



# RECREATIONAL AVIATION AUSTRALIA

## Members' Charter

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## 1. Purpose of the Charter

The purpose of this Charter is to more fully describe the relationships between RAAus Board, its staff and the members of RAAus. The proposed Constitution provides for a Member's Charter in Clause 54 and the Charter when adopted, will exist as if it is part of the Constitution.

The RAAus Constitution gives certain powers to the Board and protects a member's rights. This Member's Charter extends the contract between the organisation and members by detailing the obligations of RAAus and a member and what members can expect from each other in their dealings. Members and RAAus are bound by the Constitution, associated organisational manuals and the Member's Charter.

## 2. Vision

The vision of RAAus is Safe, Accessible, Fun, Educational (SAFE) aviation.

## 3. Purpose and aims

RAAus exists

1. For the advancement of aviation in Australia including all things connected with the design and/or manufacture of all and any machine, object, device and/or concept that relates directly or indirectly to the advancement of flight whether powered or otherwise.
2. To encourage, conduct and oversee learning and training in the arts and sciences of aviation, piloting, operation, design, manufacture of aviation and/or space craft of any design and capability.
3. To defend vigorously, and lobby for the best interests of the membership
4. To promote the worth, credibility and standing of the ultralight, recreational and sport aviation movement
5. To enable members to understand and safeguard their rights as aviators
6. To assist members to achieve the highest standards in flight training, aircraft maintenance and flight operations.
7. To form active links between aviators and those in related fields worldwide, and
8. To promote mutual respect among members allowing for their differing aims and needs.

## 4. Communication

RAAus will communicate with its members and other stakeholders via SportPilot, the RAAus eNewsletter, the RAAus website and social media channels, email, text messages, letters and at General Meetings.

Members accept responsibility for keeping themselves informed of relevant information that is pertinent to their relationship with RAAus. This requires maintaining current communication data with RAAus including mobile phone number, email address and mailing address.

## 5. Participation/consultation

RAAus is committed to ensuring that the interests and needs of its members and stakeholders, regardless of geographic location, are understood and reflected throughout the organisation and the wider aviation industry.

To this end we will encourage participation from all members and welcome feedback from members, clubs, schools and interested third parties.

We will also adopt a practical consultation model which will ensure robust, open and honest conversations with members on topics of relevance.

## 6. Expectations

### What can a member expect from RAAus?

When a member contacts RAAus they can expect the following

- That their confidentiality will be respected
- That their interaction will be handled in a professional and courteous manner
- That there will be acknowledgement and a prompt response to their request for information and advice
- That they will be consulted about any proposed action that will be taken on their behalf.

Members can expect that no action will be taken against them by RAAus except in those circumstances where:

- They have committed an act of terrorism,
- Made a threat or carried out an act of violence against a board member, staff or another member, or,
- Wilful violation of aviation law including Regulations, the RAAus Constitution, Operations Manual or Technical Manual has been proved

Where such action has been taken the member can expect that the concept of a just and fair culture will be applied. Additionally, principles of natural justice will be applied and that procedural fairness will be employed in any processes used to investigate allegations relating to the above acts.

### What RAAus expects from members?

RAAus expects that members

- abide by the RAAus Constitution, Operations and Technical Manuals, applicable aviation Regulations and the laws of the States and Territories
- Assess their own Fitness to Fly and remain accountable for their own actions
- Report any occurrence that they are involved in through the Occurrence Management System
- treat RAAus staff and volunteers with respect and are courteous in all of your dealings
- act with integrity in all dealings with RAAus
- represent RAAus in a positive and professional manner at all times
- undertake and agree to follow RAAus communication channels checking periodically for new information and requests
- respond to requests for information in a timely fashion
- maintain up to date contact details
- pay membership and registration fees on time
- support RAAus activities and lend their support, whenever possible, to relevant issues to assist with advocacy
- to not act, or communicate, in a way that may bring RAAus into disrepute or discredit the movement

## 8. Accountability

### Directors

RAAus Directors are accountable to members through the Constitution (specifically Clauses 34 through 50). In addition to the constitutional requirements, Directors are also held accountable by various sections of the Corporations Act.

Directors also have general duties as follows:

- To act with loyalty and in good faith. This can be broken down as follows:
  - To act in good faith in the best interests of the organisation, and for a proper purpose (statutory duty section 181 of the *Corporations Act 2001*).
  - Not to misuse their position (statutory duty section 182) or information (statutory duty section 183).
  - To avoid conflicts of interest and retain discretions (fiduciary duty), and to disclose material personal interests (statutory duty section 191-196).
- To act with care and diligence. This can be broken down as follows:
  - Directors have a duty to act with a degree of care and diligence that a reasonable person would exercise in the circumstances (statutory duty section 180).
  - Exercise their duty of care, skill and diligence (fiduciary duty).
  - Exercise their duty of care (common law negligence).

### Staff Accountability

In order for the Staff to continuously improve their service to the members they will welcome feedback from members both positive and constructive. Harsh negative non-constructive feedback has rarely been known to have good effects.

Feedback from members is, in the first instance, to be directed to the relevant Manager. Your feedback will be promptly acknowledged and responded to expeditiously given competing priorities.

Should a member be dissatisfied with the timeliness of the response or its content, the Member may ask for the matter to be referred to the Chief Executive Officer.

Similarly, if the member is dissatisfied with how the CEO handled the response, then the member may request the matter be referred to the Board of Directors for their review.

We will investigate the complaint thoroughly at each stage of the procedure and will endeavour to respond to you within 7 working days of receiving the complaint feedback. If for some reason a response is not possible within 7 working days we will inform you before the expiration of the 7 working days.

## Member Accountability

As a member based organisation RAAus believes members are accountable for their own actions and as such should take responsibility for ensuring they operate within the rules at all times.

As part of our open and fair reporting culture, RAAus wants to know if you experience an occurrence (accident, incident or defect) of any nature. You can lodge an accident, incident or defect through our Occurrence Management System.

Additionally as part of our open and fair reporting culture, RAAus wants to know if you witness another member operate outside of the rules. You can lodge an accident, incident, defect or complaint through our Occurrence Management System. Complaints can be lodged anonymously

Collecting information on incidents and analysing causes allows problems to be identified which, when resolved, can prevent future errors and incidents. To support incident reporting, it is vital to have an effective data collecting system and, in addition, an open and fair culture where those who report are supported and not punished. An open and fair reporting culture forms part of the RAAus culture.

## 9. Application of this Charter

By joining RAAus and by virtue of Clause 54 of the constitution, a member has agreed to be bound by this Charter as well as the RAAus constitution.

## 10. Help us improve our service

Members are encouraged to inform RAAus of any inappropriate or unethical behaviour, including the unauthorised release of confidential information. Equally, we expect that you do not offer any RAAus Director or staff person inducements or expect preferential treatment.

RAAus is committed to complying with the Complaints Handling Standard (Standards Australia AS 4269-1995). If you are not satisfied with any aspect of our service you should inform the RAAus staff person that you are dealing with or ask to speak to their supervisor. If you believe that your complaint is not receiving appropriate attention, please contact the CEO.

Whether you are satisfied with our performance or if we have not met your expectations, we value your feedback.

## 11. Monitoring and reviewing the Charter

To make sure this Charter stays relevant, up-to-date and reflects your expectations, we welcome and will respond to your feedback. We will also continue to monitor the application of the commitments made in this Charter. The Charter will be formally reviewed and amended/endorsed by the Board, after member consultation, at least every 12 months to maintain its currency and relevance.