



Partner Housing Australasia (Building) Incorporated
ABN 88 722 057 429 CFN: 15429
Web: www.partnerhousing.org
Pro-bono professional services and funding for South Pacific
village infrastructure, housing, water, sanitation and training.

272 Blackwall Road, Woy Woy NSW 2256, Australia
Phone: +61 4 0721 8926
Email: rod@electronicblueprint.com.au

As a member of Australian Council for International Development and signatory to the ACFID Code of Conduct, we are committed to achieving high standards of financial reporting, management and ethical practice.

Procedures

These Procedures set out the means of complying with the policies and requirements set out in the Partner Housing Australasia (Building) Incorporated “Constitution and Policies” and “Code of Contact”.

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Responsibilities, Authorities & Delegations

Mode of Operations – Volunteer Arrangements

All work undertaken by Partner Housing shall be on a voluntary basis by unpaid Volunteers.

Partner Housing is a not-for-profit non-government organisation.

- The Operating Budget reflects the emphasis on voluntary work, thus maximizing the funds available for donation to Australian and Asia-Pacific building, water or sanitation projects.
- Where it is not practical for work to be undertaken efficiently on a voluntary basis, suitably qualified and experienced contractors may be engaged on a commercial basis.

Examples:

1. Where a licensed electrician is needed to install electrics on site, the first option is to engage a volunteer with the appropriate license. However, if no suitable volunteers can carry out the work in an efficient and timely manner, it is permissible to engage an electrical contractor.
 2. Where overseas ‘Supervisors’ are engaged for purposes of supervising construction work on projects under mentorship arrangements, such ‘Supervisors’ will receive a fair wage in local currency.
- The work shall be packaged into lots which are manageable by Volunteers, working reasonable hours appropriate to unpaid positions.

Examples:

It may be considered reasonable for a Volunteer to engage in productive hours up to (say) 100 hours per year before such work be delegated to several Volunteers. If a Volunteer offers to work longer on a voluntary basis, this offer should be accepted by the organisation gratefully.

1. Professional services - Architects and/or engineers could be asked to design specific projects.
 2. Regional and project management - Volunteers could be asked to manage specific initiatives
 3. Administration - Volunteers could be asked to undertake specific functions, including recruiting Volunteers, coordinating Volunteers, accounts, bookkeeping, data entry, banking etc.
- The Organisation does not employ staff. Therefore, all senior operational roles must be performed by Members or Volunteers (including those serving as Directors on the Board). In order that Directors on the Board are familiar with and experienced in the operations of the Organisation, they are also encouraged to perform one of the operational management roles.
 - The Board is made up entirely of non-staff Members, elected to serve as an Executive and Directors, as per the “Constitution and Policies”. They are responsible for the governance and viability of the Organisation.
 - For clarity, the following roles, authorities and responsibilities have been defined using terminology similar to that of a conventional corporate entity. However, all functions are performed by non-staff Members or Volunteers.

Chief Executive Officer

The Chief Executive Officer shall undertake the role of representative, chief executive and public officer of the organisation, with oversight of the governance, financial control and operations, as required by legislation and regulation.

The Chief Executive Officer shall manage the conduct of the organisation, in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct".

Unless resolved otherwise by the Board, the President shall perform the duties of the Chief Executive Officer.

In these roles, the Chief Executive Officer may be assisted by other officers on an ad-hoc basis.

The Chief Executive Officer shall report to, and receive direction from, the Board.

The Chief Executive Officer shall execute the following

Authority

The CEO shall act under instructions from the President.

Unless specifically instructed in writing to the contrary, the CEO has authority to carry out each of the activities listed under "Responsibilities", to the extent necessary to ensure their execution in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct".

Execute expenditure previously approved by the Board.

Execute minor expenditure up to AUD \$ 5,000 per annum, subject to obtaining subsequent Board endorsement at the next Board meeting.

Responsibilities

Governance

Execute the governance policies, including:

- Ensure that the "Constitution and Policies" and "Code of Conduct" are reviewed at each December Board Meeting and each December AGM.
- Ensure that the "Procedures" are reviewed at each December Board Meeting.
- Ensure the resolution of internal disputes and, if appropriate, the disciplining of members.
- Ensure that the powers of the Board are understood and communicated to the Directors, Volunteers and Members through training carried out at each February Board Meeting.
- Ensure that the "Constitution and Policies" and "Code of Conduct" are communicated to the Membership at the AGM.
- Ensure that potential new members are correctly considered and approved by the Board, and the appropriate records are kept. This may be delegated to the Secretary.
- Ensure that the Board Meetings and General Meetings are held, with the required notice and quorum. This shall be done in consultation with the Administration Manager.
 - Prepare the Business Papers and Minutes for four Board Meetings per year (February, April, July and December). If the CEO is also the President, conduct the Board Meetings.
 - Prepare the Business Papers and Minutes for the AGM (December) and any EGMs. If the CEO is also the President, conduct the AGM and any EGMs.
- Ensure that the Winding Up provisions remain relevant.
- Ensure that the "Constitution and Policies" and "Code of Conduct" are correctly implemented in their entirety in accordance with the conditions specified by ACFID, including the following:
 - Privacy Policy
 - Child Protection Policy
 - Terrorism Policy
 - Complaints Handling Policy
 - Non-development Activity Policy.

- Ensure that the Partner Housing Australasia (Building) Incorporated Overseas Aid Fund is correctly administered in accordance with the conditions specified by DFAT and the ATO.
- Ensure that persons reporting fraud and/or corruption (whistle blowers) are protected and assisted, with care taken to preserve their anonymity, subject to the laws of the country.

Identifying and Establishing a Working Relationship with Partner Organisations

- Identify suitable Partner Organisations that reflect the same values as Partner Housing, and are active in promoting and practising safe and efficient building and infrastructure construction for villages in the Asia-Pacific region.
- Experience has shown that suitable Partner Organisations can generally be identified in two groups;
 - (a) large established NGOs with the ability to deliver substantial building and infrastructure projects, but requiring assistance in practical design and construction (skills possessed by Partner Housing), and
 - (b) community organisations existing in regions where Partner Housing has identified village need, but requiring assistance in governance, funding, design and construction (skills and resources possessed by Partner Housing).
- It is most common for a suitable Partner Organisations to approach Partner Housing, either directly or through other organisations operating in the same field.
- Once a suitable Partner Organisation is identified, the CEO shall make contact by phone and/or email, with a view to following up with a site visit.
- The CEO (or a delegated Regional Manager or Project Manager) shall visit the area and meet the representatives of the Partner Organisation to discuss the details of the project. This shall include meeting the key representatives, inspecting previous work, inspecting financial reports, confirming the needs analysis, drawing up programs, plans, establishing regular communications (e.g. regular email contact) and establishing an annual technical audit etc. (as considered appropriate during the visit).
- On completion of a successful area visit, the CEO shall negotiate and complete a Memorandum of Understanding. A sample MOU is set out in Appendix 4. When preparing an MOU, the following shall be considered:
 - (a) *The Partner Organisation's Constitution and Policy Documents and how they align with Partner Housing strategy, objective, purpose and values; and*
 - (b) *Capacity to carry out the work consistent with the stated requirements and outcomes.*
- The CEO shall then brief the Regional Manager and (where appropriate) a Project Manager, who shall assume responsibility for maintaining an on-going monitoring (including an annual audit) of the project.
- The process for monitoring compliance shall be the establishment and maintenance of a Project File, similar to the sample in Appendix 4; and ensuring that field Volunteers adhere to and complete the relevant Project File.

Service Delivery and Growth

Assist and liaise with the Resource Development Manager to ensure that Partner Housing achieves its objectives.

- Ensure that Partner Housing continues to deliver its stated services, in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct". This includes liaison with and Regional Managers, Project Managers, Supervisors, Volunteers and Partner Organisations as appropriate.
- Ensure that Partner Housing takes every reasonable opportunity to expand its services, within the parameters set in the "Constitution and Policies", "Procedures" and "Code of Conduct". This includes recruiting new Volunteers, Partner Organisations and Donors as appropriate.
- Ensure that suitable training package, manuals and design aids are developed and distributed to Partner Organisations.

Financial Functions

Assist and liaise with the Finance Manager to ensure that finance and accounting policies are correctly executed, including the following:

- Prepare and present to the Board and AGM an Operations Plan and Budget covering the next financial year and the next five financial years. (A period of ten years may be selected). Obtain Board and AGM approval for the Operations Plan and Budget.
- Obtain Board Approval prior to making external payments or donations in excess of \$ 50,000.
- Ensure the recording of accounts and financial transactions by the Finance Manager, in accordance with the requirements specified by the Auditor.
- Ensure mortgage recovery is carried out in accordance with the Mortgage Contracts.
- Obtain expenditure approval.
- Request for the transfer of funds to Partner Organisations.
- Present the Quarterly Accounts to the Board for approval.
- Present the Annual Accounts to the Board for approval.
- Engage and brief the Auditor and present the Auditor's Report, Special Financial Report and Annual Accounts to the Board Meeting and AGM.

Administration Functions

Assist and liaise with the Administration Manager to ensure that administration and record keeping policies are correctly executed, including the following:

- Ensure that the organisation has an appropriate membership and that the relevant records are kept. .
- Ensure that the fees and subscriptions are collected and that the relevant records are kept. This may be delegated to the Finance Manager.
- Ensure that Notices of Meetings and Minutes are kept for Board Meetings, AGMs and EGMs, together with relevant proxy and nomination forms.

Office Manager

Assist and liaise with the Office Manager to ensure that Financial, Administrative and Operational Projects have thorough and timely support.

Property

Assist and liaise with the Property Manager to ensure that the following is carried out:

- Manage and plan the effective use of property and mortgages.
- When approached by mortgagors who wish to pay out and thus terminate their mortgages, advise the Board, facilitate the process and assist the mortgagors.
- Engage legal services when required.
- Engage surveyors, building inspectors, real estate agents, valuers and other professionals when required.
- Process all legal documents associated with property sales and mortgages
- Ensure that Australian partner families (who have Partner Housing mortgages) receive an appropriate level of nurture and support..

Professional Services

Assist and liaise with the Professional Services Manager to ensure that professional services assignments are secured and correctly executed.

Operations

Assist and liaise with the Regional Managers to ensure that construction projects are secured and correctly executed.

Funding

Develop and implement a strategy that will secure donations to Partner Housing for programs in PNG, Solomon Islands, Fiji, Vanuatu, Tonga and/or other South Pacific countries, based on the following.

1. Amplify Partner Housing's aim to transform South Pacific village building practice (to improve cyclone, earthquake and tsunami resistance) and improve water and sanitation practices.
2. Emphasise Partner Housing's model of a combination of funded model projects such as our current PNG, Solomon Islands and Fiji programs AND high-level professional services to governments and large NGOs. Partner Housing is well placed to deliver both and currently does so.
3. Develop a portfolio of schemes whereby corporate donors may partner with us and our international partners to fund specific programs such that the CEO and others may negotiate such funding with the potential donors. This could include direct donations, matching donations, donations as payment for CPD training based on international construction projects etc.
4. High level corporate services to governments and NGOs on a fee for service basis.
5. Improve communications with corporate donors, including human scale stories, improved website etc.

Maximise the advantages of Partner Housing's DGR tax deductibility and ACFID membership.

Resource Development Manager

The Resource Development Manager shall undertake the role of deputy to the Chief Executive Officer, in addition to responsibility for securing financial resources and the services of volunteer professionals.

Unless resolved otherwise by the Board, the Vice President shall perform the duties of the Resource Development Manager.

In this role, the Resource Development Manager may be assisted by the CEO or others on an ad-hoc basis.

The Resource Development Manager shall report to, and receive direction from, the CEO.

The Resource Development Manager shall execute the following

Authorities

The Resource Development Manager shall act under instructions from the CEO.

Unless specifically instructed in writing to the contrary, the Resource Development Manager has authority to carry out each of the activities listed under "Responsibilities", to the extent necessary to ensure their execution in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct".

In the prolonged absence of the CEO (e.g. in excess of three months, or as directed by the Board), the Resource Development Manager has authority to assume the authorities of the CEO.

Execute expenditure previously approved by the Board.

Execute minor expenditure up to AUD \$ 1,000 per annum, subject to obtaining subsequent Board endorsement at the next Board meeting.

Responsibilities

Deputy to the Chief Executive Officer

In the prolonged absence of the Chief Executive Officer (e.g. in excess of three months, or as directed by the Board), the Resource Development Manager shall assume the responsibilities of the Chief Executive Officer. On an ad-hoc basis, the CEO may delegate specific functions to the Resource Development Manager.

Service Delivery and Growth

- Ensure that Partner Housing continues to deliver its stated services, in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct". This includes liaison with and Regional Managers, Project Managers, Supervisors, Volunteers and Partner Organisations as appropriate.
- Ensure that Partner Housing takes every reasonable opportunity to expand its services, within the parameters set in the "Constitution and Policies", "Procedures" and "Code of Conduct". This includes recruiting new Volunteers, Partner Organisations and Donors as appropriate.

ACSE

- The Resources Development Manager shall attend a number of ACSE [Association of Consulting Structural Engineers (NSW)] events on behalf of Partner Housing to provide them with regular feedback.
- The Resources Development Manager shall maintain close contact with the ACSE President and Events Manager, and keep them informed as to which events Partner Housing will attend.

Note: Partner Housing enjoys the services of a number of structural consultants (see separate list) and the status as the "charity partner" of the ACSE (NSW). There are two important ways in which we can ensure that this resource is properly used and continues to be available.

1. Partner Housing must commission volunteers to do pro bono work, not big jobs but lots of small jobs spread over a number of consultants. This is the role of the Professional Services Manager to manage the allocation of consulting assignments.
2. Partner Housing must maintain our presence with ACSE as their "charity partner". We must regularly attend ACSE functions and (briefly) report to them what we are doing.

Administration Manager

The Administration Manager shall ensure that administration and record keeping policies are correctly executed.

Unless resolved otherwise by the Board, the Secretary shall perform the duties of the Administration Manager.

In this role, the Administration Manager may be assisted by the CEO or others on an ad-hoc basis.

The Administration Manager shall report to, and receive direction from, the CEO.

The Administration Manager shall execute the following

Authority

The Administration Manager shall act under instructions from the CEO.

Unless specifically instructed in writing to the contrary, the Administration Manager has authority to carry out each of the activities listed under "Responsibilities", to the extent necessary to ensure their execution in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct".

Execute expenditure previously approved by the Board.

Execute minor expenditure up to AUD \$ 1,000 per annum, subject to obtaining subsequent Board endorsement at the next Board meeting.

Responsibilities

Secretarial Services

- Ensure that the organisation has an appropriate membership and that the relevant records are kept.
- Ensure that the fees and subscriptions are collected and that the relevant records are kept. This may be delegated to the Finance Manager or CEO.
- Ensure that Notices of Meetings and Minutes are kept for Board Meetings, AGMs and EGMs, together with relevant proxy and nomination forms.
- Secretary of an incorporated organization
- Act as a point of contact for the volunteers
- Secure adequate legal assistance when required
- Send and receive correspondence
- Keep records of correspondence and the like
- Appoint and liaise with pro-bono legal advisors.

Nurture of Australian Partner Families and Management of Mortgages

- Maintain contact with each of the Australian partner families (home owners / mortgagors).
- Monitor mortgage repayments, discussing any fluctuations with the home owners (mortgagors) and advising the Board by email of any problems and recommended actions. Such recommendations may include advice that mortgagors to revert to lower repayments in cases of financial distress. Approval for such actions may be granted jointly by the CEO and Administration Manager, following favourable email feedback from the other Board Members (Directors).
- Carry out extended "low key" discussions with home owners with the greatest outstanding mortgages, on the following basis:
 - (a) Partner Housing will not act to disadvantage the home owners (mortgagors) in any way;
 - (b) Partner Housing will continue periodic discussions with the home owners (mortgagors), but will not apply any pressure to achieve early mortgage redemption;
 - (c) Partner Housing would like to encourage the home owners (mortgagors) to consider some of the long term options associated with early redemption of the interest-free mortgages, including:
 - i. Discount in the range 15% to 20%, depending on when the option is exercised; and

ii. Extinguishing the Part B (Schedule 2) commitments to share windfall profits (from the sale of the property, should it occur) with Partner Housing.

- When approached by mortgagors who wish to pay out and thus terminate their mortgages, advise the Board, facilitate the process and assist the mortgagors.
- When appropriate, provide counselling to Australian partner families in distress.
- When appropriate, recommend to Australian partner families in distress that they seek assistance from other specialised agencies.
- Manage and plan the effective use of property and mortgages.
- Engage legal services when required.
- Engage surveyors, building inspectors, real estate agents, valuers and other professionals when required.
- Process all legal documents associated with property sales and mortgages.

<p>Finance Manager</p>
<p>The Finance Manager shall undertake the bookkeeping, banking, accounting and financial control of Partner Housing, as required by legislation and regulation; and shall facilitate the auditing by a suitably qualified Auditor.</p> <p>Unless resolved otherwise by the Board, the Treasurer shall perform the duties of the Finance Manager.</p> <p>In these roles, the Finance Manager may be assisted by the Office Manager and/or the CEO.</p> <p>The Finance Manager shall report to, and receive direction from, the CEO.</p> <p>The Finance Manager shall execute the following</p>
<p><i>Authority</i></p> <p>The Finance Manager shall act under instructions from the CEO.</p> <p>Unless specifically instructed in writing to the contrary, the Finance Manager has authority to carry out each of the activities listed under “Responsibilities”, to the extent necessary to ensure their execution in accordance with the “Constitution and Policies”, “Procedures” and “Code of Conduct”.</p> <p>Execute expenditure previously approved and budgeted by the Board.</p> <p>Obtain endorsement by the CEO prior to making previously approved and budgeted external payments or donations in excess of AUD \$ 50,000.</p> <p>Execute approved expenditure up to AUD \$ 5,000 per annum. Obtain subsequent Board endorsement at the next Board meeting.</p> <p>Co-sign and/or co-approve all banking transactions, consistent with the authorities lodged at the bank.</p> <p>Forward (by cheque or bank transfer) the payments covered by any properly approved “Expenditure Approval”.</p>
<p><i>Responsibilities</i></p> <p><u>Expenditure Approval Process</u></p> <p>Before funds are expended (payment of invoices, major outgoing donation or transfer of funds to international partners), the following written Expenditure Approvals shall be obtained. The Expenditure Approval may be in the form of an email by the approving parties.</p> <p>The following authorities to approve each expenditure, donations, transfers, establishment of new payees are granted.</p> <p>Expenditure the may be by personal cash, personal credit card, cheque or bank transfer</p> <ul style="list-style-type: none"> • Expenditure (including pretty cash) up to \$ 1,000 in any one payment and \$ 5,000 in any year – Any Director. <p>Expenditure the must be by Partner Housing cheque or bank transfer</p> <ul style="list-style-type: none"> • Expenditure over \$ 1,000 and up to \$ 5,000 in any one payment and up to \$ 25,000 in any year – Any two Directors. • Expenditure over \$ 5,000 and up to \$ 20,000 in any one payment and up to \$ 100,000 in any year – Responsible Director + President/CEO • Expenditure in excess of \$ 20,000 in any one payment and in excess of \$ 100,000 in any year – Board Approval or majority of Directors + Responsible Director + President/CEO <ul style="list-style-type: none"> ○ The Responsible Director for an overseas project is the Regional Manager for that project. ○ The Responsible Director for Australian administration costs is the Administration Manager. ○ The Responsible Director for ACFID costs is the Professional Services Manager. <p>Additional expenditure resulting from fluctuations in the international exchange rate, up to 10% of an amount previously approved by the Board, may be approved without first obtaining further Board approval.</p> <p>If the President/CEO is unavailable, the Vice President may assume the appropriate responsibility.</p> <p>The Treasurer/Finance Manager be approving party. See explanation below.</p>

Authority to Operate Bank Accounts to make Payments, Donations and Transfers

The following authorities are granted to carry out the following banking functions, together with one other signatory:

Daniel Chan Treasurer / Finance Manager

- Make payment to all payees in the network
- Create payees
- Maintain payees
- View Quick Balance on mobile
- View and manage financial position
- Stop cheques
- View Direct Entry Return Payments
- Manage BPAY View
- Multiple payments
- Template
- Import files
- Payment and tasks approver
- Open term deposits
- Daily Payment Limit \$ 60,000
- ~~• Administrator (manages access for the network and users)~~
- ~~• Senior approver (can approve payment on their own or cover all remaining approvals)~~

Robyn Johnston Director / Office Manager

- Make payment to all payees in the network
- Create payees
- Maintain payees
- View Quick Balance on mobile
- View and manage financial position
- Stop cheques
- View Direct Entry Return Payments
- Manage BPAY View
- Multiple payments
- Template
- Import files
- Payment and tasks approver
- Open term deposits
- Daily Payment Limit \$ 60,000
- Administrator (manages access for the network and users)
- ~~• Senior approver (can approve payment on their own or cover all remaining approvals)~~

Rodney Johnston President / CEO / Public Officer

- Make payment to all payees in the network
- Create payees
- Maintain payees
- View Quick Balance on mobile
- View and manage financial position
- Stop cheques
- View Direct Entry Return Payments
- Manage BPAY View
- Multiple payments
- Template
- Import files
- Payment and tasks approver
- Open term deposits
- Daily Payment Limit \$ 60,000
- ~~Administrator (manages access for the network and users)~~
- ~~Senior approver (an approve payment on their own or cover all remaining approvals)~~

Arthur Gray Secretary / Administrative Manager

- Make payment to all payees in the network
- Create payees
- Maintain payees
- View Quick Balance on mobile
- View and manage financial position
- Stop cheques
- View Direct Entry Return Payments
- Manage BPAY View
- Multiple payments
- Template
- Import files
- Payment and tasks approver
- Open term deposits
- Daily Payment Limit \$ 60,000
- ~~Administrator (manages access for the network and users)~~
- ~~Senior approver (an approve payment on their own or cover all remaining approvals)~~

David Kaunitz Regional Manager – Vanuatu

- Make payment to all payees in the network
- Create payees
- Maintain payees
- View Quick Balance on mobile
- ~~View and manage financial position~~
- ~~Stop cheques~~
- View Direct Entry Return Payments
- Manage BPAY View
- Multiple payments
- Template
- Import files
- Payment and tasks approver
- ~~Open term deposits~~
- Daily Payment Limit \$ 20,000
- ~~Administrator (manages access for the network and users)~~
- ~~Senior approver (an approve payment on their own or cover all remaining approvals)~~

Ian Warren Regional Manager – Solomon Islands

- Make payment to all payees in the network
- Create payees
- Maintain payees
- View Quick Balance on mobile
- ~~View and manage financial position~~
- ~~Stop cheques~~
- View Direct Entry Return Payments
- Manage BPAY View
- Multiple payments
- Template
- Import files
- Payment and tasks approver
- ~~Open term deposits~~
- Daily Payment Limit \$ 20,000
- ~~Administrator (manages access for the network and users)~~
- ~~Senior approver (an approve payment on their own or cover all remaining approvals)~~

Bank Signatories for Cheques and In-Branch Activities

- Daniel Chan Treasurer / Finance Manager
- Robyn Johnston Director / Office Manager
- Rodney Johnston President / CEO / Public Officer
- Arthur Gray Secretary / Administrative Manager
- William Ryan Vice President / Resource Development Manager
- ~~David Kaunitz Regional Manager – Vanuatu~~
- ~~Ian Warren Regional Manager – Solomon Islands~~
- ~~Peter Cheers Regional Manager – Fiji~~
- ~~Ian Volke Regional Manager – PNG~~
- Bruce Hutchison Professional Services Manager

Definitions

- The Responsible Director for an overseas project is the Regional Manager for that project.
- The Responsible Director for Australian administration costs is the Administration Manager.
- The Responsible Director for ACFID costs is the Professional Services Manager.

Notes on the Expenditure Approval Process and Banking Authorities

The Treasurer/Finance Manager is not normally part of the Expenditure Approvals Process and therefore may be an approving party for bank transfers.

At least one Director who has not been part of the Expenditure Approval Process shall one of the people executing the bank payments.

If the Treasurer/Finance Manager is unavailable, the Office Manager or Secretary/Administration Manager may assume the appropriate responsibility, provided they have not been one of the expenditure approving parties.

Additional expenditure resulting from fluctuations in the international exchange rate, up to 10% of an amount previously approved by the Board, may be approved without first obtaining further Board approval.

If the President/CEO is unavailable, the Vice President may assume the appropriate responsibility.

Transfer to Funds to Partner Organisations and Suppliers

Execute a "Request the Transfer of Funds to Partner Organisations" for particular projects, for which there is already formal approval by resolution at a Board Meeting, AGM or EGM. This request must be initiated and approved by email by the relevant Regional Manager.

Execute the transfer of additional funds (up to 10% of the amount previously approved for particular projects), for legitimate unforeseen circumstances such as movements in the exchange rate or unavoidable extra work. This request must be approved jointly by email by the Regional Manager, Finance Manager and CEO.

The "Request for the Transfer of Funds to Partner Organisations" shall nominate the Australian dollar amount to be transferred, together with an estimate of the local funds likely to be received into the recipient's bank account, the exchange rate and bank fees.

Obtain the relevant receipts from the Partner Organisations on payment.

Receive and file such receipts in a manner suitable for audit.

Advise the Board of such transfers at the next Board meeting.

Procedures for the Transfer of Funds to Overseas Suppliers

When preparing a Westpac international payment:

1. Don't rely on exchange rate from Google for your calculation as it does not factor in commission normally charged by banks. That is why the bank rate is less favourable than the rate from Google.
2. For accuracy refer to the Foreign Exchange Rates published daily by Westpac on the website.

3. As the exchange rates change daily, the daily rate that applies will only last a limited time; and will normally expire before 6 pm.
4. Therefore, there is a time constraint from setting up a payment to approval of payment – all have to be done within the same day.
5. Ensure beforehand at least one of us (Robyn Johnston, Daniel Chan or David Kaunitz) is available (e.g., non-availability due to travelling) to approve the payment on the day the payment is set up.
6. To allow enough time for the procedures in point 4, first establish the Westpac rate first instance in the morning (around 9 am); then set up the payment and advise Robyn Johnston by text message/phone (or Daniel) for approval **as soon as possible** so that the transaction can be completed on the same day to prevent the transaction from being rejected.
7. Always check that there are enough funds in the bank account (after referring the Westpac rates) before setting up a payment.
8. For any large amount of payment, e.g. AUD \$5,000 or over, Partner Housing uses Compass Global to transfer funds overseas.

Anti-fraud and Anti-money-laundering Procedures

Money shall only be transferred internationally to established businesses (such as hardware suppliers, transport companies and the like), Partner Organisations or individuals who have been approved by the Board to receive such moneys.

All transactions shall comply with the relevant laws, taxation, counter-terrorism financing and anti-money-laundering legislation. Advice on these matters shall be sought from the organisation's Auditor and Solicitor. (See also procedures for Chief Executive Officer).

Transfers shall be executed only through established banks or approved currency traders (e.g. Compass Global Holdings Pty Ltd).

The bona-fides of such organisations shall be as resolved by the Board.

Use of Compass Global Holdings Pty Ltd to transfer funds internationally

Once Partner Housing personnel have completed the internal approval process, the Treasurer/Finance Manager is authorised to forward the request to Compass Global Markets to initiate the transfer.

Compass Global Holdings Pty Ltd ACN 159 256 014, Australian Financial Services Licence No. 426 810. <http://www.compassmarkets.com> Phone +61 (2) 9283 9792.

Associated documentation:

- Compass Global Markets Product Disclosure Statement
- Compass Global Markets Client Agreement
- Compass Global Markets Privacy Policy
- Compass Global Markets Financial Services Guide.

The standard email format set out in "Requisition, Approval, Transfer Quotation, Comparison Quotation, Advice to Beneficiary, Receipt Request" shall be used.

Unsolicited Donations

Unsolicited donations made by individuals or companies specifically intended for particular programs, should be treated as extra to the normal Partner Housing commitments in the region.

When transferring unsolicited donations to the Partner Organisation, include the following text.

"Please find herein advice of the transfer of AUD \$ #####, raised by ##### for purposes of the ##### community building program. This is additional to the normal scheduled donations by Partner Housing (up to AUD ##### per annum, depending on the works being constructed)."

Exception: This principle should theoretically apply to the donations previously received for the Ranongga programs, although this is a little more complicated by the large AUD \$ 60,000 + \$ 6,000 donation received from DFAT. In this case treat those donations as the part of the "extra" approximate AUD \$ 54,000 + that has been budgeted for the current Ranongga / Vella program. i.e. Treat those donations as part of the Partner Housing additional commitment.

Compliance Monitoring

All transactions shall be reported quarterly to the Board. Acceptance of such accounts shall be by Board resolution on the advice of the President/CEO and Regional Manager.

Print and use the "Expenditure Approval" form to record the approval of expenditure, either in accordance with the resolutions of the Board or within the delegation limit.

Ensure each "Expenditure Approval" is co-signed by the specified Directors.

The "Request for the Transfer of Funds to Partner Organisations" is a special case of this process.

Advise and seek ratification by the Board of such expenditure (by listing it in the Quarterly Accounts for consideration at the next Board meeting).

Request the relevant Creditors to provide (by email or mail) formal receipts.

Receive and file such receipts in a manner suitable for audit.

Banking

Execute the banking and investment policy, keeping the balances within the following guidelines.

Manage all bank accounts.

Receive and examine the expenditure requests and approvals submitted by the designated managers for expenditure and other banking transactions. If all is in order,

- co-sign the corresponding cheques, withdrawal slips, direct debits or banking transaction authorities; or
- co-authorise the corresponding on-line transaction.

When appropriate, direct the Office Manager to make changes to the on-line banking arrangements.

Cheque Account 032-173 440019

Purpose: Cheque Account No 1 is used to receive deposits and make payments. Because this account does not earn interest, its balance shall be kept as low as practical by periodically transferring funds to the Cash Reserves Operating Account No 2. When funds are required to be sent to a Partner Organisation, the appropriate amount shall be transferred back into this Cheque Account No 1, before being transferred to the Partner Organisation. All donations sent to Partner Organisations shall be transferred from this Cheque Account.

Target Minimum Balance: \$ 1,000

Target Maximum Balance: \$ 50,000

Period of Investment: Unlimited

Probable Interest Rate: 0%

Authorised Signatories: Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)

Required Signatories for Establishment, Withdrawals and Rollovers: Any two Authorised Signatories

Cash Reserves Operating Account 032-087 240272

Purpose: Cash Reserves Operating Account No 2 is used to hold sufficient funds to ensure adequate cash for operations while earning some interest (although the interest rate is significantly less than that on term deposits).

Target Minimum Balance: \$ 1,000

Target Maximum Balance: \$ 100,000

Period of Investment: Unlimited

Probable Interest Rate: 0.7% to 1.5%

Authorised Signatories: Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)

Required Signatories for Establishment, Withdrawals and Rollovers: Any two Authorised Signatories

Cash Reserves Overseas Aid Fund Account 032-4637 264637

Purpose: All tax-deductible donations received specifically for overseas projects shall be received into the Cash Reserves Account No 3 (Overseas Fund). [This is an ATO requirement]. If tax-deductible donations received for overseas projects are inadvertently received into another account, the exact amount shall be transferred into the Cash Reserves Account No 3 (Overseas Fund). The balance of the Cash Reserves Account No 3 (Overseas Fund) is shown in the Balance Sheet as a liability i.e. a commitment of Partner Housing to expend this money in the future on a suitable overseas project. Because Partner Housing donates (from Cheque Account No1) amounts well in excess of the tax-deductible donations received by the organisation (into the Cash Reserves Account No 3), it shall be permissible to periodically transfer amounts from the Cash Reserves Account No 3 (Overseas Fund) to the Cheque Account No 1. In order to maximise interest and to minimise the overseas expenditure liability, the balance of the Cash Reserves Account No 3 (Overseas Fund) shall be maintained at a low level, preferably around \$ 100.

Target Minimum Balance: \$ 100

Target Maximum Balance: \$ 1,000

Period of Investment: Unlimited

Probable Interest Rate: Unspecified

Authorised Signatories: Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)

Required Signatories for Establishment, Withdrawals and Rollovers: Any two Authorised Signatories

Solomon Islands Project Account 032-087 371096

Purpose: The establishment of this account and its operation is intended to simplify the process of making and recording payments for the Solomon Islands Project. It is not intended for the reimbursement of costs incurred by Australian volunteers, who will receive payment via the Cheque Account.

- (a) Deposits into Solomon Islands Project Account shall be made when authorised by the Regional Manager - Solomon Islands (Ian Warren) and the President /CEO (Rod Johnston) in consultation with the Treasurer/Finance Manager (Daniel Chan).

Although there can be several deposits each year, each deposit shall not exceed the greater of:

- (i) Half of the budgeted amount for the financial year
- (ii) \$20,000.

- (b) Payments from the Solomon Islands Project Account may be made by two authorised signatory acting together, within the following limits:

- (i) All transactions shall be made on the email authorisation of both the Regional Manager - Solomon Islands (Ian Warren) and the President /CEO (Rod Johnston).
- (ii) A report of all transactions, including advice on who has been added to the list of approved recipients, shall be included for Board approval at the next Board meeting.
- (iii) The option to use Compass Global for large transfers is applicable.
- (iv) Payments shall only be made to approved recipients. Approved recipients are Simon Alepio, Herrick Rago, Tongs Corporation, Transol Limited and Franjiti Shipping. Other approved recipient may be added to this list though formal agreement by the Regional Manager - Solomon Islands and the President / CEO.
- (v) The transactions on this account shall be recorded on an Excel spreadsheet compatible with that current used for the recording of transactions of other accounts and using the coding shown in "Accounting".

Target Minimum Balance: \$ 1,000

Target Maximum Balance: \$ 20,000

Period of Investment: Unlimited.

Probable Interest Rate: 0.0%

Authorised Signatories: Ian Warren (Director), Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)

Required Signatories for Establishment and Withdrawals: Any two Authorised Signatories acting together. This account is normally operated by the Regional Manager – Solomon Islands.

Vanuatu Project Account 032-087 371096

Purpose: The establishment of this account and its operation is intended to simplify the process of making and recording payments for the Vanuatu Project. It is not intended for the reimbursement of costs incurred by Australian volunteers, who will receive payment via the Cheque Account.

- (a) Deposits into Vanuatu Project Account shall be made when authorised by the Regional Manager - Vanuatu (David Kaunitz) and the President /CEO (Rod Johnston) in consultation with the Treasurer/Finance Manager (Daniel Chan).

Although there can be several deposits each year, each deposit shall not exceed the greater of:

- (i) Half of the budgeted amount for the financial year
 - (ii) \$50,000.
- (b) Payments from the Vanuatu Project Account shall be made by two authorised signatory acting together, within the following limits:
- (i) All transactions shall be made on the email authorisation of both the Regional Manager - Vanuatu (David Kaunitz) and the President /CEO (Rod Johnston).
 - (ii) A report of all transactions, including advice on who has been added to the list of approved recipients, shall be included for Board approval at the next Board meeting.
 - (iii) The option to use Compass Global for large transfers is applicable.
 - (iv) Payments shall only be made to approved recipients. Approved recipient may be added to this list though formal agreement by the Regional Manager - Solomon Islands and the President / CEO.
 - (v) The transactions on this account shall be recorded on an Excel spreadsheet compatible with that current used for the recording of transactions of other accounts and using the coding shown in "Accounting".

Target Minimum Balance: \$ 1,000

Target Maximum Balance: \$ 50,000

Period of Investment: Unlimited.

Probable Interest Rate: 0.0%

Authorised Signatories: David Kaunitz (Director), Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)

Required Signatories for Establishment and Withdrawals: Any two Authorised Signatories acting together. This account is normally operated by the Regional Manager – Vanuatu.

Cash Reserves Account Australia Fund Account 032-087 301020

Purpose: All tax-deductible donations for received specifically for Australian projects shall be received into the Cash Reserves Account #3 (Australia Fund). [This is an ATO requirement].

Note: Movements in this account are very unlikely.

If tax-deductible donations received specifically for Australian projects are inadvertently received into another account, the exact amount shall be transferred into the Cash Reserves Account #5 (Australia Fund).

When funds are required to be sent to a Partner Organisation, the appropriate amount shall be transferred back into this Cheque Account, before being transferred to the Partner Organisation.

Target Minimum Balance: \$ 10

Target Maximum Balance: \$ 100

Period of Investment: Unlimited.

Probable Interest Rate: 0.0%

Authorised Signatories: Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)

Required Signatories for Establishment, Withdrawals and Rollovers: Any two Authorised Signatories

Short Term Deposit

Purpose: Invest funds (that are not required for operation in less than 6 months from investment, but could be required for operations 12 months from investment) in a secure Bank Account that maximises the interest yield (net of costs) over the specified period.

Target Minimum Balance: \$ 100,000

Target Maximum Balance: \$ 110,000

Period of Investment: 6 months, but may be rolled over or closed at the end of the period.

Probable Interest Rate: 2.5% to 3.0%

Authorised Signatories: Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)

Required Signatories for Establishment, Withdrawals and Rollovers: Any two Authorised Signatories

Medium Term Deposit

Purpose: Invest funds (that are not required for operation in less than 12 months from investment, but could be required for operations 24 months from investment) in a secure Bank Account that maximises the interest yield (net of costs) over the specified period.

Target Minimum Balance: \$ 100,000

Target Maximum Balance: \$ 110,000

Period of Investment: 12 months, but may be rolled over or closed at the end of the period.

Probable Interest Rate: 2.6% to 3.5%

Authorised Signatories: Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)

Required Signatories for Establishment, Withdrawals and Rollovers: Any two Authorised Signatories

LongTerm Deposit

Purpose: Invest funds (that are not required for operations in less than 24 months from investment) in a secure Bank Account that maximises the interest yield (net of costs) over the specified period.

Target Minimum Balance: \$ 100,000

Target Maximum Balance: \$ Unlimited

Period of Investment: 24 months, but may be rolled over or closed at the end of the period.

Probable Interest Rate: 2.8% to 4.0%

Authorised Signatories: Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)

Required Signatories for Establishment, Withdrawals and Rollovers: Any two Authorised Signatories

Vanuatu Short Term Deposit Account #

Purpose: Invest funds (that are not required for the Vanuatu Project in less than 6 months from investment, but could be required for operations 12 months from investment) in a secure Bank Account that maximises the interest yield (net of costs) over the specified period.

<p>Target Minimum Balance: \$ 100,000</p> <p>Target Maximum Balance: \$ 510,000</p> <p>Period of Investment: 6 months, but may be rolled over or closed at the end of the period.</p> <p>Probable Interest Rate: 2.5% to 3.0%</p> <p>Authorised Signatories: Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)</p> <p>Required Signatories for Establishment, Withdrawals and Rollovers: <u>Any two</u> Authorised Signatories</p> <p><u>Vanuatu Medium Term Deposit Account # #</u></p> <p>Purpose: Invest funds (that are not required for the Vanuatu Project in less than 12 months from investment, but could be required for operations 24 months from investment) in a secure Bank Account that maximises the interest yield (net of costs) over the specified period.</p> <p>Target Minimum Balance: \$ 100,000</p> <p>Target Maximum Balance: \$ 510,000</p> <p>Period of Investment: 12 months, but may be rolled over or closed at the end of the period.</p> <p>Probable Interest Rate: 2.6% to 3.5%</p> <p>Authorised Signatories: Daniel Chan (Treasurer), Arthur Gray (Secretary), Rod Johnston (President), Bill Ryan (Vice President), Robyn Johnston (Director)</p> <p>Required Signatories for Establishment, Withdrawals and Rollovers: <u>Any two</u> Authorised Signatories</p>
<p>Report to the CEO by email, all proposed bank transactions in excess of \$ 50,000.</p>
<p><u>Accounting</u></p> <p>Maintain all banking and accounting records, including accounts, cheque book and bank statements in a format suitable for auditing. Use the Excel Workbook "PHAB Accounts 16-17" (and subsequent versions) for this purpose. Use the chart of accounts in the Excel Workbook.</p>
<p><u>Mortgages</u></p> <p>Assist the Administration Manager in implement the mortgage redemption policy.</p>
<p><u>Quarterly Accounts</u></p> <p>Prepare and present the Quarterly Accounts to the Board, for approval at the following Board Meetings.</p> <ul style="list-style-type: none"> • December – First quarter (1 July to 30 September) • February – Second quarter (1 October to 31 December) • April – Third quarter (1 January to 31 March) • July – Fourth quarter (1 April to 30 June) <p>Documents to be presented to each Board Meeting are the Quarterly Accounts and Trial Balance Sheet, which shall be included in the Business Papers circulated to directors before the meeting.</p>
<p><u>Annual Accounts</u></p> <p>Prepare and present the Annual Accounts to the Board, for approval at the July Board Meeting.</p> <p>Present to the Board Meeting the draft Financial Statement and the draft Final Accounts.</p>
<p><u>Auditor</u></p> <p>Engage and brief the Auditor, providing the necessary accounts and records.</p> <p>Present the Auditor's Report to the December Board Meeting and the Annual General Meeting.</p>
<p><u>Budgeted Transaction</u></p> <p>Execute all approved and budgeted financial transactions. This includes payment to Habitat for Humanity Australia of \$ 3,040 quarterly.</p> <p>Execute minor expenditure or petty cash expenditure up to amount designated in <i>Authorities</i>.</p>
<p>Maintain a copy of all financial records. This shall be done using the format in Appendix 4.</p>

Office Manager

The Office Manager shall ensure that Financial, Administrative and Operational Projects have thorough and timely support.

Unless resolved otherwise by the Board, a Director shall perform the duties of the Office Manager.

In this role, the Office Manager may be assisted by the CEO or others on an ad-hoc basis.

The Office Manager shall report to, and receive direction from, the CEO.

The Office Manager shall execute the following

Authority

The Office Manager shall act under instructions from the CEO.

Unless specifically instructed in writing to the contrary, the Office Manager has authority to carry out each of the activities listed under "Responsibilities", to the extent necessary to ensure their execution in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct".

Execute expenditure previously approved by the Board.

Execute minor expenditure up to AUD \$ 1,000 per annum, subject to obtaining subsequent Board endorsement at the next Board meeting.

Act as the one of the Directors who is authorised by the Partner Housing Board as a signatory for all bank accounts. Act as the one of the Directors who is an authorised by the Partner Housing Board to authorise on-line transactions on all bank accounts. Act as the On-line Administrator for on-line banking.

Responsibilities

Provide assistance to the following personnel on an ad-hoc basis when requested:

- CEO
- Finance Manager
- Administration Manager
- Regional Managers

Banking

Receive and examine the expenditure requests and approvals submitted by the designated managers for expenditure and other banking transactions. If all is in order,

- co-sign the corresponding cheques, withdrawal slips, direct debits or banking transaction authorities;
or
- co-authorise the corresponding on-line transaction.

When appropriate, arrange changes to the on-line banking arrangements in consultation with the Finance Manager.

Insurance

Ensure that Partner Housing has adequate insurance cover. Arrange the annual renewal of the Insurance Policies.

Volunteers

Assist volunteers serving overseas to obtain Federal Police Checks. Ensure that volunteers serving overseas are briefed regarding Police Checks, Declarations, Indemnities, Insurance, Risks to Health and Safety, Precautions and Emergency Procedures, Privacy, Child Protection, Anti-terrorism, Complaints Policy, Non-development Activity. Provide to such volunteers, receive and file a signed copy of form *P09062103-15b PHAB Consolidated Declarations, Safety, Insurance etc.*

Monitoring of donations less than AUD \$ 10,000 per year

Monitor donations less than AUD \$ 10,000 per year to partner organisations, for example Save Gibitngil Island Association (SGIA). This includes requesting, receiving and making available to the Board reports

Development, Training & Publications Manager

The Development, Training & Publications Manager shall facilitate:

- the development, testing, reporting, promotion and training in building systems (suitable for cyclone, earthquake and tsunami resistance) and water and sanitation systems suitable for implementation in the South Pacific, viable skills training programs and prefabrication / preassembly businesses in PNG, Solomon Islands, Fiji and Vanuatu; and
- the adoption of modern Building Codes and Standards by the governments of Asia-Pacific countries, with the initial focus on Papua New Guinea, Solomon Islands, Vanuatu, Fiji and Tonga.

Unless resolved otherwise by the Board, one of the Directors shall perform the duties of the Development, Training & Publications Manager.

The Development, Training & Publications Manager shall also have appropriate professional qualifications and experience. Qualification as a Professional Engineer, as defined in the Australian National Construction Code, is deemed to meet this requirement.

The Development, Training & Publications Manager shall report to, and receive direction from, the CEO.

The Development, Training & Publications Manager shall execute the following

Authorities

The Development, Training & Publications Manager shall act under instructions from the CEO.

Unless specifically instructed in writing to the contrary, the Development, Training & Publications Manager has authority to carry out each of the activities listed under "Responsibilities", to the extent necessary to ensure their execution in accordance with the "Constitution and Policies" and "Procedures".

Develop new building, water and sanitation systems.

Commission and supervise the testing of newly developed systems within an approved budget.

Execute expenditure previously approved by the Board.

Execute minor expenditure up to AUD \$ 1,000 per annum, subject to obtaining subsequent Board endorsement at the next Board meeting.

Responsibilities

Facilitate the development of:

- Building systems suitable for cyclone, earthquake and tsunami resistance in the South Pacific, such as the DANCER Building System;
- Water and Sanitation Systems suitable for the delivery of clean water and hygienic sanitation in the South Pacific;
- A viable Building Skills Training Program and Building Prefabrication Business, to be operated by Vision for Homes from a depot in Mt Hagen, PNG;
- A viable Water and Sanitation Skills Training Program and Water Project Pre-assembly Business, to be operated in Solomon Islands.

Commission and supervise the testing of newly developed systems in a suitable facility in Australia.

Provide technical reports on the systems and relevant testing.

Provide technical assistance to other Volunteers in respect of the developed systems.

Provide technical assistance to other NGOs in respect of the developed systems.

Facilitate the upgrading of building codes and associated documents of Partner Organisations (Government Agencies and Standards Australia) in the Asia-Pacific Region.

Work with, and provide assistance to, other organisations working in the same field including (but not limited to) Australian Building Codes Board, Standards Australia, James Cook University Cyclone Testing Station.

Work with, and provide assistance to governments of Pacific Island Countries.

Mentor, train and brief key personnel of Partner Organisations.

Communications Manager

The Website Manager shall assume responsibility for developing and operating the Partner Housing website.

The Website Manager shall report to, and receive direction from the Funding Manager.

The Website Manager shall execute the following

Authorities

The Website Manager shall act under instructions from the Funding Manager.

Unless specifically instructed in writing to the contrary, the Website Manager has authority to carry out each of the activities listed under "Responsibilities".

Responsibilities.

Develop and operate the Partner Housing website, as follows:

Primarily focus the website on fundraising

- Stories on people who have benefited
- Lots of pictures
- Link directly to the Westpac site to make direct donations; OR Assistance to donate on line.

Provide for the "business" functions

- Board Documents (password controlled and accessible by Directors)
- Operational Documents (password controlled and accessible by Authorized Volunteers),
- Technical Documents (accessible by the public)
- Annual Reports (accessible by the public),
- About Us, Contact, Board, Complaints (accessible to the public PERHAPS GROUPED TOGETHER ... "Complaints" is a NEW mandatory requirement by ACFID)
- Training Documents (accessible by the public NEW)

Professional Services Manager

The Professional Services Manager shall facilitate the activities of Partner Housing, including the execution of particular professional services projects.

Unless resolved otherwise by the Board, one of the Directors shall perform the duties of the Professional Services Manager. The Professional Services Manager shall also have appropriate professional qualifications and experience. Qualification as a Professional Engineer, as defined in the Australian National Construction Code, is deemed to meet this requirement.

In this role, the Professional Services Manager may be assisted by Project Managers and/or the CEO.

The Professional Services Manager shall report to, and receive direction from, the CEO.

The Professional Services Manager shall execute the following

Authorities

The Professional Services Manager shall act under instructions from the CEO.

Unless specifically instructed in writing to the contrary, the Professional Services Manager has authority to carry out each of the activities listed under "Responsibilities", to the extent necessary to ensure their execution in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct".

Negotiate with Professionals and Partner Organisations on behalf of Partner Housing (in consultation with the CEO).

As necessary, sign MOUs on behalf of Partner Housing (in consultation with the CEO).

Assign, monitor and accept professional services work.

Prepare professional services briefs on behalf of Partner Housing .

Either carry out the functions personally, or delegate functions to a suitably qualified and experienced volunteer professional.

Make decisions relating to ACFID on behalf of Partner Housing.

In consultation with a Design Review Panel, adjudicate design issues where a balance must be struck between aesthetics, safety and cost.

Execute expenditure previously approved by the Board.

Execute minor expenditure up to AUD \$ 1,000 per annum, subject to obtaining subsequent Board endorsement at the next Board meeting.

Responsibilities

Secure pro-bono professional service assignments.

If considered necessary by the Board, ensure a suitable MOU is signed by client organisations receiving professional service assignments. (See details in procedures for CEO.)

Maintain a register of professionals who are prepared to offer Partner Housing pro-bono assistance.

Engage, brief and coordinate pro-bono professional service providers, volunteer Professional Engineers, Architects and Builders with experience in the design and construction of village housing and infrastructure (including provision for gender and disabilities) for the execution of design and documentation.

Promote the use of the standard Technical Packages, such as the DANCER Building System.

Establish and manage a Design Review Panel consisting of an Architect, a Structural Engineer and a Builder, whose role is to assess the balance between aesthetics, safety and cost of buildings designed for projects whose value exceeds AUD \$ 100,000.

Provide technical assistance to other Volunteers.

Provide technical assistance to other NGOs.

Prepare plans, engineering calculations, engineering reports and obtain approvals.

Act as Partner Housing's representative to ACFID. Manage issues relating to ACFID membership.

Maintain a copy of all design documents records associated with the projects.

When required, the Professional Services Manager shall coordinate the probono services of Consulting Engineers and Architects for the design and documentation of particular projects. The following principles shall apply.

The scope of probono services shall be restricted to small village buildings and small rural water or sanitation schemes that would not normally be serviced by commercial contracts with established consulting engineering firms.

Such situations might occur during the reconstruction phase following a natural disaster or arise where an impoverished community cannot afford the commercial services of a professional consulting engineer or architect.

Partner Housing's principal mission is in designing and building simple, decent, affordable housing and reliable village infrastructure that relate directly to the improvement of the daily lives of poor people in villages in developing countries. This includes:

- Houses
- Village community centres
- Village schools
- Village clinics
- Access roads to the villages
- Water collection (e.g. wells & tanks) and reticulation to villages
- Septic systems and latrines to villages
- Hospitals

South Pacific Development Manager

The South Pacific Development Manager shall facilitate the activities of Partner Housing, including the execution of construction projects in the South Pacific.

Unless resolved otherwise by the Board, one of the Directors shall perform the duties of the South Pacific Development Manager. The South Pacific Development Manager shall also have appropriate professional qualifications and experience. Qualification as a Professional Architect or Professional Engineer is deemed to meet this requirement.

In this role, the South Pacific Development Manager may be assisted by Project Managers and/or the CEO.

The South Pacific Development Manager shall report to, and receive direction from, the CEO.

The South Pacific Development Manager shall execute the following

Authorities

The South Pacific Development Manager shall act under instructions from the CEO.

Unless specifically instructed in writing to the contrary, the South Pacific Development Manager has authority to carry out each of the activities listed under "Responsibilities", to the extent necessary to ensure their execution in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct".

Negotiate with Professionals and Partner Organisations on behalf of Partner Housing (in consultation with the CEO).

As necessary, sign MOUs on behalf of Partner Housing (in consultation with the CEO).

Assign, monitor and accept professional services work.

Prepare professional services briefs on behalf of Partner Housing.

Either carry out the functions personally, or delegate functions to a suitably qualified and experienced volunteer professional.

In consultation with a Design Review Panel, adjudicate design issues where a balance must be struck between aesthetics, safety and cost.

Execute expenditure previously approved by the Board.

Execute minor expenditure up to AUD \$ 5,000 per annum, subject to obtaining subsequent Board endorsement at the next Board meeting.

Responsibilities

Engage, brief and coordinate service providers, volunteer Professional Engineers, Architects and Builders with experience in the design and construction of village housing and infrastructure (including provision for gender and disabilities) for the execution of design and documentation.

Promote the use of the standard Technical Packages, such as the DANCER Building System.

Participate in a Design Review Panel consisting of an Architect, a Structural Engineer and a Builder, whose role is to assess the balance between aesthetics, safety and cost of buildings designed for projects whose value exceeds AUD \$ 100,000.

Provide technical assistance to other Volunteers.

Provide technical assistance to other NGOs.

When required, the South Pacific Development Manager shall coordinate the execution of particular projects. The following principles shall apply.

The scope of pro bono services shall be restricted to small village buildings and small rural water or sanitation schemes that would not normally be serviced by commercial contracts with established consulting engineering firms.

Such situations might occur during the reconstruction phase following a natural disaster or arise where an impoverished community cannot afford the commercial services of a professional consulting engineer or architect.

Regional Managers

Regional Managers facilitate the activities of Partner Housing, including the execution of particular professional services projects and building contracts, within the particular region.

Unless resolved otherwise by the Board, particular Directors shall perform the duties of the Regional Managers.

In these roles, the Regional Managers may be assisted by Project Managers and/or the CEO.

Regional Managers shall report to, and receive direction from, the CEO.

Regional Managers shall execute the following, within the nominated Region

Authorities

The Regional Managers shall act under instructions from the CEO.

Unless specifically instructed in writing to the contrary, the Regional Managers have authority to carry out each of the activities listed under "Responsibilities", to the extent necessary to ensure their execution in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct".

This includes:

- Prepare Board brief and budget, within the context of available funds
- Negotiate and sign MOU on behalf of Partner Housing (in consultation with the CEO)
- Either carry out the mentoring, training and auditing personally or delegate to Project Manager.
- Initiate and send the Request the Transfer of Funds.
- Execute expenditure previously approved by the Board.
- Execute minor expenditure up to AUD \$ 1,000 per annum, subject to Board endorsement.

Responsibilities

Brief the Board and prepare an operating budget for actual and potential building work and professional services within the Region.

Secure pro-bono professional service assignments and/or building work contracts within the Region.

Ensure an MOU is signed by client organisations receiving professional services or building work. (See details in procedures for CEO.)

Assist the Professional Services Manager to engage and brief pro-bono professional service providers for the execution of design and documentation for use in the region.

Engage and brief Partner Organisations for the execution of building work. If a suitable building Partner Organisation does not exist in the region, establish, train and mentor a Partner Organisation.

Mentor, train and audit building Partner Organisations at least once per year, reporting observations to the Board. The audit shall consider governance, construction, financial, child protection and terrorism issues.

Mentor, train and brief Project Managers, Supervisors and key personnel of Partner Organisations.

Request the Transfer of Funds by the Finance Manager to Partner Organisations for particular projects, for which there is already formal approval by resolution at a Board Meeting, AGM or EGM. This request shall be by email directed to the Finance Manager, with a copy to the CEO.

Request the transfer of additional funds (up to 10% of the amount previously approved for particular projects), for legitimate unforeseen circumstances such as movements in the exchange rate or unavoidable extra work. This request must be approved jointly by email by the Regional Manager and CEO.

The "Request for the Transfer of Funds to Partner Organisations" shall nominate the Australian dollar amount to be transferred, together with an estimate of the local funds likely to be received into the recipient's bank account, the exchange rate and bank fees.

Approve minor expenditure or petty cash up to AUD \$ 500. Submit accounts to the next Board meeting.

Obtain the relevant receipts from the Partner Organisation and send to the Finance Manager and CEO. Advise the Board such transfers at the next Board meeting. Maintain a copy of all financial and building records associated with the projects and provide this to the CEO. Use the Excel workbook approved for this use.

Project Managers

Project Managers facilitate the execution of particular professional services projects and building contracts within the particular region.

Project Managers shall report to, and receive direction from, the Regional Manager.

Project Managers shall execute the following, within the nominated Region

Authorities

The Project Managers shall act under instructions from the Regional Managers.

Unless specifically instructed in writing to the contrary, the Project Managers have authority to carry out each of the activities listed under "Responsibilities", to the extent necessary to ensure their execution in accordance with the "Constitution and Policies", "Procedures" and "Code of Conduct".

Order and purchase materials and services for specific projects, within the allocated budget, and in consultation with the relevant Regional Manager.

Prepare reports for use by the relevant Regional Manager and the Board.

Arrange travel to visit specific projects for purposes of carrying out supervision, training and audits.

Execute expenditure previously approved by the Board.

Execute minor expenditure up to AUD \$ 1,000 per annum, subject to Regional Manager endorsement.

Purchase life jackets where appropriate.

Responsibilities

Engage and brief pro-bono professional service providers for the execution of design and documentation.

Engage and brief Partner Organisations for the execution of building work.

Mentor, train and audit building Partner Organisations at least once per year, reporting observations to the Board.

The audit shall consider governance, construction, financial management (including expenditure of funds donated by Partner Housing), privacy, child protection, anti-terrorism, complaints handling and non-development activities. A standard method, intended to expedite the process of auditing and reporting these issues, shall be used.

Mentor, train and brief Supervisors, Maintenance Foremen and other key personnel of Partner Organisations.

Liaise with the Regional Manager regarding the transfer of funds by the Finance Manager or Regional Manager (where applicable) to Partner Organisations for particular projects.

Submit accounts to the Regional Manager, for reimbursement and payment; and presentation to the next Board meeting.

Maintain a copy of all financial and building records associated with the projects.

<p>Water System Maintenance Foreman</p>
<p>The Water System Maintenance Foreman carries out the maintenance of the designated water scheme. The Water System Maintenance Foreman is an employee of the Ranongga Community Association. The Water System Maintenance Foreman shall report to, and receive direction from, the Regional Manager (Solomon Islands) fortnightly on water supply issues, and more regularly when necessary. The Water System Maintenance Foreman shall execute the following, within the designated area</p>
<p><i>Authorities</i></p> <p>Carryout designated tasks and repair work as listed or as instructed by the Regional Manager (Solomon Islands) or the Project Manger (Buri and Keigold Water). Expenditure up to AUD \$ 500 per annum, subject to prior approval by the Regional Manager (Solomon Islands).</p>
<p><i>Responsibilities</i></p> <p><u>Regular Activities</u></p> <ol style="list-style-type: none"> 1. Manage Tank Operating Hours <ul style="list-style-type: none"> Morning - 7am to 10am (Dry Season) Evening – 4pm to 7pm (Dry Season) Hours maybe extended during the Wet Season. 2. Inspect Trunk Main and Dam once a week and clean leaves and debris away from filter. 3. Inspect distributions lines (pipes from tanks to standpipes) and repair as necessary once a week. 4. Report all vandalism relating to the water system to David. 5. Wash out and remove mud from Tanks once a year. 6. Arrange for mud and debris to be cleaned from the dam after every major storm event and at least once every 6 months. 7. Clean leaves and debris from the guest cottage gutter and the church gutter once a month. <p><u>Future Work to be organised by the Water Foreman.</u></p> <ol style="list-style-type: none"> (a) Organise the construction of a fence around the four tanks in front of the church. (b) Arrange for the trunk main to be staked out from river crossing to tanks with white painted timber markers every 50 metres. (c) Organise village help to bury all distributions lines (pipes from tanks to standpipes). (d) Arrange with the help of others from the village to remove (cut with a hacksaw) all protruding reinforcing steel from the top of the dam wall.

Finance and Accounting

Operating Plan and Budget

Policy

A current plan shall be prepared and adopted annually, including:

- (a) An annual operating budget
- (b) An annual resource development plan (land, money, volunteers and goods-in-kind)
- (c) A five year plan including program goals. (The plan may cover a longer period if appropriate.)

Responsible Personnel

Chief Executive Officer, Resource Development Manager, Regional Managers

Background

Partner Housing actively participates in international housing and associated infrastructure programs.

This is achieved through the activities of the Building program (whereby building and remediation programs in Asia-Pacific countries are supported with funding, mentoring and professional services) and the Profession Services program (whereby other NGOs in Asia-Pacific countries are supported with pro-bono design and technical services).

The extent of this assistance shall be at the discretion of the Board.

Partner Housing's principal mission is in designing and building simple, decent, affordable housing and reliable village infrastructure that relate directly to the improvement of the daily lives of poor people in villages in developing countries. This includes:

- Houses
- Village community centres
- Village schools
- Village clinics
- Access roads to the above
- Water collection (e.g. wells & tanks) and reticulation to the above
- Septic systems and latrines to the above
- Hospitals

Note

Although not specifically stated in the "Constitution and Policies" document, the policy is interpreted as meaning that commercial ventures and structures for major government institutions should not be included in pro-bono work, since these are normally funded by major corporations or governments, i.e. exclude:

- Shopping centres
- Hotels
- Factories
- Offices
- Entertainment
- Major roads
- Dams

Refer also to the policy and procedure for Non-development Activity.

Procedures

An Operating Plan and Budget, covering the forward financial year and forward five (up to ten) year period shall be prepared and adopted at each February Board Meeting.

The Operating Plan and Budget shall consider:

- Current forward commitments.
- Expected additional commitments.
- Expected annual expenditure.
- Availability of cash reserves and expected cash flow.
- Availability of professional resources, volunteers and goods-in-kind.

Financial Reporting and Control

Policy

- 1) The Board shall meet at least four (4) times per year, once in each quarter at such place and time as the Board may determine.
- 2) Each Board meeting shall consider and deliberate the reports and financial statements related to the previous quarter, in addition to future plans and activities of the organisation.

Responsible Personnel

Chief Executive Officer, Finance Manager

Procedure

The responsible office shall:

- keep formal accounts, recording income and expenditure on a quarterly basis
- present the quarterly accounts to the Board meeting
- present a trial balance sheet to each quarterly Board meeting
- obtain approval for expected significant purchases.

Financial Audit

Policy

The finances and accounts of the Organisation shall be audited annually by a qualified and independent auditor and presented to the Annual General Meeting.

Responsible Personnel

Finance Manager, Chief Executive Officer

Procedures

The responsible officer shall:

1. Before 1 July of each year, assemble all relevant financial, accounting material, project information and governance material into an "Accounts and Projects" file for the particular year, as listed below. Refer also the format of the file in Appendix 3.
 - Special Purpose Financial Report
 - Annual Report
 - Accounts
 - Bank Statements
 - Receipts for Donations Received
 - Receipts for Donations Made
 - Cheque Requisitions
 - BAS Statements
 - Mortgage Statements & Details
 - Project Details – Ranongga Community Association (Solomon Islands)
 - Project Details – Vision for Homes (PNG)
 - Project Details – Additional Project
 - Project Details – Additional Project
 - Minutes - Annual General Meeting
 - Nominations & Proxies - Annual General Meeting
 - Minutes - Board Meetings
2. Present the draft Special Purpose Financial Report, draft Annual Report and draft Accounts to the July Board Meeting for approval by the Board.
3. On obtaining Board approval, present the complete file to the Auditor for auditing.
4. Provide any further information requested by the Auditor.
5. Present the final audited Special Purpose Financial Report, Annual Report and Accounts to the December Board Meeting and December AGM for acceptance.
6. Complete all filing of all relevant documentation in the "Accounts and Projects" file for the particular year.
7. Commence a new "Accounts and Projects" file for the next financial year.

Anti-Money Laundering

Policy

In the case of significant donations, Partner Housing shall take steps to ensure that it is not an unwitting participant in money-laundering. This includes will undertaking rigorous checks by a specialist legal practitioner, to adhere to both the letter and spirit of the Austrac and Australian Tax Office requirements.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Funding Manager and Finance Manager.

Procedures

Significant Donations are donations from a single source that exceed AUD \$ 10,000 in any single 12 month period.

The Responsible Personnel shall engage the services of an accredited Certified Anti-Money Laundering Specialist, who has particular experience in government requirements and anti-money laundering procedures.

- (a) The Certified Anti-Money Laundering Specialist shall carry out the following due diligence process :
 - (i) Determine the relevant reporting requirements (if any) Austrac, ATO (Australian Taxation Office), DFAT (Department of Foreign Affairs and Trade) and AFP (Australian Federal Police).
 - (ii) Determine the restrictions (in any) in respect of receiving, transferring and expending such a donation, as may be applied by Austrac, ATO, DFAT and AFP.
 - (iii) Obtain the necessary paperwork required for the due diligence and anti-money-laundering process.
 - (iv) Determine whether Partner Housing's Auditor is aware of any particular restrictions on receiving and processing each Significant Donation.
- (b) Based on the progressive due diligence, PHAB shall sign an MOU with the Donor, including a cooling-off period, which enables the due-diligence process to proceed.
- (c) Depending on the outcome of the extended due diligence process, PHAB shall either:
 - Accept the donation, preparing and signing a Contract (based on the MOU and the due diligence); or
 - Withdraw from the MOU.
- (d) The conditions of acceptance of the donation shall include (but are not limited to):
 - (i) There must be an agreed MOU and subsequent Contract with the Donor, which spells out in detail the responsibilities and authorities of Partner Housing, together with the specification of project deliverables.
 - (ii) Partner Housing must have control of donation expenditure, within the limitations of the MOU and Contract.
 - (iii) Partner Housing (through its consultants) must control the design and construction; and
 - (iv) Partner Housing will only accept the donation providing it meets the requirements of Austrac, ATO, DFAT, AFP and ACFID.
- (e) PHAB Volunteers shall commence the preparation of a Project Brief for the execution of the works. All work shall be in accordance with the Partner Housing Policies and Procedures. If appropriate, consideration shall be given to a mix of volunteer consultants and paid consultants.
- (f) Particular attention shall be paid to those parts of the Policies and Procedures dealing with conflict of interest and pecuniary gain by Members and Directors.

Availability of Documents

Policy

The “Constitution and Policies”; Procedures and “Code of Conduct” shall be made available for inspection and use as follows:

- (a) A printed copy shall be tabled at each Annual General Meeting,
- (b) An electronic copy shall be circulated to each Director as part of the Agenda of the Board Meeting immediately preceding the Annual General Meeting;
- (c) An electronic copy shall be posted to the public access part of the Organisation’s website www.PartnerHousing.org .

Responsible Personnel

Chief Executive Officer

Procedures

- (1) Establish and maintain a website for Partner Housing Australasia (Building) Incorporated, www.partnerhousing.org .
- (2) Post the “Constitution and Policies”; Procedures and “Code of Conduct” to the public part of the website.
- (3) Post confidential documents to the password-protected part of the website.
- (4) Print a copy the “Constitution and Policies”; Procedures and “Code of Conduct” and table these at each Annual General Meeting,
- (5) Circulate an electronic copy the “Constitution and Policies”; Procedures and “Code of Conduct” to each Director as part of the Agenda of the Board Meeting immediately preceding the Annual General Meeting. Any Director who is newly elected at the AGM shall be sent
- (6) Include reference to the website in the Annual Report.

Note:

In the interests of transparency, these documents shall be made available free-of-charge to the public (including Directors, Members, Volunteers, Donors, Australian Partners, Overseas Partners and In-country Contacts) by posting it on the public access part of the Organisation’s website, www.partnerhousing.org and reference to the website in the Annual Report.

Consultation with Local Authority Figures

Policy

When members breach any of the other policies or procedures, the following procedure shall be invoked.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Regional Managers and Project Managers.

Procedures

There are times when it is uncertain whether it is appropriate to refer the incident to the police or other authorities. In such cases, Partner Housing shall be advised and the advice of relevant local authority figures shall be sought provided that they are not associated with the incident or the people involved. Relevant authority figures include, but are not limited to, community elders, senior representatives of other local NGOs and senior civil society leaders. Based on such advice, a strategy for removing the threat and preventing recurrence shall be formulated and executed.

All incidents shall be reported to Partner Housing. If the following relevant local authority figures are not present, the Chairman of Partner Housing (Rod Johnston + 61 4 0721 8926 rod@electronicblueprint.com.au) can provide contact details.

- In the Papua New Guinea, relevant authority figures include Mr Samuel Rumints (Community Elder & Chairman Vision for Homes – Mt Hagen), Kelly Kombra-Peng (CEO Vision for Homes) and/or Pastor Thomas Ten (Church Leader – Airport Church Mt Hagen), provided that they are not associated with the incident or the people involved.
- In Solomon Islands, relevant authority figures include Mr Herrick Ragoso (Community Elder & Member of Western Province Parliament) and/or Ms Mia Rimon (SPC Representative – Honiara), provided that they are not associated with the incident or the people involved.
- In Philippines, relevant authority figures include Mr Manolo Gonzaga (community elder – Gibitngil) and/or Mr Dave Parsons (SGIA Representative - Canberra), provided that they are not associated with the incident or the people involved.
- In Fiji, relevant authority figures include Mr Masi Latianara (Director – Habitat for Humanity Fiji) and/or Mr Warren Yee (President Institution of Engineers Fiji), provided that they are not associated with the incident or the people involved.

In Cook Islands, advice on relevant authority figures may be sought from Mrs Nikki Rattle (Speaker of the Cook Islands Parliament) and/or Mrs Frances Topa-Fariu (Director Cook Island Red Cross), provided that are not associated with the incident or the people involved.

Overseas Assignments

Policy

- (1) The Organisation encourages Volunteers to extend their pro-bono services to include activities overseas, such as supervising, mentoring, training, auditing or assessing projects.
- (2) The Organisation recognises the significant cost involved in such overseas activities; and will reimburse the Volunteer's reasonable travel, accommodation and sustenance costs under the circumstances and procedures approved by the Board.

Responsible Personnel

The personnel most likely to be involved in implementation are Chief Executive Officer, Resource Development Manager, Finance Manager, Regional Managers and Project Managers.

Procedures

1. The overseas assignment shall be approved by the Board in advance, before the travel is undertaken.
2. A significant part of the overseas assignment should relate directly to an approved Partner Housing project, which has been under way for at least six months. Volunteers are encouraged to undertake multiple projects during any overseas assignment.
3. Approval for the overseas assignment's expenditure budget (including the refundable costs of the assignment) shall be obtained from the Board before commencing the assignment. If a proposal is received for expenditure between Board meetings, then the views of the Directors shall be sought by email for tentative approval to be communicated by the responsible Director.
4. The overhead costs of an overseas assignment shall not exceed 15% of the total approved value for the project(s) covered by the assignment.
5. A volunteer performing an overseas assignment on behalf of Partner Housing shall not be prevented from engaging in incidental recreational activity while on assignment, but the extent of such recreational activity shall be minor in the context of the extent of the assignment; and shall not interfere in any way with the execution of the assignment. Costs associated with recreational or tourist activities shall not be reimbursed by Partner Housing.
6. When Partner Housing requests a Partner Organisation to assist them with scoping of Professional Services projects, it will be on the understanding that the Partner Organisation will meet its own costs. The assumption is that the regional communities are the beneficiaries, and any work that undertaken will be in consultation and association with the Partner Organisation. This will lift their profile throughout the region and assist them in obtaining further work in their region.
7. Partner Housing will refund any reasonable out-of-pocket expenses incurred by Volunteers for that part of their visit commissioned by Partner Housing. (This is because sometimes volunteers also combine a trip with a holiday). Notwithstanding the comments above, any donation of time, travel costs and accommodation costs by Volunteers (and some regularly do) is greatly appreciated
8. The reimbursement of costs shall only be approved if clear objectives, which can only be fulfilled by a site visit, have been identified and documented.
9. As much as is practical, travel shall be economy class, accommodation shall be approximately three-star, and subsistence shall be modest.
10. A comprehensive project report shall be prepared and forwarded to the Board within one month of completing the travel.
11. An itemised account, together with all tickets, docketts, and other relevant receipts shall be presented to the Finance Manager for reimbursement.
12. Payments for such travel shall be made from the general Fund, not the Overseas Tax Deductible Fund.
13. It must be clearly understood by volunteers and the organisation, that the "Constitution and Policies" and "Procedures" (and the DFAT requirements) prevent members from profiting by their involvement in the organisation, including overseas assignments. There are occasions when PHAB directors, members and/or volunteers, in the course of their normal business activities, undertake paid work for other commercial organisations, NGOs, governments and/or statutory bodies in the regions in which PHAB operates e.g. Philippines, Solomon Islands, PNG, Vanuatu, Fiji, Tonga, Cook Islands etc. In these circumstances, they shall declare an interest. The PHAB Board may resolve that such interest is not in breach of the Constitution & Policies, Procedures or Code of Conduct and is not a conflict of interest., provided it was acquired through the person's professional skill, reputation or own professional network.

14. Conduct during any overseas assignment shall be in accordance with the Constitution and Policies” and “Procedures” including those relating to the Child Protection Policy and Anti-terrorism Policy, and the relevant DFAT requirements.
15. Should any of the Procedures not be met for a particular assignment, Partner Housing shall consider the particular circumstances and, if appropriate, agree a relaxation or amendment of those conditions for that assignment.
16. Volunteers shall arrange appropriate travel insurance, the cost of which shall be reimbursed by Partner Housing, and shall indemnify Partner Housing against any litigation arising from the assignment. Volunteers shall complete the appropriate forms. Refer to Appendix 3.

Insurances and Indemnity

Insurance by Partner Housing

Policy

Partner Housing shall maintain adequate insurance cover as is required by law and appropriate to the activities of the organisation.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation is the Administration Manager, in consultation with the Chief Executive Officer and Finance Manager.

Procedure

The Responsible Person shall obtain, on behalf of Partner Housing, the following insurance and shall arrange for Partner Housing to pay the premium:

- Directors liability
- Public liability

The Responsible Person shall ensure, on behalf of Partner Housing, that Volunteers travelling overseas on behalf of Partner Housing obtain relevant comprehensive travel and health insurance, including but not limited to coverage for activity participants' medical and hospital insurance cover, both overseas and in Australia for participants not covered by Medicare (including evacuation and death cover), and which covers necessary insurance for equipment and other personal effects.

Insurances required under the Friendship Grant agreement

The Friendship Grant recipient is responsible for determining the types and levels of insurances required to undertake the DFAT-funded Activity including for the grant recipient organisation and its volunteers and implementing partners. DFAT expects the grant recipient to determine the type and level of insurance required, based on:

- *a thorough risk-assessment of the proposed Friendship Grant Activity;*
- *the capability of, and insurances held by, the in-country partner(s); and*
- *the grant recipient's understanding of the operating environment.*

At a minimum, DFAT expects grant recipients to have in place the following minimum insurance requirements as described in the Friendship Grants Round 1 Guidelines (p22):

- *comprehensive travel and health insurance for all staff and volunteers delivering the Activity, including but not limited to coverage for Activity participants' medical and hospital insurance cover, both overseas and in Australia for participants not covered by Medicare (including evacuation and death cover), and which covers necessary insurance for equipment and other personal effects.*
- *other insurances, including workers' compensation, as required by Australian and/or overseas law, and professional indemnity, public health and liability insurance, as required by the Activity.*

DFAT grant funds can be used to meet the costs of insurances related to the DFAT-funded Activities.

Professional Indemnity Insurance Provided by Consultants

Policy

Partner Housing shall ensure Consultants have suitable insurance cover as is required by law and appropriate to the activities of the organisation.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer and Professional Services Manager.

Procedure

The Responsible Person shall implement the following:

1. Partner Housing shall require client NGOs to indemnify Partner Housing Australasia (Building) Incorporated (and its pro-bono consultants) against any litigation arising out of overseas work. Refer to the MOUs.
2. Any consultant doing overseas (or Australian) design through Partner Housing should ensure that their work is covered by their own Professional Indemnity Insurance. (All practising consulting engineers have their own PI, although not all cover overseas work).
3. Quasar Management Services Pty Ltd (consulting structural engineers with Professional Indemnity Insurance for Australia and overseas) is prepared to act as a principal consultant, through which other volunteer professionals, who are otherwise not covered by employers Professional Indemnity Insurance, may work.

Insurance by Volunteers

Policy

Partner Housing shall ensure Volunteers have suitable insurance cover appropriate to their participation in the activities of the Organisation.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Regional Managers and Project Managers.

Procedure

The Responsible Person shall implement the following:

1. Partner Housing requires volunteers travelling overseas to take out travel insurance (including health cover).
2. Partner Housing shall to refund the cost of the travel insurance (including health cover), for volunteers who are travelling overseas on behalf of PHAB. Where the travel is a mixture of private and PHAB business, the travel insurance costs shall be met on a pro-rata basis.

Indemnity

Policy

Partner Housing shall ensure Volunteers indemnify the Organisation against personal injury or loss associated with work for the Organisation.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Regional Managers and Project Managers.

Procedure

The Responsible Person shall implement the following:

1. Volunteers on assignments in Australia and overseas shall take adequate measures to ensure their own personal safety while carrying out work on behalf of Partner Housing and its Partner Organisations.
2. Regional Managers and Project Managers shall ensure that Volunteers are aware of the risks associated with the work.
3. Before embarking on volunteer assignments, volunteers shall indemnify Partner Housing and its consultants against injury, death, sickness, accident, misadventure or other damage to myself, others and property, associated with the voluntary activity, by completing and signing a form titled Volunteer Safety and Indemnity. Refer to Appendix 4.

Risk Analysis

Policy

Partner Housing shall ensure that the risks associated with the Organisations activities are properly assessed by qualitative and quantitative methods, and that appropriate mitigation measures are implemented.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Regional Managers and Project Managers.

Procedure

The Responsible Person shall implement the following:

- Prepare a qualitative assessment of each risks and appropriate mitigations.
These shall be detailed in Procedures specific to each risk.
Refer to the following Procedures.
- Prepare a quantitative matrix assessing the risks and appropriate mitigations. Refer to the following record.
The matrix shall assign a value to Likelihood and Consequence, each on a scale of 1 to 10.
The Risk Rating (in the range 0 to 100) shall be the product of the Likelihood and Consequence.
While all risks are important, those with the numerically higher Risk Ratings represent the highest threat to the beneficiaries, volunteers and/or organisation, and shall be assigned the highest priority.

Record

The following Risk Analysis is a record of the quantitative matrix assessing the risks and appropriate mitigations, prepared at the time that these Procedures were reviewed.

Refer to the date in the footer.

Risk Analysis					
Programs	Village Buildings				
Village Buildings	Design and construct houses, clinics, schools and community buildings in rural villages - PNG, Solomon Islands, Fiji, Vanuatu, Tonga, Cook Is.				
Village Water Systems	Design and construction of small dams, pipelines, holding tanks and standpipes in rural villages - Solomon Islands				
Village Sanitation	Design and construction of remote villages ventilated pit latrines (with or without pour flush) - Solomon Islands, Philippines				
Consideration	Effect	Likelihood 1 to 10	Consequence 1 to 10	Risk Rating Lik. x Cons..	Proposed Treatment and Mitigations
Human Rights in Aid and Development					
Genocide	Not affected	0	10	0	
Women's Rights	Not affected	0	8	0	
Racial Discrimination	Buildings are for use by all people, irrespective of race and reflect culture of users.	0	8	0	
	Standpipes are for use by all people, irrespective of race and reflect culture of users.	0	8	0	
	Latrines are for use by all people, irrespective of race and reflect culture of users.	0	8	0	
Discrimination against Women	Buildings include appropriate privacy for women.	2	8	16	Ensure buildings are appropriate for women
	In remote villages communal standpipes are used, but are not sited too close to houses.	2	8	16	Site standpipes appropriate for women
	Latrines have self-closing doors, providing privacy for women.	2	8	16	Site latrines appropriate for women
Torture, cruelty	Not affected	0	10	0	
Rights of the Child	Not affected	0	10	0	
	Standpipes have taps at low height for children.	2	10	20	Provide low height taps.
	Latrines have self-closing doors, providing privacy for children.	2	10	20	Provide self-closing doors.
Statelessness	Not affected	0	8	0	
Refugees	Not affected	0	8	0	
Slavery	Not affected	0	10	0	
Disabilities	In unpaved remote villages, people with disabilities must be assisted to access buildings.	3	5	15	If requested, provide ramps.
	In unpaved remote villages, people with disabilities must be assisted to standpipes.	3	5	15	Standpipes are at ground level.
	In unpaved remote villages, people with disabilities must be assisted to latrines.	3	5	15	Latrines are at ground level.
Health & Safety	Risk of injury or death occurring during the project.	2	8	16	Refer to the Procedures Manual
Privacy	Risk private information being exposed as a result of Partner Housing activities.	1	3	3	Refer to the Procedures Manual
Child Protection	Risk of child abuse from Partner Housing activity, including inappropriate use of photographs.	2	8	16	Refer to the Procedures Manual
Anti-terrorism	Risk of assisting terrorism through money laundering or sponsoring inappropriate activity.	1	10	10	Refer to the Procedures Manual
Complaints Handling	Risk that complaints will not be properly considered.	2	3	6	Refer to the Procedures Manual
Non-development Activity	Risk that non-development activity will occur during project.	2	2	4	Refer to the Procedures Manual
Bullying, Sexual Harassment & Misconduct	Risk of bullying, sexual harassment or misconduct.	2	5	10	Refer to the Procedures Manual
Whistle Blowing	Risk of inhibiting the exposure of wrong-doing	1	2	2	Refer to the Procedures Manual

Risks to Health and Safety, Precautions and Emergency Procedures

Policy

Volunteers, undertaking projects in Papua New Guinea, Solomon Islands, Cook Islands, Philippines and other South Pacific or South-East Asia, should be aware, prepare and take precautions for the following risks.

Procedures

International air travel

Risk

The Volunteer must travel by air to and from the foreign country.

Precaution

The Volunteer should:

- where practical, travel by reputable international airline; and
- take travel insurance. (The cost will be refunded by Partner Housing).

Emergency Procedure

The Volunteer should follow all directions by airline staff.

Air travel within the overseas country

Risk

The Volunteer may be required travel within the country by air.

Precaution

The Volunteer should:

- where practical, travel by a reputable national airline; and
- be prepared to postpone or cancel the travel if this is recommended of the pilot or airline officials.

Emergency Procedure

The Volunteer should follow all directions by airline staff.

Motor vehicle travel

Risk

The Volunteer may be required travel within the country by motor vehicle, some of which may be on poorly constructed, narrow and (at times) busy roads.

Precaution

The Volunteer should:

- refrain from driving unless it is essential to do so;
- wear a seat belt when this is fitted in the vehicle; and
- be prepared to postpone or cancel the travel if this is recommended by the driver.

Emergency Procedure

The Volunteer should follow all directions by the driver.

Sea travel

Risk

The Volunteer may be required travel by motor boat or canoe across unprotected waters and open sea. The most common risks are boats capsizing or being swamped in rough weather, or engine failure some considerable distance from land.

Precaution

1. Partner Housing will:
 - Provide one life jacket for each volunteer for each trip undertaken in the Solomon Islands and in other locations involving boat travel across unprotected waters or open sea.
 - On completion of each assignment, the life jackets shall be donated to the local partner organisation, to be distributed at the discretion of the responsible contact person, for retention in boats and canoes that are in use in the community.
2. The Volunteer should ensure that the life jackets are accessible in the boat at all times during the trip.
3. In rough weather, the Volunteer should wear a life jacket.
4. The Volunteer check that the boats have emergency paddles.

Emergency Procedure

1. The Volunteer should follow all directions by the boat operator.
2. In the case of boat capsizing or swamping, stay with the boat (while it remains afloat) or with any substantial floating wreckage, and await rescue.
3. In the case of engine failure, assist in emergency paddling if required.

Violent attack

Risk

The Volunteer may travel in some area where there is a possibility of violent attack.

This may be as a result of intertribal violence (such as in the PNG Highlands) or robbery (such as in Port Moresby).

Precaution

The Volunteer should

1. Never go out after dark, particularly in areas where there is a possibility of attack;
2. Not travel alone in dangerous areas;
3. Travel with a trusted local contact;
4. Always dress and behave in an inconspicuous manner without jewelry and the like;
5. Ensure that passports and valuables are either deposited in a secure safe, or, if carried on the person, should be hidden in an inconspicuous money belt or the like.

Emergency Procedure

In the event of a violent attack, seek a safe refuge immediately and report the incident to the police.

Falls from heights

Risk

The Volunteer may be required install or inspect roof structures and the like.

Precaution

1. The Volunteer should be aware that workmanship and scaffolding in the overseas countries are generally to a very low standard, and must always be treated as unsafe.
2. Do not climb ladders without first:
 - checking that all of the rungs for weight bearing
 - ensuring the top is secure, and preferably tied in position..
3. Do not lean on railings.
4. When walking on roofs, stand only over purlins, as indicated by the lines of roofing screws.

Emergency Procedure

1. If a person falls from a significant height, they should lie perfectly still until it is clear that no major injuries (such as back injury, neck injury, broken bones or internal injury) have been sustained. Only then should an injured person move.
2. Immobilise any injured limbs.
3. Except in the case of very minor injury, an injured person should seek medical assistance.

Accidents involving power tools or other cutting tools

Risk

The Volunteer may be required use power tools or other cutting tools.

Precaution

1. The Volunteer should have up-to-date tetanus immunization.
2. The Volunteer should observe all manufacturer's safety precautions associated with tools.

Emergency Procedure

1. Clean cuts and abrasions, apply antiseptic gel and cover with a clean dressing.
2. Except in the case of very minor injury, an injured person should seek medical assistance.

Broken limbs resulting from slips and falls

Risk

The Volunteer may need to walk or climb on slippery wet slopes (such as steep wet grassy clay surfaces) where there is increased risk of slip and broken limbs.

Precaution

1. On such surfaces, the Volunteer should move slowly and deliberately, if necessary, use a stout walking stick; and wear spiked boots.
2. If a slip occurs, hold arms close to the body to avoid wrist or arm injury.

Emergency Procedure

1. Immobilize any broken limbs.
2. Except in the case of very minor injury, an injured person should seek medical assistance.

Infection from coral cuts

Risk

The Volunteer may be exposed to the risk of coral cuts when walking in the water or close to the shore. Coral cuts can become infected, resulting in very severe inflammation and cellulites.

Precaution

The Volunteer should always wear strong shoes and clothing that protect the legs.

Emergency Procedure

Carry out the first-aid procedure below.

If there is any infection, **seek medical advice as soon as possible.**

1. Scrub with soap and water and then flush with fresh water as soon as possible after contact with the coral.
2. If the wound stings, rinse it with acetic acid (vinegar) or isopropyl alcohol (this action may reduce the effect of any irritating toxins such as those produced by fire coral).
3. Flush the wound or abrasion with a mixture of 1/2 water and 1/2 hydrogen peroxide to remove coral dust and then flush with fresh water for most non-stinging coral cuts or abrasions.
4. Rinse daily and apply an antibiotic such as bacitracin (Baci-IM) or similar topical ointment 3-4 times per day.
5. Oral antibiotics are usually recommended to prevent infection. If an infection develops, continue taking the antibiotic for at least five days after all signs of the infection has resolved. Notify the doctor of any medication allergies the patient has prior to starting an antibiotic. Some antibiotics (for example, tetracyclines) can cause increased sensitivity to the sun (photosensitivity), thus it is recommended to use a sunscreen of at least SPF 15 if the area is going to be exposed to sunlight. If a wound develops pus, seek medical treatment.
6. If no evidence of infection or open wound is present, an over-the-counter steroid ointment may be used to relieve itching for a short period of time (a few days).
7. Pain may be relieved with one to two acetaminophen (Tylenol) every four hours and/or one to two ibuprofen (Motrin, Advil) every 6-8 hours. Do not exceed 3 grams of acetaminophen over a 24 hour time period. Some health care professionals prefer to use naproxen (Aleve) for pain relief.
8. Patients that are alcoholics have a tendency to develop bacterial infections by *Vibrio* spp that can be very aggressive and dangerous (life-threatening) in a short time-span. Any redness of skin that progresses rapidly with blisters moving up an extremity (arms or legs) toward the body should be considered a medical emergency, and will require IV antibiotics.

Source: http://www.emedicinehealth.com/wilderness_coral_cuts/page3_em.htm

Malaria

Risk

In some areas, the Volunteer may be exposed to the risk of mosquito-borne malaria.

Precaution

The Volunteer should seek medical advice regarding risk minimisation and any appropriate drugs before leaving Australia.

The following general advice, which must be confirmed by a qualified medical practitioner, is from https://en.wikipedia.org/wiki/Malaria_prophylaxis

- *Risk management*
- *Bite prevention—clothes that cover as much skin as possible, insect repellent, insecticide-impregnated bed nets and [indoor residual spraying](#)*
- *Chemoprophylaxis*
- *Rapid diagnosis and treatment*

Additional bite prevention measures include mosquito and insect repellents that can be directly applied to skin. This form of mosquito repellent is slowly replacing [indoor residual spraying](#), which is considered to have high levels of toxicity by WHO (World Health Organization). Further additions to preventive care are sanctions on blood transfusions. Once the malaria parasite enters the erythrocytic stage, it can adversely affect blood cells, making it possible to contract the parasite through infected blood.

[Chloroquine](#) may be used where the parasite is still sensitive.^[1] However due to resistance one of three medications: [mefloquine](#) (Lariam), [doxycycline](#) (available generically), and the combination of [atovaquone](#) and [proguanil](#) hydrochloride (Malarone) is frequently needed.^[1] Doxycycline and the atovaquone and proguanil combination are the best tolerated with mefloquine associated with higher rates of neurological and psychiatric symptoms.

*Jacquerioz FA, Croft AM (2009). Jacquerioz, Frederique A, ed. "Drugs for preventing malaria in travellers". *Cochrane Database Syst Rev* (4): CD006491.*

Emergency Procedure

If there are any symptoms of malaria fever **seek medical advice as soon as possible**.

A malaria infection is generally characterized by recurrent attacks with the following signs and symptoms:

- Moderate to severe shaking chills
- High fever
- Profuse sweating as body temperature falls

Other signs and symptoms may include:

- Headache
- Vomiting
- Diarrhea

Malaria signs and symptoms typically begin within a few weeks after being bitten by an infected mosquito. However, some types of malaria parasites can lie dormant in your body for months, or even years.

Source: <http://www.mayoclinic.org/diseases-conditions/malaria/basics/symptoms/CON-20013734>

Dengue fever

Risk

In some areas, the Volunteer may be exposed to the risk of mosquito-borne dengue fever.

Precaution

The Volunteer should seek medical advice regarding risk minimisation before leaving Australia.

The following general advice, which must be confirmed by a qualified medical practitioner, is from https://en.wikipedia.org/wiki/Dengue_fever .

Typically, people infected with dengue virus are [asymptomatic](#) (80%) or only have mild symptoms such as an uncomplicated fever.^{[2][4][5]} Others have more severe illness (5%), and in a small proportion it is life-threatening.^{[2][5]} The [incubation period](#) (time between exposure and onset of symptoms) ranges from 3 to 14 days, but most often it is 4 to 7 days.^[6] Therefore, travelers returning from endemic areas are unlikely to have dengue if fever or other symptoms start more than 14 days after arriving home.^[7] Children often experience symptoms similar to those of the [common cold](#) and [gastroenteritis](#) (vomiting and diarrhea)^[8] and have a greater risk of severe complications,^{[7][9]} though initial symptoms are generally mild but include high fever.^[9]

Emergency Procedure

If there are any symptoms of dengue fever **seek medical advice as soon as possible**.

Symptoms, which usually begin four to six days after infection and last for up to 10 days, may include

- Sudden, high fever
- Severe headaches
- Pain behind the eyes
- Severe joint and muscle pain
 - Nausea
 - Vomiting
 - Skin rash, which appears three to four days after the onset of fever
- Mild bleeding (such a nose bleed, bleeding gums, or easy bruising)

Sometimes symptoms are mild and can be mistaken for those of the flu or another viral infection. Younger children and people who have never had the infection before tend to have milder cases than older children and adults. However, serious problems can develop. These include dengue hemorrhagic fever, a rare complication characterized by high fever, damage to lymph and blood vessels, bleeding from the nose and gums, enlargement of the liver, and failure of the circulatory system. The symptoms may progress to massive bleeding, shock, and death. This is called dengue shock syndrome (DSS).

People with weakened immune systems as well as those with a second or subsequent dengue infection are believed to be at greater risk for developing dengue hemorrhagic fever.

Source: <http://www.webmd.com/a-to-z-guides/dengue-fever-reference>

Privacy

Policy

- (1) The Organisation shall ensure that people who use the Organisation's services are always treated with dignity and respect, and shall respect people's right to privacy by safeguarding their personal information.
- (2) The implementation, reporting and monitoring compliance with this policy shall be as set out in the "Procedures".

Responsible Personnel

All personnel have a responsibility to ensure that the Policy and Procedures are observed.

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Resource Development Manager, Administration Manager, Regional Managers and Project Managers.

Procedures

1. A Memorandum of Understanding, including the relevant policy, shall be signed by each Partner Organisation.
2. The Privacy Policy shall be distributed to all Directors and Regional Managers and reviewed in the context of this and other projects at each February Board Meeting.
3. A report on any known noncompliance with the Privacy Policy in the context of Partner Organisations shall be presented to the February Board Meeting.
4. Family Selection for Affordable Housing or Basic Shelter. This procedure shall be implemented by Partner Housing and Partner Organisations

ASSESSMENT PHASE

When assessing families, Partner Housing and Partner Organisations shall either:

- 1) Let individuals and families know that their application has been unsuccessful, in which case Partner Housing will keep the application in a secure place, for legal reasons. It will be destroyed after a period of time determined by state laws; or
- 2) Advise individuals and families that they have qualified for a home, but a home is not yet available. In this case Partner Housing and Partner Organisations will hold the application until the individual or family no longer qualifies or a home is located. Finding a suitable home may take several years, and Partner Housing and Partner Organisations may need to confirm that personal details have not changed before offering a home; or
- 3) Advise individuals and families that they have qualified for a home, and that one will be offered some time in the next 12 months. In this case the application will become part of the ongoing file held by Partner Housing and Partner Organisations.

At the time of application, Partner Housing and Partner Organisations will only collect information that is needed to determine qualification for a home. As assessment involves a credit check, Partner Housing and Partner Organisations may need to pass some information on to another agency that specialises in such work. In such a case, individual and families shall be informed before taking the action. Partner Housing and Partner Organisations keep records of homes and homeowners for the legal protection of homeowners and applicants. Partner Housing and Partner Organisations will only disclose your personal information to someone else if we have the individuals and family permission to do so or if required or permitted to do so by law.

POST-ASSESSMENT PUBLICITY

Partner Housing and Partner Organisations will discuss exactly what information that individuals and families are willing to have made publicly available when planning publicity. Individuals and families may ask Partner Housing and Partner Organisations to have personal information, including real names, kept private. For example, some homeowners have needed to keep their identity secret from ex-family members for their own safety. In most cases, a general story is made available for publicity

purposes. As most homeowners work alongside volunteers while building more than one home, it will usually be impractical to maintain full confidentiality.

Partner Housing and Partner Organisations will aim for all publicity involving families and individuals be concluded within 3 months of the handover of the home. If individuals and families are willing to be available for occasional future publicity, this will be noted on the personal file. Individuals and families may change this decision at any time, and are not obliged to be involved if contacted.

ON-GOING ACCESS TO INFORMATION.

File information will only be accessed by staff, who have a work-related need to do so, and only for work-related reasons.

Individuals and families may ask to see the information that is held by Partner Housing and Partner Organisations. If it is believed that the information is incorrect, Partner Housing and Partner Organisations will make changes on request.

There are *very rare* occasions built into the *Privacy Act 1988* which may prevent access to information from happening in every situation. If it is not possible to make a file accessible Partner Housing will explain why.

Training

Members, Directors, Volunteers and Partner organisations shall be made aware of this policy and these procedures, by:

- Tabling and discussing them at the AGM;
- Tabling and discussing them at the February Board Meeting (as part of the training package);
- Including them with any brief provided to volunteers, contractors or other personnel working on behalf of the organisation. (Partner Housing is a voluntary organisation and does not employ staff); and
- Including them with any Memorandum of Understanding with Partner Organisations.

Child Protection

General Definition

Child Abuse Activities that in any way harm, or contribute to harm of children, either directly or indirectly, or their exploitation. This includes violence, sexual abuse, commercial exploitation and the like.

Definitions

Duty of Care Duty of Care is a common law concept that refers to the responsibility of the organisation to provide children with an adequate level of protection against harm. It is the duty of the organisation to protect children from all reasonably foreseeable risk of injury.

Child and young person

A child or young person is regarded to be any person under the age of 18 years, unless a nation's laws recognise adulthood earlier.

Child Protection Is the term used to describe the responsibilities and activities undertaken to prevent or stop children being abused or maltreated.

Child Abuse Abuse happens to male and female children of all ages, ethnicity and social backgrounds, abilities, sexual orientation, religious beliefs and political persuasion. Child abuse includes physical, sexual, emotional, neglect, bullying, child labour and domestic violence.

Both boys and girls can be the victims of abuse, and abuse can be inflicted on a child by both men and women, as well as by young people themselves.

In some cases, professionals and other adults working with children in a position of trust also abuse children.

Physical abuse This occurs when a person purposefully injures or threatens to injure a child or young person. This may take the form of slapping, punching, shaking, kicking, burning, shoving or grabbing. The injury may take the form of bruises, cuts, burns or fractures.

Emotional abuse This occurs when a child is repeatedly rejected or frightened by threats. This may involve name calling, being put down or continual coldness from parent or caregiver, to the extent that it affects the child's physical and emotional growth.

Neglect Neglect is the persistent failure or the deliberate denial to provide the child with clean water, food, shelter, sanitation or supervision or care to the extent that the child's health and development are placed at risk.

Sexual abuse This occurs when a child or young person is used by an older or bigger child, adolescent or adult for his or her own sexual stimulation or gratification - regardless of the age of majority or age of consent locally. These can be contact or non-contact acts, including threats and exposure to pornography.

Child-Sex Tourism

ECPAT International defines child-sex tourism as:

'...the commercial sexual exploitation of children by men or women who travel from one place to another, usually from a richer country to one that is less developed, and there engage in sexual acts with children, defined as anyone aged under 18 years of age.'
(ECPAT International, 2006)

Bullying Bullying is the inappropriate use of power by an individual or group, with an intent to injure either physically or emotionally. It is usually deliberate and repetitive. The bullying may be physical or psychological (verbal and non-verbal).

- Physically, bullying includes pushing, hitting, punching, kicking or any other action causing hurt or injury.
- Verbal bullying includes insults, taunts, threats and ridicules.
- Psychological bullying includes physical intimidation and ostracism.

Exposure to Domestic Violence

Domestic violence occurs when children and young people witness or experience the chronic domination, coercion, intimidation and victimisation of one person by another by physical, sexual or emotional means within intimate relationships. (adapted from the Australian Medical Association definition)

Particularly vulnerable children

Child abuse takes place not only within the family environment, but also outside the family, including: institutions, at work, on the streets, in war zones and emergencies.

Children in emergencies

Children in emergencies are especially vulnerable to abuse and exploitation. In an emergency or crisis situation, children are extremely vulnerable when they become part of a displaced or traumatised population.

Policy

- (1) The Organisation shall ensure that its activities do not in any way harm, or contribute to harm to children, either directly or indirectly.
- (2) The Organisation shall not participate in, or condone, child abuse or exploitation.
- (3) The Organisation shall not participate with organisations or individuals involved in activities that could be associated, either directly or indirectly, with child abuse or exploitation; or if they pose any risk to children's safety or wellbeing.
- (4) The implementation, reporting and monitoring compliance with this policy shall be as set below and the "Code of Conduct".

Responsible Personnel

All personnel have a responsibility to ensure that the Policy and Procedures are observed.

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Resource Development Manager, Property Manager, Administration Manager, Regional Managers and Project Managers.

Context

Partner Housing's principal mission is in designing and building simple, decent, affordable housing and reliable village infrastructure that relate directly to the improvement of the daily lives of poor people in villages in developing countries. This includes:

- Houses
- Village community centres
- Village schools
- Village clinics
- Access roads to the above
- Water collection (e.g. wells & tanks) and reticulation to the above
- Septic systems and latrines to the above
- Hospitals

Client Organisations

The pro-bono Design & Documentation work, and the Building work, undertaken by Partner Housing, is provided to well-established non-government organisations that are involved only in the humanitarian activities listed in "Context".

Risk of Association with Child Exploitation

The normal Partner Housing activities are unlikely to bring the organisation or its members and volunteers into contact with children. In particular:

- Pro-bono design & documentation work is carried out by volunteer professionals in Australia in their own offices or places of normal business.
- The building work funded by Partner Housing and carried out in developing countries is performed by implementing partner NGOs, subject to the controls and monitoring specified below.
- On very rare occasions, Partner Housing Volunteers may visit sites in developing countries for purposes of supervising, mentoring, training, auditing or assessing projects. This work would normally not bring the Volunteer into contact with children; although care is taken to ensure that there is no contact with child abuse or exploitation. The Volunteers shall be subject to the additional training, controls and police checks listed below.

Child-safe recruitment, screening processes and criminal record checks

On the very rare occasions that Partner Housing volunteers visit sites in developing countries, the following shall apply:

- Partner Housing shall provide and explain a copy of this Child Protection Policy to the Volunteers, contractors or other personnel working overseas on behalf of the organisation.
- Partner Housing shall check the suitability of Volunteers, Contractors or other personnel working overseas on behalf of the organisation. This shall include questioning, checking any references and by obtaining a police criminal record check.

The Volunteers shall be subject to the additional training, controls and police checks listed below.

Detection of Child Abuse

Volunteers shall be cognisant during review of on-site evidence (whether in person or through emails, photographs etc) to be aware of the existence of child abuse, and report any suspicious behaviour as appropriate.

The Senior Volunteer shall be alert for and report noncompliance or child abuse.

The means of reporting shall be in the format set out in Project File (see sample in Appendix 4 of these Procedures).

If an instance of child abuse is detected, the Senior Volunteer shall raise it with the Regional Manager and Chief Executive Officer, who shall notify DFAT the Commonwealth Police and the local police as appropriate and, if appropriate, implement procedures to terminate the MOU.

The relevant details and Board resolutions regarding the matter shall be recorded in the Minutes.

Child protection complaints management procedure

Should Partner Housing or its Board become aware of any alleged incident of possible child abuse or exploitation, Partner Housing shall immediately inform DFAT, the Commonwealth Police and the local police as appropriate; and shall provide all relevant details. The relevant details and Board resolutions regarding the matter shall be recorded in the Minutes.

Training

Members, Directors, Volunteers and Partner organisations shall be made aware of this policy and these procedures, by:

- Tabling and discussing them at the AGM;
- Tabling and discussing them at the February Board Meeting (as part of the training package);
- Including them with any brief provided to volunteers, contractors or other personnel working on behalf of the organisation. (Partner Housing is a voluntary organisation and does not employ staff); and

- Including them with any Memorandum of Understanding with Partner Organisations.

Child Protection Code of Conduct

Partner Housing, and its Volunteers, Contractors or other personnel working on behalf of the organisation, shall:

- Treat children with respect regardless of race, colour, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status;
- Not use language or behaviour towards children that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate;
- Not engage children in any form of sexual activity or acts, including paying for sexual services or acts, where under the law(s) applicable to the child (including Part IIIA of the Australian Crimes Act 1914 (Commonwealth) as amended), the child is below the age of consent or the act(s) are an offence under relevant laws;
- Wherever possible, ensure that another adult is present when working in the proximity of children;
- Not invite unaccompanied children into my home, unless they are at immediate risk of injury or in physical danger;
- Not sleep close to unsupervised children unless absolutely necessary, in which case must obtain a supervisor's permission, and ensure that another adult is present if possible;
- Use any computers, mobile phones, or video and digital cameras appropriately, and never to exploit or harass children or to access child pornography through any medium (see also 'Use of children's images for work related purposes');
- Refrain from physical punishment or discipline of children (excluding their own children);
- Refrain from hiring children for domestic or other labour which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury;
- Comply with all relevant Australian and local legislation, including labour laws in relation to child labour;
- Immediately report concerns or allegations of child abuse in accordance with appropriate procedures.

Partner Housing, and its Volunteers, Contractors or other personnel working on behalf of the organisation, shall observe the following, when photographing or filming a child for work related purposes:

- Before photographing or filming a child, assess and endeavour to comply with local traditions or restrictions for reproducing personal images;
- Before photographing or filming a child, obtain consent from the child or a parent or guardian of the child and explain how the photograph or film will be used;
- Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive;
- Ensure images are honest representations of the context and the facts;
- Ensure file labels do not reveal identifying information about a child when sending images electronically.

Commitment to Prevent Harm to Children

Partner Housing commits to ensuring that no Volunteers, Contractors or other personnel that pose an unacceptable risk to children's safety or wellbeing are able to interact with children. Such services of such personnel will immediately be terminated. (See also the procedures for informing AUSAID and the police).

Provision for Termination

In order to be able to implement the above commitment, briefs to Volunteers, Contractors or other personnel shall include a provision to personnel who breach the child protection code of conduct. The following wording shall be inserted:

Failure to adhere to the Child Protection Policy, and in particular, the “Declaration Regarding Child Protection Code of Conduct” and “Declaration Regarding Use of Children’s Images for Work-Related Purposes” shall result in a termination of this work agreement.

Policy Compliance Regime

Partner Housing exercises zero tolerance in respect of proven breaches of the Child Protection Policy. Offending volunteers, contractors or other personnel shall not be used by the organisation/

Review of Policies and Procedure

This policy and the associated procedures shall be reviewed annually as part of the scheduled general policy review.

Responsibility for Risk Assessment for DFAT Activity

The Responsible Officer shall undertake risk assessments for DFAT activities, including those that involve working with children (including volunteer sending assignments).

Contractual Requirement

Partner Housing performs contract work for DFAT and shall comply with all contractual requirements relating to DFAT’s *Child Protection Policy*.

Procedures to Ensure Child Protection

- A Memorandum of Understanding, including the relevant policy, shall be signed by each Partner Organisation.
- The Child Protection Policy shall be distributed to all Directors and Regional Managers and reviewed in the context of this and other projects at each February Board Meeting.
- A report on DFAT and Internet searches of Child Protection in the context of Partner Organisations and any known noncompliance shall be presented to the February Board Meeting.
- An Australian Federal Police check of each overseas Volunteer shall be obtained.
- Overseas Volunteers shall sign the Declarations & be aware of the Child Protection Policy (including Images. As evidence that the volunteers, contractors or other personnel working on behalf of the organisation understand and agree to abide with this policy, they shall be required to sign a copy of the “Declaration Regarding Child Protection Code of Conduct” and, if appropriate, “Declaration Regarding Use of Children’s Images for Work-Related Purposes”. These signed declarations shall be kept in the permanent records of the organisation. See Appendix 3.
- The Senior Volunteer shall be alert for and report noncompliance, including child abuse or terrorism activity.

Further Practices to Promote Child Protection

The procedures for implementing and managing this policy include the following:

- Only contract with, or provide funds to, organisations; and not to individuals.
- Ensure Partner Organisations are well-known and are reputable, and have key development goals and Child Protection Policies in alignment with the Partner Housing policies and DFAT’s *Child Protection Policy*.
- When establishing working arrangements, Contracts and/or Memoranda of Understanding with client NGOs, obtain and assurance and a copy of their Child Protection Policy.

- Accounts shall be audited by Australian Auditors and records shall be available for review. All donations shall be listed in financial statements provided at Annual General Meetings, including bank account name. Ensure that finances are not being directed towards individuals or organisations known to be involved in child exploitation.
- Be cognisant during review of on-site evidence (whether in person or through emails, photographs etc) to be aware of the existence of child exploitation, and report any suspicious behaviour as appropriate.

Photography

As a member of ACFID and a licensed charitable NGO, it is incumbent on all PHA members and representatives to adhere to DFAT and ACFID policy when it comes to taking photographs and recording videos of people involved in our programs, particularly of children. Please refer to our key policies for further information.

Below is a step by step guide for ensuring the photos/videos we obtain respect and protect the people we portray, and align with policy.

1. If you wish to take a photo and/or video of someone, ask their permission and ensure they understand why you wish to do so (telling their story, sharing photos from the trip on the website etc.)
In the case of featuring children, ensure you have their parents' or guardian's permission. In some cases it may be best to gain permission from a community leader.
2. When you have taken the photos and/or videos, ask them to sign the photo/video release form. Explain that the purpose of the form is to make sure we have their informed consent to use their image on our website, social media and any other communication forms.
If there are children, ensure their parent and/or guardian signs the form on their behalf
3. Hold on to all signed forms and send them to Nicola – nicola.smart1992@gmail.com along with the photos/videos

Note that we cannot use photography or video if we don't have permission from the subjects. Visual imagery is integral to our storytelling and spreading the message of the fantastic work we do, so it's incredibly important to get these photos/videos and consent from the people in them, so we can safely use them.

National Police Check

Dear ! First Name,

Please obtain a National Police Check by accessing the Federal Police website and completing the appropriate documentation. <https://afpnationalpolicechecks.converga.com.au/>

Please use Code 35.

The cost associated with this check will be refunded by Partner Housing.

Please forward the National Police Check certificate to:

Robyn Johnston,

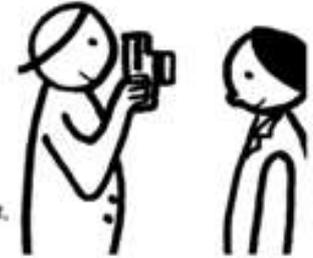
272 Blackwall Road, Woy Woy NSW 2256

robyn@electronicblueprint.com.au

Phone: 0418 137 160



Partner Housing Australasia (Building) Incorporated
 ABN 88 722 057 429 CFN: 15429
 Web: www.partnerhousing.org
 Pro-bono professional services and funding for South Pacific
 village infrastructure, housing, water, sanitation and training.
 272 Blackwall Road, Woy Woy NSW 2256, Australia
 Phone: +61 4 0721 8926
 Email: rod@electronicblueprint.com.au



As a member of Australian Council for International Development and signatory to the ACFID Code of Conduct, we are committed to achieving high standards of financial reporting, management and ethical practice.

X No Photo

✓ Photo OK

Partner Housing Australasia Photo Release Form

Please sign this form to allow Partner Housing to use photos of you.

We like to use photos for: our website, social media and other communications.

We may use your photo now or in the future, from the date of this release form.

We may have no control over a third party using your photo/video. You won't have an interest in the copyright of the photo/video and will not claim any financial reward for them.

You release and discharge PHA from all claims and demands connected with the use of the photo/video, including breach of privacy and intellectual property rights.

Please sign to confirm you have read and understood this release form.

Name:

Address:

Phone:

Date:

Signed:

If the person is under 18 years old, please complete the following:

Guardian:

Photographer:

Witness:

Declaration Regarding Child Protection Code of Conduct

I _____ engaged by Partner Housing Australasia (Building) incorporated, agree that while implementing aid activities, I will:

- treat children with respect regardless of race, colour, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status
- not use language or behaviour towards children that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate
- not engage children in any form of sexual activity or acts, including paying for sexual services or acts, where under the law(s) applicable to the child (including Part IIIA of the Australian Crimes Act 1914 (Commonwealth) as amended), the child is below the age of consent or the act(s) are an offence under relevant laws
- wherever possible, ensure that another adult is present when working in the proximity of children
- not invite unaccompanied children into my home, unless they are at immediate risk of injury or in physical danger
- not sleep close to unsupervised children unless absolutely necessary, in which case I must obtain my supervisor's permission, and ensure that another adult is present if possible
- use any computers, mobile phones, or video and digital cameras appropriately, and never to exploit or harass children or to access child pornography through any medium (see also 'Use of children's images for work related purposes')
- refrain from physical punishment or discipline of children (excluding my own children)
- refrain from hiring children for domestic or other labour which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury
- comply with all relevant Australian and local legislation, including labour laws in relation to child labour
- immediately report concerns or allegations of child abuse in accordance with appropriate procedures.

Signed:

Date:

Declaration Regarding Use of Children’s Images for Work- related Purposes

I _____ engaged by Partner Housing Australasia (Building) incorporated, agree that when photographing or filming a child for work related purposes, I must:

- before photographing or filming a child, assess and endeavour to comply with local traditions or restrictions for reproducing personal images;
- before photographing or filming a child, obtain consent from the child or a parent or guardian of the child. As part of this I must explain how the photograph or film will be used;
- ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive;
- ensure images are honest representations of the context and the facts;
- ensure file labels do not reveal identifying information about a child when sending images electronically.

I understand that the onus is on me, as a person engaged by Partner Housing Australasia (Building) Incorporated, to use common sense and avoid actions or behaviours that could be construed as child abuse.

Signed:

Date:

Anti-terrorism

Policy

1. The Organisation shall ensure that its activities do not contribute in any way to, either directly or indirectly, to the spread of terrorism.
2. The Organisation shall not participate in political activism or terrorism.
3. The Organisation shall not participate with organisations involved in political activities or the like, or any organisation that could be that could be associated directly or indirectly with terrorism.
4. The implementation, reporting and monitoring compliance with this policy shall be as set below and the "Code of Conduct".

Responsible Personnel

All personnel have a responsibility to ensure that the Policy and Procedures are observed.

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Resource Development Manager, Regional Managers and Project Managers.

Context

Partner Housing's principal mission is in designing and building "simple, decent, affordable" housing and those minor buildings and infrastructure that relate directly to the improvement of the daily lives of poor people in villages in developing countries. This includes:

- Houses
- Village community centres
- Village schools
- Village clinics
- Access roads to the above
- Water collection (e.g. wells & tanks) and reticulation to the above
- Septic systems and latrines to the above
- Hospitals

Client Organisations

The pro-bono design & documentation work, and building work, undertaken by Partner Housing, is provided to well-established non-government organisations that are involved only in humanitarian activities listed in "Scope".

Risk of Contact with Terrorists

The normal Partner Housing activities are unlikely to bring the organisation or its members and volunteers into contact with terrorists or terrorist organisations.

Procedures to Eliminate Contact with Terrorists

The procedures for implementing and managing this policy include:

- Only contract with, or provide funds to, organisations; and not to individuals.
- Ensure Partner Organisations are well-known and are reputable, and have key development goals and terrorism policies in alignment with Partner Housing and its policies.

- When establishing working arrangements, Contracts and/or Memoranda of Understanding with client NGOs, obtain and assurance and a copy of their Terrorism Policy.
- Accounts shall be audited by Australian Auditors and records shall be available for review. All donations shall be listed in financial statements provided at Annual General Meetings, including bank account name. Ensure that finances are not being directed towards individuals or organisations known to be involved in terrorism.
- Be cognisant during review of on-site evidence (whether in person or through emails, photographs etc) to be aware of the existence of terrorism, and report any suspicious behaviour as appropriate.

The Senior Volunteer shall be alert for and report noncompliance or terrorism activity.

The means of reporting shall be in the format set out in Project File (see sample in Appendix 4 of these Procedures).

If an instance of terrorism is detected, the Senior Volunteer shall raise it with the Regional Manager and Chief Executive Officer, who shall notify DFAT and, if appropriate, implement procedures to terminate the MOU.

- Use the internet to search for matches of the words “terrorism” with the names of potential Partner Organisations, and the locations where it is intended to undertake work.
- Use the internet to search the DFAT, LTO, World Bank and Asian Development Bank registers of proscribed and terrorist organisations.

The Anti-terrorism Policy shall be distributed to all Directors and Regional Managers and reviewed in the context of this and other projects at each February Board Meeting. A report on DFAT and Internet searches of Terrorism in the context of the Partner Organisation and any known noncompliance shall be presented to the February Board Meeting.

Proscribed Lists

- DFAT Consolidated List (DCL)
- List of Terrorist Organisations (LTO)

Other Relevant Lists

- World Bank Listing of Ineligible Firms and Individuals (WBL)
- Asian Development Bank Sanctions List (ADB).

http://www.dfat.gov.au/divs/ild/download_lms.html

<http://www.dfat.gov.au/international-relations/security/counter-terrorism/Pages/dealings-with-terrorists-information-for-australians-and-australian-businesses.aspx>

To carry out the DFAT check, use Link Match Lite program
C:\Users\user\Downloads\LinkMatchLite (2).zip



- A Memorandum of Understanding, including the relevant policy, shall be signed by each Partner Organisation.
- An Australian Federal Police check of each overseas volunteer shall be obtained.

Advice from ACFID on behalf of DFAT

1. What are the sanctions and other lists to be checked and which individuals and organisations need to be checked?

The four lists to be checked are:

- [Asian Development Bank Sanctions List;](#)
- [World Bank Listing of Ineligible Firms and Individuals;](#)
- [The Australian Government’s Listed Terrorist Organisations; and](#)
- [The DFAT Consolidated List.](#)

Grant recipients are responsible for identifying and checking the following individuals and organisations directly involved in the Friendship Grant Activity against the four lists:

- grant recipient's staff and volunteers;
- in-country partner(s);
- in-country partner(s) staff and volunteers;
- in-country partner(s) main suppliers*; and
- any other organisations or individuals directly involved in the delivery of the Friendship Grant Activity.

*It is the organisation's responsibility to determine main suppliers. Organisations may wish to consider main suppliers as those third parties regularly involved in the organisation's operations and activities.

Should a direct match on any of the lists be identified, then the grant recipient must immediately notify DFAT. Organisations, staff and volunteers should be checked against the lists before they engage in the delivery of the Friendship Grant Activity.

DFAT recommends all organisations and individuals be rechecked against all four lists every 12 months at a minimum.

2. What record should be kept when checking the lists?

Grant recipients are required to maintain a record of all organisations and individuals checked against the four lists. The record should include:

- name of individual;
- date of birth;
- name of organisation;
- which list(s) checked; and
- date checked.

A simple template to record these details is attached to the email.

3. How do we know what countries are at a higher risk than others for managing terrorism financing?

The open-source resources [Global Terrorism Database \(GTD\)](#) and the [Global Terrorism Index](#) can be used as to provide further context and to identify countries which are at higher risk in terms of managing terrorism financing.

For further information about understanding and managing terrorism financing risks, we have attached the DFAT produced [Disrupting Terrorism Financing Quick Reference Guide](#).

A further Q&A resource produced by the Attorney General Department on [Australia's counter-terrorism laws](#) is also recommended.

4. What parts of the agreement are you responsible for ensuring your downstream or in-country partners abide by?

If any DFAT provided Friendship Grant funds are to be expended in conjunction with, or by, an in-country partner or third-party entity, then all parties are obliged to expend these funds in accordance with all relevant clauses of the signed Friendship Grant agreement.

To formalise this arrangement, the relevant clauses from the Friendship Grants agreement could be included as an addendum to any written arrangements your organisation has in place with an in-country partner(s) or other entities.

Relevant clauses include those listed under Clause 3 Recipient Obligations as well as any clauses which provide for compliance by the agents and subcontractors of the recipients, such as those obligations detailed in Clause 11 Counter Terrorism, Clause 12 Anti-Corruption and Clause 13 Child Protection.

5. What checks should be done when recruiting in-country?

DFAT expects grant recipients and their in-country implementing partners to have appropriate staff recruitment policies and procedures in place. When recruiting in-country, referee and police checks are required, just as they would be in Australia.

DFAT acknowledges there may be situations where it may not be appropriate or possible to undertake formal police checks of potential staff. In those situations, DFAT recommends the potential employee or volunteer be requested to provide a wide range of personal referees and thorough checks are undertaken. It is important to document referee checks and maintain on file.

Training

Members, Directors, Volunteers and Partner organisations shall be made aware of this policy and these procedures, by:

- Tabling and discussing them at the AGM;
- Tabling and discussing them at the February Board Meeting (as part of the training package);
- Including them with any brief provided to volunteers, contractors or other personnel working on behalf of the organisation. (Partner Housing is a voluntary organisation and does not employ staff); and
- Including them with any Memorandum of Understanding with Partner Organisations.

Review of Policies and Procedure

This policy, and the associated procedures, shall be reviewed annually at the February Board Meeting, as part of the scheduled general policy review.

Record of Check

Partner Housing Australasia (Building) Incorporated								
Name of Individual	Date of Birth	Name of Organisation	Lists Checked				Date Checked	Name of Checking Officer
			(1) DCL	(2) LTO	(3) WBL	(4) ADB		
Herrick Bruce Ragoso		Nil	No match	No match	No match	No match	4/04/2019	Rod Johnston
Simon Alepio		Nil	No match	No match	No match	No match	4/04/2019	Rod Johnston
Peter Woperies		Nil	No match	No match	No match	No match	4/04/2019	Rod Johnston
Stanley Rumae		Nil	No match	No match	No match	No match	26//4/19	Rod Johnston
Isana Bruce		Nil	No match	No match	No match	No match	26//4/19	Rod Johnston



Disrupting Financing Terrorism Quick Reference Guide

The Department of Foreign Affairs and Trade (DFAT) is committed to disrupting terrorism financing. For more information on DFAT's position, see [Financing of Terrorism Risk Management Statement](#) at www.dfat.gov.au. This factsheet is for funding recipients seeking guidance on managing terrorism financing risks. Funding recipients are any person or organisation in receipt of DFAT funds. For example, contractors, grant recipients, subcontractors, sub-grantees, suppliers and implementing partners.

Terrorism financing is any form of support conducted by persons who, or organisations that, encourage, plan or engage in terrorism. It includes providing assets to a person or organisation associated with terrorism. Terrorism financing means supporting any costs associated with terrorist acts. For example, travel expenses, explosive materials, weapons or vehicles. It also means supporting the less obvious parts of a terrorist organisation's operations. For example, paying for terrorists' living expenses, training or propaganda activities.

Terrorists use many means to finance their operations. This includes legitimate means, such as charities and donations, or illegitimate means, such as fraud, money-laundering, kidnapping for ransom and extortion. It can be difficult to detect terrorism financing because it is covert in nature. Many organisations are not aware that their assets are being misused by terrorists.

The terrorism financing process usually involves the following three stages.



Stage 1 | Raise funds
through charities, donations, self-funding or criminal activity

Stage 2 | Transfer funds
to a terrorist network, organisation or cell



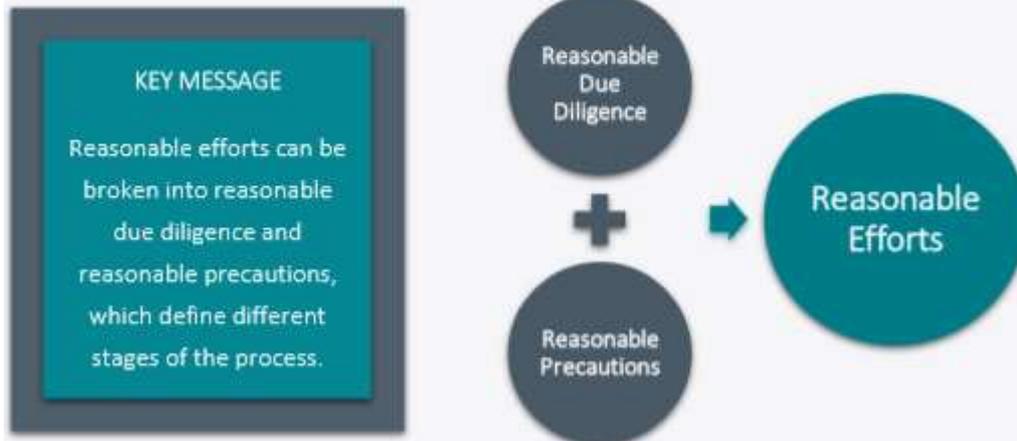
Stage 3 | Use funds
to purchase or make weapons, to pay for insurgents, or to cover terrorists' living expenses

KEY MESSAGE

While foreign aid helps build stability and prosperity, foreign aid can also be diverted into terrorism undermining any efforts to build stability and prosperity.

Reasonable Efforts

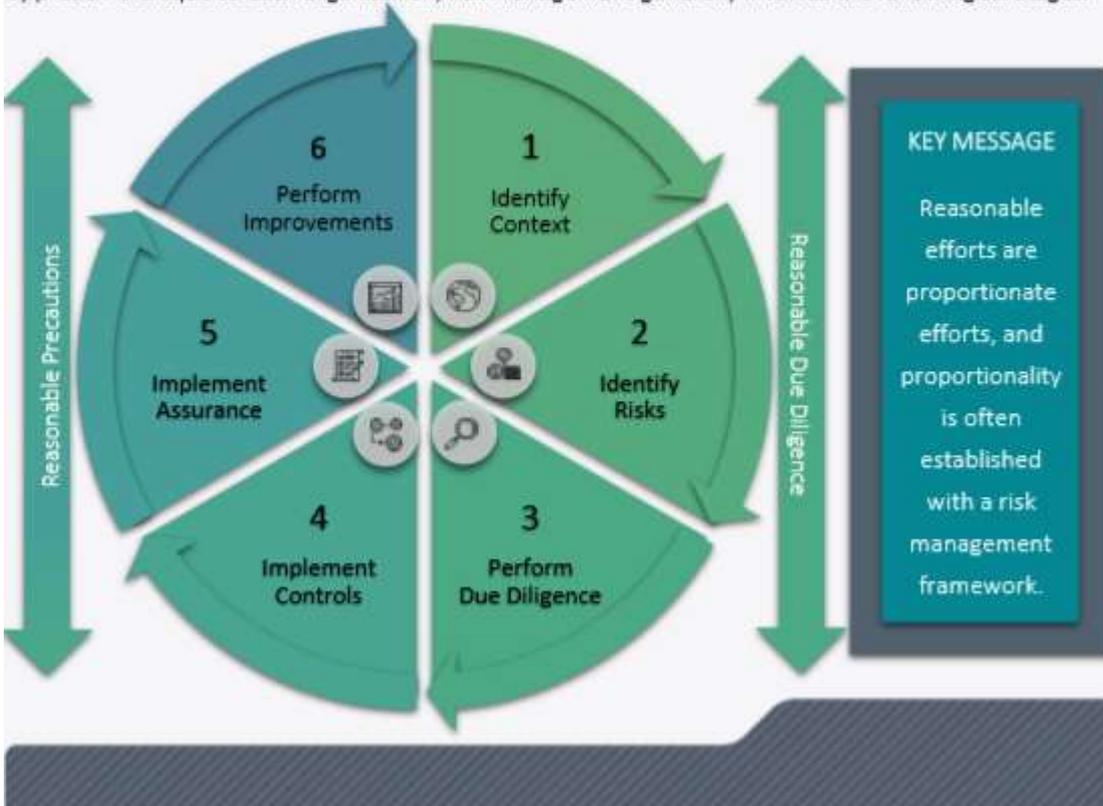
Funding recipients should use reasonable efforts to manage terrorism financing risks. Reasonable efforts can be broken into two stages: due diligence and precautions. Due diligence is done before employing a person or entering into an agreement with a person or organisation. For countries susceptible to terrorism, due diligence is done more regularly (for example, annually). Reasonable precautions are controls that manage risks, and apply throughout the lifespan of any agreement.



KEY MESSAGE

Reasonable efforts can be broken into reasonable due diligence and reasonable precautions, which define different stages of the process.

'Reasonableness' is often defined with a framework of adequately identifying risks, and responding proportionately to those risks. In other words, reasonable efforts are the level of investment needed to manage the risks. The lower the risk, the less controls are needed to manage the risk. The higher the risk, a stronger control environment is needed to manage the risk. While the risk management approach is unique to each organisation, risk management generally involves the following six stages.



KEY MESSAGE

Reasonable efforts are proportionate efforts, and proportionality is often established with a risk management framework.

Reasonable Due Diligence

Stage 1 Identify Context



Terrorism financing risks differ depending on the context. Context means where the activity is taking place, and the type of activity. Funding recipients should identify the context before deciding on the types of risks, and the level of risk. In general, terrorism financing risks increase in places of conflicts. To establish the context, some key questions to ask are:

- What are the main terrorist organisations?
- What are the main methods for financing terrorism?
- How are funds and assets used?
- Who are the associates?
- Who is the end beneficiary?

To help identify the context, see:

- Global Terrorism Database
<http://www.start-dev.umd.edu/gtd/>
- Global Terrorism Index
<http://visionofhumanity.org/app/uploads/2018/12/Global-Terrorism-Index-2018-1.pdf>

Stage 2 Identify Risks



After identifying the context, funding recipients should identify the unique terrorism financing risks resulting from the context. Funding recipients may complete a supply chain risk map to identify the risks resulting from downward funding. Funding recipients should ensure their terrorism financing risks, including the risk event, sources, impacts and risk rating, remain current.

Funding recipients must conduct due diligence checks in proportion to the risks before entering into an agreement with another person or organisation. At a minimum, funding recipients must crosscheck persons or organisations against the proscribed lists:

- [List of Terrorist Organisations](#)
- [DFAT Consolidated List](#)

Funding recipients may check these lists directly or use a third party screening tool. The LinkMatchLite software may help funding recipients find matches to names on the DFAT Consolidated List. To obtain this software, email asset.freezing@dfat.gov.au. For more information, see the DFAT's website (search Australia and Sanctions).

Stage 3 Perform Due Diligence



These lists may not represent every person or organisation associated with terrorism. For countries susceptible to terrorism, the proscribed lists should not promote complacency towards persons or organisations who do not appear on the list. Funding recipients should consider additional due diligence measures to establish if a person or organisation poses a risk of financing terrorism.

Funding recipients can also subscribe to the DFAT alert list. This may help funding recipients check any new alerts against existing persons or organisations. For more information, email asset.freezing@dfat.gov.au.

Reasonable Precautions

Stage 4 Implement Controls



After identifying the risks, funding recipients should implement controls proportionate to the risks. Countries operating in countries susceptible to terrorism need to more controls to manage the risk. Controls vary from cultural controls, such as training to promote an environment that does not tolerate terrorism, to financial controls, such as reconciling funds.

Funding recipients should refer to their agreement clauses for specific controls relevant to their activity. This is because DFAT officers assess the types of risks, and implement specific agreement clauses to help manage the risks before entering into an agreement with a funding recipient.

Assurance means providing necessary oversight of the controls and treatments used to manage the risks. After implementing the controls, funding recipients should continuously provide oversight for, and test the effectiveness of, their controls. DFAT may also conduct reviews to ensure funding recipients have sufficient controls in place.

Stage 5 Implement Assurance



Funding recipients operating in countries susceptible to terrorism must ensure they have increased levels of oversight of the controls. This includes ensuring they have oversight of any person or organisation they have an agreement with.

Funding recipients can review the controls when reviewing the risk register, but should also test the controls through formal assurance or auditing mechanisms. Charities and not-for-profits should also refer to the Australian Charities and Not-for-profits Commission's guidance on financial reporting and assurance requirements.

As part of standard business, funding recipients should improve any controls if they are insufficient. This is important because the characteristics of risks constantly change. Continuously reviewing risks helps an organisation remain in tune to the changing environment, and adapt their approach in response.

Stage 6 Perform Improvements



KEY MESSAGE

All funding recipients must check the proscribed lists before entering into an agreement or employing a person. Report any exact matches of either lists to DFAT for help.

Reporting Lines

Funding recipients should report any persons or organisations that are an exact match to a person or organisation on the List of Terrorist Organisations or the DFAT Consolidated List. This way, DFAT can help funding recipients manage sensitive situations. Please send any reports to counter-terrorism.financing@dfat.gov.au.

Funding recipients should have reporting processes in place. Funding recipients must immediately report any suspected or actual acts of diverting DFAT funds to terrorism financing. Funding recipients should send their report to counter-terrorism.financing@dfat.gov.au.

To report a suspicious activity that may compromise Australia's national security, call 1800 123 400 (inside Australia) or +61 1300 123 401 (outside Australia).

Funding recipients must not discuss or investigate any suspected or actual cases of terrorism financing. This could compromise the integrity of an investigation and place a person or organisation at risk.

The *Public Interest Disclosure Act 2013* (PID Act) provides protection for current or former public officials who report 'disclosable conduct'. A public official means a Commonwealth public servant. For the purposes of the PID Act, public servants include persons and organisations that provide goods or services under a Commonwealth agreement, such as funding recipients (including any sub-recipients).

DFAT's [Procedures for Handling Public Interest Disclosures](#) provides information on how to make a disclosure under the PID Act.

KEY MESSAGE

Report any actual or suspected acts of terrorism financing to DFAT. Do not investigate as this may compromise a person or organisation's safety.

MORE INFORMATION

- Financing of Terrorism Risk Management Statement
<https://dfat.gov.au/international-relations/security/counter-terrorism/Pages/terrorism-financing-risk-management-statement.aspx>
- Fraud Control Toolkit for Funding Recipients
<https://dfat.gov.au/about-us/business-opportunities/Pages/dfats-new-fraud-control-toolkit.aspx>
- List of Terrorist Organisations
<https://www.nationalsecurity.gov.au/listedterroristorganisations/pages/default.aspx>
- DFAT Consolidated List
<https://dfat.gov.au/international-relations/security/sanctions/Pages/consolidated-list.aspx>
- The agreement (contract or grant).

Complaints Handling

Policy

- (1) The Organisation recognises the importance and value of listening and responding to concerns and complaints. Receiving concerns and complaints is one of the most important ways of learning what we need to do to improve our work. Partner Housing and its Partner Organisations shall act together to adhere to the Complaints Handling Policy and the Procedures.
- (2) This policy applies to all our people – volunteers and partner organisations – and they are familiarised with it. Those with particular relevant responsibilities are trained in its application.
- (3) Access to the complaint handling process is free of charge to complainants.
- (4) The Organisation shall address all complaints in an equitable, fair and unbiased manner using evidence submitted by both the complainant and our personnel through the complaint handling process.
- (5) The implementation, reporting and monitoring compliance with this policy shall be as set below and the “Code of Conduct”.

Responsible Personnel

All personnel have a responsibility to ensure that the Policy and Procedures are observed. The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Resource Development Manager, Administration Manager, Regional Managers and Project Managers.

Context

Continual improvement of the complaint handling process and the quality of services is one of our permanent objectives. To this end Partner Housing will:

- maintain data collection on complaints for the purpose of identifying trends for the
- purpose of enhancing information management and service provided;
- keep abreast of best practices (both locally and overseas) regarding complaint handling;
- foster a consumer/client-focused approach;
- undertake specific training and retraining of staff to foster better complaint handling practices;
- encourage innovation in complaint handling development; and
- recognise and reward exemplary complaint handling behaviour.

The Organisation will accept complaints relating to our volunteers, our partners, our contracted service providers or anyone else acting on our behalf.

A complaint may be made by a person to whom we deliver services or goods or who is affected by our services or goods, a partner, a local organisation we work, volunteers, donors or a member of the public.

Anonymous complaints can be made, but obviously our ability to investigate them may be limited because of this.

Procedures to ensure the complaint handling policies are understood

- A Memorandum of Understanding, including the relevant policy, shall be signed by each Partner Organisation.
- The Complaints Policy shall be distributed to all Directors and Regional Managers and reviewed in the context of this and other projects at each February Board Meeting.
- A report on any complaints in the context of the Partner Organisation shall be presented to the February Board Meeting and dealt with as per the Procedures.

How the Organisation will handle complaints

When oral complaints are made, Partner Housing personnel shall:

- Identify ourselves, listen, record details, and determine what the client wants;
- Confirm that we have understood and received the details;
- Show empathy for the client, but not attempt to take sides, lay blame, or become defensive;

For all complaints Partner Housing personnel shall:

- Seek from the client the outcome/s they are expecting;
- Make an initial assessment of the severity of the complaint and the urgency of action
- Clearly explain to the client the course of action that will follow:
 - if the complaint is out of our jurisdiction;
 - if we may exercise a discretion not to investigate;
 - if preliminary enquiries need to be made, or further consideration needs to be given: or
 - if the complaint is to be investigated.
- The Organisation shall not create false expectations, but assure the client that the complaint will receive full attention;
- Give an estimated timeframe or, if that is not possible, a date by which the Organisation will contact them again;
- Check whether the client is satisfied with the proposed action and, if not, advise them of alternatives.
- Ensure that the complaint is appropriately acknowledged;
- Follow up where necessary, and monitor whether the client is satisfied.
- The Organisation will register all complaints (see section 16)

Where appropriate, the Organisation shall ensure that personnel working in communities we serve have all necessary training to encourage and handle inquiries, expressions of concern and making of complaints so as to take account of cultural and gender sensitivities and to ensure that cases involving children are appropriately handled.

The Organisation will ensure that a complainant is not required to express their complaint to a person implicated in their complaint.

The Organisation shall also ensure that a person implicated in a complaint is not involved in any way with the handling of that complaint.

Initial Assessment of Complaint

The Organisation shall first assess whether there is more than one issue raised in the complaint and whether each needs to be separately addressed.

To determine how a complaint should be managed, the Organisation shall assess it in terms of the following criteria:

- a) severity;
- b) health (including mental health) and safety implications;
- c) financial implications for the complainant or others
- c) complexity;
- d) impact on the individual, public and organisation;
- e) potential to escalate; and
- f) the need for, and possibility of immediate action.

If the complaint is assessed as significant in terms of one or more of these criteria, it shall be classified accordingly.

Inquiries, Minor Complaints and Jurisdiction

The Organisation shall endeavour to deal immediately with inquiries and minor complaints which are made orally by telephone or in person i.e. during the initial phone call or meeting.

However, as far as possible, the Organisation shall ensure that the inquirer or complainant is completely satisfied with the information and or resolution provided.

On receipt of a complaint, the Organisation shall also attempt to determine expeditiously whether investigation is required or not depending on jurisdictional questions and whether the complaint is ill conceived.

If the complainant disputes an assessment that a complaint should not be investigated, the member of staff handling the complaint will refer it to a more senior colleague for review. If such a dispute is unresolvable the Organisation shall refer the complainant to Code Committee of the Australian Council for International Development (ACFID)

How the Organisation will investigate complaints

The Organisation shall make every reasonable effort to investigate all the relevant circumstances and information surrounding a complaint. The level of investigation will be commensurate with the seriousness and frequency of the complaint.

Timeframes

The Organisation shall acknowledge written complaints within 5 days.

The Organisation shall acknowledge oral complaints immediately.

The Organisation shall aim to resolve complaints as quickly as possible and within 30 days unless there are exceptional circumstances. If a complaint is not resolved within 30 days we will inform the complainant of progress and keep them informed of progress every two weeks.

How the Organisation will respond to and close a complaint

The President or a Board Member delegated by him/her will normally make the decision on a complaint that has required investigation (i.e. not a minor complaint). Decisions on serious complaints may be referred to the Board.

The Organisation shall communicate our decision on a complaint as soon as is practical. Our communication will be in writing in the appropriate language by email and/or post. However, where appropriate such as in the case of a complaint being made by a local community member (in the field) we will also communicate our decision orally and again in the appropriate language.

The Organisation shall encourage the complainant to respond and advise whether or not they are satisfied with our decision. In our decision we will advise that if a complainant is not satisfied we will be prepared to consider any additional information they may provide and to review our decision.

In all cases, the Organisation shall advise that the complaint may be referred to the Code Committee of ACFID. We will provide all necessary information for referral to the Code Committee and offer to assist in referral.

How the Organisation will learn from complaints

The Organisation shall ensure that all relevant personnel are informed of the outcomes of complaints and the implications for our services, goods, procedures and processes.

The Organisation shall take all required remedial action. We will be prepared to change the way in which we operate and improve or undertake further training of our people. Where needed we will counsel or discipline our people.

Where appropriate the Organisation shall consult and take advice from ACFID and/or other relevant regulatory/enforcement authorities.

Confidentiality

The Organisation shall not reveal a complainant's name or personal details to anyone in or outside our organisation other than the persons involved in handling the complaint without obtaining the complainant's permission. See also the Privacy Procedures

Complaint Data

The Organisation shall register all inquiries and complaints. The Organisation shall ensure that the following information is contained in written complaints and if not, and in the case of oral complaints, record this information ourselves:

- date of receipt
- a description of the complaint and relevant supporting data;
- the requested remedy;
- the service(s) and/or good(s) and/or practice or procedure complained about;
- the due date for a response;
- immediate action taken (if any) to resolve the complaint.

Reporting About Complaints

The Organisation shall immediately escalate complex and/or major complaints to the President or his/her delegate.

All complaints shall be reported at the next Board Meeting.

Minor complaints shall be reported in summary form. Major complaints shall be reported in detail.

Training

Members, Directors, Volunteers and Partner organisations shall be made aware of this policy and these procedures, by:

- Tabling and discussing them at the AGM;
- Tabling and discussing them at the February Board Meeting (as part of the training package);
- Including them with any brief provided to volunteers, contractors or other personnel working on behalf of the organisation. (Partner Housing is a voluntary organisation and does not employ staff); and
- Including them with any Memorandum of Understanding with Partner Organisations.

Non-development Activity

Definitions

Non-Aid and Development Activity: Includes activity undertaken to promote a particular religious adherence or to support a particular party, candidate or organisation affiliated to a political party.

For purpose of these procedures, "religious activity", "religious outcomes" and "evangelical activities" are defined as evangelism, proselytising or other activities that either intentionally or unintentionally change a person's religious beliefs or lack thereof. This includes activities that promote a particular religious adherence or are undertaken with the intention of converting individuals or groups from one faith and/or denominational affiliation to another.

For purpose of these procedures, the terms "political activity", "political outcomes" and "partisan political activities" are defined as debate, argument or other activities that either intentionally or unintentionally change a person's political beliefs or lack thereof. This includes activities associated with facilitating or supporting specific political individuals to gain power. This does not include advocacy which is aimed at persuading and influencing decision makers and opinion leaders, and is not aimed at promoting partisan political objectives. (Note: Partner Housing does not participate in advocacy)

Policy

(1) The Organisation offers two basic services:

- Pro-Bono "Design and Help-desk" Engineering Services to other NGOs and governments of smaller developing Asia-Pacific countries.
- Finance, Design, Materials Supply, Supervision, Mentoring and Training for village infrastructure and housing projects.

(2) Funds and resources raised by the Organisation are used exclusively for these two activities.

(3) The Organisation is not involved in, and does not permit its funds to be used for non-development activities or to achieve religious or political outcomes.

(4) The implementation, reporting and monitoring compliance with this policy shall be as set below and the "Code of Conduct".

Responsible Personnel

All personnel have a responsibility to ensure that the Policy and Procedures are observed.

The personnel with specific tasks designated in the position descriptions, and most likely to be involved in implementation, are Chief Executive Officer, Resource Development Manager, Finance Manager, Regional Managers and Project Managers.

Background

Partner Housing's principal mission is in designing and building simple, decent, affordable housing and reliable village infrastructure that relate directly to the improvement of the daily lives of poor people in villages in developing countries. This includes:

- Houses
- Village community centres
- Village schools
- Village clinics
- Access roads to the above
- Water collection (e.g. wells & tanks) and reticulation to the above
- Septic systems and latrines to the above

- Hospitals

Note: Although not specifically stated in the “Constitution and Policies” document, the policy is interpreted as meaning that commercial ventures and structures for major government institutions should not be included in pro-bono work, since these are normally funded by major corporations or governments, i.e. exclude:

- Shopping centres
- Hotels
- Factories
- Offices
- Entertainment
- Major roads
- Dams

Procedures

1. A Memorandum of Understanding, including the relevant policies, shall be signed by each Partner Organisation.
2. The Non-development Activity Policy shall be distributed to all Directors and Regional Managers and reviewed in the context of this and other projects at each February Board Meeting.
3. A report on any known noncompliance with the Non-development Activities Policy in the context of the Partner Organisation shall be presented to the February Board Meeting.
4. Regional Managers, Project Managers and Senior Volunteers visiting the field shall confirm, when reporting the outcomes of the visit, that only "development activity" is being funded by Partner Housing.

Note: Non-development activity is permitted, but shall not be funded.

5. The Regional Managers and Project Managers shall plan the execution of programs in such a way that the non-program expenses are minimized. Non-program expenses (including all general overheads and program overheads [such as travel] associated with the particular programs) shall be less than 15% of total expenses of the organisation.
 - For example, programs shall be of a sufficient size and scope such that the cost of an annual visit for supervision, training and auditing by Australian personnel once per year does not exceed 15% of the total.
 - Where practical, pro-bono supervision, training and auditing by Australian personnel may be considered.

Note: The expenditure of contributions and donations made specifically for overseas building programs shall be treated as program expenses.

6. Partner Housing acknowledges the generous contributions by volunteers. Volunteers are encouraged to meet moderate direct incidental costs incurred in the execution of work undertaken on behalf of Partner Housing. Partner Housing shall reimburse real direct costs incurred by volunteers when so requested.

Training

Members, Directors, Volunteers and Partner organisations shall be made aware of this policy and these procedures, by:

- Tabling and discussing them at the AGM;
- Tabling and discussing them at the February Board Meeting (as part of the training package);
- Including them with any brief provided to volunteers, contractors or other personnel working on behalf of the organisation. (Partner Housing is a voluntary organisation and does not employ staff);
- Including them with any Memorandum of Understanding with Partner Organisations.

Human Rights in Aid and Development

Policy

Partner Housing is strongly committed to the fostering and preservation of internationally recognised human rights in the aid and development projects undertaken by the Organisation. These human rights considerations include specific matters such as catering for gender and disabilities.

- (a) Partner Housing shall ensure that it and its Partner Organisations observe internationally recognised human rights principles within their organisations.
- (b) Partner Housing shall ensure that it and its Partner Organisations implement aid and development activities that are consistent with internationally recognised human rights including civil and political, economic, social and cultural rights.
- (c) In particular, Partner Housing shall ensure that It and its Partner Organisations respect and protect the human rights of people from vulnerable and marginalised groups. The stated objects of the organisation reflect a concentration on the provision of affordable housing and infrastructure in rural village environments.
- (d) Partner Housing shall ensure that the professional services, village housing and infrastructure work undertaken reflect the fundamental rights and regulatory provisions related to gender and for persons with disabilities. This shall be achieved by the engagement of suitably qualified and experienced professional architects and engineers with experience in such matters.
- (e) To ensure that Human Rights are being properly considered, a Human Rights Risk Analysis shall be completed at the commencement of each project and retained in the project documentation, including in any relevant Memoranda of Understanding. The Human Rights Risk Analysis shall identify which particular rights as most relevant to the particular project. Compliance with the Human Rights Risk Analysis shall be monitored throughout the execution of each project.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions related to Human Rights, and/or most likely to be involved in implementation and monitoring of this policy, are the Chief Executive Officer, Regional Managers and Project Managers.

Application

This Procedure applies to Directors, Members and Volunteers of Partner Housing, and to persons acting on behalf of the Organisation in Australia and overseas.

Definition

<https://www.humanrights.gov.au/human-rights-explained-fact-sheet-1-defining-human-rights>

Simple definitions of Human Rights that are often given include:

- the recognition and respect of peoples' dignity
- a set of moral and legal guidelines that promote and protect a recognition of our values, our identity and ability to ensure an adequate standard of living
- the basic standards by which we can identify and measure inequality and fairness
- those rights associated with the Universal Declaration of Human Rights.

The *Australian Human Rights Commission Act 1986* (AHRC Act) contains a limited definition of human rights for the purposes of that Act.

'Human rights' are defined by section 3 of the AHRC Act as the rights and freedoms contained in specific international instruments that are scheduled to, or declared under, the AHRC Act.

These instruments are:

- *International Covenant on Civil and Political Rights*
- *Convention on the Rights of Persons with Disabilities*
- *Convention on the Rights of the Child*

- *Declaration of the Rights of the Child*
- *Declaration on the Rights of Disabled Persons*
- *Declaration on the Rights of Mentally Retarded Persons*
- *Declaration on the Elimination of All Forms of Intolerance and Discrimination Based on Religion or Belief.*

The effect of this limited definition is to limit the scope of the functions of the Australian Human Rights Commission that relate to 'human rights' (see section 11 of the AHRC Act).

The Aboriginal and Torres Strait Islander Social Justice Commissioner also exercises functions on behalf of the Commission in relation to the human rights of Aboriginal and Torres Strait Islander people (see section 46C of the AHRC Act). 'Human rights' in this context includes the rights and freedoms recognised by the *International Convention on the Elimination of All Forms of Racial Discrimination* (see section 46A of the AHRC Act).

In exercising these functions, the Commissioner is also required to have regard to additional human rights instruments where appropriate, namely:

- *Universal Declaration of Human Rights*
- *International Covenant on Economic, Social and Cultural Rights*
- Any other instrument relating to human rights that the Commissioner considers relevant (see section 46A(4) of the AHRC Act).

Australia and human rights treaties

<https://www.humanrights.gov.au/human-rights-explained-fact-sheet-8promoting-and-protecting-human-rights-un-system>

Australia does not generally agree to be bound¹ by a human rights treaty unless it is satisfied that its domestic laws comply with the terms of the treaty. Australia has agreed to be bound by the ICCPR and the ICESCR as well as other major human rights instruments, including:

- Convention on the Prevention and Punishment of the Crime of Genocide
- Convention on the Political Rights of Women
- International Convention on the Elimination of all forms of Racial Discrimination
- Convention on the Elimination of all forms of Discrimination against Women
- Convention against Torture and Other Cruel, Inhuman and Degrading Treatment or Punishment
- Convention on the Rights of the Child
- Convention on the Reduction of Statelessness
- Convention relating to the Status of Stateless Persons
- Convention Relating to the Status of Refugees
- Slavery Convention of 1926
- Supplementary Convention on Slavery
- Convention on the Rights of Persons with Disabilities

While Australia has agreed to be bound by these major international human rights treaties, they do not form part of Australia's domestic law unless the treaties have been specifically incorporated into Australian law through legislation.² Some provisions of a treaty may however already exist in national legislation. For instance, many of the provisions contained in the Convention on the Rights of People with Disabilities are mirrored in Australian law through the *Disability Discrimination Act 1992 (Cth)*.

¹ States can agree to be bound by a treaty by ratifying it or acceding to the treaty. 'Ratification' is the process by which a signatory state to a treaty confirms that it intends to be bound by that treaty. This is usually done by the signatory state signing the treaty. 'Accession' occurs when a state, which did not ratify a treaty, formally accepts its provisions.

² *Kioa v West* (1985) 159 CLR 550.

This principle reflects the fact that agreeing to be bound by a treaty is the responsibility of the Executive in the exercise of its prerogative power, whereas law making is the responsibility of the parliament.

Section 51(xxix) of the Australian Constitution, the 'external affairs' power, gives the Commonwealth Parliament the power to enact legislation that implements the terms of those international agreements to which Australia is a party.³

For further information on the treaties and conventions that Australia has signed see the Department of Foreign Affairs and Trade (DFAT) Treaty Database [<http://www.dfat.gov.au/treaties/index.html>].

Procedures

The responsible personnel shall familiarise themselves with the particular human rights that must be considered in the context of each project.

At the commencement of each project, Human Rights Risk Analysis (based on the guidelines above) shall be completed and retained in the project documentation, e.g.

- Project Records
- Relevant in relevant Memoranda of Understanding.

The CEO and/or Professional Services Manager shall use the opportunity of the annual ACFID Audit to review the monitoring of human rights that has been carried out during the year by the Regional Managers and/or Project Managers.

Training

Members, Directors, Volunteers and Partner organisations shall be made aware of this policy and these procedures, by:

- Tabling and discussing them at the AGM;
- Tabling and discussing them at the February Board Meeting (as part of the training package);
- Including them with any brief provided to volunteers, contractors or other personnel working on behalf of the organisation. (Partner Housing is a voluntary organisation and does not employ staff);
- Including them with any Memorandum of Understanding with Partner Organisations.

References

The following resources are designed to help promote diversity and prevent discrimination in your workplace.

They provide practical support to develop effective policies and practices in areas including gender equality, sexual harassment, recruitment and retention of older workers, managing employees with family and carer responsibilities, workplace cultural diversity and employment of people with disabilities.

Age

- [Willing to Work: Good Practice Examples for Employers](#) (2016)
- The Power of Oldness www.powerofoldness.com
- Working past our 60s: reforming laws and policies for the older worker www.humanrights.gov.au/working-past-our-60s
- Age Discrimination – exposing the hidden barrier for mature age workers www.humanrights.gov.au/publications/age-discrimination-exposing-hidden-barrier-mature-age-workers-2010
- National Seniors' publication which contains strategies for attracting and retaining mature age workers, *Age Management Toolkit for Employers* www.nationalseniors.com.au/amt

³ [Commonwealth v Tasmania \(Tasmanian Dam Case\)](#) (1983) 158 CLR 1.

Carer responsibilities

- Supporting carers in the workplace: a toolkit. www.humanrights.gov.au/investing-care-recognising-and-valuing-those-who-care

Criminal record

- On the record: Guidelines for the prevention of discrimination in employment on the basis of criminal record www.humanrights.gov.au/publications/human-rights-record

Disability

- [Willing to Work: Good Practice Examples for Employers](#) (2016)
- Workers with mental illness: a practical guide for managers www.humanrights.gov.au/publications/2010-workers-mental-illness-practical-guide-managers
- Guideline on the Disability Standard for Access to Premises www.humanrights.gov.au/publications/access-premises
- Disability Discrimination Act Action Plans: a guide for business www.humanrights.gov.au/disability-discrimination-act-action-plans-guide-business

Domestic and family violence

- Fact sheet: Domestic and family violence - a workplace issue, a discrimination issue www.humanrights.gov.au/publications/fact-sheet-domestic-and-family-violence-workplace-issue-discrimination-issue

Race

- Workplace Cultural Diversity Tool culturaldiversity.humanrights.gov.au
- Racism. It Stops with Me itstopswithme.humanrights.gov.au
- Targeted recruitment of Aboriginal and Torres Strait Islander people: A guideline for employers www.humanrights.gov.au/targetedrecruitment

Sex

- Male Champions of Change www.humanrights.gov.au/male-champions-change
- Women in male-dominated industries: A toolkit of strategies www.humanrights.gov.au/publications/women-male-dominated-industries-toolkit-strategies-2013

Sexual harassment

- Know the Line www.knowtheline.com.au
- Ending workplace sexual harassment: a resource for small, medium and large employers www.humanrights.gov.au/publications/ending-workplace-sexual-harassment-resource-small-medium-and-large-employers
- Effectively preventing and responding to sexual harassment: a code of practice for employers www.humanrights.gov.au/publications/effectively-preventing-and-responding-sexual-harassment-code-practice-employers-2008

Pregnancy and working parents

- Supporting working parents: a toolkit for employers www.supportingworkingparents.gov.au/for-employers
- Quick Guide for Employers www.supportingworkingparents.gov.au/employers/quick-employer-guide-supporting-working-parents

Bullying, Sexual Harassment and Sexual Misconduct

Policy

Partner Housing is committed to providing a work and service environment that is free from bullying, sexual harassment and other sexual misconduct. This includes the work environment in Australia and the overseas environments in which Partner Housing programs are delivered.

Bullying, sexual harassment and other sexual misconduct is not tolerated by the Organisation. When an allegation of bullying, sexual harassment or other sexual misconduct is found to be credible, Partner Housing will take prompt and appropriate corrective action.

Partner Housing shall take steps to ensure that none of its Directors, Member and Volunteers are subject to, or participate in, bullying, sexual harassment or other sexual misconduct.

Responsible Personnel

All Directors, Member and Volunteers are responsible for ensuring compliance with this policy.

The person with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation and monitoring of this policy, is the Chief Executive Officer.

Application

This Procedure applies to Directors, Members and Volunteers of Partner Housing, and to persons acting on behalf of the Organisation in Australia and overseas.

Definition

Subject to local overseas laws and customs, bullying, sexual harassment and other sexual misconduct is taken to be any unwelcome intimidation, sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature, made in the context of a decision that affects the person who has been subjected to the harassment.

A victim of bullying, sexual harassment or other sexual misconduct may be a man or a woman

The following unwelcome actions constitute bullying, sexual harassment or other sexual misconduct:

- (a) Sexual pranks, or repeated sexual teasing, jokes, or innuendo, in person or via e-mail;
- (b) Verbal abuse of a sexual nature;
- (c) Touching or grabbing of a sexual nature;
- (d) Repeatedly standing too close to or brushing up against a person;
- (e) Repeatedly asking a person to socialize when the person has declined or has indicated he or she is not interested;
- (f) Giving gifts or leaving objects that are sexually suggestive;
- (g) Repeatedly making sexually suggestive gestures;
- (h) Making or posting sexually demeaning or offensive pictures, cartoons or other materials in the workplace;
- (i) Unwelcome conduct of a sexual nature, committed outside the work environment, but which affects the work environment.
- (j) Verbal, written or physical intimidation that has the effect or potential to coerce another person into taking action against their will.

Procedures

Directors, Members and Volunteers of Partner Housing shall familiarise themselves with the particular behavioural norms (including the customs relating to bullying and sexual impropriety) in the countries where Partner Housing programs are delivered.

Directors, Members and Volunteers of Partner Housing shall not participate in any sexual activity or inappropriate behaviour with any individual who is a beneficiary of a Partner Housing program, or who is a resident of a location where a Partner Housing program is operating.

Directors, Members and Volunteers of Partner Housing shall not participate in bullying, sexual harassment or other sexual misconduct of any kind.

Any person who believes he or she has been the target of bullying, sexual harassment or other sexual misconduct is encouraged to do one or more of the following:

- (a) Report the behaviour to the Chief Executive Officer; and
- (b) Either:
 - (i) inform the offending person orally or in writing that such conduct is unwelcome and offensive and must cease; or
 - (ii) if the person does not wish to communicate directly with the offending person, or if such communication has been ineffective, they may request the Chief Executive Officer to inform the offending person on their behalf.

Directors, Members and Volunteers who observe, are informed of, or reasonably suspect occurrence of sexual harassment or other sexual misconduct shall immediately report such incidents to the Chief Executive Officer.

If the Chief Executive Officer receives an allegation of bullying, sexual harassment or other sexual misconduct, or otherwise believes sexual harassment or other sexual misconduct is occurring, they shall ensure that the matter is promptly investigated and addressed. Action shall be taken even if the affected person does not wish to file a formal complaint.

Partner Housing shall protect the identities of the alleged victim and harasser, except as reasonably necessary for the successful investigation.

Partner Housing shall protect people who, in good faith, report incidents of potential bullying, sexual harassment or other sexual misconduct from retaliation.

Directors, Members and Volunteers who have been found to have subjected another person to bullying, sexual or other sexual misconduct harassment shall be subject to discipline or other appropriate management action.

If an allegation is determined to be credible, the Responsible Personnel shall:

- (a) Instruct the offending person to cease the behaviour and to not reoffend;
- (b) Instruct the offending person to relocate away from where the offending behaviour has taken place;
- (c) Explain why the behaviour is in breach of the policy;
- (d) Explain why the person must relocate away from where the offending behaviour has occurred; and
- (e) Determine and record whether any civil laws have been breached;
- (f) If any civil laws have been breached, refer the matter to the appropriate police force;
- (g) Take other disciplinary action appropriate to the circumstances; and
- (h) Report the outcome of all action taken to the person who has suffered the harassment or other sexual misconduct and to the Board.

Training

Members, Directors, Volunteers and Partner organisations shall be made aware of this policy and these procedures, by:

- Tabling and discussing them at the AGM;
- Tabling and discussing them at the February Board Meeting (as part of the training package);
- Including them with any brief provided to volunteers, contractors or other personnel working on behalf of the organisation. (Partner Housing is a voluntary organisation and does not employ staff);
- Including them with any Memorandum of Understanding with Partner Organisations.

Whistle Blowing

Policy

Partner Housing is committed to transparency in its operations and encourages its Members and Volunteers to speak openly and honestly of the Organisation's activities.

Responsible Personnel

All Directors, Member and Volunteers are responsible for ensuring compliance with this policy. The person with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation and monitoring of this policy, is the Chief Executive Officer.

Application

This Procedure applies to Directors, Members and Volunteers of Partner Housing, and to persons acting on behalf of the Organisation in Australia and overseas.

Definition

A whistle blower is a person who exposes any kind of information or activity that is deemed illegal, unethical, or not correct within an organization that is either private or public. The information of alleged wrongdoing can be classified in many ways: violation of company policy/rules, law, regulation, or threat to public interest/national security, as well as fraud, and corruption

Whistle blower protection in Australia is offered for certain disclosures under a patchwork of laws at both federal and state level. Eligibility for protection depends on the requirements of the applicable law and the subject matter of the disclosure. Not all disclosures are protected by law in Australia. At federal level, whistle blowers face potential imprisonment for making disclosures about certain subjects, including national security and immigration matters. Protection in New South Wales is currently offered by the Protected Disclosures Act 1994 (NSW).

Procedures

Directors, Members and Volunteers of Partner Housing are encouraged to familiarise themselves with the policies and procedures of the Organisation, and with the details of each of any projects in which they are interested.

To assist this, the Chief Executive Officer shall ensure that the Regional Managers and Project Managers make available to any Member or Volunteer any requested project information. The only exception is information of a personal nature, which is covered by the Privacy Policy.

The Chief Executive Officer shall record and report to the Board:

- any extraordinary requests for information that is not commonly sought and
- any public or private expression of concern that the Organisations policies or procedures are not being correctly observed.

Training

Members, Directors, Volunteers and Partner organisations shall be made aware of this policy and these procedures, by:

- Tabling and discussing them at the AGM;
- Tabling and discussing them at the February Board Meeting (as part of the training package);
- Including them with any brief provided to volunteers, contractors or other personnel working on behalf of the organisation. (Partner Housing is a voluntary organisation and does not employ staff);
- Including them with any Memorandum of Understanding with Partner Organisations.

Quality Assurance

Policy

Partner Housing is committed to the provision of high quality professional services, improved cyclone, earthquake and tsunami resistance of village houses, clinics, schools and community buildings, clean water supplies and hygienic sanitation.

Partner Housing is also committed to basic quality assurance, consistent with those principles of ISO 9001 that are appropriate to a charitable NGO providing such services.

Responsible Personnel

All Directors, Member and Volunteers are responsible for ensuring compliance with this policy.

The person with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation and monitoring of this policy, is the Chief Executive Officer.

Application

This Procedure applies to Directors, Members and Volunteers of Partner Housing, and to persons acting on behalf of the Organisation in Australia and overseas.

Procedures

- a) The policies and procedures that collectively comprise the quality assurance system and determine the way in which the Organisation functions shall be as set out in the "Constitution & Policies" and "Procedures".
- b) The "Constitution & Policies" shall be reviewed, amended (if appropriate) and adopted annually at each Annual General Meeting, or sooner at an Extraordinary General Meeting if urgent. Corrective Action and/or Management Review arising from the Nonconformance Reporting and/or Auditing process may trigger a review of particular policies.
- c) The "Procedures" shall be reviewed, amended (if appropriate) and adopted annually at each Annual General Meeting, or sooner at a Board Meeting if urgent. Corrective Action and/or Management Review arising from the Nonconformance Reporting and/or Auditing process may trigger a review of particular procedures.
- d) The Board shall control the governance and the operations of the Organisation and shall meet not less than four times per year. The exact meeting date may vary, but is normally held on the first Monday of February, April, July (or second Monday) and December (immediately before the Annual General Meeting).
- e) Comprehensive Board Agenda (including business papers and recommended resolutions) shall be emailed to each Director in advance of the meeting. Comprehensive Board Minutes shall be kept and emailed to each Director after each meeting. The standard format for Board Agenda and Minutes shall be used.
- f) The Annual General Meeting shall be held once during each year. The exact meeting date may vary, but is normally held on the first Monday of December.
- g) Comprehensive AGM Agenda (including business papers and recommended resolutions) shall be emailed to each member in advance of the meeting. Comprehensive AGM Minutes shall be kept and emailed to each member after each meeting. The standard format for AGM Agenda and Minutes shall be used.
- h) The Authorities and Responsibilities associated with particular roles shall be set out in the Procedures.
- i) The responsible Regional Managers and (where applicable) Project Managers shall ensure that professional services, management and supervision are provided by Consultants and Volunteers in a manner consistent with the level of quality assurance that is common within the particular discipline.
- j) An iterative operational monitoring and review process shall be implemented, consisting of:
 - Nonconformance Reporting (reporting problems, receiving complaints, improvement requests and suggestions),

- Remedial Action (short term action to remedy problems, complaints, improvements and suggestions), and
- Corrective Action (long term action to ensure that problems and complaints do not reoccur and/or improvements and suggestions [if agreed] are implemented).

Nonconformances, Remedial Action and Corrective Action shall be reported and recorded in an email addressed to the CEO and in the Minutes of Board Meetings.

- k) A parallel iterative management monitoring and review process shall be implemented, consisting of:
- Audit (the systematic self-assessment and annual auditing by ACFID of the policies and procedures, and the annual financial and accounting audit by the financial auditor [Riccardo Accounting]),
 - Management Review (actions to change the “Constitution & Policies” and/or “Procedures” to remedy problems, complaints, improvements and suggestions, including those raised in the audits, and
 - Training (including the briefing of personnel on the management review process)

Audit findings, Management Reviews and Training Plans shall be reported and recorded in an email addressed to the CEO and in the Minutes of Board Meetings and (where appropriate) the Annual General Meeting.

- l) Relationships with stakeholders, partner organisations and the like (the equivalent of Contract Review) shall be controlled through the use of Memoranda of Understanding, based on the standard format set out in these Procedures.
- m) Documents critical to the operation of the Organisation shall be identified and controlled by reference number, revision number and date of preparation.
- n) Documents critical to the operation of the Organisation and important records shall be retained digitally by the person initiating them. A copy of such documents shall be forwarded to the CEO, who shall keep a digital copy (on computer hard drive or on a digital storage device). Where appropriate, a hard copy shall be kept.
- o) Documents critical to the operation of the Organisation and important records shall be retained in either digital form or hard copy for not less than 10 years.
- p) Hard copy of documents critical to the operation of the Organisation shall be assembled in a green lever arch file, one for each financial year, and archived at the registered office of the Organisation.

Training

Members, Directors, Volunteers and Partner organisations shall be made aware of this policy and these procedures, by:

- Tabling and discussing them at the AGM;
- Tabling and discussing them at the February Board Meeting (as part of the training package);
- Including them with any brief provided to volunteers, contractors or other personnel working on behalf of the organisation. (Partner Housing is a voluntary organisation and does not employ staff);
- When appropriate, including them with any Memorandum of Understanding with Partner Organisations

Disciplining of Members

Policy

When members breach any of the other policies or procedures, the following procedure shall be invoked.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Regional Managers and Project Managers.

Procedures

- (1) A complaint may be made to the Board by any person that a member of the Organisation:
 - (a) has persistently refused or neglected to comply with a provision or provisions of the “Code of Conduct”, these rules in the “Constitution and Policies” or the “Procedures”; or
 - (b) has persistently and wilfully acted in a manner prejudicial to the interests of the Organisation.
- (2) On receiving such a complaint, the Board:
 - (a) must cause notice of the complaint to be served on the member concerned; and
 - (b) must give the member at least 14 days from the time the notice is served within which to make submissions to the Board in connection with the complaint, and
 - (c) must take into consideration any submissions made by the member in connection with the complaint.
- (1) The Board may, by resolution, expel the member from the Organisation or suspend the member from membership of the Organisation if, after considering the complaint and any submissions made in connection with the complaint, it is satisfied that the facts alleged in the complaint have been proved.
- (2) If the Board expels or suspends a member, the Secretary must, within 7 days after the action is taken, cause written notice to be given to the member of the action taken, of the reasons given by the Board for having taken that action and of the member's right of appeal under rule 12.
- (3) The expulsion or suspension does not take effect:
 - (a) until the expiration of the period within which the member is entitled to appeal against the resolution concerned, or
 - (b) if within that period the member exercises the right of appeal, unless and until the Organisation confirms the resolution under rule 12(5),
whichever is the latter.

These provisions are additional to reporting to the Police or DFAT or to any other relevant action as dictated by a duty of care, legal requirement or where designated in the specific Policies and Procedures for Child Protection, Anti-terrorism, Complaints Handling and Non-development Activity.

Communication and Branding

Policy

PHAB resolves to provide clear communication and consistent branding in all hard copy and electronic communications and signage, including those covered by contractual commitments.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation is the Communications Manager, in consultation with the Project Managers.

Procedure

Partner Housing Letterhead

Where it is necessary to provide a formal letterhead in official Partner Housing communications, the following pdf letterhead shall be used.

It is recommended that the pdf be copied and pasted to the top of the first page of a letter or to the bottom of an email.

The author of the communication may provide alternative phone numbers and/or alternative email addresses.



Partner Housing Australasia (Building) Incorporated
ABN 88 722 057 429 CFN: 15429
Web: www.partnerhousing.org
Pro-bono professional services and funding for South Pacific
village infrastructure, housing, water, sanitation and training.

272 Blackwall Road, Woy Woy NSW 2256, Australia
Phone: +61 4 0721 8926
Email: rod@electronicblueprint.com.au

As a member of Australian Council for International Development and signatory to the ACFID Code of Conduct, we are committed to achieving high standards of financial reporting, management and ethical practice.

Australian Government DFAT Friendship Grant Branding

DFAT Advice 6-7 February 2019, Canberra

[Social media tags to be used?](#)

When posting about your Friendship Grant Activity, recipients are encouraged to tag DFAT through:

- Facebook - [@dfat.gov.au](https://www.facebook.com/dfat.gov.au)
- Twitter - [@DFAT](https://twitter.com/DFAT)

Recipients may also wish to tag the accounts of the High Commission or Embassy in the country where you are delivering your Activity. For the list of social media accounts managed by DFAT, please visit the [Social Media](#) page on the DFAT website.

For Friendship Grant related posts, use the hashtag #FriendshipGrants in all of your posts. Other hashtags you may wish to use are:

- [#AustralianAid](#)
- [#SDGs](#) or a specific SDG number (eg [#SDG6](#))

DFAT will use the photos provided by in-country partners?

Photographs of Friendship Grant Activities will be used by DFAT to promote the positive outcomes of the program. The images provided by organisations may be included in the production and distribution of promotional material through media such as:

- external publications, such as newspapers and magazines;
- departmental publications, such as Annual Reports, posters, brochures, booklets and displays;
- television and radio segments or advertisements;
- intranet and internet sites; and
- official social media platforms.

Prior to taking any photos or videos, grant recipients **must obtain informed consent** from all people in the photo or video. An example of a consent form template used by DFAT is available on the [DFAT website](#). Grant recipients may wish to consider adapting this template for their own use. If obtaining written informed consent is not possible, consent can be provided verbally and recorded by the organisation.

Friendship Grant Activity may be accompanied by Partner Housing Logos

The correct branding for all Friendship Grant funded Activities is a logo known as the Australian Aid Identifier. The most commonly used example of the Australian Aid Identifier is provided below. Further information regarding the use of the Australian Aid Identifier, as well as the logo design files, can be accessed on the [Logos and Style Guides](#) page on the DFAT website.



The logo of a partner government, NGO or multilateral organisation may appear alongside the Australian Aid Identifier, however, the Identifier should be in the most prominent place.

Partner Housing shall use the following combination for signage on DFAT sponsored projects.



DFAT Merchandise

DFAT does not have Friendship Grant branded merchandise available for grant recipient's use. For any Friendship Grant related products that organisations are developing, the Australian Aid Identifier must be included and placed prominently on the product.

Process for Varying a DFAT Activity

Policy

PHAB resolves to use the following procedure should it become necessary to vary a DFAT sponsored activity.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation is the Chief Executive Officer, in consultation with the Project Managers.

Procedure

Partner Housing shall adhere to the following advice from DFAT.

DFAT expects grant recipients to bring to attention to DFAT any variations to their Activity which will make a material change to:

- *the number, or the description, of the Activity beneficiaries; or*
- *the Activity budget, as they were originally described in the grantee's Friendship Grant application.*

Material variations can include changes to the:

- *scope of the Activity,*
- *implementing partners; and*
- *grant recipient's financial or in-kind contribution.*

Grant recipients will be required to describe why the variation is necessary and the positive and/or negative impacts to beneficiaries, timeframes and budget. Grant recipients should provide notice of their intention to vary their Friendship Grant Activity using the template attached to this email or requesting the template form by emailing FriendshipGrants@dfat.gov.au. A completed Intention to Vary a Friendship Grant Activity form should be provided to DFAT in a timely manner. DFAT will provide written endorsement (or otherwise) within 10 working days.

See attached template for Notifying DFAT of a Variation to Friendship Grant Activity.

Goods and Services Provided to Partner Organisations

Life Jackets

Policy

PHAB resolves to provide one life jacket for each volunteer for each trip undertaken in the Solomon Islands and in other locations involving boat travel across unprotected waters or open sea.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are the Project Managers (Solomon Islands).

Procedure

1. Enquire of the other responsible personnel if life jackets are available and obtain them if available.
2. Purchase life jackets if appropriate.
3. Ensure that life jackets are registered on the Property Register.
4. On completion of the travel, retain the life jacket, and ensure that its location is registered on the Property Register.

Affordable Housing in Australia⁴

Sale Price and Inflation Adjustment

Policy

When providing affordable-home building to Australian families, the following principles and procedures shall be implemented.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Finance Manager and Property Manager.

Procedure

- Partner Housing has provided interest-free finance to partner families previously.

Note:

Depending on the value of the home and the prevailing interest rates, this can amount to a benefit of approximately \$ 100 000.

- Partner Housing Australasia (Building) Incorporated sets the sale price of each house and land package at an amount, assessed by a professional valuer to be the prevailing market value.

Note:

The setting of the sale price at approximately 95% of the market price reflects the following principles:

- Market price is a reasonable indicator of the “real cost”, reflecting land shortage, materials, labour and development costs.
- Partner Housing Australasia (Building) Incorporated must cover its own operating overheads within the sale price.
- Partner Housing Australasia (Building) Incorporated contributes 10% of the sale price (when recovered by way of mortgages) for work in developing countries.
- Partner Housing Australasia (Building) Incorporated applies a condition within the mortgage, which enables it to recover a proportion of the difference between a resale price and the original sale price during a period up to 10 years from the sale.

Note

Two differing approaches have been incorporated previously.

- Option 1: A fixed value of the original sale price, reducing over a ten year period to zero is adopted for the “Part B” Mortgage. This has been adopted in earlier mortgage arrangements.
- Option 2: A proportion of the difference between a resale price and the original sale price (50%) of any difference between a resale price and the original sale price, reducing over a ten year period to zero. This has been adopted in more recent mortgages, and links the Partner Housing value recovery via the “Part B” Mortgage to prevailing market value.
- Partner Housing Australasia (Building) Incorporated structures the repayment schedule, such that repayment are initially lower, subsequently rising in line with predicted inflation rates. The total of the repayments shall be equal to the agreed sale price. This provision is aimed at ensuring maximum affordability throughout the life of the mortgage.
- Partner Housing Australasia (Building) Incorporated removes the principal barriers to obtaining a home loan, requiring a deposit of only \$ 500.

⁴ Since 2008, Partner Housing Australasia (Building) Incorporated has ceased this activity to concentrate on overseas projects; although several properties resulting from previous activity and the activity of Partner Housing Charity remain assets of the organisation. This part of the Policies and Procedures has been retained to cater for the on-going commitments related to the properties build during that previous period.

- Partner Housing Australasia (Building) Incorporated partners families, enabling them to become involved in the building process, contributing at least 500 hours, encouraging not only financial ownership but also “real ownership” in the broader sense. Note: Partner Housing Australasia (Building) Incorporated acknowledges that, if costed at commercial rates, a monetary value of between 3 and 5% of the sale price could be assigned to the value of sweat equity.
- Partner Housing Australasia (Building) Incorporated is a compassionate and flexible lending agency, who will make allowances for financial hardships or family problems.
- Partner Housing Australasia (Building) Incorporated will provide counselling and practical assistance in times of trouble.
- Partner Housing Australasia (Building) Incorporated provides “no-strings attached” friendship to the partner families.

Mortgage Repayments

Policy

When providing interest-free housing mortgages to Australian families, the following principles and procedures shall be implemented.

Responsible Personnel

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer, Finance Manager and Property Manager.

Principles

Partner Housing Australasia (Building) Incorporated shall ensure that, within the context of the need of compassion and flexibility, 100% of the Schedule 1 mortgage payments and, if applicable, 100% of the Schedule 2 mortgage repayments, are collected. The Finance Manager shall initiate a system to send reminders automatically when repayments are in arrears.

Partner Housing Australasia (Building) Incorporated endeavours, where practical to house families in locations where the socio-economic environment is consistent with that of the family. (See Family Selection Policy that seeks to select families from the suburb in which the house is to be located).

Except in the case of short-term incapacity (e.g. retrenchment, illness, family stress etc), consistent inability to meet mortgage repayments is seen as one indicator that perhaps home purchase or rental in a less expensive environment could be more appropriate.

Whilst Partner Housing Australasia (Building) Incorporated encourages prompt repayment of mortgages, it does not rule out the option of permitting a family to live in a house (rent-free or at low rent), provided Partner Housing Australasia (Building) Incorporated owns that house. In practical terms, if mortgage arrears increase to such an extent that the family has virtually no chance of repaying, one option remains (subject to legal clarification):

- Foreclosure,
- Ownership reverting to Partner Housing Australasia (Building) Incorporated and
- Then offering a rent-free period to the family.

Procedure

Partner Housing Australasia (Building) Incorporated adopts the following procedures for the management of mortgage arrears.

- 1 If arrears over 30 days become evident, the Finance Manager shall make enquiries of the family involved via telephone and/or visit.
- 2 If arrears continue and accumulate beyond 90 days, the Finance Manager shall continue to provide support and follow up. The Finance Manager shall write a letter to the family outlining the options of foreclosure or an amended mortgage repayment schedule that reflects the family's current financial situation.
- 3 The Board may resolve (in advance) that, if arrears continue for a further 60 days, a letter advising the family of foreclosure, shall be sent. (Thus a further meeting of the Board would not be required.)
- 4 If necessary, a Solicitors letter advising foreclosure, shall be considered by the Board at its next meeting.
- 5 The Board shall be informed of existing mortgage arrears at its bi-monthly meetings.

Communications Plan

Policy

Partner Housing shall undertake effective communications with its stakeholders in accordance with a comprehensive Communications Plan.

This shall include the creation and maintenance of a new website, which:

- Describes the organisation, promoting the various projects;
- Facilitates the making of donations; and
- Meets the requirements of ACFID and DFAT in respect of Complaints Handling and Tax Deductibility.

Responsible Personnel

Funding Manager and Communications Manager.

Mission

Partner Housing is an entirely voluntary organisation, providing cyclone, earthquake and tsunami resistant houses, clinics, schools and community buildings, clean water supplies and hygienic sanitation for South Pacific villages.

Key Audiences

- Individual donors
- Corporate donors
- Volunteers
- Beneficiaries - people in South Pacific
- Government workers and policy makers
- Board members

Priority Audiences

1. Individual donors
2. Corporate donors
3. Volunteers
4. Government workers and policy makers

Services we have to offer

Consider the audience, our 'service' to them and what the benefit is when planning content.

Audience	Service	Description	Benefit
Individual donors	Donation and information platform	Place to make a donation, with information on what your donation achieves/contributes to. Also includes communications on organisation's activities and progress	Donors have an easy way of giving, and can be informed of why their donation is worthwhile. Communications can also demonstrate PHA's impact, thank donors and encourage continued and future donations

Corporate donors	Information platform, first look at PHA, showcasing logo and thanking for support	First look for potential corporate partners, also space for public thank you for support/brand recognition, strategic updates on PHA progress, what is being done with donations	Bank of stories/information to show potential/current partners, telling our story. Communications can also demonstrate PHA's impact, thank corporate supporters and encourage continued and future donations
Volunteers	Information platform, access to technical documents, ways to get involved and volunteer, recruitment of volunteers	Information for volunteers on PHA work and impact, and on how to become involved/how they can contribute, promotion of volunteering opportunities and stories from volunteers themselves, access to technical documents	Volunteers can stay updated on PHA activity, and access important information. They have the chance to tell their own stories and receive recognition. Potential volunteers can see examples of work being done and how they can contribute/benefit from involvement.
Government workers and policy makers	Information platform	Information on services available, the impact PHA has	Potential partners for contracts can see the value in PHA's work, and see updates on progress

Brand character - these are the aspects we want to come through in comms

- Technical expertise
- Volunteer led and run
- Professional
- Passing on knowledge
- Capacity building
- Compassionate
- Practical experts

Rules/Considerations for writing comms

- Do you use contractions like “don’t” or do you write “do not” in full? - *Write in full*
- Do you talk about your organisation in the first person? Talking about what “we” do generally sounds friendlier than using your charity’s name in the third person. – *First person*
- If you deal with emotive issues, do you try to pull on the heartstrings? Or do you leave out the adjectives and just state the facts? - *Use emotive language within reason – let readers make up their own minds, but we want the compassion and dedication to PHA’s work and impact to come through, without sounding like we are being overly soppy to manipulate donors to give*
- Do you get angry about injustices? Or do you focus on the positive? – *Point out issues, but always include ideas for a solution – end on a positive note i.e. what we can and are doing about it*
- Is there a place for humour, quirkiness, fun or irreverence? *Fun can be an element of social media posts – funny photos (with consent of course), but never anything that reduces the dignity of the people we work with.*
- Are there particular words to use or avoid in describing the work you do? – *All posts must comply with ACFID and DFAT requirements, particularly I respect of child protection and photography.*

Comms Plan Themes

These are the main themes that will determine content.

- DANCER Building System
- Water System
- Hygiene (toilets)
- When a natural disaster strikes
- Training program
- Stories of change
- Volunteers' stories
- Moments to share
- Country snapshot – e.g. story of PHA's involvement in Vanuatu, current issues, progress made future plans

Writing Content

Define key messages from themes to write around – use audience segment, offering and credibility to form the key message.

Below is some basic structure and question guidelines to follow when information gathering and writing content.

Case studies Approx. 250-350 words that include:

- Introduction
 - o Link back to PHA vision/objective
 - o Why are we doing this – outcomes we hope to achieve
 - o Who are the beneficiaries and why does it matter to them (link to material issues)?
- Body
 - o What we did to address issue
 - o Mention collaboration with community/government/partners
 - o Describe how the outputs lead to outcomes
- Conclusion
 - o Any plans to continue the activities
 - o Reinforce our commitment to the issue and link back PHA strategy

Context

- What is the Initiative?
- How this particular Initiative came into fruition?
- Where has it been delivered? (Project + Location)
- Why was it implemented?
- What need/requirement is it addressing?
- Who are/were the beneficiaries?

How

- How was/will it be it delivered?

Value Add

- What Challenges were faced on the Journey?
- What was the benefit of the initiative?
- What Were the outcomes?
- Where there any unexpected outcomes?
- Quotes from relevant persons

Social Media

Facebook and Instagram are at the forefront of our social media plan

In May 2017, Facebook reported having hit 1.94 billion monthly users. According to the 2017 Sensis Social Media Report, 94% of social networkers maintained a Facebook profile. This is the only social media platform that has consistently stayed the dominant platform amongst social media users since the first report in 2013. In October 2017, Foodbank Australia has just over 10,000 Facebook page likes and on Instagram, there are 970 followers, which has risen from under 200 followers since May 2017. Instagram has reached 700 million monthly users in 2017, with Australian users rising from 31% in 2016 to 46% in 2017. With Facebook having a consistent audience and Instagram having a rising audience, it makes sense to have these platforms as the basis of our social media strategy.

The second most important asset for Foodbank Australia's social media strategy is Twitter

Twitter has reported having averaged at 328 million monthly active users in 2017. This year, the platform also rose in popularity in Australia from 19% to 32%. In October 2017, Foodbank Australia's Twitter account has just over 1,300 followers and is following just over 800 accounts.

Following from Twitter on the pyramid is LinkedIn

This year, LinkedIn reported having 467 million members which has grown from 450 million since 2016. However, penetration of LinkedIn in Australia has dropped for the second year in concession, down from 28% in 2015, to 24% last year to 18% in 2017. On LinkedIn, Foodbank Australia has 700 followers of the company page as of October 2017.

YouTube succeeds LinkedIn on the Platform Pyramid

In 2017, it was reported that the site has 1 Billion active users each month, which is nearly 1 in 2 people on the internet. 51% of Australian social networkers use YouTube. Foodbank Australia has 80 followers on YouTube as of July 2017 with an average of 4,000 views. YouTube also has a mechanism for fundraising – YouTube will pay from an average of \$3-\$5 per 1000 views.

It would be best to upload all videos on YouTube and then share on Facebook to utilize this as a fundraising mechanism.

The Facebook algorithm loves ...

- Posts with lots of likes, comments, and shares
- Posts that receive a high volume of likes, comments, or shares in a short time
- Posts that are Liked, commented on, or shared by one's friends
- Link posts
- Post types that one interacts with often
- Post types that users seem to prefer more than others (e.g., photo, video, or status update)
- Videos uploaded to Facebook that receive a large number of views or extended viewing duration
- Posts that are timely or reference a trending topic
- Posts from Pages that one interacts with often

- Posts from Pages with complete profile information
- Posts from Pages where the fan base overlaps with the fan base of other known high-quality pages

The Facebook algorithm is not too keen on ...

- Clickbait
- Like-baiting
- Posts that include spammy links
- Frequently circulated content and repeated posts
- Text-only status updates from Pages
- Posts that are frequently hidden or reported (a sign of low quality)
- Posts that ask for Likes, comments, or shares
- Posts with unusual engagement patterns (a like-baiting signal)
- Overly promotional content from Pages—pushing people to buy an app or service, pushing people to enter a contest or sweepstakes, posts that reuse the same text from ads

Instagram algorithm

Since the original shift from a chronological feed, we've known the Instagram algorithm is mainly based on engagement. This includes number of likes, comments, video views, saves, shared posts, DM's and any other type of interactions a post gets.

When a post receives a ton of likes and comments, this signals the Instagram algorithm that your post is quality, engaging content that more people will want to see.

Tip #1: Spend More Time Posting to Instagram Stories

In 2018, it's expected that Instagram Stories will continue to dominate and become an essential part of a company's Instagram marketing strategy (Instagram Stories has over 300 million daily active users, which is almost double that of Snapchat). The more that a user interacts with your Instagram Stories, the more likely your posts will show up in their feed. A great "hack" to get around the algorithm is to take advantage of Instagram stories engagement opportunities, including the polling feature or "Swipe Up" option (if you have over 10k followers).

Tip #2: Interact with Your Followers

It's now believed that Instagram not only prioritizes posts with high engagement but may also restrict exposure based on your engagement with your followers. This year it will be more important than ever to stay on top of your incoming comments, especially within the first hour of posting, otherwise your posts visibility may drastically decrease. Treat Instagram comments like a conversation. If you the comment doesn't require a response, show them some love with a heart.

Tip #3: Have Interesting Captions

To beat the Instagram algorithm, you must have an engaging caption as people are more likely to actually read it or click the "more" button, which increases the time spent on your post. That extra second that someone spends reading your Instagram caption has the potential to make or break that Instagram post for you, so spend time on your captions. Create captions that include a question or request some sort of response from the viewer. With the Instagram algorithm pushing for authenticity and deeper connections with followers, treat your comments like a conversation.

Tip #4: Build a Consistent Instagram Brand and Aesthetic

By creating a consistent brand story through your Instagram aesthetic and account, you can turn those casual visitors into devoted, engaged followers. Your future followers want to know exactly what to expect

when they follow you, so it's crucial you take the time to plan out the look of your Instagram feed before you post.

Content Pillars

The Content Pillars contain the topics to be considered when creating content for a specific platform. They are to be used as a guide before creating a social media schedule and are to be used for the appropriate platform in order to engage our audiences.

Projects	Partners	Campaigns	People	Issues	Research	Government	Meetings	Engagement piece
Programs housing, water supply, training	Corporates, Charities, Villages Government	Campaigns Events, Conferences	Local people that have benefited from PHA work Case Studies Volunteers	Infrastructure, building standards Extreme weather events Access to clean water Education Disaster relief	Reports Statistics Infographics	Parliament connections Government Submissions Standards Australia	Meetings with Partners	Key annual dates Content filler e.g. quotes, photos from field trips, country snapshots

How to Use the Pillars in Each Platform

Platform	Content Type	Why?	Further detail
Facebook	<p>Always: Housing Partners Campaigns People Issues Research Engagement piece</p> <p>When relevant: Government Meetings with partners (outside campaigns)</p> <p>Posts to include: Images Videos Creative content (quizzes, surveys, content marketing etc.) Events Sharing of relevant material Articles</p>	<p>Informing large scale audiences through images, texts, videos</p> <p>People are more inclined to comment and engage with posts on this platform, so the more engaging content, the better.</p>	<p>Speak first person, share individual stories from within the organisation</p> <p>Create a conversation by getting people talking through questions.</p> <p>Encourage people to Like and Comment what you share.</p> <p>Respond to questions and comments and tag active individuals.</p> <p>Offer a rich experience by bringing the story to life by content which captures key messages and engages for your audience.</p> <p>Create Facebook events (both for fundraisers or physical events)</p> <p>Celebrate milestones for the page</p>
Instagram	<p>Always: Campaigns People Issues</p>	<p>“A picture says a thousand words” Wide audiences</p>	<p>Create a conversation with powerful imagery containing pictures relating to the content pillars</p>

	<p>Engagement piece Research</p> <p>When relevant: Government Meetings with partners (outside campaigns) Partners Housing</p> <p>Posts to include: Images Videos Infographics</p> <p>To the point copy with a short and snappy first sentences</p>	<p>People 'scroll' quite quickly, the image needs to be creative, powerful and relevant</p>	<p>Use relevant hashtags to increase our reach</p> <p>Tag all relevant partners/charities/events etc.</p> <p>Copy needs to have a punchy first line as only a sentence is shown, then the rest is covered by a drop down.</p>
Twitter	<p>Always: Housing Partners Campaigns People Issues Research Government Meetings with partners Engagement piece</p> <p>Posts to include: Images Videos Infographics Retweets Replies Articles Short, to the point copy</p>	<p>Retweeting can promote our partnerships, friendships with other charities and agendas we promote e.g. food waste, poverty, hunger.</p> <p>Considering the length of the allowed text, the copy must be impactful and punchy.</p> <p>Hashtags are highly used throughout twitter, it is what makes a topic 'trending'. The use of more relevant hashtags, the better. Research to see what hashtags are being used that day and create content around it if possible.</p>	<p>Content will be syndicated from Facebook.</p> <p>Need to be topical – use relevant # to increase reach outside of the existing community get retweeting to increase frequency!</p> <p>Your audience will tell you what they're interested in by posting about it. Retweet what aligns with your brand and increase engagement.</p> <p>Talk with people! They want to engage you. Don't be afraid to use the human, positive voice of food relief.</p>
LinkedIn	<p>Always: Housing Partners Research Campaigns Government Meetings with partners</p> <p>When Relevant: People Advocacy</p> <p>Posts to include: Images Videos Infographics Articles Tagged partners, people etc.</p>	<p>LinkedIn is the professional's Facebook. It is best used to maintain relationships with corporate partners and also promote these relationships.</p> <p>LinkedIn's News Feed is becoming a new place to find relevant articles on advocacy, media, research etc. So it will be worthwhile investing some time into creating content and articles that will engage this audience. E.g. Top ways your office can be more charitable</p>	<p>LinkedIn is a great place to explore content marketing. Its news feed has well-written, clever ways to connect the audience back to a company's page.</p> <p>LinkedIn is also a good way for making new connections with big corporates. Being an active user of LinkedIn can open new doors for PHA in terms of donors and supporters.</p>

YouTube	Always: Housing Partners Campaigns People Advocacy Research Government Meetings with partners Posts to Include: Videos	Having regular YouTube content can help PHA spread a visual message, as well as have a library of visual messages to send to partners, charities, media and the like.	Ways to utilize Youtube: Webcasts and webinars, repurpose infographics into explainer videos, or create short tutorials or demonstrations. You can interview volunteers, CEO's, partners etc. Collaborate with other partners to increase audience. Upload case study videos to have an accessible bank of case studies for media use,
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Key Learnings from Competitor Analysis

- Consistent daily posts across all platforms
- Highly visual content
- High number of retweets
- Timely community management – quick to respond to comments
- Use of narrative to tell the brand story
- Combination of unique content and reposted material
- Remain active over the weekend
- Good mix of emotional posts and posts about their organization

Appendix 1 - Schedule of Board Executive and Directors

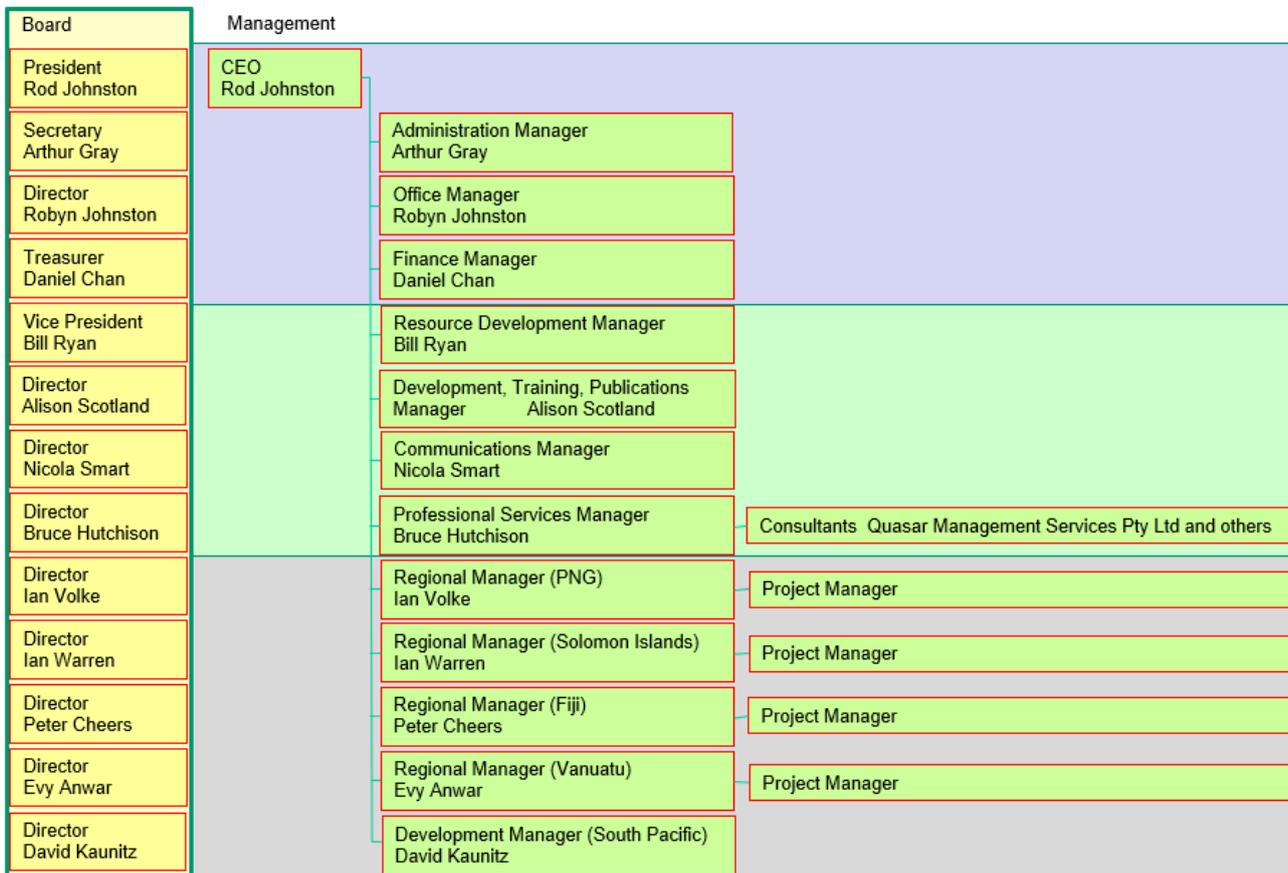
Board of Partner Housing Australasia (Building) Incorporated	
President & Public Officer	Rod Johnston
Vice President	Bill Ryan
Treasurer	Daniel Chan
Secretary	Arthur Gray
Directors	Robyn Johnston Bruce Hutchison David Kaunitz Peter Cheers Ian Volke Ian Warren Alison Scotland Nicola Smart
This schedule is subject to change at an Annual General Meeting.	

Appendix 2 – Schedule of Volunteers

The Volunteers serve in a pro-bono capacity, are unpaid and are not considered “staff” of the Organisation. This schedule is subject to periodic change by the Board

Volunteers Serving Partner Housing Australasia (Building) Incorporated	
Governance & Overall Performance	
Chief Executive Officer	Rod Johnston
Administration	
Administration Manager	Arthur Gray
Office Manager (Philippines Project Administrator)	Robyn Johnston
Finance Manager	Daniel Chan
Development, Fundraising & Publications	
Resource Development Manager	Bill Ryan
Communications Manager	Nicola Smart
Development, Training & Publications Manager	Alison Scotland
Professional Services	
Professional Services Manager	Bruce Hutchison
Development Manager – South Pacific	David Kaunitz
Regional Managers	
Regional Manager – Papua New Guinea	Ian Volke
Regional Manager – Solomon Islands	Ian Warren
Regional Manager – Fiji	Peter Cheers
Regional Manager – Vanuatu	Evy Anwar
Project Managers	
Project Manager – Papua New Guinea	–
Project Manager – Solomon Islands	Graham Vant
Project Manager – Fiji	
Project Manager – Vanuatu	

Supervisors and Foremen (Employed on Contract or by Partner Organisations)	
Buri Water Maintenance Foreman	Isana Bruce
Keigold Water Maintenance Foreman	Stanley
Companies Providing Auditing, Pro-bono Professional Services (and contact)	
Auditor	Ricardo Accounting (Nathan Vant)
Solicitor (Accredited Anti-Money Laundering Specialist)	GRG Lawyers (Graham Gorrie)
Consulting Architect	Kaunitz Yeung (David Kaunitz)
Consulting Engineer	Chapman Hutchison (Bruce Hutchison)
Consulting Engineer	Quasar Management Services Pty Ltd (Rod Johnston)
Consulting Engineer	Building Products Certification Pty Ltd (Grant Wood)
Consulting Engineer	Stellen Consulting (Ian Warren)
Consulting Engineer	Mott Macdonald (Steve Giblett)
Consulting Engineer	Northrop (Tod Halliday)



Appendix 3 – Operating Plan and Budget

Draft Operating Plan and Budget

The following draft Operating Plan and Budget for the period 2019 to 2028 has been adopted by the 2018 AGM and is subject to annual review.

Budget Option	1: No accelerated mortgage redemption. Small fund raising					*DFAT Solomons 114,500 + Vanuatu 61,000 + PNG 50,000*					
Year ending 30 June	30/06/2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
PNG	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 25,000	\$ 25,000	\$ 20,000	\$ 20,000	\$ 20,000
Solomons	\$ 60,087	\$ 54,375	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 25,000	\$ 25,000	\$ 20,000	\$ 20,000	\$ 20,000
Fiji	\$ 50,000	\$ 50,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000
Philippines	\$ 5,500	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000
Vanuatu	\$ 61,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tonga	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Inflation rate	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
Annual interest rate on cash investments	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%	2.0%
Galbraith mortgage redemption	\$ -	\$ 91,846	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Mortgage write down	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Normal mortgage repayments	\$ 74,282	\$ 74,282	\$ 74,282	\$ 74,282	\$ 74,282	\$ 74,282	\$ 62,426	\$ 62,426	\$ 62,426	\$ 49,088	\$ 49,088
Transactions											
Opening balance (total assets - total liabilities)	\$ 1,215,570	\$ 1,032,727	\$ 852,289	\$ 735,117	\$ 616,697	\$ 497,003	\$ 418,450	\$ 351,293	\$ 294,485	\$ 237,628	\$ 180,451
Income from fund raising activity	\$ 89,159	\$ 3,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000
Interest income	\$ 7,216	\$ 4,800	\$ 4,270	\$ 3,169	\$ 2,043	\$ 892	\$ 327	\$ 222	\$ 232	\$ 345	\$ 189
Part A discount or Part B mortgage income	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Construction subsidy	\$ (226,587)	\$ (159,375)	\$ (100,000)	\$ (100,000)	\$ (100,000)	\$ (60,000)	\$ (60,000)	\$ (50,000)	\$ (50,000)	\$ (50,000)	\$ (50,000)
Project management & audit	\$ (13,595)	\$ (9,563)	\$ (6,000)	\$ (6,000)	\$ (6,000)	\$ (3,600)	\$ (3,600)	\$ (3,000)	\$ (3,000)	\$ (3,000)	\$ (3,000)
PHA overheads	\$ (7,000)	\$ (7,140)	\$ (7,283)	\$ (7,428)	\$ (7,577)	\$ (7,729)	\$ (7,883)	\$ (8,041)	\$ (8,202)	\$ (8,366)	\$ (8,531)
HFHA MOU repayment	\$ (12,160)	\$ (12,160)	\$ (12,160)	\$ (12,160)	\$ (12,160)	\$ (12,117)	\$ -	\$ -	\$ -	\$ -	\$ -
Net expenditure from Overseas Account	\$ 124	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Closing balance	\$ 1,032,727	\$ 852,289	\$ 735,117	\$ 616,697	\$ 497,003	\$ 418,450	\$ 351,293	\$ 294,485	\$ 237,628	\$ 180,451	\$ 130,451
Balance Sheet at end, 30 June	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Cash	\$ 360,822	\$ 239,977	\$ 213,507	\$ 158,457	\$ 102,159	\$ 44,587	\$ 16,343	\$ 11,612	\$ 17,230	\$ 9,461	\$ 1,372
Mortgage assets	\$ 933,789	\$ 859,507	\$ 693,379	\$ 619,097	\$ 544,815	\$ 470,533	\$ 408,107	\$ 345,681	\$ 283,255	\$ 234,167	\$ 185,079
HFHA MOU liability	\$ (72,917)	\$ (60,757)	\$ (48,597)	\$ (36,437)	\$ (24,277)	\$ (12,117)	\$ -	\$ -	\$ -	\$ -	\$ -
Donations for Overseas Projects	\$ (6,124)	\$ (6,000)	\$ (6,000)	\$ (6,000)	\$ (6,000)	\$ (6,000)	\$ (6,000)	\$ (6,000)	\$ (6,000)	\$ (6,000)	\$ (6,000)
Other liabilities (GST liability etc)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Closing balance	\$ 1,215,570	\$ 1,032,727	\$ 852,289	\$ 735,117	\$ 616,697	\$ 497,003	\$ 418,450	\$ 351,293	\$ 294,485	\$ 237,628	\$ 180,451
Assumptions											
This budget assumes a very small amount of annual fundraising.											
It assumes that the DFAT Grant of AUD \$ 60,000 + AUD \$ 6,000 GST allowance is not repeated.											
It assumes that the potential donation from SPIF does not eventuate, although Partner Housing contributes AUD 61,000 to the project.											
Provision is made for the expenditure of AUD \$ 11,000 on repegging the site in Port Vila and AUD \$ 50,000 to commence work on the school, but assumes no other expenditure or donation for this project. If a significant donation is made, then the budget will be revised to account for that donation and the expenditure corresponding to it.											
Provision is made for the expenditure of approximately AUD \$ 114,500 in Gizo and Vella Lavella in the 2019 calendar year (i.e. spread over the 2019 and 2020 financial years) partially funded by the DFAT Grant of AUD \$ 60,000 and AUD \$ 6,000 for GST.											
The liability to spend donations held in the overseas account can be written off by transferring this amount to a specified overseas project. It is assumed that this provision will hover around \$ 6,000 each year.											
Cash flow problems can be reduced by encouraging the mortgagors with an appropriate discount to refinance and discharge their mortgages.											

Appendix 4 – Standard Forms and Files

The following pages contain sample of files and standard forms to be used in conjunction with these procedures.

- Accounts and Projects File
- Project File
- Application for Membership of Association
- Appointment of a Proxy
- Nomination for Membership of the Board
- Volunteer Activity in the Asia-Pacific Region (Forms to be sent to each overseas Volunteer)
- Memorandum of Understanding

Other documents, such as Financial Reports, Annual Reports, Board Agendas, Board Minutes, AGM Agendas, AGM Minutes and Memoranda of Understanding, are prepared in a reasonably standard format but can vary over time to suit the particular context. Samples are not shown herein due to their complexity. When preparing one of these documents, reference should be made to the most recent previous versions of similar documents, which are archived in the permanent files.

Accounts and Projects File

A hard copy "Accounts and Projects" shall be kept on the green lever-arch files "Accounts and Projects" for the particular year.

Each year fill shall contain the information shown in the following index.

The following is a sample only.

Partner Housing Australasia (Building) Incorporated

2013 - 2014

- 1**
- 2**
- 3**
- 4 Independent Auditor's Report**
- 5 Special Purpose Financial Report**
- 6 Annual Report**
- 7 Accounts**
- 8 Bank Statements**
- 9 Receipts for Donations Received**
- 10 Receipts for Donations Made**
- 11 Cheque Requisitions**
- 12 BAS Statements**
- 13 Mortgage Statements & Details**
- 14 Project Details - NRCA & SRCA (Solomon Islands)**
- 15 Project Details - Vision for Homes (PNG)**
- 16 Project Details - Livingstone School (Bangladesh)**
- 17 Project Details - Save Gibitngil Island Association (Philippines)**
- 18 Minutes - Annual General Meeting**
- 19 Nominations & Proxies - Annual General Meeting**
- 20 Minutes - Board Meetings**

Project File

A Project File (Excel Spreadsheet) shall be maintained in the “PHAB Accounts ##-##” Excel Workbook for the particular year.

Soft copy and backup shall be kept on the working computers and in the permanent records.

Hard copy shall be kept on the green lever-arch files “Accounts and Projects” for the particular year.

The following is a sample only.

Project 7	Save Gibitngil Island Association Gigitngil Island, Cebu, Philippines Basic Shelter Design & Construction
Project Scope	This project is “... to facilitate reconstruction in the wake of Typhoon Haiyan and on-going improvement to housing and infrastructure on Gibitngal Island, Philippines.” (as per the MOU)
Partner	Save Gibitngil Island Association c/o Dave Parsons Phone: +61 2 6207 9370 (work.) Email: SGIA@outlook.com.au 22 Wirraway Cres Scullin ACT 2614
Bank	Bank: St George Bank. Branch/BSB Number: 112-879 Account name: SAVE GIBITNGIL ISLAND ASSOCIATION Account number: 493434228
Contact	Dave Parsons DAVE.PARSONS@act.gov.au
Regional Manager	Peter Cheers
Design	Rod Johnston
Implementation	Peter Cheers (Initial construction supervision by Rod Johnston)
Audit	Peter Cheers

Operational Costs

Year	Date	AUD \$	Debtor	Detail
	6/01/2014	\$ 500	SGIA	Transfer of R Johnston donation
	23/03/2014	\$ 10,000	SGIA	Donation to SGIA Gibitngil Philippines
	24/06/2014	\$ 420	SGIA	Transfer of Quasar donation
	24/06/2014	\$ 138	SGIA	R Johnston - Materials & equipemt for SGIA
	28/08/2014	\$ 7,763	SGIA	Donations raised by SGIA donors

Page 2

\$ 18,820

Overseas Management, Supervision & Auditing

Year	Date	AUD \$	Debtor	Detail
	11/02/2014	\$ 1,207	D Kaunitz	D Kaunitz & B Cowling travel costs to
	11/02/2014	\$ 556	D Kaunitz	D Kaunitz & B Cowling travel costs to

\$ 1,763

9.4%

Total

\$ 20,584

Program

6-17 January 2014 - David Kaunitz and Brett Cowling travelled to Gibitngil (North Cebu) to assess damage by Typhoon Hainan (Yolanda) and to determine whether Partner Housing should undertake this project with SGIA. David Kaunitz then moved on to Tacloban, where he undertook work on behalf of Partner Housing advising World Vision on reconstruction.

11-22 May 2014. Rod Johnston travelled to Gibitngil (North Cebu) to supervise the construction of the first of the Basic Shelters on Gibitngil Island. Subsequently several more were constructed as part of the on-going assistance to this region.

June - December 2014. Peter Cheers and Dave Parsons (SGIA) liaised to complete six basic shelters. A pause in construction has been called to enable other NGOs to complete their work, before Partner Housing resumes its longer term commitment.

Execution and Monitoring of Policies Relevant to This Project

Policy to be Implemented	Dates Executed	Action	
<u>Memorandum of Understanding</u>			
MOU	28/11/2013 30/11/2013	The MOU is signed by both parties. See sample below. See original for relevant policies that form part of the MOU.	
<u>Distribution and Review of Operational Policies by Directors and Regional Managers</u>			
Privacy	3/2/2014 2/2/2015	The Privacy Policy was distributed to all Directors and Regional Managers and reviewed at the listed Board Meetings. No non-compliances with the policy, related to this project, were recorded. Refer to Board Minutes for details.	
Child Protection	3/2/2014 2/2/2015	The Privacy Policy was distributed to all Directors and Regional Managers and reviewed at the nominated Board Meetings.	
Terrorism	3/2/2014 2/2/2015	The Privacy Policy was distributed to all Directors and Regional Managers and reviewed at the nominated Board Meetings.	
Complaints	1/22/2014 2/2/2015	The Privacy Policy was distributed to all Directors and Regional Managers and reviewed at the nominated Board Meetings.	
Non-development Activity	1/22/2014 2/2/2015	The Privacy Policy was distributed to all Directors and Regional Managers and reviewed at the nominated Board Meetings.	
<u>Australian Federal Police Checks</u>			
AFP Check	6/05/2010	Rod Johnston	Federal Police Check satisfactory.
<u>Child Protection Policy Declarations & Children's Images Declarations</u>			
Child Protection & Images	17/05/2010	Rod Johnston	Declaration signed and in file.
<u>Safety & Indemnity Declarations</u>			
Safety & Indemnity	31.1/2014	Rod Johnston	Indemnity signed and in file.
<u>In-country, On-site Monitoring of Compliance with Privacy, Child Protection, Terrorism, Complaints and Non-Develop</u>			
In-country on-site monitorin	3/02/2014	David Kaunitz	reports no child abuse or terrorism. No non-compliances.
In-country on-site monitorin	1/12/2014	Rod Johnston	reports no child abuse or terrorism. No non-compliances.

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Detail Costs

Management Supervision Auditing	Brett Cowling	D Kaunitz
Flight Hong Kong > Cebu 6th Jan		\$170.00
Flight Bali > Cebu 6th Jan	\$277.20	
Cebu > Tacloban 10th Jan		\$256.55
Tacloban > Singapore 14th Jan	\$178.90	
Tacloban > Manila 17th Jan		\$64.39
Manila > Bali 17th Jan		\$274.36
Gibitnal Accomodation	\$100.00	\$200.00
Cebu Accomodation		\$109.99
Manila Hotel		\$132.00
	\$556.10	\$1,207.29
		\$1,763.39

Pricing on Basis Shelter No 1 (Past)	Rate	\$	40
	PHP	AUD \$	
Material Purchased In-country			
3 x 2 Lawaan hardwood	17,500	\$	438
8 x 4 Plywood	1,351	\$	34
22 g x ridge flashing	320	\$	8
22 x 10 Corugated roof	3,120	\$	78
Blended portland cement (40 kg bags)	3,120	\$	78
Tie wire	120	\$	3
N10 steel	2,750	\$	69
Water			
Labour In-country			
Transport	2,000	\$	50
Builder	2,500	\$	63
Labourer	3,750	\$	94
Labour for carrying sand sand gravel	4,500	\$	113
Total	41,031		1,028
Bolts, Nuts, Washers, Screws, Cluts, Nails Purchased In-country			
M12 x 120 HD <u>black</u> bolts & nuts			34.8
M12 HD galvanized washers			15
75 x 2.8 mm galvanized clouts			40
75 x 2.8 mm bullet head galvanized nails (500 g)			40
No 17 7.5 x 3.15 Hex head roofing screws			40
	1,350	\$	34
Tools Provided from Australia			
Amortised over ten shelters		\$	29
Sub total		\$	1,088
Supervision & contingency	10%	\$	112
		\$	1,200

Document Index

The index below provides a description of the files relevant to this project. Complete documents are available in electronic format from the source listed below. As the Partner Housing website www.PartnerHousing.org is developed further, it is intended that these files be made available on the website.

Source: Rod Johnston's Personal Computer and Backup

C:\Users\user1\Documents\09PartnerHousing\29 PHAB Building\2013 SGIA Gibitngil Philippines

- 2013 SGIA Gibitngil Philippines
 - 130117SGIA D Kaunitz B Cowling Travel Co
 - 140412 SGIA R Johnston Gibitngil Trip
 - 140602 PHAB-WV Cooperation
 - 140617 SGIA Gibitngil on-going
 - 140630 Donations to PHAB
 - 140630 Donations to SGIA
 - Gibitngil Photos
 - Gibitngil Maps
 - Plans (Imperial)
 - Project Plan
 - Report
 - SGIA Assessments
 - SGIA Correspondence
 - SGIA MOU

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Sample Documentation

The extracts below provide a sample of the information held on file in respect of this project, and are intended to give an insight to the scope of the work and construction conditions. Complete documents are available in electronic format from the source listed above.

Memorandum of Understanding

The listed policies also form part of this MOU. Refer to original document.

Memorandum of Understanding

Save Gibitngal Island Association – Partner Housing Australasia (Building) Incorporated

Reconstruction and Development on Gibitngal Island, Philippines

December 2013

I. Objective

The purpose of this Memorandum of Understanding is to facilitate reconstruction in the wake of Typhoon Haiyan and on-going improvement to housing and infrastructure on Gibitngal Island, Philippines.

II. Cooperating Parties

The parties involved in this process of cooperation are:

Save Gibitngal Island Association¹
c/o Dave Parsons
Phone: +61 2 6207 9370 (work) Email: SOIA@outlook.com.au
22 Wrayway Cree
Soule ACT 2614

Partner Housing Australasia (Building) Incorporated²
ABN: 88 722 057 428 CFN: 15429
PO Box 702, Pennant Hills NSW 1715 AUSTRALIA
Phone: +61 2 9482 5750 Email: Partnerhousing@electronicblueprint.com.au

III. Background

Gibitngal Island (near Cebu in the Philippines) is the home of an estimated 2,000 people, most of whom are subsistence fishing folk. They are impoverished, there is no land title ('squatters') and generally have no money for proper housing, apart from a few substantial houses. There are no reticulated services on the island, some have a solar light and battery, some have a generator, some have a hole in the ground toilet. Water is individual tank water or imported from a bore on the nearby 'mainland' of Cebu Island. There are no roads or vehicles, access is by boat and transport by foot.

On 8 November 2013 Super Typhoon Haiyan completely destroyed or substantially damaged most homes. Fishing boats have been destroyed or damaged, subsistence farms have been destroyed and there is very few fish around the island at this time creating a food crisis. There was one fatality. The typhoon has halted the island's main income, fishing and market gardens—the fish are gone, boats sunk and garden crops blown away. The island had less than 300 houses, many palm roofs and bamboo walls and floors or corrugated galvannead steel sheet roofing, but some of concrete block walls. The locals are currently relying on food handouts funded by private donors in Australia.

The Save Gibitngal Island Association was formed by Australian donors to facilitate the transfer of relief funding to provide immediate and longer term relief.

Partner Housing Australasia (Building) Incorporated is a christian ministry working with families, volunteers and donors to provide building services, financial assistance and nurture for the provision of affordable housing to those in need throughout Australia and beyond, with particular emphasis in the Asia-Pacific region.

¹ Save Gibitngal Island Association is referred to in this Memorandum of Understanding as "SOIA".

² Partner Housing Australasia (Building) Incorporated is referred to in this Memorandum of Understanding as "Partner Housing".

4. Duration

This Memorandum of Understanding will commence 28 November 2013 and conclude by mutual agreement of the parties.

5. Undertaking by Partner Housing

- (a) Partner Housing shall incorporate, within its normal fund-raising program, a fund-raising element on behalf of the SGIA. Any donations, which are nominated by the donor for use by SGIA, will be forwarded to SGIA for that purpose. Donors will be issued with a tax-deductible receipt.
- (b) Partner Housing shall also provide additional funding to SGIA by mutual agreement on particular projects.
- (c) Partner Housing undertakes to provide pro-bono professional services at no cost to SGIA, including architectural, engineering and building supervision assistance and training, as agreed on a project-by-project basis.

6. Undertaking by SGIA

SGIA undertakes to maintain and operate a viable "community-based organisation" with an appropriate bank account; and to provide, at no cost to Partner Housing:

- A local person to act as Project Coordinator for each project, who will act as the contact and assume responsibility for all aspects of engaging local labour on a project-by-project basis;
- Local labour for purposes of carrying out any building work as agreed on a project-by-project basis;
- Accommodation and meals for Partner Housing professionals and supervisors while on Gibitngal Island;
- Local transport between Gibitngal Island and Cebu for Partner Housing professionals and supervisors.

7. Independence

Both parties shall continue to operate as independent organisations with no mutual contractual obligations, apart from those specifically noted in this Memorandum of Understanding.

8. Commitment to Establishing and Growing the Service

By agreeing to this Memorandum of Understanding, each party undertakes to apply all reasonable effort and commitment necessary to make the service effective. The success shall be reviewed once per year in December. Should either party be dissatisfied with the progress or performance of the arrangement, they shall contact the other party to discuss the options.

9. Non-exclusive Arrangement

By signing this Memorandum of Understanding, each party agrees to work closely with the other party to make the projects a success. However, this Memorandum of Understanding does not prevent either of the parties from entering into other arrangements with other persons or organisations.

10. Variation

The parties may agree to vary the provisions of this Memorandum of Understanding. Any such variation must be in writing and signed by each party before it becomes effective.

11. Assignment

Neither party may assign or transfer its rights, obligations or interest in this Memorandum of Understanding without the prior written consent of the other Parties.

12. Dispute Resolution

In the event of a dispute, the parties agree to negotiate. Negotiations will be conducted in good faith with a view to continuing to cooperate to achieve the objective of this Memorandum of Understanding.

13. Termination

This Memorandum of Understanding shall remain in force until such time as one party gives 90 days written notice of termination. In such an event, the other party shall acknowledge the termination and the date of its effect, and shall facilitate a reconciliation of all outstanding financial and other matters.

14. Indemnity

Partner Housing, or its Consultants, shall indemnify SGIA against any litigation arising in Australia as a result of participating in projects covered by this Memorandum of Understanding.

SGIA shall indemnify Partner Housing against any litigation arising in the Philippines as a result of participating in projects covered by this Memorandum of Understanding.

15. Mutual Obligations for Child Protection and Anti-Terrorism

Each party agrees to adhere to the mutual obligations for child protection and anti-terrorism, consistent with the requirements of the Australian AusAID Overseas Aid Gift Deduction Scheme.

16. Copyright

The copyright for Architectural, Engineering and Building Skills Training Resource Material, provided by Consultants to Partner Housing for use in the projects, shall remain the property of the respective Consultants, with all rights are reserved. Partner Housing shall obtain from the Consultants written permission for use of the material.

17. Further Notes

- All documentation shall be in English and in metric/SI units
- All financial commitments associated with this Memorandum of Understanding shall be in Australian Dollars (AUD).

18. Insurance

Partner Housing and/or its Consultants shall obtain and maintain insurances, consistent with any requirements of the Australian Government and covering the possibility of litigation in Australia, arising out of the professional services or collection and disbursement of donated funds. This may be achieved by:

- a) Engaging the services of one or more Professional Engineers with adequate Professional Indemnity Insurance to carry out the necessary design and development work; and
- b) Obtaining and maintaining suitable insurances including Public Liability Insurance, Directors Insurance and Volunteers Insurance.

19. Indemnity

Partner Housing shall indemnify SGI, its employees, consultants and volunteers, against any litigation in Australia arising out of the use of the Building Skills Resource Material or donated funds.

SGI shall indemnify Partner Housing, its employees, consultants and volunteers, against any possibility of litigation in Philippines, arising out of the professional services or disbursement of donated funds.

20. Further Notes

- All documentation shall be in English and in metric/SI units
- All financial commitments associated with this Memorandum of Understanding shall be in Australian Dollars (AUD).

Signed:  Date: 28 November 2013
Save Gibitngal Island Association


Signed: _____ Date: 30 November 2013
Partner Housing Australasia (Building) Incorporated



Partner Housing Australasia (Building) Incorporated
ABN: 88 722 057 429 - CFN: 15429
PO Box 702, Penrith Hills NSW 1717
Phone: +61 4 0721 8926
Email: Partnerhousing@electronicblueprint.com.au
Web: www.partnerhousing.org

Braced, Bolted and Built!

Construction of Modular “Basic Shelters” in Gibitngil, North Cebu



Internal view of the 3.0 x 3.0 Modular “Basic Shelter” during construction, showing some of the unique cyclone resistant features – Roof sheet screwed to timber purlins, which are bolted to studs set directly in a concrete floor. Braced plywood sheathing on all walls. Bolted roof bracing. The same structure serves as a transition house and as the shear core of an extended larger house.

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Partner Housing

Basic Shelter B2PSG

Elevation

Zincalume corrugated roofing steel, 0.42 BMT fixed with No 17 12g x 50 mm top-lock hex galv roofing screws @ 90 cns (every rib) (175 total)

Purlins 6 (4 total) / 75 x 50 F11 timber fixed at each end by 1 M12 x 100 HD galv bolt and 2 / 75 x 2.8 φ galv nails

Omit the bolts at the two ridge purlins of gable roof
Rafter 1 (4 total) / 75 x 50 F11 timber with nailed plywood gusset at knee

Diagonal 75 x 50 F11 timber lateral bracing above ceiling, fixed by 1 / M12 x 100 HD galv bolt each end to 75 x 50 F11 noggings

8 (20 total) M12 x 120 long HD galv bolts, with nuts and washers, hot dip galvanised

8 (16 total) 75 x 50 F11 x 200 corner blocks, each nailed to vertical studs by 6 / 75 x 2.8 φ galv nails
75 x 50 F11 horizontal nogging nailed to vertical studs by 2 / 75 x 2.8 φ galv skew nails at each end



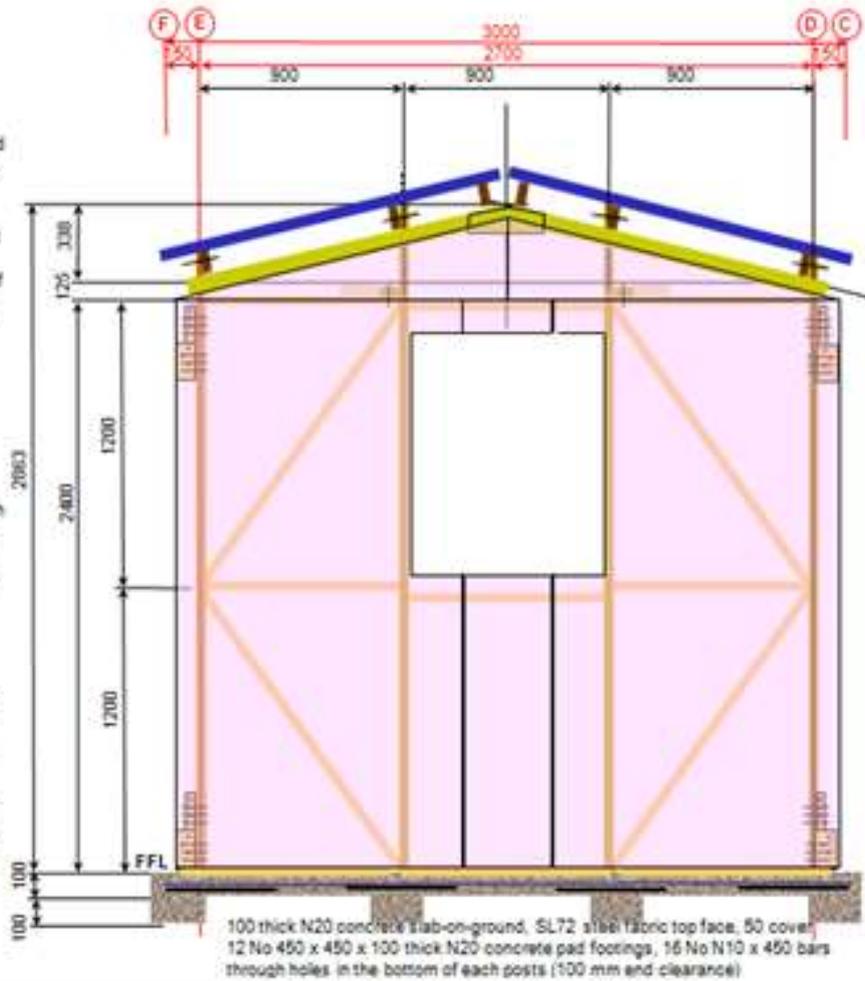
Plan Section at Blocks Plan Section at Nogging

75 x 50 F11 bracing nailed to vertical studs and horizontal nogging by 4 / 75 x 2.8 φ skew nails at each end

7 mm plywood bracing, fixed by 30 x 2.8 φ nails at 150 mm centres to studs, noggings and diagonals in only one 900 mm bay in each elevation, where there are doors or windows, the plywood bracing may be omitted.

Studs (posts) 4 (16 total) / 75 x 50 F11 timber

Copyright © Green Management Services Pty Ltd



Tools Supplied from Australia

Item No	Item	No
T1	Three jaw brace	1
T2	16 mm x 200 mm auger drill bit	1
T3	18 mm combination ring and jaw spanners	1
T4	150 mm adjustable wrench	1
T5	Hand saw	1
T6	Claw hammer	1
T7	25 mm wood chisel	1
T8	G Clamp	1
T9	100 m brickies line	1
T10	8.0 m x 25 mm measuring tape	1
T11	Level	1
T12	Adjustable hacksaw and blade	1
T13	Adjustable hacksaw blades	1
T13	300 mm tin snips	1
T14	Duct tape	1
T14	Wheeled bag	1

GIBITNGIL ISLAND – SHELTERS									
Construction Stage	Order Completed	Original priority	Owner	Village	Occupants	Additional criteria	Style	Site	Finished
1a	001	N/A	POLDING ROSELLO	PASIL			3 x 3		
	002	N/A	DANDY DE LA CRUZ	PASIL			6 x 3 special		
	003	N/A	MIMI CONCHAS	PASIL			3 x 3		
	004	N/A	NELON BORRE	LIPATA			3 x 3		
	005	N/A	LUSTINO BARRO	LIPATA			3 x 3		
	006	N/A	GEMMA LION	LIPATA					
		001	LECODIMO BELEGANIO	LIPATA	12				
		002	ROSELIDA GEMINEZ	LIPATA	9				
		003	ANICITO SINAMBONG	LIPATA	9				
		004	RODNEY ESPINO	BARING	7				
		005	ROSALINE ELIOT	BARING	9				

From: Parsons, Dave [mailto:DAVE.PARSONS@act.gov.au]

Sent: Monday, 4 August 2014 11:03 AM

To: Cheers, Peter

Subject: Follow-up questions of PHA from SGIA meeting and subsequent phone conversation with Manolo

Dear Peter

Thanks again for coming to the SGIA meeting on Saturday; it was good to have a PHA person there. The subsequent phone call to Manolo to pass-on the details of the widened eligibility criteria for PHA houses on Gbitngil raised some questions that I was asked to see if I can resolve quickly so work on the building program can continue. Would you mind letting me know the PHA position on the following please, hopefully with a view to passing the answers to Manolo tonight if possible.

1. The widened eligibility criteria, for what we are calling stage 2 of the project, includes targeting needy people who had building materials suitable for the project to use. However, we were to avoid using materials that came from World Vision. Manolo reports 2 things relevant to this:
 - a. the majority of Gbitngil folk have relevant materials that have been given to them by various donors. They hold those materials individually, there are no longer stockpiles of WV materials, all materials have been distributed to people. However, there is widespread uncertainty now about what materials came from where, as there were 3 main donors of materials: WV, Caritas, and 'born again', but the materials are now all mixed amongst the population.
 - b. at the Saturday SGIA meeting it was reported that the last time we had checked, WV had only built 1 house on Gbitngil. Manolo now reports that WV have now completed 14 houses on Gbitngil and the WV builders have left Gbitngil to work on the nearby mainland (Cebu Island), apart from WV commencing building toilets on Gbitngil. Manolo believes WV have ended their house building on Gbitngil and have left the Gbitngil folks to use the remaining WV material with their own resources, ie no help from WV builders.

So, given the above, the question is: should Manolo commence stage 2 continuing to avoid using WV materials where materials are known to have come from WV, but to use materials held by individuals where the origin is not certain, but could be from WV or others? Manolo indicates that it will be unworkable to continue otherwise.

2. Manolo reports that the materials that are held by individuals includes donated structural framing timbers, but they are not the grained hardwood he has been purchasing, but are from coconut trees, which nevertheless are a structural hardwood. I understand that coconut timber is a suitable hardwood for structural framing and trusses, (see http://en.wikipedia.org/wiki/Coconut_timber), but only if from the strongest trunk sections of mature trees. Nora says that when Rod visited Gbitngil he inspected coconut structural hardwood from WV stockpiled on Gbitngil and said he thought it was OK for his design. The question is then, is PHA housing OK with Manolo and the builder assessing if the donated coconut timber that Gbitngil people hold is strong enough for Rod's design's critical elements, and if suitable to use it instead of the grained hardwood Manolo has been buying, or does PHA prefer that we stick to buying other hardwood and not use coconut timber?
3. Although I had previously reported to Rod that I understood his design was being fulfilled in the Gbitngil project's houses, apart from black bolts being used instead of galvanised, Manolo now reports that the length that the roofing projects as an eave overhang has been lengthened on the latest houses because the short projection of Rod's design allowed rain to easily blow inside the house, as the walls end at the underside of the rafter's and there is no infill, just a gap of rafter-purlin depth between roofing underside and top of walls. Wider eaves drops the dripline below the top of the walls, but obviously has roofing uplift ramifications. From photos (see attached) it looks like the extended overhang is about 400mm in total. A more difficult solution is to keep the short eave and instead infill the gap, which will increase wall wind loading. So the question is how does PHA want to address the rain ingress problem by continuing with wider eaves, or instead infill the gap by bringing the wall sheet up to the roofing underside? Note that wider eaves and an open gap helps significantly with ventilating out the solar heat from the roof sheathing, and so is more desirable than sealing the gap.

Application for Membership of Association

Partner Housing Australasia (Building) Incorporated (incorporated under the *Associations Incorporation Act 1984*).

I, _____ (full name)
of _____ (address)
_____ (occupation)

hereby apply to become a member of the above-named incorporated Organisation.

In the event of my admission as a member, I agree to be bound by the rules of the Organisation for the time being in force.

Signature: _____ (insert signature of applicant)

Date: _____ (insert date)

I, _____ (full name)
a member of the Organisation, nominate the applicant, who is personally known to me, for membership of the Organisation.

Signature: _____ (insert signature of proposer)

Date: _____ (insert date)

I, _____ (full name)
a member of the Organisation, second the nomination of the applicant, who is personally known to me, for membership of the Organisation.

Signature: _____ (insert signature of seconder)

Date: _____ (insert date)

If a formal signature has been included (preferred), please delete the following declaration.

If this form is lodged by email and a formal signature has not been included, please insert your full name and phone number at the end of the following declaration. Declaration: *I confirm the above authorisation of a proxy is correct, and confirm that I have been unable to insert a formal signature. I am available to verbally confirm this declaration if contacted by telephone.*

Full name:

Telephone number:

Appointment of a Proxy

I, _____ (*full name*)

of _____ (*address*)

being a member of Partner Housing Australasia (Building) Incorporated

hereby appoint _____ (*full name of proxy*)

of _____ (*address*)

being a member of that incorporated Organisation, as my proxy to vote for me on my behalf at the general meeting of the Organisation (annual general meeting or special general meeting, as the case may be) to be held on the

_____ day of _____ . (*month and year*)

and at any adjournment of that meeting.

My proxy is authorised to vote in favour of ~~Against~~ (amend as appropriate) the resolution:
(insert details)

Signature: _____ (*insert signature of member appointing proxy*)

Date: _____ (*insert date*)

NOTE: A proxy vote may not be given to a person who is not a member of the Organisation.

If a formal signature has been included (preferred), please delete the following declaration.

If this form is lodged by email and a formal signature has not been included, please insert your full name and phone number at the end of the following declaration. Declaration: *I confirm the above authorisation of a proxy is correct, and confirm that I have been unable to insert a formal signature. I am available to verbally confirm this declaration if contacted by telephone.*

Full name:

Telephone number:

Nomination for Membership of the Board

I, *(insert full name of nominator)*
being a member of Partner Housing Australasia (Building) Incorporated, hereby nominate;

and

I, *(insert full name of seconder)*
being a member of Partner Housing Australasia (Building) Incorporated, hereby second

(insert full name of nominee)
to be a Board Member of Partner Housing Australasia (Building) Incorporated.

Signature *(insert signature of nominator)*

Signature *(insert signature of seconder)*

I, *(insert full name of nominee)*
being a member of Partner Housing Australasia (Building) Incorporated, hereby accept the abovementioned nomination.

Signature: *(insert signature of nominee)*

Date: *(insert date)*

If a formal signature has been included (preferred), please delete the following declaration.

If this form is lodged by email and a formal signature has not been included, please insert your full name and phone number at the end of the following declaration. Declaration: *I confirm the above authorisation of a proxy is correct, and confirm that I have been unable to insert a formal signature. I am available to verbally confirm this declaration if contacted by telephone.*

Full name:

Telephone number:

Volunteer Safety and Indemnity

I,

agree to the following, while implementing building, engineering, supervising construction and associated activities on behalf of Partner Housing Australasia (Building) Incorporated in overseas countries.

- I acknowledge that there are risks associated with travel (including by air, road and sea), which are greater than those risks commonly associated with travel in Australia; and
- I acknowledge that there are risks of injury (including by falls for heights, accidents resulting from poor workmanship of others), which are greater than those risks commonly associated with construction in Australia; and
- I acknowledge that there are risks to health (including accident and sickness), which are greater than those risks commonly associated with similar activity in Australia
- I undertake to exercise an appropriate level of care to reduce the risk of injury, death, sickness, accident, misadventure or other damage to myself, others and property, commensurate with the level of risk associated with the activity; and
- I indemnify Partner Housing Australasia (Building) Incorporated, its Directors and Consultants against litigation and damages resulting from injury, death, sickness, accident, misadventure or other damage to myself, others and property, and will take appropriate insurance covering such events. Partner Housing Australasia (Building) Incorporated will reimburse the cost of the insurance premium.

Signed:

Date:

Appendix 5 – Training Register

Partner Housing Australasia (Building) Incorporated																	
Training Register																	
This register records the training of active Volunteers and Members of Partner Housing. This register does not record training of Volunteers and Members who are no longer active, or training before 2014. Training involves targeted discussion of the topic, discussion of the particular Policy and Procedure and specific cases. For details of the training, refer to the particular Procedures.																	
Training Program	Privacy	Child Protection	Anti-terrorism	Complaints Handling	Non-development Activity	Local Consultation	Human Rights in Aid Development	Bullying, Sexual Harassment and Sexual Misconduct	Whistle Blowing	Quality Assurance	Partner Housing, ACFID, Development	Finance, Accounting, Money Laundering	Architectural Design	Structural Design (DANCER etc)	Rural Water Supply	Rural Sanitation	
Code	Priv-1	Child-1	ATerr-1	Compl-1	NonDev-1	LCons-1	HumRI-1	SHar-1	WB-1	QA-1	PHAB-1	FinAcc-1	Arch-1	Struct-1	Water-1	San-1	ACFID-DFAT (ext)
Rod Johnston																	
	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019						
	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019			16/02/2019			2/03/2019
	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018							
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018												
	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018		17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	
	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017										
	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016												
	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015												
	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014												
Bill Ryan																	
	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019			16/02/2019			
	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018							2 days Canberra Feb 19
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018		17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	
	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018								
	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017								
	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016												
	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015												
	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014												

Arthur Gray																	
	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018							
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018		17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	
	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018								
	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017								
	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016								
	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015								
	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014								
Daniel Chan																	
	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018							
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	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018								
	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017								
Robyn Johnston																	
	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019						2/03/2019
	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019			16/02/2019			
	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018							
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018		17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	
	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018								
	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017								
	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016								
	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015								
	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014								
Bruce Hutchison																	
	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019			16/02/2019			
	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018							
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018		17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	
	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018								
	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017								
	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016								
	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015								
	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014								

Training Program	Privacy	Child Protection	Anti-Terrorism	Complaints Handling	Non-Development Activity	Local Consultation	Human Rights in Aid Development	Duty of Care, Sexual Harassment and Sexual Misconduct	Waste Blowing	Quality Assurance	Partner Housing ACFO Development	Finance, Accounting, Money Laundering	Architectural Design	Structural Design (DANCER etc)	Rural Water Supply	Rural Sanitation
Code	Priv-1	Child-1	ATerr-1	Compl-1	Non-Dev-1	LCons-1	HumRt-1	SHA-1	WB-1	QA-1	PHAB-1	FinAcc-1	Arch-1	Struct-1	Water-1	San-1
David Kaunitz																
	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019				2/03/2019		
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018						
	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016											
	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015											
	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014											
Peter Cheers	Attendance and participation by Peter Cheers is by Skype.															
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018					17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018										
	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017				4/12/2017						
	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016											
	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015											
	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014											
Ian Warren																
	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019						2/03/2019
	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018						
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018	6/02/2018						
	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017						
Ian Volke																
	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019				16/02/2019		
	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018						
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	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017						
Alison Scotland																
	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019				16/02/2019		
	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018	3/12/2018						
Nicola Smart																
	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019	16/02/2019				16/02/2019		
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
Graham Vant																
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
Logan English-Smith																
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
Evy Anwar																
	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019	2/03/2019						2/03/2019
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
Clive Beddoe																
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
Kerry Bennett																
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
Grant Wood																
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017						
	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016											
Stuart Steinle Davis																
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
Mohamud Ibrahim																
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
Graham Johnson																
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
Simon Vant																
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018
Peter Sheldon																
	4/12/2018	4/12/2018	4/12/2018	4/12/2018	4/12/2018	4/12/2018	4/12/2018	4/12/2018	4/12/2018	4/12/2018						
	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017	4/12/2017						
	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016											
Susan Faber																
	1/02/2016	1/02/2016	1/02/2016	1/02/2016	1/02/2016											
	2/02/2015	2/02/2015	2/02/2015	2/02/2015	2/02/2015											
	1/02/2014	1/02/2014	1/02/2014	1/02/2014	1/02/2014											
Chris Broadbridge																
	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018	17/02/2018



ACFID Practice Note

Responsible International Volunteering for Development

Prepared by AVI in collaboration with ACFID member organisations

Purpose

The ACFID Practice Note for Responsible International Volunteering for Development sets out best practice principles for ACFID member organisations, who manage volunteer programs for international development, to commit and apply to their own work.

The Practice Note focuses on organisations that manage international volunteers, who are defined as those who travel from their home country (Australia) to another country to volunteer.¹ While this practice note acknowledges important lessons and approaches in domestic volunteering, and does have some applicability in this context,² it is not focused on domestic volunteering.³ This practice note is also not focused on humanitarian or 'spontaneous' volunteering. While some principles and practices may overlap (e.g. the need to match volunteer skills to the locally identified needs), the particular circumstances of humanitarian volunteering require considerations and standards of practice that cannot be comprehensively detailed in this note.

This is a Practice Note for purpose, meaning the principles are to be applied. It complements ACFID member commitments under the ACFID Code of Conduct, furthering some of the key principles in the Code to allow for the management of the unique complexities of sending volunteers overseas.

This Practice Note does have applicability for non-ACFID organisations who are managing Australian volunteers internationally, and it can be used to guide organisational changes to support better practice volunteering. It is also useful for Australians interested in volunteering for development, providing important considerations in the decision to volunteer and the means in which to engage in volunteering for international development.

Outline

This practice note:

- Provides an overview of the unique role and purpose of international volunteering for development, and key trends and considerations for the sector
- Presents principles for best practice design and implementation of international volunteering for development opportunities and programs
- Includes evidence for each principle, drawn from existing good practice by ACFID members and global peers, which are intended to guide implementation

¹ VSO and Institute of Development Studies. 2015. [The Role of Volunteering in Sustainable Development](#). Brighton and London: VSO and Institute of Development Studies.

² It is perhaps most relevant to non-Indigenous Australians volunteering in Aboriginal and Torres Strait Islander communities.

³ See Volunteering Australia. 2001. [National Standards for Involving Volunteers in Not-for-Profit Organisations](#).

- Is accompanied by a supplementary appendix that outlines case studies drawn from ACFID members' own programs and experiences
- Is accompanied by a supplementary appendix with examples of guidelines, consent forms and policies to support organisational management of volunteers

What is responsible volunteering for international development?

Responsible volunteering for international development involves individuals or groups of people who, of their own free will and without expectation of monetary rewards, participate in activities⁴ to support long-term international development priorities, as identified and progressed in partnership with members of the partner community in which the volunteers are based. Volunteer sending organisations (VSOs) include a range of organisations with different objectives and ways of operating. Generally, VSOs engage in activities that support development objectives of partner organisations and community representatives through (exclusively or as part of other development activities) sending and managing volunteers abroad.

Some key principles, relevant for all development approaches, are worth reiterating here as they underpin 'responsible' volunteering.

International development includes activities undertaken in order to reduce poverty and address global justice issues.⁵ It involves a range of activities but is underpinned by a process of working in harmony and partnership towards constructive, inclusive, long term, resilient and sustainable social, human and economic change while ensuring environmental protection.⁶

As applicable to all international development approaches, and clearly outlined in the ACFID Code of Conduct, the development efforts of volunteers must be underpinned by respect and the universal protection of human rights. Human rights are legal statements that assert the equality and dignity of all human beings. These rights include civil, political, economic, social and cultural rights.⁷ Fulfilment of human rights requires a safe, clean, healthy and sustainable environment. International development approaches must respect and respond to the needs, rights and inclusion of all people including those who are vulnerable and are affected by marginalisation and exclusion.⁸

Volunteering for international development offers a unique contribution to fulfilling these development objectives. It places significant emphasis upon the value of the relationships formed between individuals and between partner organisations. It provides volunteers and the people with whom they engage the opportunity to form strong and deep personal relationships that can result in true collaboration and a mutual exchange of skills and knowledge, which can in turn empower individuals and organisations to effect endogenous change.⁹ If volunteers work with partner organisations on locally identified, owned and driven priorities, volunteering programs facilitate the

⁴ For the basis of this definition in regards to volunteering, see [United Nations Volunteers](#), 2015.

⁵ ACFID. 2017. [General Definitions](#).

⁶ The [Sustainable Development Agenda](#), United Nations, January 2016.

⁷ ACFID. 2017. [General Definitions](#).

⁸ For more, see [ACFID Code of Conduct commitment 1.2](#)

⁹ [VSO](#) *ibid*.

development process instead of directly driving it, promoting local agency and ensuring that development is contextually relevant, adapted and sustainable.

Volunteering for international development can take a number of forms. Volunteers may work directly with local counterparts, with a team, or across several organisations. Alternatively, volunteers may also work within the local offices of their volunteer sending organisations (VSOs) as part of a broader development project, and/or with locally based organisations with which the VSO has a partnership.

Recently, there has been greater awareness and research shedding light on the damaging effects of volunteer tourism ('*voluntourism*'), which involves people undertaking volunteer activities (including time and/or financial contributions) as part of their travel to a particular destination.¹⁰ Voluntourism typically involves short-term, once off volunteering, and may include orphanage volunteering, involving individuals volunteering in orphanages or children's homes.¹¹

Without good practice and design implementation, volunteer development programs can be an imposition on local communities, undermining local skills and ownership while excluding social groups and imposing agendas on communities. Paid, locally engaged resources could be supplanted by international volunteers if the volunteer positions are improperly assessed, directly undermining concerted efforts develop capacity in partner communities. It may also directly lead to exploitation and harm.¹² For example, orphanage tourism may involve supporting institutions that traffic children for profit, keeping them in sub-optimal conditions which carry with them an increased risk of abuse, which can result in children developing attachment disorders, developmental delays and behavioural issues.¹³ Poor practice can also harm the international volunteers, as they risk entering unsafe workspaces; finding themselves inadequately prepared for cross-cultural challenges; and may be left lacking in-country support.

As with expatriate development workers, volunteers themselves may also reinforce or create power imbalances. With the wrong attitude volunteers may view themselves as giving knowledge and skills one-way to 'lesser' people, reinforcing power imbalances and robbing partner communities of agency. Volunteers could also be viewed to be giving a 'gift,' which communities feel they must receive and cannot repay.¹⁴

These issues highlight the need to ensure international volunteering is contributing constructively to development efforts rather than inadvertently or by design supporting the commodification and exploitation of partner communities.

This practice note should be read, discussed and implemented in conjunction with:

- [ACFID Code of Conduct](#) (2017)

¹⁰ For more, see the [Smart Traveller website](#).

¹¹ [Position Paper: Residential Care and Orphanages in International Development](#), ACFID, December 2016

¹² Devereux in [VSO ibid](#)

¹³ [ACFID 2016 ibid](#)

¹⁴ Devereux in [VSO ibid](#)



- [ACFID Position Paper on Residential Care and Orphanages in International Development](#) (2016), and for ACFID members, [Child Protection policies and procedures](#) (2016)
- [ACFID Practice Note on Youth Participation in Development](#) (2016)
- [ACFID Practice Note on Disability Inclusive Development](#) (2015)
- [UN Universal Declaration of Human Rights](#) (1948)
- [UN 2030 Agenda for Sustainable Development](#) (2015)

Principles of Responsible International Volunteering for Development

ACFID member organisations support the principles listed below for responsible volunteering for international development:

1. **Respecting human rights and advancing social inclusion**

Our volunteer programs respect and promote human rights; protect people affected by crises; safeguard children; and respond to the needs of the vulnerable, marginalised and socially excluded.

Volunteering for international development has inherent power dynamics. These must be acknowledged and managed by VSOs and volunteers to ensure human rights are respected and protected, and that those who are affected by marginalisation and exclusion are included, so as to prevent the creation or exacerbation of exploitation and inequality. The intersecting drivers of marginalisation and exclusion include, but are not restricted to: people with disabilities; people from diverse socio-economic, religious, ethnic and cultural backgrounds; indigenous peoples; gender and people with diverse sex, sexuality and gender identities.¹⁵ Responsible volunteering means viewing all development activities through an inclusive lens where the needs of diverse backgrounds are considered and addressed in designing and delivering these activities.

Volunteering for international development should combat unequal power relations, and should seek to systematically address the deep-seated roots of poverty, injustice and unsustainable development in a bid to promote systemic change.

This principle underpins all of the following principles and evidenced practices below. It is reflected in the ACFID Code of Conduct through Quality Principle 1- [Rights, Protection & Inclusion](#).

2. **Programs and their priorities are locally defined and led**

Our programs actively seek to understand and work through local systems to both engage and empower partner communities/actors in the decision-making process.

There can be a disparity between perceptions of what a community needs, and what the actual priorities of the community are. Partner organisations should decide whether volunteering is the best modality to support their priorities. If so, VSOs should enable local partners to identifying program priorities/objectives, including capacity development needs, and ensure active participation in the implementation and evaluation of said programs. In planning these programs, VSOs should

¹⁵ For more on inclusivity, see [ACFID Code of Conduct commitment 1.2](#)

seek to ensure that volunteers do not replace the roles of local staff members or volunteers, but rather work to provide services to, or further develop the existing capacities of, the partner community. VSO's should understand and work via local systems and processes.

This kind of cooperative engagement affords communities greater control over the decision making process that directly affects them, and ensures development programs can comprehensively address local priorities and needs.

Evidence of this practice:

- As defined and agreed by local partners, VSOs have established, through a formal evidence-based process, clear strategic goals for all volunteer programs prior to sending volunteers on assignment¹⁶
- International volunteer programs and volunteer objectives are co-designed and managed with partner communities/organisations¹⁷
- Local partners are involved in the volunteer selection process

This principle is reflected in the ACFID Code of Conduct through the following Quality Principles:

- #2- [Participation, Empowerment & Local Ownership](#)
- #4- [Quality & Effectiveness](#)
- #5- [Collaboration](#)

3. Long-term sustainability

Our programs work towards long-term development outcomes and sustainability.

Volunteering for international development is not a 'once off' or isolated event; rather each volunteer contribution should be part of a long-term plan that supports the capacity development of individuals and organisations in partner communities, leading to systemic change and long-term, sustainable development outcomes.¹⁸

Each volunteer should have clearly identified objectives for the duration of their assignment, which relate to long-term objectives. If multiple volunteers are deployed, each volunteer should build on the work of previous volunteers, aided by the monitoring and evaluation of volunteer contributions. These programs should complement other development efforts within the communities, and should work within local systems and structures.

Evidence of this practice:

- Volunteer assignments directly build on the work of previous efforts (of volunteers, local organisations etc). Transition and handover plans between volunteer assignments support this process.

¹⁶ For more on establishing clear strategic goals, see [ACFID Code of Conduct commitment 4.1](#)

¹⁷ For more on the participation of partner organisations, see [ACFID Code of Conduct commitment 2.1](#)

¹⁸ For more on systemic change, see [ACFID Code of Conduct commitment 3.2](#)

- International volunteer programs contribute to long-term, locally identified development outcomes, with each assignment having objectives that directly support this (as identified for example in a long term capacity development plan)¹⁹
- Roles associated with volunteer assignments are appropriate to the tenure of the assignment (whether short or long-term), and contribute to their mutually-agreed, long-term sustainable development outcome
- International volunteer programs support and enable local development processes not supplant
- To ensure programs remain relevant and adapt to support longer-term change, monitoring, evaluation and learning (and consequent adaptation of programs) is undertaken to identify changes affecting long term plans and build on achievements.
- Volunteers are recruited and selected on the basis of partner organisation agreed assignments and that their skills, knowledge and life experience match the assignment requirements
- VSOs collaborate and coordinate their activities to compliment and/or build on other relevant development organisations/programs²⁰
- VSOs have adequate resources to support the volunteer work for the duration of the volunteers time abroad²¹

This principle is reflected in ACFID Code of Conduct through the following Quality Principles:

- #3- [Sustainable Change](#)
- #5- [Collaboration](#)

4. Adapting to international contexts

Our programs are adaptable and contextually relevant.

Volunteer programs need to be designed and implemented in consideration of the enabling environments for volunteerism, based on context analysis, evidence and research. This includes the contextual elements (political, social, cultural and economic factors in which the program will take place, social inclusion); actor based elements (the role of state, civil society and private sector actors); relational elements (including power dynamics and relationships between actors); and system-wide factors (such as partnerships, technology, resources and funding).²²

VSOs need to carefully select, through due diligence, the actors with whom they will partner so as to ensure constructive development impacts that support human rights. VSOs and partner organisations need to ensure the volunteer program is implemented in a manner that compliments the work of other key actors within the communities and is appropriate to local contexts.

¹⁹ For more on sustainable development, see [ACFID Code of Conduct commitment 3.1](#)

²⁰ For more on collaborating, see [ACFID Code of Conduct commitment 5.1](#)

²¹ For more on ensuring capacity to deliver programs, see [ACFID Code of Conduct commitment 9.1](#)

²² [O'Brien et al 2017](#)



Volunteer programs (and volunteers) need to be adaptable to changes over time. Ongoing feedback should be sourced from both the communities and organisations within which the volunteers work, and also from the volunteers themselves. VSOs need to address this feedback, adapting their approaches to better meet community priorities and the needs of volunteers. Volunteers should be adequately prepared for changes to their assignments as adaptation can occur during assignments.

Evidence of this practice:

- VSOs collaborate with partner organisations to undertake a detailed contextual analysis of the local community in which volunteers will work before they are sent
- VSOs ensure that volunteers are recruited, selected and trained according to the cultural requirements of the country
- VSOs adapt their volunteer programs in response to their monitoring, evaluation and learning procedures, in response to changing contexts and/or priorities of partner organisations²³
- VSOs seek ongoing feedback from partner organisations to ensure the design of both in-country programs and pre-departure training modules remain relevant²⁴

This principle is reflected in ACFID Code of Conduct through the following Quality Principles:

- #4- [Quality & Effectiveness](#)
- #7- [Governance](#)

5. Providing volunteer assistance that secures a constructive impact

We work to select, prepare and support volunteers to support our programs, do the best job they can, and to benefit from their time in country.

Volunteers are selected using a documented approach, so the right volunteers are selected for the right volunteer assignments. This is not just about technical skills, relational skills are also important and selection of volunteers involves matching volunteer skill sets and attributes to the role. Volunteers who are able to develop strong relationships and personal bonds with community members are able to build mutual respect and trust, helping to develop important 'soft outcomes' such as confidence and leadership within community members, and also helping to identify and implement changes that are the result of combined knowledge, skills and networks, so changes are locally owned and appropriate.²⁵ When preparing to send volunteers on assignment, VSOs educate volunteers through a mix of pre-departure preparation, training, and in-country orientation. During this pre-departure process, key responsibilities with their role should be clearly communicated to volunteers. This includes working with volunteers to manage their expectations of their time overseas.

²³ For more on program adaptability, see [ACFID Code of Conduct commitment 7.3](#)

²⁴ For more partner organisation feedback, see [ACFID Code of Conduct commitment 2.2](#)

²⁵ VSO and Institute of Development Studies. 2015. [The Role of Volunteering in Sustainable Development](#). Brighton and London: VSO and Institute of Development Studies.

Volunteers are also provided with in-program support throughout their assignment, including pastoral support; technical support; grievance resolution mechanisms; and cultural training to help them carry out their responsibilities to the best of their ability. Once volunteers have completed their assignment, they are given opportunities to debrief.

Evidence of this practice:

- VSOs attract a diverse range of people from all sectors of the community (people with disabilities; people from diverse socio-economic, religious and cultural backgrounds; indigenous peoples; and women and men of all ages) and develop assignments that fit different life, career and volunteering motivations
- VSOs undertake a criminal history check (nationally and from their country of birth) on volunteers prior to sending them on assignment
- VSOs recruit volunteers that are suitable for their respective roles
- VSOs establish a comprehensive pre-departure program with an emphasis on relevant volunteer education and training, including basic language, cross cultural and diversity training; risk identification; education on local laws; and information regarding volunteer responsibilities²⁶
- VSOs provide volunteers with in-program support to help them carry out their responsibilities to the best of their ability, including 24 hour emergency support/security plans; access to safety equipment; and access to counselling services²⁷
- VSOs provide volunteers with opportunities to engage in post-assignment debriefs, in both individual and group contexts, to help them consolidate and communicate their experiences in a respectful, realistic manner
- VSOs provide opportunities for ongoing involvement to successful volunteers, whether through new program placements or program referrals
- VSOs have a complaints and whistle blowing policy and procedures in place for VSO staff, volunteers, local organisations and community members in case of misconduct.

This principle is reflected in ACFID Code of Conduct through the following Quality Principles:

- #4- [Quality & Effectiveness](#)
- #9- [People & Culture](#)

6. Ensuring safeguards are in place to protect communities and volunteers

Our programs have comprehensive policies and guidelines in place which are enforced and monitored to ensure the safety of volunteers and communities.

VSO's have comprehensive safeguards in place to ensure volunteers and the communities within which they work remain safe. These safeguards/practices must be clearly communicated with all individuals involved in the program. These include a code of conduct for all volunteers, to which they are held accountable; child protection policies; and environmental protection policies, to mitigate

²⁶ For more on preparation, see [ACFID Code of Conduct commitment 9.4](#)

²⁷ For more on security, see [ACFID Code of Conduct commitment 9.2](#)

any potentially damaging effects volunteer programs could have on partner communities. These safeguards should also include minimum standard emergency procedures and insurance to protect volunteers, and appropriate pre-departure preparation. Deliberate and adequate measures are taken to protect against gender based violence and discrimination and to support gender equity principles.²⁸

Evidence of this practice:

- VSOs take a safety first approach to development, ensuring the safety and wellbeing of all actors involved in or impacted by the activities being carried out, including through safety and security assessments and briefings
- VSOs ensure volunteers agree upon and sign up to a Code of Conduct (see more in principle 7 – ‘Responsible program management’)
- VSOs ensure volunteers are submitted to full health checks prior to deployment; have adequate insurance including emergency, air ambulance and counselling services cover; and have obtained an appropriate visa
- VSOs and partner organisations have comprehensive, functioning Child Protection Policies in place that ensure the security and wellbeing of children involved, directly or indirectly, with development programs²⁹
- VSOs embed environmentally conscious practices in to their organisational structure, covering both environmental security and respectful practices for culturally or historically significant sites³⁰
- Policies regarding personal photography and publication are clearly communicated with and agreed to by volunteers
- International volunteer programs abide by local laws
- VSOs have appropriate security training and in-country security arrangements in place for volunteers
- VSOs establish and implement counter-terrorism practices
- VSOs establish and implement anti-money laundering practices
- Partner organisations provide volunteers with a functioning and safe workplace in which to work
- VSOs have a complaints and whistle blowing policy and procedures in place for VSO staff, volunteers, local organisations and community members in case of misconduct.
- VSOs establish and implement policies and procedures against exploitation and misconduct for all involved, this includes volunteers, local community members and VSO staff members.

This principle is reflected in ACFID Code of Conduct through the following Quality Principles:

- #1- [Rights, Protection & Inclusion](#)
- #2- [Participation, Empowerment & Local Ownership](#)
- #3- [Sustainable Change](#)
- #7- [Governance](#)

²⁸ For more on gender equality, see [ACFID Code of Conduct commitment 2.3](#)

²⁹ For more on child protection, see [ACFID Code of Conduct commitment 1.4](#)

³⁰ For more environmental protection, see [ACFID Code of Conduct commitment 3.3](#)

7. **Responsible program management**

We manage our program with integrity and transparency.

VSOs and their volunteer development programs are managed with integrity and transparency. This includes the truthful and respectful representation of communities and volunteers in any communications and reporting materials, including free, prior and informed consent on the use of personal images and information. The collection of monitoring and evaluation data from members of partner communities, as well as volunteers, is used to improve the program and address issues as they arise. VSOs are accountable to partner communities and the Australian public, and as such must truthfully report on volunteer outcomes. VSOs are transparent in the management of funding, particularly if it involves management of money volunteers provide, through fundraising or personal contributions.

Evidence of this practice:

- VSOs carry out respectful marketing practices, and seek the consent of relevant parties prior to using any images in marketing materials³¹
- VSOs provide volunteers with a Code of Conduct that abides by these principles
- VSOs regularly monitor and evaluate their international volunteer programs according to their pre-identified objectives
- VSOs permit regular, independent audits covering financial integrity and impact reports
- VSOs publish regular financial reports
- VSOs meet all legal requirements, both domestically and internationally
- VSOs provide a means for international communities, staff and volunteers to provide feedback or to voice grievances
- VSOs establish a memorandum of understanding (MOU) with relevant governing bodies in countries where international volunteer programs are being carried out³²
- VSOs protect any private information provided to them by volunteers, beneficiaries, stakeholders, partner communities etc.
- VSOs consider joining FORUM as the global peak body for VSOs³³
- Local organisations, VSO staff members and volunteers are aware and can access a complaints mechanism for any aspects of the volunteer assignment and/or behaviour of anyone involved.

This principle is reflected in ACFID Code of Conduct through the following Quality Principles:

- #6- [Communication](#)
- #7- [Governance](#)
- #8- [Resource Management](#)
- #9- [People & Culture](#)

³¹ For more on good communication practice, see [ACFID Code of Conduct commitment 6.1](#)

³² For more on MOUs, see [ACFID Code of Conduct commitment 7.3](#)

³³ See [FORUM](#)