



# New Member Portal User Guide

This user guide is designed to give you an overview of how to access the New Member Portal and upload your application documents. It includes useful hints, how to get started, and explains the rationale behind the reporting.

Additional help can be obtained by emailing the Membership and Stakeholder Engagement Lead on [membership@acfid.asn.au](mailto:membership@acfid.asn.au)

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## Getting Started

### Step 1 – identify and communicate 3 roles in your organisation

Each organisation will need to nominate:

1) **A Compliance Contact**

This is the main contact point for the New Member Portal and the person who is responsible for coordinating the application for membership to ACFID. ACFID will be communicating with this person regarding the membership process.

2) **The Chief Executive Officer** or equivalent role

3) **The Chairperson of the Board** or equivalent role

We require name, email and organisation role for each 3 contact above. Once we have the above information, ACFID staff set up access rights for those 3 people in the portal. These rights allow:

- the Compliance Contact to set up other users of the New member Portal for that organisation, so that their colleagues can access and also input information in to the online reporting forms
- the Compliance Contact to “submit” the final completed reporting forms
- the CEO to then electronically approve the completed online reporting forms
- the Chair to then electronically approve the completed online reporting forms

In some cases or smaller organisations, it may be that one person performs 2 roles, such as the CEO being also the Compliance Contact for the organisation. This is permissible.

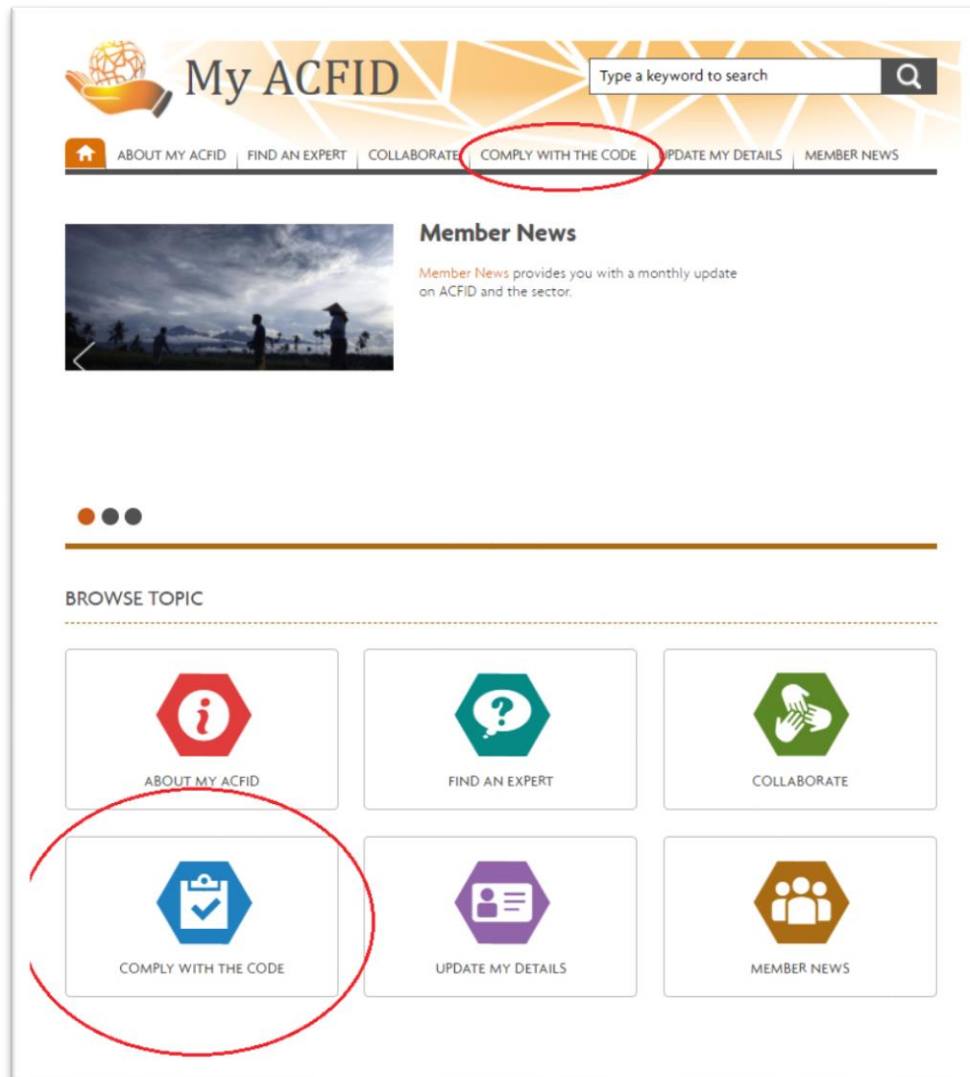
### Step 2 – log-in details for MYACFID

- The compliance portal and all its reporting forms are found in the members-only section of the ACFID website. This section is known as [MYACFID](#). It is accessed by members with a username and a password.
- You will need these login details in order to access the portal. Specifically, each of the above 3 people will need their own login details.
- Login details will be provided by ACFID.
- Please note that a My ACFID login on its own will not be sufficient to access the Compliance Portal. Users will need specific access rights (as referred to above in step one), even if they are using their usual My ACFID logon.
- You will find your access to areas within the portal is limited as you are not full members so do not be dismayed if areas appear empty or do not allow you access!!



### Step 3 – Navigation to the portal

Once you sign into the [My ACFID](#) page, you can access the portal by selecting *Comply with the Code*, either via the menu or the following icon both circled below:





## Understanding the Portal

### Portal home page

**CSA Test Company 3**  
For the financial year ending June 30, 2017

<b>Exceptions Report</b> You are not required to complete this item for the period	<b>Code Self Assessment</b> Due: November 30, 2017 Status: In progress 25/32	<b>Documents Required on Application</b> Due: November 30, 2017 Status: In progress 0/10
<b>Manage Access</b> Manage who in your organisation may access these reporting forms	<b>Print your certificate of compliance</b> Once available, you will be able to access your certificate of compliance here	<b>Tips + Tricks</b> Guidance on how to fill in the reporting forms and useful resources

Subject to permissions, this page displays status and provides access to the following:

- **Exceptions Report** – This area is only relevant to existing members and is part of the ongoing compliance with ACFID. It will remain greyed out.
- **Code self- assessment (CSA)** – here you can complete, submit and see feedback on your CSA. You also upload the documentation requested for verification by the Code secretariat and receive feedback on these documents, as well as your reporting.
- **Documents required on application** – here you can upload your Membership Application form and all other documents pertaining to
- **Manage Access** – if you are the ACFID Compliance Contact for your organisation, this button allows you to grant access to the portal and its reporting forms to other staff in your organisation.
- **Print your Certificate of Compliance** – This area is only relevant to existing members
- **Tips + Tricks** – Here you can access guidance on how to use the Portal, how to fill in the online reporting forms, and useful resources. Most of the information here relates to Full Members that are completing their regular Code compliance. It is best to avoid this guidance unless this document specifically refers to you to an area.

Use of some of these buttons requires certain permissions. If you do not have the permissions, you should first contact your organisation's Compliance Contact who ACFID recognises as the Portal Administrator. If you do not know who this is, or if the issue cannot be resolved, you can get help and advice from the Membership Lead at [membership@acfid.asn.au](mailto:membership@acfid.asn.au).



## Setting up additional user access – Manage Access

Whilst ACFID has already set up access for your main membership application contact (the compliance contact), your CEO and your Board Chair; you may wish to add other people from your organisation that will assist with the application process. They must first have a MYACFID account so please contact [membership@acfid.asn.au](mailto:membership@acfid.asn.au) with the person name, email and position title.

1. Once signed in, the **Compliance Contact** can manage and add other staff within their organisation to access the portal. To do this click on the Manage Access button.
2. The **Compliance Contact** can then select from a list of other staff who can have access to the portal. Access to the portal given via this method will allow those other staff to input content into the reporting forms, but they are unable to submit the final forms, or approve any reporting.
3. Note that only staff with a registered account will appear in this list. If you find that this list is out-of-date, or requires new staff members to be listed, please contact [membership@acfid.asn.au](mailto:membership@acfid.asn.au) and advise of the needed changes. ACFID's records rely on being informed about key staff changes and hence we appreciate your regular updates.
4. This 'manage access' page looks like this:

COMPLIANCE REPORTING EMERGENCY APPEALS COMPLAINTS HANDLING ADDRESSING NON-COMPLIANCE COMPLIANCE PORTAL

### MANAGE ACCESS

Select any additional staff you wish to have access to the compliance portal

☐ Mr Other Test User

The following special administrative users cannot be modified here

Compliance contact: CSA User [user@csatest1.com](mailto:user@csatest1.com)  
CEO submitter: CSA CEO  
Chair submitter: CSA Chair

To be set up as the Compliance Contact for your organisation or to get CEO and Chair submission access for your organisation's CSA please contact ACFID's [Code of Conduct Officer](#) on 02 6281 9234

SAVE CANCEL

## Completing your application

### Step 1 – Uploading the documents required on application

Clicking on the “Documents required for application” will take you to the main page for submitting your organisational documents and anything else that is required for membership application as detailed in the ACFID Membership Application Guidelines.

- There are 10 sections to complete. Each has guidance to the right of the box to assist you.
- Section 9 requires 2 documents to be uploaded.



**Document requirements**Incomplete ✖

**Documents required on application**

- Please address each document requirement in the list below. If the documents are not provided, your application may not proceed.
- Resources and explanatory notes about some of these documents can be located in the Good Practice Toolkit - [here](#)
- File size per document cannot exceed 10MB

**1. Latest Annual Report**Incomplete ✖

**Attached documents**

No documents have yet been provided.

ADD DOCUMENT

- Your Annual report must contain a description of the organisation's most significant aid and development activities and their impact.
- It must also be published on your website and be compliant with indicator [6.11](#)
- Please use the above-linked compliance indicator to access resources and explanatory notes about this document requirement.

**2. Latest Audited Financial Statements**Incomplete ✖

☐ **This information is present in our Annual Report**

**Attached documents**

No documents have yet been provided.

ADD DOCUMENT

- Please supply your latest audited financial statements and audit report.

**3. Completed Application Form**Incomplete ✖

**Attached documents**

- Please upload your completed New Full Member

Points to note:

- You must upload a document for area.
- When you have successfully uploaded the document, the "incomplete (red) X" will change to a green tick

**1. Latest Annual Report**Complete ✔

**Attached documents**

2017 ACFID Governance Structure v2

ADD DOCUMENT

- Your Annual report must contain a description of the organisation's most significant aid and development activities and their impact.
- It must also be published on your website and be compliant with indicator [6.11](#)
- Please use the above-linked compliance indicator to access resources and explanatory notes about this document requirement.

- One section also requires you to confirm your financial reports are present in your Annual Report. If so, please tick the check box.

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Once you have submitted all required documents, press the SAVE button at the bottom of the page. It will then ask you if you want to submit all your documents. If you are ready, you may submit. If you wish to wait, simply click back to the portal Home Page.

**Submission**

All document requirements for the period have been addressed and I wish to submit this report for approval.

SUBMIT

When you return to the portal homepage, you will now see the following:

**Documents Required on Application**

Due: November 30, 2017

Status: Submitted, awaiting ACFID feedback

10/10

- This shows that you have uploaded documents and completed the required amount of sections.
- If you submitted, it also displays that and that ACFID will provide feedback

## Step 2 – Completing the Code Self-Assessment

The Code Self-Assessment can be a lengthy process. It:

- asks you to provide a relevant supporting explanation which describes the way in which the state of compliance is achieved, against each of the 30 commitments.
- allows you to assess your organisations own compliance (Compliant, Non-Compliant or Not Applicable in some cases) against each of the 90 compliance verifiers.
- requests the upload of selected documentation.
- requires online approval from both CEO and Chair

Additional Tips:

- The online Code Self-Assessment form continuously asks if you are compliant with the compliance verifiers, which are located in the Quality Assurance Framework and the Good Practice Toolkit. There are links provided to take you to these. If you have 2 screens, this will be easy to flick from the form to the verifier. However, if you are working from one screen, it would be great to download and print the Quality Assurance Framework in advance, so you can easily refer to it whilst going through the online form.
- You are able to download your completed online reporting form. However, we would always recommend preparing your answers in advance in another format and copying and pasting the answers across. In this way, should you experience any technical difficulties, you won't lose any information in the process.
- Have an idea **prior** to starting the process as to what documentation you will need to attach/upload.
- Use the [Good Practice Toolkit](#)! It is designed to support your use of the ACFID Code of Conduct. It provides information on the rationale for the Code's Quality Principles and Commitments, and importantly provides practical suggestions to promote learning and development and to strengthen your organisation's policies, practices and operations over time.





Clicking on the 'Code Self-Assessment' will take you to the **CSA main page**, which looks something like this:

PRINT CSA		
<p>Quality principle 1 <b>RIGHTS, PROTECTION &amp; INCLUSION</b></p> <ul style="list-style-type: none"><li>✗ 1.1 - We respect and protect human rights.</li><li>✓ 1.2 - We respect and respond to the needs, rights and inclusion of those who are vulnerable and those who are affected by marginalisation and exclusion.</li><li>✓ 1.3 - We support people affected by crisis.</li><li>✗ 1.4 - We advance the safeguarding of children. DOCUMENTATION REQUIRED</li></ul> <p>2/4</p>	<p>Quality principle 2 <b>PARTICIPATION, EMPOWERMENT &amp; LOCAL OWNERSHIP</b></p> <ul style="list-style-type: none"><li>✓ 2.1 - We promote the participation of primary stakeholders.</li><li>✓ 2.2 - We promote the empowerment of primary stakeholders.</li><li>✓ 2.3 - We promote gender equality and equity.</li><li>✓ 2.4 - We promote the empowerment of people with disabilities.</li><li>✓ 2.5 - We promote the participation of children.</li></ul> <p>5/5</p>	<p>Quality principle 3 <b>SUSTAINABLE CHANGE</b></p> <ul style="list-style-type: none"><li>✓ 3.1 - We seek durable and lasting improvements in the circumstances and capacities of primary stakeholders.</li><li>✓ 3.2 - We contribute to systemic change.</li><li>✓ 3.3 - We promote environmental stewardship and sustainability.</li></ul> <p>3/3</p>
<p>Quality principle 4 <b>QUALITY AND EFFECTIVENESS</b></p> <ul style="list-style-type: none"><li>✓ 4.1 - We articulate clear strategic goals for our work.</li><li>✓ 4.2 - We analyse and understand the contexts in which we work.</li><li>✗ 4.3 - We invest in quality assessment of our work. DOCUMENTATION REQUIRED</li><li>✓ 4.4 - We reflect on, share and apply results and lessons with stakeholders.</li></ul> <p>3/4</p>	<p>Quality principle 5 <b>COLLABORATION</b></p> <ul style="list-style-type: none"><li>✓ 5.1 - We respect and understand those with whom we collaborate.</li><li>✗ 5.2 - We have a shared understanding of respective contributions, expectations, responsibilities and accountabilities of all parties. DOCUMENTATION REQUIRED</li><li>✓ 5.3 - We invest in the effectiveness of our collaborations and partnerships.</li></ul> <p>2/3</p>	<p>Quality principle 6 <b>COMMUNICATION</b></p> <ul style="list-style-type: none"><li>✓ 6.1 - We are truthful in our communications.</li><li>✓ 6.2 - We collect and use information ethically.</li></ul> <p>2/2</p>
<p>Quality principle 7 <b>GOVERNANCE</b></p> <ul style="list-style-type: none"><li>✓ 7.1 - We are not-for-profit and formed for a defined public benefit.</li><li>✓ 7.2 - We meet our legal and compliance obligations.</li><li>✗ 7.3 - We are accountable to our stakeholders. DOCUMENTATION REQUIRED</li><li>✗ 7.4 - We have responsible and independent governance mechanisms. DOCUMENTATION REQUIRED</li></ul> <p>2/4</p>	<p>Quality principle 8 <b>RESOURCE MANAGEMENT</b></p> <ul style="list-style-type: none"><li>✓ 8.1 - We source our resources ethically.</li><li>✗ 8.2 - We ensure that funds and resources entrusted to us are properly controlled and managed. DOCUMENTATION REQUIRED</li><li>✓ 8.3 - We report on the acquisition and use of our resources.</li></ul> <p>2/3</p>	<p>Quality principle 9 <b>PEOPLE AND CULTURE</b></p> <ul style="list-style-type: none"><li>✓ 9.1 - We have the human resource capacity and capability to deliver our work.</li><li>✓ 9.2 - We protect, value and support our people.</li><li>✓ 9.3 - We manage our people effectively and fairly.</li><li>✓ 9.4 - We enable our people to conduct themselves professionally and according to our stated values.</li></ul> <p>4/4</p>

The CSA is laid out via the 9 quality principles, with the commitments displayed. Clicking on a commitment will take you to a screen asking you to demonstrate your compliance with the commitment and the compliance indicators for that commitment.





Commitment 1.1: We respect and protect human rights.

Incomplete ✖

Explain how your organisation is compliant with this Commitment.

- Use the below text box to explain your organisation's compliance with this commitment. In doing so, address all aspects of the commitment set out in the compliance indicators.
- Provide information which demonstrates **how** your organisation is compliant, **what** policies and processes are put in place to ensure continued compliance, **and any additional evidence**, supporting information or examples that illustrate compliance to this Commitment.
- Resources and explanatory notes about this Commitment are found in the Good Practice Toolkit - [here](#)

Minimum of 200 words, maximum of 500 words

Word count: 0 ✖

Compliance Indicators

- Select your compliance level. If you need guidance, please click the link next to each compliance verifier.
- Each compliance indicator has a compliance verifier which describes the evidence your organisation is required to have in place to be compliant. Click the link next to the compliance verifier to read this evidence on ACFID's Good Practice Toolkit.
- If your organisation's documentation and implementation does not comply with the Compliance Verifiers, then compliance will NOT have been met.

1.1.1: Members demonstrate an organisational commitment to human rights.

Incomplete ✖

☐ Compliant

Compliance Verifier – [see here](#)

☐ Non-compliant

1.1.2: Members contribute to the realisation of human rights in their development and humanitarian initiatives.

Incomplete ✖

☐ Compliant

Compliance Verifier – [see here](#)

## Explaining how your organisation is compliant with the commitment

For each commitment, you will be asked to explain how your organisation complies with the commitment. Your response needs to be between 150 and 500 words to be accepted. If not, your CSA will not be complete and will be unable to be submitted.

This is your opportunity to demonstrate how your organisation is compliant, what policies and processes are put in place to ensure continued compliance, and cite any additional evidence, supporting information or examples that illustrate compliance to this Commitment. Your response **MUST** incorporate compliance with the indicators as per each commitment. Detailed information on what kind of information ACFID is seeking with regards to an explanation, is available in the Tips + Tricks section of the portal. Not all information there is relevant to New Members applying; however, a good video explaining the CSA can be found there and will assist your responses.

## Compliance indicators

Choose the appropriate check box to show that you are compliant or non-compliant with each compliance indicator. To help you assess the correct response, you can access the compliance verifiers for each of the compliance indicators at the 'see here' link on the right-hand side. This will



take you to the Good Practice Toolkit which will list the particular verifier, provide other relevant guidance and also link you to other resources, at the bottom of the page.

If you assess your organisation as compliant, the compliance indicator will show as being complete on the right-hand side as follows.

<b>1.1.1: Members demonstrate an organisational commitment to human rights.</b>		Complete ✓
<input checked="" type="radio"/> <b>Compliant</b>	Compliance Verifier – <a href="#">see here</a>	
<input type="radio"/> <b>Non-compliant</b>		

If you assess your organisation as non-compliant, you will be asked to explain how and what you are doing to remedy compliance and the timeframes for action and completion. Please note that whilst it is ok to be working on certain indicators, membership to ACFID will not be approved until you are fully compliant. Wherever possible we will assist you to rectify any non-compliance.

<b>1.1.1: Members demonstrate an organisational commitment to human rights.</b>		Incomplete ✗
<input type="radio"/> <b>Compliant</b>	Compliance Verifier – <a href="#">see here</a>	
<input checked="" type="radio"/> <b>Non-compliant</b>		
<b>Please explain how your organisation is not compliant, what actions are being taken to remedy compliance with the Code, and the timeframes for action and completion</b>		
<div></div>		

Once you have entered your explanation, the compliance indicator will be marked as complete. A small number of compliance indicators are not relevant for all members. These give a third option of 'Not-applicable'. If you choose this option, you will need to include an explanation of why you believe the particular compliance indicator is not applicable to your organisation. The compliance indicator will then be marked as complete. An example is as per below:

<b>2.5.1: Members whose initiatives prioritise children demonstrate an organisational commitment to their participation.</b>		Incomplete ✗
<input type="radio"/> <b>Compliant</b>	Compliance Verifier – <a href="#">see here</a>	
<input type="radio"/> <b>Non-compliant</b>		
<input checked="" type="radio"/> <b>Not-applicable</b>	This indicator and its verifier are relevant only to Members which undertake work which prioritises children.	
<b>Please articulate why you believe this is not applicable to your organisation</b>		
<div></div>		

There are several compliance indicators where the requirements must also be extended to partners through Memorandum of Understanding of similar mechanisms. You must consider your compliance with this requirement when assessing your response. An example is as marked below:



**8.2.1: Members can control and manage their financial resources and risks. This requirement needs to be extended to partners.**

Incomplete **✗**

- ☐ Compliant  
☐ Non-compliant

Compliance Verifier – [see here](#)

Members are required to extend the financial wrongdoing requirements of this compliance indicator and verifiers to partners through MOUs or similar.

## Good Practice Indicators

The last section on this page asks you to indicate if your organisation is achieving the good practice indicators attached to each commitment. These are not used in the assessment of your organisation. If you are achieving, you should check the indicator. If not, then you should leave the achieving check box blank.

### Good Practice Indicators

- Good Practice Indicators describe a higher standard of practice than that set out in the Code of Conduct, and are NOT used in assessing compliance. Rather, they provide our members with a self-health check of good practice.
- Your organisation can work towards achieving good practice indicators over time, and this check can be used to identify areas in which your organisation wishes to extend its practice.
- **Please tick if your organisation is achieving them**, and leave blank if not yet achieving them. Your answers provide ACFID with a better understanding of where members may need more support, as well as identifying good practice in our membership.

Specialised monitoring and evaluation staff are in place.

Achieving ☐

External specialists undertake reviews and evaluations using a range of data collection methods and tools.

Achieving ☒

Monitoring and evaluation training is provided to key personnel, partners and relevant primary stakeholders.

Achieving ☒

The results of reviews and evaluations are published on organisation website, and made available through other mediums to partners and primary stakeholders.

Achieving ☒

Monitoring and evaluation systems include the participation and leadership of partners, community members and primary stakeholders

Achieving ☐



## Step 3 – Submitting reporting with appropriate approvals

When you have completed all elements of the CSA, you will see the following:

**Submission**

All commitments for the period have been addressed and I wish to submit this report for approval.

Note: Following submission, both the Chair and CEO will be required to approve the submission.

**SUBMIT**

PLEASE NOTE: We recommend NOT submitting at this stage.

If you are the Compliance Contact, your role is not complete when the form is complete. You will need to ensure that the prepared reporting is also approved by the CEO and the Chair. This is best done prior to submitting the form. Instead of asking your CEO and Board Chair to navigate through the online version, it is often easier to print the form and seek approval offline, depending on what kind of approval processes your organisation has in place.

Once approval is received, the Compliance Contact clicks on SUBMIT button. The Compliance Contact will then need to communicate with the CEO and the Chair so that they are aware of how they can electronically approve the prepared reporting. They each need individually to login to MYACFID, navigate to the portal, and press the SUBMIT button.

Once approval is received from these 2 people, the completed reporting is received by ACFID.

## Next Steps

ACFID will then assess all application documents. This process can take anywhere from 2 to 4 weeks depending on how many applicants we are assessing.

Once complete, the Member and Stakeholder Engagement Lead will contact you and arrange a teleconference to discuss your application. If required, you will be provided with information regarding any remedial actions that need to be taken.

Please remember, if you are unsure at any stage in the process, do not hesitate to contact us.

Member and Stakeholder Engagement Lead – [membership@acfid.asn.au](mailto:membership@acfid.asn.au)

Code Team – [code@acfid.asn.au](mailto:code@acfid.asn.au)