre meetings

2.4.1 Staff or centre meetings will be chaired by centre manager or any appointed case manager based on nature of meeting.

2.4.2 Meetings must start and end on the time proposed at the notice.

2.4.3 Chair is to receive any apologies for absence.

2.4.4 Chair is to check for possible conflict of interest on the items on the agenda.

2.4.5 Chair is to introduce the objectives of the meeting and the explain the current agenda.

2.2.6 The Chair also takes note of major decisions or amendments made during the meeting.

2.2.7 Staff members have an opportunity to speak to any topic being discussed during the meeting.

2.2.8 Summarise any action item that must be completed upon next meeting or any special items to include to agenda of next meeting.

2.2.9 Close meeting and review meeting minutes before providing to participants.

2.5 Presenting

2.5.1 Presenter must be informed that they will be presenting during the meeting at least seven days before the actual meeting to give them time to prepare.

2.5.2 Presenter must prepare any supplementary information they require for the presentation, this includes PowerPoint presentations, handouts, audiovisual aids, etc.

2.5.3 Equipment required for the presentation must be reserved three days before the presentation.

2.5.4 Presenter must be in the venue of the meeting 10 minutes before appointed time. This is so that the presenter can prepare all they need to conduct the meeting.

2.5.5 Presenter must observe the following when conducting the presentation

- Establish and maintain eye contact with your audience
- Maintain positive body language during presentation such as using appropriate tone, and body stance.
- Modulate voice to an appropriate volume so that all present can hear clearly
- Speak using an even pace

2.6 Negotiating

2.4.1 Staff or centre meetings will be chaired by centre manager or any appointed case manager based on nature of meeting.

2.4.2 Meetings must start and end on the time proposed at the notice.

2.4.3 Chair is to receive any apologies for absence.

2.4.4 Chair is to check for possible conflict of interest on the items on the agenda.

2.4.5 Chair is to introduce the objectives of the meeting and the explain the current agenda.

2.2.6 The Chair also takes note of major decisions or amendments made during the meeting.

2.2.7 Staff members have an opportunity to speak to any topic being discussed during the meeting.

2.2.8 Summarise any action item that must be completed upon next meeting or any special items to include to agenda of next meeting.

2.2.9 Close meeting and review meeting minutes before providing to participants.

2.7 Minute-taking for general meetings

2.7.1. A roster of minute-takers must be in place across teams/departments. For general meetings, the minute-taker will be assigned by the head of each team/department. Minute-takers must have a copy of the agenda prior to the meeting and must be briefed prior to the meeting.

2.7.2. Motions and resolutions must be documented in verbatim by the minute-taker in a formal meeting.

2.7.3. Upon completion of the meeting; the Manager will review the Minutes taken down by the minute taker while referring to the meeting agenda. If necessary the manager will re-write the minutes to edit by correcting grammar and spelling errors, and to ensure they accurately reflect the meeting events. Accuracy of topics discussed, timeframes observed, and outcomes achieved will also be checked.

2.8 Minute-taking for centre or staff meetings

2.8.1. Minute-take is to be assigned by Centre Manager at least one (1) day before the meeting. Minute-takers must have a copy of the agenda prior to the meeting and must be briefed prior to the meeting.

2.8.2. Important discussion points, decisions, and action items must be recorded by the minute-taker. This must also include any special discussion points that chair deems necessary.

2.8.3. Upon completion of the meeting; the Manager will review the Minutes taken down by the minute taker while referring to the meeting agenda. If necessary the manager will re-write the minutes to edit by correcting grammar and spelling errors, and to ensure they accurately reflect the meeting events. Accuracy of topics discussed, timeframes observed, and outcomes achieved will also be checked.

2.8 Distributing and Storing Meeting Documentation

2.9.1. Final copies of the updated Meeting Minutes must be distributed to all staff, including to those who were absent, within seven (7) days for general meetings, and no more than three (3) days for team/department meetings.

2.8.2. Documents used in the meeting including agenda, minutes and other relevant documents must be kept in accordance with the organisation’s record-keeping policies and procedures and relevant legislation.

2.9.3. All Meeting documentation such as Meeting Minutes, Meeting Agendas, Meeting Sign in sheets or any other documentation used or discussed at the meeting must be stored electronically in D drive under the context of the meeting. For example; staff meetings must be saved under: D:Meetings/Staff