

Australian Council for International Development

Quality Assurance Framework

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AUSTRALIAN
COUNCIL
FOR
INTERNATIONAL
DEVELOPMENT

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Introduction

This document details the key elements of the Quality Assurance Framework. The framework is separate from but linked to the revised Code of Conduct. It should be read in conjunction with the ACFID Code of Conduct, and the guidance provided in the Good Practice Toolkit.

The Quality Assurance Framework includes:

- The Compliance Indicators, Compliance Verifiers and Good Practice Indicators for each of the Quality Principles and associated Commitments in the ACFID Code .
- The definitions of key terms used in the Code and/or in the Quality Assurance Framework.
- The definition of financial terms used in the Code and/ or in the Quality Assurance Framework.
- The formats that members are required to use for their financial reports.

The compliance mechanisms as summarised in the Code, which are elaborated in more detail in the Good Practice Toolkit.

The continual improvement mechanisms – including the health check, the good practice toolkit and learning and development opportunities – as summarised in the Code itself, in the revised Good Practice Toolkit and reflected in ACFID’s Learning and Development Program

This document includes the first four elements of the Quality Assurance Framework listed above. ACFID’s members ratified both the Code of Conduct and these elements of the Quality Assurance Framework at a Special General Meeting (SGM) on 1 December 2016. The ACFID Code of Conduct and the associated requirements of the Quality Assurance Framework came into effect on 1 June 2017. Changes to the Quality Assurance Framework are as approved by the Code of Conduct Committee on advice from the Development Practice Committee, and with the Board retaining a right of veto.



Compliance Indicators, Verifiers and Good Practice Indicators

The following table details the Compliance Indicators, Verifiers and Good Practice Indicators for each of the Principles and Commitments in the ACFID Code of Conduct.

Compliance with the Commitments is assessed against the Compliance Indicators. All of the applicable Compliance Indicators must be met by every ACFID member if they are to be considered compliant with the Code. Members self-assess against the Compliance Indicators, with a targeted selection of those being verified by ACFID.

Each of the Compliance Indicators has one or more compliance Verifiers. Verifiers are the description of evidence that is required to substantiate compliance with each Compliance Indicator. Compliance Indicators which demand a more prescriptive approach because of regulatory requirements or high risk have verifiers with more detailed specifications. To demonstrate compliance, members should have all of the Verifiers in place, commensurate with their size and the nature of their work. Where a Compliance Indicator is required to be extended through to partners through MOUs or similar, this should also be undertaken commensurate to the size, nature and risk profile of the partner agency.

Good Practice Indicators describe a higher standard of practice than that set out in the Compliance Indicator. Members may work towards achieving the Good Practice Indicators over time.

Members do not need to meet the Good Practice Indicators to be considered compliant with the Code. Rather, they provide a clear pathway for the strengthening and improvement of practice over time. Members self-assess against the Good Practice Indicators to provide themselves with a 'health check' of good practice. The data generated by the health checks is de-identified, aggregated and analysed by ACFID to help inform its learning and development program and to inform Code performance reporting to its members and to its stakeholders.

Cover photo: Safe space to learn. Win studies his school lesson in an open space in his neighbourhood. Photo: Han Htoo Naing/ChildFund Myanmar.

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1. Rights, Protection and Inclusion



Quality principle: Development and humanitarian responses respect and protect human rights and advance inclusion.

COMMITMENTS	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:
1.1 WE RESPECT AND PROTECT HUMAN RIGHTS.	1.1.1 Members demonstrate an organisational commitment to human rights.	Policy, statement or guidance document which commits members to human rights, noting that human rights are for everyone, regardless of race, religion, ethnicity, indigeneity, disability, age, displacement, caste, gender, gender identity, sexuality, sexual orientation, poverty, class or socio-economic status.
	1.1.2 Members contribute to the realisation of human rights in their development and humanitarian initiatives.	Development and humanitarian initiatives show evidence of linkages to the realisation of human rights.
	1.1.3 Members protect primary stakeholders from discrimination, violence, abuse, exploitation or neglect based on an analysis of the context in which they are working.	Development and humanitarian initiatives consistently show evidence of strategies towards protecting primary stakeholders from discrimination, violence, abuse, exploitation or neglect as relevant to the context
Good Practice Indicators		<ul style="list-style-type: none"> • A human rights or rights based approach is integrated into programming. • Training is provided to staff and volunteers on a rights based approach to development. • Periodic evaluation and reflection on their rights based approaches is undertaken • Information about issues relating to human rights is promoted to the public and external stakeholders.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

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.

1.2.1 Members demonstrate an organisational commitment to the inclusion and representation of those who are vulnerable and those who are affected by the intersecting drivers of marginalisation and exclusion.

Policy, statement or guidance document that commits the member to the inclusion and representation of those who are vulnerable and those who are affected by the intersecting drivers of marginalisation and exclusion, including not restricted to race, religion, ethnicity, indigeneity, disability, age, displacement, caste, gender, gender identity, sexuality, sexual orientation, poverty, class and socio-economic status.

1.2.2 Members' planning process includes consultation with those who are vulnerable and those who are affected by marginalisation and exclusion and analysis of their needs and rights and barriers to their inclusion in context-specific ways.

Design or planning frameworks, tools, templates that require or approaches that consistently show the consideration of the needs, rights and barriers to the inclusion of those who are vulnerable and those who are affected by marginalisation and exclusion in context-specific ways.

1.2.3 Members monitor and evaluate their progress in addressing the needs, rights and inclusion of those who are vulnerable and those who are affected by marginalisation and exclusion in context-specific ways.

Monitoring and evaluation framework, tools, templates that require or approaches which consistently show evidence of the assessment of progress addressing the needs, rights and inclusion of those who are vulnerable and those who are affected by marginalisation and exclusion in context-specific ways.

1.2.4 Members consider the potential impact of their development and humanitarian initiatives on those who are vulnerable and those who are affected by marginalisation and exclusion with a view to preventing unintended harm.

Design or planning frameworks, tools, templates which require or approaches that consistently show the consideration of the potential for unintended harm and strategies to mitigate the risk of harm.

Good Practice Indicators

- Training is provided for staff and volunteers to understand the intersecting drivers of marginalization and exclusion; exacerbating factors; and barriers to inclusion.
- Initiatives that build the capacities of specific rights holders to understand and advocate for their rights are supported.
- Information about issues relating to marginalization and exclusion is promoted to the public and external stakeholders.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

1.3 WE SUPPORT PEOPLE AFFECTED BY CRISIS.

The indicators and verifiers under this commitment are relevant only to members that support or undertake humanitarian assistance .

1.3.1 Members that support or undertake humanitarian assistance are guided by humanitarian assistance principles of humanity, impartiality, independence and neutrality.

Policy, statement or guidance document that commits the member to the humanitarian assistance principles of humanity, impartiality, independence and neutrality as defined in the Core Humanitarian Standard (<http://www.corehumanitarianstandard.org/the-standard>).

1.3.2 Members that support or undertake humanitarian assistance recognise and work towards application of the Core Humanitarian Standard.

Policy, statement or guidance document that commits the member to recognising and working towards application of the Core Humanitarian Standard.

1.3.3 Members support or undertake humanitarian assistance coordinate and complement the work of others providing assistance.

Policy, statement or guidance document that commits the member to coordinating and complementing the work of others providing assistance.

1.3.4 Members support or undertake humanitarian assistance promote the role and leadership of local actors.

Policy, statement or guidance document that commits the member to promoting the role and leadership of local actors.

Good Practice Indicators

- Organisation staff have expertise in humanitarian response appropriate to the scale of humanitarian responses undertaken.
- Information and training for staff and partners on Standards for Child Protection in Emergencies is provided, and related compliance mechanisms established.
- Evaluation and reflection on the effectiveness of supported humanitarian responses is undertaken.
- Results of evaluations and reflections of humanitarian responses are shared with partners and stakeholders.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

1.4 WE ADVANCE THE SAFEGUARDING OF CHILDREN.

Members are required to extend these compliance indicators and verifiers to partners through MOUs or similar

1.4.1 Members demonstrate their organisational commitment to the safeguarding of children.

Policy document applicable to all governing body members, staff, volunteers and visitors to projects, that commits the member to:

- Effective leadership to enable the safeguarding of children.
- Communication of the Child Safeguarding Policy and practices to all governing body members, staff, volunteers and visitors to projects.
- Recruitment screening processes for all personnel in contact with children which include:
 - Criminal record checks before engagement; statutory declarations of local legal equivalent where criminal record checks are unavailable or unreliable.
 - Verbal referee checks.

The following additional screening measure for all personnel working with children;

- Behavioural-based interview questions.
- Processes for assessing risk and monitoring and evaluating risk and child safeguarding processes at all stages of the initiative.
- Use of images and personal information for promotion, fundraising and development education which ensures the privacy and safeguarding of children.
- If relevant, an overview of the processes to ensure child safeguarding in sponsorship/overseas volunteer programs and other high risk activities that facilitate access to children and young people.
- Child safeguarding training for all personnel.
- Employment contracts which contain provisions for the prevention of a person from working with children if they present an unacceptable risk to children; dismissal, suspension or transfer to other duties for any employee who breaches the child protection code of conduct.
- Regular reviews of the child safeguarding policy.

1.4.2 Members have a code of conduct that advances child safeguarding behaviours and applies to all personnel, partners and project visitors.

All members must have the following in place:

- A documented code of conduct or behaviour that covers the following with regard to child safeguarding:
 - Appropriate language.
 - Appropriate communications.
 - Banning of alcohol and drugs.
 - Gifts to children.
 - Physical contact with children.
 - Banning of sexual relations with children.
 - Child labour.
 - Photos and images.
 - Reporting responsibilities.

The code of conduct must be signed by relevant staff, volunteers, partners and project visitors.

1.4.3 Members have a documented child safeguarding incident reporting procedure and complaints handling procedure that aligns with principles of privacy and promotes safety and dignity.

All members must have the following in place:

- A documented child safeguarding incident reporting procedure and child friendly/ accessible complaints handling process that must reflect the following principles:
 - Consistency with relevant legislation, including compliance with mandatory reporting responsibilities.
 - Protection of the all parties involved in the complaint of concern.
 - Confidentiality (as distinct from secrecy).
 - Expedient reporting.
 - Truthfulness.
 - Fairness.
 - Professionalism.
 - Appointment of a child protection incident reporting focal person.

Good Practice Indicators

- A child safeguarding focal person is in place who is responsible for child safeguarding systems.
 - Introductory, refresher and role-specific child safeguarding training is provided to governing body, staff, volunteers, project visitors and partners.
 - Implementation of and compliance with Child Safeguarding Policy is periodically reported to the governing body.
 - Child safeguarding policies and practices are adapted to local contexts in collaboration with local stakeholders.
 - Commitment to child safeguarding is promoted to the public and external stakeholders.
-

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

1.5 WE ADVANCE THE SAFEGUARDING OF THOSE WHO ARE VULNERABLE TO SEXUAL EXPLOITATION AND ABUSE.

Members are required to extend these compliance indicators and verifiers to partners through MOUs or similar

1.5.1 Members demonstrate their organisational commitment to the prevention of sexual exploitation and abuse.

Policy document that:

- describes the standards of behaviour for organisation's staff, representatives and partners
- specifically prohibits sexual exploitation and abuse
- outlines how the policy is implemented throughout the organisation.
- specifies the agency's reporting responsibilities where an incident is identified, including processes for reporting to local enforcement authorities, subject to the wishes and welfare of the complainant/survivor.

Members are also required to appoint a prevention of sexual exploitation and abuse focal person.

Good Practice Indicators

- Members limit the use of non-disclosure agreements in grievance processes
 - Members display statements about their commitments to PSEA and their complaints process in public places such as at head office and country offices and at project sites (in local language).
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2. Participation, Empowerment and Local Ownership



Quality Principle: Development and humanitarian responses enable sustainable change through the empowerment of local actors and systems.

COMMITMENTS	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:
2.1 WE PROMOTE THE PARTICIPATION OF PRIMARY STAKEHOLDERS.	2.1.1 Members demonstrate an organisational commitment to advancing the participation of primary stakeholders.	Policy, statement or guidance document that commits the member to enabling the participation and contribution of primary stakeholders.
	2.1.2 Members' planning process includes the participation of primary stakeholders.	Design or planning framework, tools, templates that require or approaches which consistently show evidence of the participation of primary stakeholders.
	2.1.3 Members monitor and evaluate their progress in the participation of primary stakeholders.	Monitoring and evaluation framework, tools, templates that require or approaches which consistently show evidence of the assessment of the participation of primary stakeholders.
Good Practice Indicators		<ul style="list-style-type: none"> • Program and organisational information is translated into relevant local languages and in appropriate forms. • Training for staff, volunteers and partners on primary stakeholder participation in the development process and techniques to enable this participation in relevant ways is provided. • Evaluation and reflection on approaches and mechanisms to promote the participation of primary stakeholders is undertaken e.g. in design appraisal tools or in terms of reference in evaluations. • Members promote the voice of primary stakeholders in its communications with the public and external stakeholders.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

2.2 WE PROMOTE THE EMPOWERMENT OF PRIMARY STAKEHOLDERS.

2.2.1 Members have formal mechanisms for primary stakeholders to contribute their ideas, feedback and complaints so that they have a voice in and ownership of their own development and humanitarian initiatives.

Development and humanitarian initiatives consistently show evidence of the contribution and influence of primary stakeholders.

2.2.2 Members promote opportunities for primary stakeholders to participate in decision-making about the initiatives that affect them.

Development and humanitarian initiatives consistently show evidence of strategies for primary stakeholders to participate in decision-making about the initiatives that affect them.

Good Practice Indicators

- Resources (time, funds and people) are allocated to building the capacities of primary stakeholders to enable implement and lead their own development initiatives.
- The representation of primary stakeholders in local leadership roles is promoted and supported.
- Evaluation and reflection on approaches and mechanisms to empower primary stakeholders is undertaken periodically e.g. in design appraisal tools or in terms of reference in evaluations.
- Members promote the value of empowerment of primary stakeholders to the public and external stakeholders.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

2.3 WE PROMOTE GENDER EQUALITY AND EQUITY.

2.3.1 Members demonstrate an organisational commitment to gender equality and equity.

Policy, statement or guidance document that commits the member to promoting gender equality and equity and to non-discrimination in regard to gender identity. This policy should address how these are prioritised and advanced within organisational programming as well as within the organisation's internal operations.

<p>2.3.2 Members' planning process includes consultation with those marginalised due to their gender, in particular women and girls, contextual analysis of barriers to their inclusion and identification of opportunities for their participation.</p>	<p>Design or planning framework, tools, templates which require, or approaches which consistently show evidence of, consultation with those marginalised due to gender identity, in particular women and girls, contextual analysis of barriers to their inclusion and identification of opportunities for their participation.</p>
<p>2.3.3 Members promote opportunities for those marginalised due to their gender, in particular women and girls, to participate in decision-making.</p>	<p>Development and humanitarian initiatives consistently show evidence of strategies for those marginalised due to gender identity, in particular women and girls, to participate in decision-making.</p>
<p>2.3.4 Members monitor and evaluate their progress in promoting gender equality and equity.</p>	<p>Monitoring and evaluation framework, tools, or templates which require, or approaches which consistently show evidence of, the assessment of progress in promoting gender equality and equity.</p>

Good Practice Indicators

- Gender focal person in place.
- Initiatives with a primary or explicit focus on the promotion of women's rights and/or gender equality and equity are supported.
- Gender training for governing body, staff, volunteers and partners is provided, covering topics such as gender analysis, gender programming, gender equality and equity, gender identity and gender rights.
- Initiatives that seek to build the capacities of those marginalised due to gender identity, in particular women and girls to determine their own priorities and advocate for their own equality and equity are supported.
- Women's rights, gender equality and equity, and other relevant gender issues are promoted in communications with the public and external stakeholders.
- Members work with staff, partners and communities to challenge attitudes which permit or excuse sexual misconduct both internally and within organisational program activities.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

2.4 WE PROMOTE THE EMPOWERMENT OF PEOPLE WITH DISABILITIES.

2.4.1 Members demonstrate an organisational commitment to the inclusion of people with disabilities.

Policy, statement or guideline document that commits the member to the inclusion of people with disabilities.

2.4.2 Members' planning process includes consultation with people with disabilities and contextual analysis of the barriers to social inclusion and participation.

Design or planning framework, tools, templates which require or approaches which consistently show evidence of consultation with people with disabilities and contextual analysis of the barriers to social inclusion and participation.

2.4.3 Members promote opportunities for people with disabilities and/or their representative organisations to participate in decision-making.

Development and humanitarian initiatives consistently show evidence of people with disabilities and/or their representative organisations participating in decision-making about the initiatives that affect them.

2.4.4 Members monitor and evaluate their progress in promoting the empowerment of people with disabilities.

Monitoring and evaluation framework, tools, templates which require or approaches which consistently show evidence of the assessment of progress in promoting empowerment of people with disabilities.

Good Practice Indicators

- Disability inclusion focal person in place.
- Activities focused on the promotion of rights and inclusion of people with disabilities are supported.
- Training for key personnel and partners which covers disability inclusion issues and the rights articulated in the UN Convention on the Rights of Persons with Disabilities (CRPD) is provided.
- Activities that build the capacities of disabled people's organisations (and other groups with disabilities) to advocate for the fulfilment of the rights articulated in the CRPD are supported.
- The principles of disability inclusivity are promoted in communications with the public/external stakeholders.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

2.5 WE PROMOTE THE PARTICIPATION OF CHILDREN.

The indicators and verifiers under this commitment are relevant only to members which undertake work which prioritises children

2.5.1 Members whose initiatives prioritise children demonstrate an organisational commitment to their participation.

Policy, statement or guideline document that commits the member to the participation of children in development and humanitarian initiatives which target them.

2.5.2 Members whose initiatives prioritise children enable children's views to influence initiative designs.

Design or planning framework, tools, templates which require or approaches which consistently show evidence consultation with children, contextual analysis of their needs and rights, and identification of opportunities for their participation.

2.5.3 Members whose initiatives prioritise children have complaints handling processes that are child friendly.

Complaints handling processes are child friendly.

Good Practice Indicators

- A staff person with specialised expertise in child-centred development is in place.
- Activities that seek to build the capacities of children to participate and influence issues that affect them are supported.
- Child-centred development and/or child rights training is provided for key personnel and partners.

3. Sustainable Change



Quality Principle: Development and humanitarian responses contribute to the realisation of sustainable development.

COMMITMENTS	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size:
3.1 WE SEEK DURABLE AND LASTING IMPROVEMENTS IN THE CIRCUMSTANCES AND CAPACITIES OF PRIMARY STAKEHOLDERS.	3.1.1 Members design initiatives in response to the root causes of poverty and inequity.	Design or planning framework, tools, templates which require or approaches which consistently show analyses of the causes of poverty and inequity.
	3.1.2 Members identify and influence local organisations and/or primary stakeholders to enhance and promote their own development.	Design or planning framework, tools, templates which require or approaches which consistently show the identification of local organisations and/or primary stakeholders and strategies to influence them.
	3.1.3 Members support local partners to develop their capacity to influence their own development.	Development and humanitarian initiatives consistently show evidence of capacity building.
Good Practice Indicators		
<ul style="list-style-type: none"> • Training on the principles of sustainable development is provided to key personnel and partners. • The extent to which initiatives lead to durable and lasting change is evaluated. • Commitment to durable and lasting improvements is promoted to the public and external stakeholders. 		

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

3.2 WE CONTRIBUTE TO SYSTEMIC CHANGE.

This indicator and verifiers are relevant only to members which undertake advocacy and/or campaigning.

3.2.1 Members build on and enhance the existing strengths and capacities of primary stakeholders.

Development and humanitarian initiatives consistently show evidence of capacity building initiatives in response to the priorities of primary stakeholders.

3.2.2 Members work with local systems and structures such as institutions, civil society, community structures and authorities (where appropriate) to support and strengthen local people and systems.

Development and humanitarian initiatives consistently show evidence of working with local systems and structures.

3.2.3 Members that undertake advocacy and/or campaigning, support initiatives that are evidence-based, accurate and reflect the perspectives of primary stakeholders.

Policy, statement or guideline document that covers the following:

- Advocacy does not do harm or increase the level of risk facing affected groups.
- Advocacy is evidence-based and accurate.
- Advocacy messages reflect the perspectives of the affected population.
- Design or planning framework, tools, templates or approaches which show evidence of the analysis of risks associated with advocacy initiatives, with a particular focus on the safety and rights of primary stakeholders.

Good Practice Indicators

- Diverse stakeholders groups are brought together to engage on change management processes
- Collaboration with other organisations on intersecting issues is undertaken at national and international levels .
- Periodic reports are provided internally and to relevant primary stakeholders on the outcomes of advocacy work.
- Activities are undertaken to strengthen the capacity of marginalized groups to participate in multi-stakeholder processes.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

3.3 WE PROMOTE ENVIRONMENTAL STEWARDSHIP AND SUSTAINABILITY.

3.3.1 Members demonstrate an organisational commitment to environmental sustainability and improved environmental outcomes in their development and humanitarian initiatives.

Policy, statement or guidance document committing the member to promoting environmental sustainability and improved environmental outcomes in development and humanitarian initiatives.
Design or planning framework, tools, templates which require or approaches which consistently show evidence of the analysis of environmental risk and management.

3.3.2 Members demonstrate an organisational commitment to environmental sustainability and improved environmental outcomes in their organisation's internal operations.

Policy, statement or guidance document committing the member to minimising the environmental impact of their organisation's internal operations.

Good Practice Indicators

- A focal person with responsibility for environmental sustainability is in place.
- Climate change mitigation, adaptation, and impact, and disaster risk reduction are incorporated into program strategies wherever possible.
- Environmental sustainability and impact training is provided to key personnel and partners.
- Periodic reports are provided internally and to relevant stakeholders on environmental sustainability and impact achievements.
- Information about the impacts of climate change and environmental sustainability issues are promoted in public communications.

4. Quality and Effectiveness



Quality Principle: Development and humanitarian organisations and responses are informed by evidence, planning, assessment and learning.

COMMITMENTS	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size:
4.1 WE ARTICULATE CLEAR STRATEGIC GOALS FOR OUR WORK.	4.1.1 Members have stated vision, mission, values and an organisational strategy.	<ul style="list-style-type: none"> • Documented vision, mission and values. • Documented organisational strategy or plan.
	4.1.2 Members' initiatives are clearly linked to their organisational vision, mission and values.	<ul style="list-style-type: none"> • Guidelines, tools or templates which require or initiatives which consistently show a linkage to the organisation's vision, mission, values or strategy.
	Good Practice Indicators <ul style="list-style-type: none"> • Materials outlining vision, mission and values, are available to partners and primary stakeholders in accessible forms. • Information on vision, mission and values and organisational strategy is provided during induction or other training with key personnel and partners. • Progress against performance indicators in the organisational strategy and alignment with their vision, mission and values is reported to the governing body. 	

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

4.2 WE ANALYSE AND UNDERSTAND THE CONTEXTS IN WHICH WE WORK.

This indicator and its verifier is relevant only to members which undertake research

4.2.1 Members' planning and practice are informed by analysis of context, evidence and research, and inclusion of the perspectives and knowledge of primary stakeholders.

- Design or planning framework, tools, templates which require or approaches which consistently show context and stakeholder analysis, including the consideration of the perspectives and knowledge of primary stakeholders and an analysis of power dynamics including issues of gender equality and equity.
- Appraisal/selection process that requires designs to include systematic consideration of context and stakeholder analysis, evidence and research, and the perspectives and knowledge of primary stakeholders including analysis of power dynamics and issues of gender equality and equity.

4.2.2 Members assess and manage risk in their development and humanitarian initiatives.

- A risk framework, risk management plan or approaches which assess and address risks for initiatives including from a protection / safeguarding perspective.

4.2.3 Members undertake research and establish their own ethical guidelines for research.

- Ethical guidelines for research.

Good Practice Indicators

- The Research for Development Impact (RDI) Network Principles for Ethical Research and Evaluation in Development are used to inform approaches to research.
- Training is provided to key personnel and partners on undertaking contextual, stakeholder and risk analysis, including the analysis of power dynamics and gender
- Structured processes to periodically re-assess contextual and stakeholder analysis and risk on an ongoing basis are in place.
- Research plans and results are shared with those who are involved in or impacted by the findings.
- The results of research are shared with local partners and primary stakeholders.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

4.3 WE INVEST IN QUALITY ASSESSMENT OF OUR WORK.

4.3.1 Members assess the quality of their strategies, designs and plans.

- Appraisal/selection process that requires designs and plans to be critically assessed against a set of criteria or equivalent.

4.3.2 Members monitor, evaluate and learn from their work.

- Policy, statement or guidance document committing the member to monitoring, evaluation and learning across the whole organisation.
- Monitoring and evaluation framework, tools, templates or approaches that consistently show evidence of monitoring and evaluation in practice

Good Practice Indicators

- Specialised monitoring and evaluation staff are in place.
- External specialists undertake reviews and evaluations using a range of data collection methods and tools.
- Monitoring and evaluation training is provided to key personnel, partners and relevant primary stakeholders.
- The results of reviews and evaluations are published on organisation website, and made available through other mediums to partners and primary stakeholders.
- Monitoring and evaluation systems include the participation and leadership of partners, community members and primary stakeholders

	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:
4.4 WE REFLECT ON, SHARE AND APPLY RESULTS AND LESSONS WITH STAKEHOLDERS.	4.4.1 Members disseminate information about results and lessons to all stakeholders – primary stakeholders, partners and donors.	<ul style="list-style-type: none"> • Policy, statement or guidance document which commits members to the dissemination of information about results and lessons to all stakeholders – primary stakeholders, partners and donors. • Evidence of consistent dissemination of information and results on website.
	4.4.2 Members reflect on results and lessons in order to inform and improve practice.	<ul style="list-style-type: none"> • Documented process or evidence of consistent reflection on results and lessons and how these are used to inform and improve practice.
	Good Practice Indicators <ul style="list-style-type: none"> • Multi stakeholder learning events are hosted and/or engaged with (this may include conferences, workshops, presentations, etc). • A yearly schedule of reflection and learning events is in place. • Mechanisms are in place to ensure findings are shared and feedback is sought from primary stakeholders in accessible ways. 	

5. Collaboration



Quality Principle: Development and humanitarian responses are optimised through effective coordination, collaboration and partnership.

COMMITMENTS	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size:
5.1 WE RESPECT AND UNDERSTAND THOSE WITH WHOM WE COLLABORATE.	5.1.1 Members work with others in mutually respectful ways.	<ul style="list-style-type: none"> • Policy, statement or guidance document that commits the member to working in mutually respectful ways.
	5.1.2 Members undertake due diligence and capacity assessments of organisations with whom they work in formal partnerships.	A documented assessment process that includes: <ul style="list-style-type: none"> • Alignment with members’ values and objectives. • Governance and legal registration. • Financial systems. • Reference checks of partners against prohibited entities listings. • Capacity assessment for implementation of key safeguarding and risk policies (e.g. child protection and prevention of sexual exploitation, abuse and harassment).
Good Practice Indicators		<ul style="list-style-type: none"> • Specialised partnership staff are in place. • Joint capacity assessment and re-assessment is undertaken with partners, extended to areas such as human resources, project cycle management systems, risk management, financial management, policy compliance and safeguarding of children and those vulnerable to sexual exploitation and abuse. • Regular partner and/or collaborator meetings take place where open feedback and dialogue is facilitated. • The role of partners and attribution for their work, is identified and promoted to the public and external stakeholders.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

5.2 WE HAVE A SHARED UNDERSTANDING OF RESPECTIVE CONTRIBUTIONS, EXPECTATIONS, RESPONSIBILITIES AND ACCOUNTABILITIES OF ALL PARTIES.

5.2.1 Members negotiate shared goals and respective contributions with partners and those they collaborate with.

- Policy, statement or guidance document committing the member to partnership and/or collaboration and the approaches it takes.
- For formal partnerships, partnership agreement template or examples of partnership agreements that consistently describe:
 - Value and contribution of each party.
 - Shared goals, roles and responsibilities of all parties.
 - Financial and non-financial resources and support offered by and required of each party.
 - Dispute resolution process.
 - Mutual accountabilities for reporting, sharing information and communication.
 - Specific statements about child protection, prevention of sexual exploitation, abuse and harassment, and incident reporting.

5.2.2 Members coordinate with and complement the work of others.

- Development and humanitarian initiatives consistently show evidence of coordinating with others.

Good Practice Indicators

- Partnership management procedures are documented in a manual or equivalent.
- Training is provided for key personnel and partners on their partnership related policies, procedures and tools.
- Formal agreements with partners are periodically reviewed through a process which encourages discussion and feedback.

	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:
5.3 WE INVEST IN THE EFFECTIVENESS OF OUR COLLABORATIONS AND PARTNERSHIPS.	5.3.1 Members support mutually identified capacity-strengthening strategies with their partners.	<ul style="list-style-type: none"> • Development and humanitarian initiatives consistently show evidence of mutual learning and supporting and building capacity of partners.
	5.3.2 Members assess their collaborations and partnerships.	<ul style="list-style-type: none"> • Documented evidence of the periodic and joint review of key collaborations and partnerships.
	Good Practice Indicators <ul style="list-style-type: none"> • Capacity strengthening plans are developed in collaboration with partners. • The effectiveness of capacity strengthening initiatives is periodically reviewed. • A formal process is used to enable partner feedback on the members performance and the partnership itself. 	

6. Communication



Quality Principle: Development and humanitarian organisations communicate truthfully and ethically.

COMMITMENTS	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size:
6.1 WE ARE TRUTHFUL IN OUR COMMUNICATIONS.	6.1.1 Members' public materials accurately describe the organisation and its work.	Public materials which: <ul style="list-style-type: none"> • Are obtained and used according to ethical principles. • Are consistent with their stated purpose and values. • Accurately describe the nature and scope of their work. • Acknowledge the role of partners. • Are consistent with ACFID's Fundraising Charter where the public materials relate to fundraising.
	6.1.2 Members have organisational protocols for the approval of public materials.	<ul style="list-style-type: none"> • Policy, statement, guidance document or checklist outlining the protocols for the approval of public materials.
Good Practice Indicators		
<ul style="list-style-type: none"> • A communications focal person is in place. • Training is provided for communications personnel on organisational protocols, Fundraising Institute of Australia guidelines and ACFID's Fundraising Charter. • Communication materials are reviewed periodically to ensure they comply with organisational policies, ethical decision making frameworks and the ACFID Code of Conduct. • Commitment to the ACFID Fundraising Charter is published on the organisation website. 		

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

6.2 WE COLLECT AND USE INFORMATION ETHICALLY.

6.2.1 Members' communications are accurate, respectful, and protect privacy and dignity.

An ethical decision-making framework, which must:

- Align with the values of their organisation and this Code.
- Commit the organisation to the use of images and messages in communications in a way that portrays the affected people in a manner that respects their dignity, values, history, religion, language and culture, and is authentic to the context, person and terms of consent given.
- Be consistent with ACFID's Fundraising Charter (8.1.2).
- Be consistent with the members' privacy policy (7.2.2).

6.2.2 Members have organisational requirements for the collection of information, images, and stories.

Policy, statement or guidance document that:

- Commits the organisation to use images and messages in communications in a way that portrays the affected people (including children) in a manner that respects their dignity, values, history, religion, language and culture, and protects their safety and rights.
- Is consistent with ACFID's Fundraising Charter (see 8.1.2).
- Includes a requirement for free, prior and informed consent and acknowledges people's right to information.
- Requires that the collection of information, images and stories does not harm people or the environment.
- Applies to all information, stories and images collected for research, evaluation, and donor and supporter purposes.

6.2.3 Members are respectful and considerate of the reputation of other ACFID members.

- Policy, statement or guidance document that commits the member to not making statements about other ACFID members with the intention of creating a reputational or other advantage to themselves.

Good Practice Indicators

- Procedures for seeking consent for the use of images and stories are available in local languages and other forms such as images to ensure full accessibility to stakeholders.
- Training is provided to key personnel and partners on appropriate ways to collect and use information, images and stories. The organisational ethical decision making framework is used to guide this.
- Copies of communications or fundraising materials which use images or stories of primary stakeholders are provided to those stakeholders.
- The use of images and stories in communications and fundraising materials is jointly defined with the primary stakeholders involved.

7. Governance



Quality Principle: Development and humanitarian organisations are governed in an accountable, transparent and responsible way.

COMMITMENTS	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size:
<p>7.1 WE ARE NOT-FOR-PROFIT AND FORMED FOR A DEFINED PUBLIC BENEFIT.</p>	<p>7.1.1 Members define their public benefit and specify the rules to ensure that they operate as a not-for-profit entity.</p>	<ul style="list-style-type: none"> • A governing instrument which outlines the relevant rules for a not-for-profit entity and is available on the organisation's website.
	<p>Good Practice Indicators</p> <ul style="list-style-type: none"> • Remuneration policy or guidelines that set conditions on payments or expenses paid to governing body members is in place. • Periodic review of compliance with organisational governing instrument is undertaken by the governing body. 	
	<p>Compliance Indicators</p>	<p>To demonstrate compliance, members will have the following, commensurate with their size and the nature of their work:</p>
<p>7.2. WE MEET OUR LEGAL AND COMPLIANCE OBLIGATIONS.</p>	<p>7.2.1 Members are registered and meet their reporting and legal obligations to the relevant authorities.</p>	<ul style="list-style-type: none"> • Registration with the Australian Charities and Not-for-Profit Commission (ACNC). • Up-to-date reporting (financial and Annual Information Statement). • Registers or documented records of compliance, including but not necessarily restricted to legal obligations and registrations.
	<p>7.2.2 Members have organisation-wide requirements for the protection of privacy.</p>	<ul style="list-style-type: none"> • A privacy policy that meets the requirements of privacy legislation and which is available on the organisation's website.

Good Practice Indicators

- A senior staff member with the responsibility of maintaining a register of legal and compliance obligations is appointed.
- Periodic reports are provided to the organisation governing body on legal and compliance obligations.

Compliance Indicators

To demonstrate compliance, members will have the following, commensurate with their size and the nature of their work:

7.3 WE ARE ACCOUNTABLE TO OUR STAKEHOLDERS

Members are required to extend this compliance indicator and verifiers to partners through MOUs or similar

7.3.1 Members demonstrate an organisational commitment to operating transparently with all stakeholders.

- Policy, statement or guidance document (separate, or as part of other guidance such as for communications), that address expectations for transparency including what information is made public and when.

7.3.2. Member development initiatives consistently demonstrate the separation of development activities from non-development activities.

Policy, statement or guidance document that addresses the separation of development activities from non-development activities in:

- programming.
- expenditure reporting.
- fundraising.
- advocacy campaigns.
- communications.
- choice for donors.
- partners.

Development initiatives that consistently show evidence of the separation of development and non-development activities.

7.3.3. Members enable stakeholders to make complaints to the organisation in a safe and confidential manner.

A documented complaints handling policy that:

- is readily accessible on the organisation's website.
- provides a safe and discrete point of contact for stakeholders in Australia and countries where work is conducted, to raise concerns or complaints about the organisation.
- is responsive and fair.
- provides information to all stakeholders, including to members of the communities where activities are implemented, about the reporting and complaints procedure.
- provides information in a clear and easily understandable manner in appropriate forms and through appropriate media.
- ensures that requirements for filing a complaint take into consideration the needs of the most vulnerable and considers minority and disadvantaged stakeholders.
- advises a complainant of the ability to make a complaint regarding an alleged breach of the Code to the ACFID Code of Conduct Committee.
- provides information on how staff and volunteers are equipped to understand and implement the policy.
- includes a process for reviewing and analysing complaint information within the organisation.
- outlines a triage system for escalating serious incidents
- outlines a referral process for complaints that do not fall within the scope of the policy (e.g. complaints that do not fall within the scope of the policy would include, for example, complaints against an employee of another organisation or government department)
- commits to providing appropriate assistance and referrals to survivors (e.g. providing assistance to complainants might include medical, social, legal and financial assistance, or referrals to such services)

A documented investigation procedure, which stipulates that an organisational record must be kept of all misconduct complaints, noting the ability to de-identify complaints at the request of the complainant or survivor.

7.3.4 Members make information about their organisation and its work available to all stakeholders.

Members will provide the following information on their website:

- Information on its governance: structure, responsible persons and organisational contact information.
- ABN.
- Information on their work, including key projects or programs.
- Information on partners and their roles.
- A statement of commitment to adherence to the Code.
- The scope for and mechanism/process for lodging a complaint against the organisation, and a point of contact.
- Identification of the ability to lodge a complaint alleging a breach of the Code with the ACFID Code of Conduct Committee, and a point of contact.
- An Annual Report including the ACFID-Code-compliant financial statement in line with ACFID requirements (as outlined in 8.3.1 and 8.3.2).
- Staff Code of Conduct (or equivalent)
- Key policies relevant to the public including but not limited to, privacy, complaints, transparency non-development activity, child protection, prevention of sexual exploitation and abuse, conflict of interest.

Primary Stakeholder communication:

- Information is provided to primary stakeholders on the expected behaviour of the organisation's staff and volunteers, and access to its local complaints mechanism

7.3.5 Members seek input and feedback from all stakeholders.

- Policy, statement or guidance document committing the member to the dissemination of information to all stakeholders and to seeking their inputs and feedback.

Good Practice Indicators

- Materials outlining organisation vision, mission and values, are available to partners and primary stakeholders in accessible forms.
- Complaints mechanisms are adapted to local contexts and provided in accessible formats and languages.
- Consultation with primary stakeholders is undertaken to ensure their perspectives inform the design of community-based complaints mechanisms, particularly in relation to sexual exploitation, abuse and harassment

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

**7.4
WE HAVE
RESPONSIBLE
AND
INDEPENDENT
GOVERNANCE
MECHANISMS.**

7.4.1 Members have a governing body.

A governing instrument, charter or policy that meets ACNC governance standards and sets out:

- The processes for selection, appointment and induction of responsible persons and any provisions for termination.
- Clear term limits and number of consecutive terms a responsible person may serve.
- A requirement for the majority of the responsible persons to be non-executive.
- The approach to remuneration and expense reimbursement of responsible persons.

7.4.2 Members establish their membership and define how the organisation is governed and operates.

A governing Instrument that sets out:

- The organisation's basic goals and purposes.
- The not-for-profit nature of the organisation.
- Membership of the organisation and members' rights and obligations.
- Governance structure and processes of the organisation.
- Frequency and processes for meetings of members (at least annually).
- Rules for meetings of the governing body, including the frequency of meetings (at least two a year) and quorum for meetings.
- Powers and responsibilities of responsible persons including a statement of the overall responsibility of the governing body.
- Strategic controls to be exercised by the governing body.
- Financial controls to be exercised by the governing body.
- Power of the governing body to delegate authority to officers, staff and others.

<p>7.4.3 Members manage conflicts of interest with responsible persons, staff and volunteers relating to all activities undertaken by the organisation.</p>	<p>A conflict of interest policy that addresses:</p> <ul style="list-style-type: none"> • A definition of 'conflict of interest'. • A requirement by responsible persons, volunteers and staff to disclose perceived, potential and actual conflicts of interest. • A procedure for addressing and recording perceived, potential and actual conflicts of interest, including those that have already occurred. • Procedures to enable open and fair procurement of goods and services (or reference made to a relevant policy).
<p>7.4.4 Members governing body is informed of and responds to serious incidents in accordance with their mandate and responsibilities.</p>	<ul style="list-style-type: none"> • Documented protocols for the reporting of serious incidents to the governing body. Safeguarding should form a standing agenda item for governing body meetings.

Good Practice Indicators

- The governing body Chair does not also occupy the position of Chief Executive Officer or equivalent.
- Periodic reviews of the effectiveness of organisation governing body are undertaken.
- A 'Conflict of Interest' register is maintained and 'conflict of interest' is a standing agenda item at governing body meetings.
- Members seek out gender and safeguarding expertise as desirable skills and experience when recruiting new persons to the governing body.

8. Resource Management



Quality Principle: Development and humanitarian organisations acquire, manage and report on resources ethically and responsibly.

COMMITMENTS	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size:
<p>8.1 WE SOURCE OUR RESOURCES ETHICALLY.</p>	<p>8.1.1 Members have organisational standards for the acceptance of donations.</p>	<p>Policy, statement, guidance document or governing body decision outlining the conditions that must be satisfied to accept or reject a donation.</p>
	<p>8.1.2 Members report their compliance with the ACFID Fundraising Charter annually to their own governing body.</p>	<p>The ACFID Fundraising Charter</p> <p>The ACFID Fundraising Charter requires that members will have processes and procedures in place to ensure that:</p> <ul style="list-style-type: none"> • Decisions to accept or reject donations support the purpose of the organisation. • Legislative requirements for fundraising are met. • The privacy of Donors, consistent with the Privacy Act, are met. • Free, prior and informed consent is obtained for all images and stories. <p>All fundraising materials will be truthful and:</p> <ul style="list-style-type: none"> • Include the organisation’s identity including name, address, ABN and purpose. • Accurately represent the context, situation, proposed solutions and intended meaning of information provided by affected people. • Clearly state if there is a specific purpose of each donation. • Avoid material omissions, exaggerations, misleading visual portrayals and overstating the need or what the donor’s response may achieve.

If outsourcing fundraising activities, members will ensure that:

- Contracts are in place which meet all relevant legislative and regulatory requirements.
- Specific expectations, responsibilities and obligations of each party are clear and in writing.
- Members are identified as the beneficiaries of the funds.
- Contractors are clearly identified.

Images and messages used for fundraising will not:

- Be untruthful, exaggerated or misleading (e.g. not doctored, created as fiction or misrepresenting the country, etc.).
- Be used if they may endanger the people they are portraying.
- Be used without the free, prior and informed consent of the person/s portrayed, including children, their parents or guardians.
- Present people in a dehumanised manner.
- Infringe child protection policies and in particular show children in a naked and/or sexualised manner.
- Feature dead bodies or dying people.

Members have a clear ethical decision-making framework in place which aligns with the values of their organisation and the Code and includes:

- A commitment to portraying affected people in a way that respects their dignity, values, history, religion, language and culture.
- A process that integrates a range of key staff in the organisation (e.g. communications, planning, child protection and CEO) in decision-making where appropriate.
- Clear responsibilities for approval for public use of images and messages.
- A process which recognises and balances both donors and affected people but which gives primacy to the primary stakeholders.

8.1.3 Members have organisational standards for the procurement of goods and services.

- Policy, procedure or guidance document that commit the member to ethical procurement procedures.

Good Practice Indicators

- Qualified and experienced staff for raising funds/resource mobilisation are in place.
- Training is provided for key personnel on the ACFID Fundraising Charter and the Fundraising Institute of Australia's Principles & Standards of Fundraising Practice and Professional Development.
- Commitment to the ACFID Fundraising Charter is promoted to the public and external stakeholders.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

8.2: WE ENSURE THAT FUNDS AND RESOURCES ENTRUSTED TO US ARE PROPERLY CONTROLLED AND MANAGED.

8.2.1 Members can control and manage their financial resources and risks.

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

Policy, procedure or guidance documents that address:

- Risk management and control mechanisms.
- Financial wrong-doing, especially fraud, corruption, counter-terrorism and money-laundering and violation of sanctions imposed by the Australian government.
- Checks of individuals and organisations receiving funds against the Criminal Code list of terrorist organisations and the DFAT consolidated list of individuals and entities subject to targeted financial sanctions.
- Appropriate and effective internal controls.

8.2.2 Members are effective in their use of resources and minimise financial wastage in the planning and implementation of activities.

- Evidence of consideration of costs, during activity planning, implementation and review, including alignment with strategic and good practice approaches for efficiency and continuous improvement

8.2.3 Members undertake measurement, analysis and review of financial performance and financial position.

- An accounting system that is appropriate to the member's operational, legal and structural requirements, and is adequate to the scale, capacities and risks of the organisation.
- Detailed accounting records that are structured to enable forecasting, measurement and review of income, expenditure, assets, liabilities and equity.

8.2.4 Members produce and publish annual audited financial statements.

Members must have all of the following in place:

- Full financial reports that comply with accounting standards
- ACFID-Code-compliant financial statements (see 8.3.2) which are independently audited by a qualified accountant in accordance with relevant Australian auditing standards.

The audit report that specifically relates to the full financial report must:

- Accompany the full financial report.
- Be signed by the auditor and include their identity, qualifications and contact details.

The audit report that specifically relates to the Code of Conduct Summary Financial Report must:

- Be included in the Annual Report.
- Be signed by the auditor and include their identity, qualifications and contact details.

The auditor will be, at a minimum, a qualified accountant who is a member of the CPA Australia, Chartered Accountants Australia and New Zealand, or the National Institute of Accountants, or be a registered company auditor.

8.2.5 Members undertake due diligence assessments of partners who manage funds on behalf of the member.

A documented due diligence process which:

- Assesses the partner's capacity to apply funds or resources in accordance with the promise to the donor, the member's strategy, and the specific instructions of the member.
- Includes reference to prohibited entities listings.
- Assesses the partner's capacity to manage and control funds.

Good Practice Indicators

- Qualified staff with responsibility for financial management and oversight are in place.
- Regular analysis of internal systems is undertaken to identify areas that need to be monitored and updated.
- Regular training is provided to partners and staff on financial policies, in particular financial wrongdoing prevention.
- Organisation governing body formally reviews income and expenditure on at least a quarterly basis.
- Adequate funding reserves exist to protect staff and partners in the event of a reduction in funding, and a policy is in place to reflect this.

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

8.3: WE REPORT ON THE ACQUISITION AND USE OF OUR RESOURCES.

8.3.1 Members publish an annual report.

The Annual Report must include:

- A description of the signatory organisation's purpose, objectives/aims and values.
- A description of the most significant aid and development activities undertaken during the reporting period and their impact.
- Information about evaluations into the effectiveness of, and the learning from, aid and development activity conducted by the organisation.
- A report by the management and/or the governing body.
- A plain-language summary of income and expenditure and overall financial health.
- A statement of commitment to full adherence with the ACFID Code of Conduct

8.3.2 Members publish annual ACFID-Code-compliant financial statements in their Annual Reports.

All members must publish ACFID-Code-compliant financial statements in their Annual Reports which include:

- An auditor's report that refers to the Code-compliant Financial Statements.
- Comparative figures for the previous reporting period.
- A note stating that the ACFID-Code-compliant financial statements comply with the presentation and disclosure requirements of the ACFID Code of Conduct and refers readers to the ACFID Code of Conduct website for further information.
- A declaration by the Governing Body stating that the financial statements are in accordance with relevant legislation, accounting standards, provide a true and fair view of their financial position and performance, and that the organisation can pay its debts as and when they become due (for members that are companies or trustee companies only).
- Review and approval of the member's financial statements by the member's governing body.

Members whose consolidated entity international aid and development revenue is below \$250,000 must publish Financial Statements in Australian dollars and include:

- An Income Statement in Option 1 Format.

Members whose consolidated entity international aid and development revenue is above \$250,000 must publish Financial Statements in Australian dollars and include the following:

- An Income Statement in Option 2 format.
- A Balance Sheet based on Australian Accounting Standard AASB 101 Presentation of Financial Statements.
- A Statement of Changes in Equity (for members that are companies or trustee companies only).

If members publish their full statutory financial statements separately from their Annual Report, a reference to the availability of the full statutory financial report must be included in the Annual Report.

The Annual Report, including the ACFID Code-compliant financial statements, must be made available to the public via the member's website.

8.3.3 Members fully and accurately disclose administration costs and costs of any public fundraising.

The following must be in place for all members:

- Any financial reports do not inaccurately claim zero expenses or otherwise understate the amount spent on public fundraising and administration and/or overstate development expenditure.
- If reporting financial ratios, members will apply ACFID's Financial Definitions in their calculations and accompany any use of ratios with a note explaining how these have been determined.

Good Practice Indicators

- Annual report and other organisational financial information is accessible in all countries of operation.
- Member annual report includes:
 - Information on the breadth of stakeholder relationships.
 - Presentation of clear and measurable goals and explanations of how their work and these goals contribute to vision, mission and values.
 - Information on outcomes and impact as well as outputs (including trend information).
 - Disclosure of the source and sustainability of different types of funding.
 - Risk management reporting.
 - A balanced disclosure of positive and negative impacts and performance
 - Adaptation to challenges faced.
 - Environmental sustainability reporting.

9. People and Culture



Quality Principle: Development and humanitarian organisations manage and support their people fairly and effectively.

COMMITMENTS	Compliance Indicators	To demonstrate compliance, members will have following Verifiers, commensurate with their size and the nature of their work:
9.1 WE HAVE THE HUMAN RESOURCE CAPACITY AND CAPABILITY TO DELIVER OUR WORK.	9.1.1 Members have an organisational structure appropriate to the scope of their work.	An organisational chart. Description of organisational structure.
	9.1.2 Members provide a clear description of roles and performance expectations.	Job descriptions or terms of reference for staff and for key volunteers i.e. those that fill formal roles in the organisational structure.
	Good Practice Indicators <ul style="list-style-type: none"> • Dedicated human resources are assigned to key areas of organisational responsibility. • Periodic review are undertaken of the human resource needs of the organisation. • Guidelines are documented for the recruitment of local staff in country offices. 	
9.2 WE PROTECT, VALUE AND SUPPORT OUR PEOPLE.	Compliance Indicators	To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:
	9.2.1 Members provide professional development opportunities for staff and key volunteers.	<ul style="list-style-type: none"> • A record of professional development undertaken by staff and key volunteers.

9.2.2 Members enable staff and volunteers to make complaints and report wrongdoing through fair, transparent and accessible procedures.

Both of the following must be in place for all members:

- A policy or guideline which:
 - Must meet complaints handling requirements in 7.3.2.
 - Is clearly accessible to all staff and volunteers.
 - Provides clear processes that are safe and confidential.
- A whistleblowing policy that has the following components as a minimum:
 - A clear statement that staff, volunteers, contractors and partners who are aware of possible wrongdoing have a responsibility to disclose that information.
 - A guarantee that staff and volunteers who in good faith disclose perceived wrongdoing will be protected from adverse employment consequences.
 - The establishment of a fair and impartial investigative process.
 - Provides protection for whistle-blowers.

9.2.3 Members protect the safety, security and well-being of staff and volunteers.

- Policy, procedure or guidance document outlining the requirements for the safety, security and travel for staff and volunteers.
- Appropriate travel insurances.
- Guidelines for staff travelling.
- Anti-bullying and anti-sexual harassment policies
- Workplace, Health and Safety policy and training for staff and volunteers.

Good Practice Indicators

- A focal point for Occupational Health and Safety is in place.
- Counselling support services are available to staff.
- Organisation, staff and volunteers are aware of and have access to a range of professional development opportunities across and outside the sector.
- An incident register is maintained and periodically reviewed by organisation management and governing body

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

9.3 WE MANAGE OUR PEOPLE EFFECTIVELY AND FAIRLY.

9.3.1 Members are fair, transparent and non-discriminatory in their management of staff and volunteers.

Human resource policies and procedures which address:

- Recruitment and selection.
- Remuneration and benefits.
- Equity and diversity.
- Staff learning and development.
- Performance management.
- Family and carer leave provisions.
- Conduct in the workplace.
- Integrity (including confidentiality and conflict of interest).
- Grievance and disciplinary procedures.
- Workplace health and safety
- Reference checking and vetting for former misconduct of all staff and volunteers

9.3.2 Members comply with human resource regulatory requirements and legislation.

- Human resource policies and procedures that are consistent with and reflect industrial relations, legislation and relevant agreements or awards in Australia and in countries of operation.

9.3.3 Members manage the performance and grievances of their staff and volunteers in a fair and transparent manner.

- Performance management, grievance and disciplinary processes that are accessible to all staff and volunteers.
- Performance management processes for staff and volunteers that include adherence to the member's code of conduct and other codes and standards as relevant to their roles.
- HR policies clearly define what constitutes staff and volunteer misconduct and outline consequences of such misconduct, including grounds for termination.

Good Practice Indicators

- A dedicated governing body member or staff person for human resource management is appointed.
 - Organisation complies with the National Standards for Volunteer Involvement.
 - Merit-based and transparent processes for filling vacancies are in place.
-

Compliance Indicators

To demonstrate compliance, members will have the following Verifiers, commensurate with their size and the nature of their work:

9.4 WE ENABLE OUR PEOPLE TO CONDUCT THEMSELVES PROFESSIONALLY AND ACCORDING TO OUR STATED VALUES.

9.4.1 Members specify the expectation of professional conduct of all staff and volunteers.

- A documented code of conduct that specifies the values and expectations of professional conduct of all staff and volunteers. This must include reference to child safeguarding behaviours, prevention of sexual exploitation and abuse, transactional sex, anti-bullying and sexual harassment; and an obligation on staff and volunteers to report wrongdoing.

9.4.2 Members' staff and volunteers work in accordance with agreed standards of practice.

- Members provide all staff with information about the ACFID Code of Conduct and opportunities for associated training.
 - Members provide staff and volunteers with information about and training in other Codes and Standards as relevant to their roles (for example the Core Humanitarian Standards, and International Humanitarian Law for those working in conflict affected areas or fragile states).
 - Documented evidence of induction, pre-deployment and refresher training provided to all staff and volunteers on the member's code of conduct and key policies including child protection, prevention of sexual exploitation, abuse and harassment, complaints and whistle blowing.
-

Good Practice Indicators

- Organisation governing body and staff undertake ACFID Code of Conduct training.
 - Pre-deployment training covers scenario-based discussions about power imbalances, status and workplace cultures of the destination country and how these impact work and personal relationships.
-

General Definitions



These definitions are provided for the clarification of the use of key terms with reference to the Code of Conduct

Accessible: Easy to approach, reach, speak with or use. Presented in a form, format, language or media that is readily useable.

Accountability: The processes through which an organisation makes a commitment to respond to and balance the needs of stakeholders in its decision-making processes and activities, and delivers against the commitment (*Pathways to Accountability*, the GAP Framework One World Trust, 2005).

ACNC: Australian Charities and Not-for-profit Commission.

Actors: An organisation, government department or individual with a role or influence (*Safety with Dignity*, Action Aid, 2009)

Advocacy: Activities undertaken to change the systemic and structural causes of poverty and disadvantage which may include popular campaigning, lobbying, research, policy positions, alliances and use of the media. It may occur both in Australia and globally (Australian Tax Office).

Affiliate: An organisation to which the signatory organisation has some form of membership, formal association or alliance.

Bribery: The offering, promising, giving, accepting or soliciting of an advantage as an inducement for an action which is illegal, unethical or a breach of trust. Inducements can take the form of gifts, loans, fees, rewards, facilitation payments or other advantages (Source: *Transparency International Anti-Corruption Glossary* <https://www.transparency.org/glossary/term/bribery>)

Capability: A feature, ability, or competence that can be developed or improved. ('Differentiating Competence, Capability and Capacity', *Innovating Perspectives*, Vol. 16. No. 3, 2008).

Capacity: 'The ability of individuals, organisations, and whole societies to define and solve problems, make informed choices, order their priorities and plan their futures, as well as implement programs and projects to sustain them' ('Nurturing Capacity in Developing Countries: From Consensus to Practice', *Capacity Enhancement Briefs*, No 1. World Bank Institute).

Child Safeguarding: Actions, policies and procedures that create and maintain protective environments for children to protect them from exploitation and abuse of all kinds (adapted from DFAT Child Protection Policy).

Civil society organisation (CSO): Includes non-government organisations (NGOs), not-for-profit organisations (NPOs), charities and community-based organisations (CBOs). Can also include religious organisations, trade unions, foundations and any institutions outside of the corporate and government sectors (*Pathways to Accountability: The GAP Framework*, One World Trust, 2005).

Collaborate: A process in which two parties contribute core competencies and share the risks and decision-making to achieve mutual objectives. Typically considered less formal than a partnership (see Partnership).

Communities: Locally organised or informal groups or networks (*Safety with Dignity*, Action Aid, 2009).

Complaint: An expression of dissatisfaction (International Standards Organisation standard on complaints handling).

Contact with Children: Working on an activity or in a position that involves or may involve contact with children, either under the position description or due to the nature of the work environment (see also Working with Children definition)

Corruption: The abuse of entrusted power for private gain (source: *Transparency International Anti-Corruption Glossary* <https://www.transparency.org/glossary/term/corruption>)

Counter-terrorism: The practice, techniques, and strategy used to combat or prevent terrorism.

Development: Improving the conditions of communities in a sustainable way. It is based on working with communities, rather than for or on behalf of communities (see Sustainable Change).

Development and humanitarian initiatives: Activities undertaken in order to reduce poverty and address global justice issues. In the non-government organisation sector, this may occur through a range of engagements that includes community projects, humanitarian response and emergency management, community education, advocacy, volunteer sending, provision of technical and professional services and resources, environmental protection and restoration, and promotion and protection of human rights.

Dignity: The feeling of having decision-making power, freedom and autonomy over life choices, together with the feeling of self-worth and self-confidence, and feeling that one has the respect of others (*Safety with dignity*, ActionAid 2009, based on *Protection: an ALNAP Guide for Humanitarian Agencies*, Slim and Bronwick 2005).

Disability: People with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others (*United National Convention on the Rights of People with a Disability*).

Diversity: Understanding that each individual is unique, and recognising our individual differences. These can be along dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies.

Due diligence: Research and analysis of an organisation done in preparation for a business transaction, prior to signing a contract.

Efficiency: Implementation performance against time and budget parameters, value for money, and the quality and professionalism of deliverables (DFAT).

Effectiveness: Promoting sustainable change that addresses the causes as well as the symptoms of poverty and marginalisation. (ACFID, *NGO Effectiveness Framework*, 2004).

Emergency: A threatening condition that requires urgent action (*United Nations International Strategy for Disaster Reduction*, UN ISDR 2004).

Emergency management: Plans, structures and arrangements established to engage the normal endeavours of government, voluntary and private agencies in a comprehensive and coordinated way to respond to the whole spectrum of emergency needs (*United Nations International Strategy for Disaster Reduction*, UN ISDR, 2004). This includes preparedness, mitigation, response, rehabilitation, reconstruction, development and prevention activities.

Ethical: Being in accordance with the rules or standards for right conduct or practice, especially the standards of a profession.

Facilitation payments: A small bribe, also called a 'facilitating', 'speed' or 'grease' payment; made to secure or expedite the performance of a routine or necessary action to which the payer has legal or other entitlement (source: *Transparency International*)

Financial Wrongdoing: Behaviour that is illegal or immoral with regards to financial transactions. Includes bribery, corruption, fraud, money-laundering, terrorism financing and violation of sanctions imposed by the Australian government.

Fraud: Dishonestly obtaining a benefit, or causing a loss, by deception or other means (*Fraud Control Framework*, Commonwealth Attorney General's Department).

Fundraising: The process of gathering voluntary contributions of money or other resources, by requesting donations from individuals, businesses, charitable foundations, or governmental agencies.

Gender: Socially constructed roles and relationships between men and women which affect their ability and incentive to participate in development activities and lead to different project impacts for women and men (*Guide to Gender and Development*, AusAID, 2007).

Gender analysis: The process of considering the impact that an initiative may have on women and men, boys and girls, and the economic and social relationships between them (*Guide to Gender and Development*, AusAID, 2007).

Gender equality: Equal opportunities and outcomes for women and men, girls and boys (*Guide to Gender and Development*, AusAID, 2007).

Gender equity: Fairness in access to resources and in the distribution of benefits from development, according to the different needs of women, men, girls and boys (Australian Government, 2007).

Good practice: A technique, methodology or approach that, through experience and research, has proven to work well reliably, produce desirable results and can be recommended.

Governance: The way in which an organisation is run, including who makes decisions and how they are made (ACNC).

Governing body: The body which makes decisions about how an organisation is run and is responsible for its governance as defined by the governing document (ACNC).

Governing document: The formal document/s that includes the organisation's purpose, activities and processes. Examples include constitution, trust deeds, articles of association, rules (ACNC).

Guidelines: Information which outlines an organisation's expectations for a given process; a guide for a course of action or activities that can include rules, checklists, plans, procedures.

Human rights: Legal statements by the international community that assert the equality and dignity of all human beings. Includes civil and political rights and economic, social and cultural rights. The core international human rights treaties and their optional protocols are located on the ACFID website.

Humanitarian response: Action taken with the objective of saving lives, alleviating suffering and maintaining human dignity during and after human-induced crises and natural disasters, as well as action to prevent and prepare for them (*Core Humanitarian Standard*).

Legislation: Laws made by parliament, also called Acts of Parliament or statute laws (ACNC).

Local actors: In-country NGOs, CSOs, Disabled Persons Organisations and other entities involved in the implementation of development and humanitarian initiatives.

Local people: The women and men, boys and girls who are participants in, and directly affected by, development and humanitarian initiatives in the geographical area in which the initiative is undertaken. May also be known as beneficiaries or primary stakeholders.

Marginalised: A person or group who is isolated, pushed to the edge, treated or considered unimportant, insignificant and powerless.

Members: Current formal members of ACFID and signatories to the Code of Conduct

Money Laundering: The process of concealing the origin, ownership or destination of illegally or dishonestly obtained money and hiding it within legitimate economic activities to make them appear legal (Source: *Transparency International Anti-Corruption Glossary* https://www.transparency.org/glossary/term/money_laundering)

Monitoring and evaluation: Monitoring and evaluation are systems or processes used to manage and assess the progress and results of their work. **They** are conducted in order to provide accountability to affected stakeholders and donors, to improve performance, to enable learning and adaptation, and to communicate information about results and impact.

Monitoring refers to the continuous or ongoing assessment of work over time. **Evaluation** is the periodic assessment at a specific point in time (*Sharpening the Development Process: A Practical Guide to Monitoring and Evaluation*, INTRAC Praxis Guide No. 1).

Non-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.

Non-government organisations: Voluntary, not-for-profit, organisations formally registered with government that are run by a governing board that is accountable to its members.

Not-for-profit (NFP): An organisation that has rules that do not allow it to distribute profits or assets to its members, the people who run it or their friends or relatives with which it is operating or winding up. An organisation that is not-for-profit does not carry out activities for the benefit of its members (ACNC).

Other resources: Includes (but is not limited to) funds raised, gifts in kind, property, assets, staff and volunteers of signatory and partner organisations.

Participatory: Affording the opportunity for individual and/or collective participation.

Participatory development: is a process through which stakeholders can influence and share control over development initiatives, and over the decisions and resources that affect those stakeholders.

Partner: Individuals, groups of people or organisations that collaborate with ACFID members to achieve mutually agreed objectives in development and humanitarian initiatives. This may include affiliates.

Partnership: An ongoing working relationship where risks and benefits are shared (*Partnership Brokers Association*).

Policy: High level principles, rules, and guidelines formulated or adopted by an organisation to guide conduct and reach its long-term goals.

Primary stakeholders: The term used in the Code of Conduct to refer to those whom we seek to support, work with and directly benefit through development and humanitarian initiatives. The women and men, boys and girls who are participants in, and are directly affected by, development and humanitarian initiatives. They may also be known as beneficiaries or local people.

Privacy: Personal information or an opinion about an identified individual, or an individual who is reasonably easily identifiable (Office of the Australian Information Commissioner).

Privacy legislation: The Australian Commonwealth Government Privacy Act 1988 (Privacy Act) which regulates the handling of personal information about individuals (Office of the Australian Information Commissioner).

Promoting a particular religious adherence: Activities undertaken with the intention of converting individuals or groups from one faith and/or denominational affiliation to another.

Protocols: A system of rules that explains the correct conduct and procedures to be followed in formal situations.

Psycho-social support: Any type of local or outside support that aims to promote psychological and social wellbeing and/or to prevent or treat mental disorder.

Resources: Stock or supply of money, materials, staff, and other assets that can be drawn on by a person or organisation in order to function effectively.

Rights: See Human rights.

Safeguarding: Actions, policies and procedures that create and maintain protective environments to protect people from exploitation, harm and abuse of all kinds.

Sector: An area of the economy in which businesses share the same or a related product or service. In the context of the Code, this refers to organisations and entities engaged in international development and humanitarian initiatives.

Sexual abuse: The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. (UN Secretary General's Bulletin on protection from sexual exploitation and abuse)

Sexual exploitation: Any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes. It includes profiting monetarily, socially, or politically from sexual exploitation of another. (UN Secretary General's Bulletin on protection from sexual exploitation and abuse)

Sexual harassment: Unwanted physical, verbal or non-verbal conduct of a sexual nature that can include indecent remarks or sexual demands.

Signatory: An organisation which the Code of Conduct Committee has accepted as a signatory to the ACFID Code of Conduct and which has not resigned or been removed and has paid all its fees.

Staff: People employed by an organisation.

Stakeholders: Individuals and groups that can affect or are affected by an organisation's policies and/or actions (Pathways to Accountability, the GAP Framework One World Trust, 2005).

Strategic: Relating to the identification of long-term or overall aims and interests and the means of achieving them.

Supporting a particular party, candidate or organisation affiliated to a political party: Agency personnel or their representatives (when using the agency name or resources in paid time) being involved in party political activities; using funds or resources to facilitate or support a specific political party, candidate, or party political organisation in a local, regional or general/national election; using funds or resources to facilitate or support a particular politician or faction to gain power within a government or within a party-political structure.

Sustainable change: Change that is lasting and durable.

Sustainable development: Meeting the needs of the present without compromising the ability of future generations to meet their own needs (World Commission on Environment and Development, 1987).

Terrorism Financing: Intentionally providing or collecting funds and being reckless as to whether those funds would be used to facilitate or engage in a terrorist act. (Source: *Living Safe Together* <https://www.livingsafetogether.gov.au/informationadvice/Pages/counter-terrorism-laws.aspx#q3a>)

Third parties: May be a contractor, partner or an affiliate of the non-government organisation.

Transactional sex: The exchange of money, employment, goods, services or other benefits for sex, including sexual favours.

Transparency: An organisation's openness about its activities, providing information on what it is doing, where and how this takes place and how it is performing (*Pathways to Accountability*, the GAP Framework, One World Trust, 2005).

Volunteer: A person who willingly gives their time for the common good and without financial gain. Volunteering includes formal volunteering that takes place within organisations (including institutions and agencies) in a structured way, and informal volunteering, acts that take place outside the context of a formal organisation (Volunteering Australia).

Whistleblower: A member of staff, volunteer, contractor or partner who reports suspected wrong-doing, including suspicion of fraud, misuse of resources, neglect of duties or a risk to health and safety.

Working with Children: Being engaged in an activity with a child where the contact would reasonably be expected as a normal part of the activity and the contact is not incidental to the activity. Working includes volunteering or other unpaid works (*see also Contact with Children definition*).

Financial Definitions



The definitions listed below are to be used by all members in the preparation of their ACFID Code-compliant Financial reports. Treatment must be in accordance with the relevant accounting standard. If you are in doubt, please consult your accountant or auditor for clarification of the appropriate accounting treatment for your organisation.

INCOME STATEMENT – DEFINITIONS

The definitions are to be used by all members in the preparation of their Income Statements in conjunction with the Australian Accounting Standards. For those which are not specified here refer to the definitions found in the National Standard Chart of Accounts (NSCOA) <http://www.acnc.gov.au/ACNC/Manage/Reporting/NSCOA/NSCOAtable/ACNC/Report/NSCOA.aspx?noleft=1>.

INCOME STATEMENTS – REVENUE

Donations and Gifts: Donations and gifts are income received without providing consideration in return, and include all donations and gifts actually received.

Where donations and gifts form the major category of income, members are advised to provide further detail of the composition of these. For example: restricted or unrestricted as to purpose, relating to international or domestic programs, or by major fundraising activity.

- *Donations and Gifts – Monetary* – Donations and gifts received in cash.
- *Donations and Gifts – Non-monetary* – Goods and services received as gifts in kind.
 - Non-monetary donations should be recognized in the accounts when they are reliably measurable, taking into account materiality considerations. Any figure recorded under this heading should match a corresponding expenditure heading named 'Non-monetary expenditure'.
 - Donated assets (excluding buildings) are recognised as income when the asset is received. The amount recorded should be equivalent to the fair value of the donated asset. The fair value is 'the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction' (AASB 116). Both usability and marketability are joint considerations in determining fair value.
 - Donated buildings are not recorded as income and should be recorded directly as an asset in the Balance Sheet (refer definition for Property, Plant and Equipment).

- If an organisation recognises volunteer services in their Financial Statements, it will depend on their unique circumstances, taking into account their ability to reliably measure the value of volunteer services and materiality considerations. If agencies choose to disclose the value of volunteer services in their Financial Statements, then they can choose whether to include this value as both Non-Monetary Revenue and Expense items in the Income Statement OR as a disclosure in the Notes to their Accounts. This decision will be based on whether the item meets accounting standards criteria for recognition. The Department of Foreign Affairs and Trade (DFAT) publishes job descriptions and relative rates of pay to use as a guide in valuing volunteer services. These are provided specifically for accredited organisations operating under the Recognised Development Expenditure (RDE) guidelines. However they may also assist other organisations as a reference. Refer to RDE Worksheet Explanatory Notes available at: http://aid.dfat.gov.au/ngos/ancp/Documents/rde_notes.doc

Bequests and Legacies: Gifts or donations received through wills and memorials.

Grants: Funding received from governments and other institutions to support the objectives of the organisation. Most grants require the funds to be spent in a specified manner.

- *Grants – Department of Foreign Affairs and Trade (DFAT)* – Grants sourced directly from DFAT (the agency formerly known as AusAID).
- *Grants – Other Australian* – Grants sourced from all other Australian institutions, including other Australian Commonwealth Government departments or agencies other than DFAT, State and Territory Government departments, and other Australian organisations such as philanthropic organisations and corporate entities.
- *Grants – Other overseas* – Grants sourced from non-Australian institutions, including international affiliates, multilateral institutions and other non-Australian organisations.

Commercial Activities Income: Income from activities where there is an exchange of value with an intention to generate a surplus to contribute to the organisation's aims. This includes gross income from any retail activities and raffles.

Investment Income: Income from interest, dividends, rent and other income earned on investment assets.

Revenue for International Political or Religious Adherence Promotion Programs:

Income received for the purpose of supporting a political party, promoting a political candidate or organisation affiliated to a political party, or to promote a particular religious adherence. Refer to the definitions of non-development activity and the relevant section of the Good Practice Toolkit guidance for more detail in this area. If organisations have material amounts of funds in any of these areas, they should itemise them on separate lines to enhance understanding.

Other income: Inflows of economic benefits not included in the other categories. If any single category income category constitutes more than 10% of total revenue, organisations are encouraged to disclose this separately in the Income Statement. This may apply for example, to organisations with large Domestic Programs.

INCOME STATEMENT – EXPENSES

International Aid and Development Programs Expenditure: Expenditure incurred to perform international aid and development activities, i.e. activities undertaken to reduce poverty and address global justice issues via direct engagement through community projects, humanitarian relief and/or community education and public policy campaigns.

- *International Programs* - Funds to international programs - These costs may include (but are not limited to):
 - Salaries of program staff or costs of volunteers working overseas, that are paid from Australia,
 - The cost of acquiring property, plant and equipment in Australia which is then sent overseas, for example the cost of a computer and transportation costs in getting this computer equipment overseas,
 - Costs of programs implemented by international partners,
 - Administration costs of overseas field offices or program partners, and
 - Program expenditure (not management fees) funded via international secretariats.

Funds to international programs must be limited to funds and gifts in kind actually remitted overseas to aid and development projects, plus the cost of remitting those gifts.

Organisations are encouraged to show details of their international programs either by program or by country. These details may be disclosed either in the Income Statement or in notes in the form of a supplementary report or set of graphics.

- *International Programs – Program support costs* – Direct costs of program management spent in Australia, including project design, monitoring and evaluation and project management. It includes the training and professional development of Australian based staff and volunteers involved in the effective management of international projects. It may also include the salaries of program support staff paid in Australia.
- *International Programs – Community Education* – Costs related to informing and educating the Australian community of, and inviting their active involvement in, global justice, development and humanitarian issues. This includes the cost of producing and distributing materials, the cost of conducting educational and public policy campaigns, and the cost of personnel involved in these activities. Educational materials and campaigns often include the opportunity for the community to provide financial or other support to the organisation. If educational and campaign activities include an element of fundraising, the following requirements must be followed:

- An amount proportionate to the fundraising elements involved must be charged to Fundraising Costs. For example, a one page fundraising request in a 20-page campaign newsletter will charge 5% of the total newsletter costs to Fundraising Costs.
- The method for allocating the proportion of fundraising cost must be documented and be able to be produced to support the decision and is suggested to be included by way of a note to the accounts.

These requirements ensure that all costs associated with fundraising activities are disclosed at the highest level of transparency.

- *International Programs Fundraising costs – Public* – Costs incurred for the purpose of raising revenue from the public. These can include (but are not limited to):
 - the production and mailing (physically or electronically) of fundraising materials,
 - the cost of promotional or marketing campaigns,
 - the costs of establishing and maintaining public donor databases,
 - funds paid to third parties to provide fundraising services,
 - donation related bank fees; and
 - the cost of personnel involved in preparing, conducting and evaluating marketing and fundraising campaigns.

- *International Programs fundraising costs – Government, multilateral and private sector* – Costs of personnel and related expenses involved in the preparation of funding submissions for, and reporting against, grants and other contracts from government, multilateral organisations, corporate and philanthropic organisations.
- *International Programs – Accountability and Administration costs* – Costs (not able to be allocated to a program activity) associated with the overall operational capability of the organisation. These costs include (but are not limited to):
 - audit and accounting fees
 - legal fees
 - memberships and subscriptions
 - management costs of international secretariat functions
 - office accommodation expenses (rent, maintenance, depreciation, utilities, etc.)
 - bank charges (not donation related)
 - general staff training.

Non-Monetary Expenditure: Expenditure to offset the value of gifts of goods and services received in kind, as well as any volunteer services (refer to Non-Monetary Income definition for details relating to volunteer services) that are recognised in the financial statements.

International Political or Religious Adherence Promotion Programs

Expenditure: Expenditure made for the purpose of supporting a political party, promoting a political candidate or organisation affiliated to a political party, or to promote a particular religious adherence.

Refer to the definitions of non-development activity and the relevant section of the Good Practice Toolkit guidance for more detail in this area.

If members have material amounts of expenditure in any of these areas, they should itemise them on separate lines to enhance understanding.

Domestic Programs Expenditure (including monetary and non-monetary): Expenditure on programs that are directed towards beneficiaries within Australia. If this is a material category for members, they are encouraged to add extra detail to report on under this heading and to use headings that are simple and clearly explain their operations.

Commercial Activities Expenditure: Expenditure incurred on activities where there is an exchange of value with an intention to generate a surplus to contribute to the organisation's aims. This includes expenditure on retail activities and raffles.

Other Expenditure: Outflows of economic benefits not included in other expenditure categories.

Other Comprehensive Income: Items of income and expense (including reclassification adjustments) that are not recognised in the body of the Income Statement. Includes items such as:

- fair value changes in available for sale financial assets, and
- changes in valuation of fixed assets.

BALANCE SHEET DEFINITIONS

The definitions listed below are to be used by members in the preparation of their Balance Sheets in conjunction with the Australian Accounting Standards. If members decide to disclose other categories in the Balance Sheet, they should ensure that the definitions of these are similarly based on accounting standards.

BALANCE SHEET – ASSETS

Assets: Assets are resources controlled by the member as a result of past events and from which future economic benefits are expected to flow to the entity.

Current Assets: Assets that are expected to be realised within twelve months from the reporting date or within one operating cycle, whichever is the shorter. Current assets include:

- *Cash and cash equivalents:* Cash includes cash at bank and cash on hand e.g. petty cash, cash floats and undeposited funds. Cash equivalents are highly liquid investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.
- *Trade and other receivables:* Amount of receivables still owing by customers (debtors) to the organisation at the end of the operating cycle which are expected to be collected in the next twelve months.
- *Inventories:* Items held for sale or expected to be consumed in the process of delivery of services in the next twelve months. Includes fundraising stock, trading stock, publications for sale and emergency response stocks. Inventories may be purchased or received by way of donation.
- *Other financial assets:* Investments, deposits and bonds, which are expected to be redeemed in the next twelve months.

Non-current assets: Assets that are not expected to be realised within twelve months from the reporting date or within one operating cycle, whichever is the shorter.

Non-current assets include:

- *Trade and other receivables:* Amount of receivables still owing by customers (debtors) to the organisation at the end of the operating cycle which are not expected to be collected in the next twelve months.
- *Other financial assets:* Long-term investments, deposits and bonds which are not expected to be redeemed in the next twelve months.
- *Property, plant and equipment:* Tangible items that are held for use in the production or supply of goods or services, for rental to others, or for administrative purposes and are expected to have a life beyond the next twelve months. Includes freehold and leasehold land (the land is shown at either cost or at its re-valued amount), buildings and building improvements. These are also known as fixed assets. Donated fixed assets, are recorded at the time of acquisition at fair value.
- *Investment property:* Land and/or buildings held for purposes of economic benefit via rental returns and capital appreciation, instead of for direct use in the organisation's operations.
- *Intangibles:* Intangible assets purchased, e.g. goodwill, distribution rights, intellectual property, licenses, patents, trademarks, as well as those internally generated, eg computer software development.
- *Other non-current assets:* Non-current assets not specifically included in other categories.

BALANCE SHEET – LIABILITIES

Liabilities: A liability is a present obligation of the member arising from past events, the settlement of which is expected to result in an outflow of resources.

Current liabilities: Liabilities that are due to be settled within twelve months from the reporting date, or within one operating cycle, whichever is the shorter. Current liabilities include:

- *Trade and other payables:* The total owing to creditors (not including bank loans) at the end of the operating cycle and payable within the next twelve months.
- *Borrowings:* Balance of loans owed by the organisation to banks and other lenders that are payable within the next twelve months.
- *Current tax liabilities:* Amount of taxes payable to taxation authorities for local taxes including Goods and Services Tax, Pay As You Go tax, Income Tax, Fringe Benefits Tax and Australian Business Number withholding tax.

- *Other financial liabilities:* Other amounts payable to external parties due and payable within the next twelve months, such as lease liabilities.
- *Provisions:* Liabilities of uncertain timing or amount. Can include provisions for employee entitlements like annual leave and provisions for maintenance.
- *Other:* Current liabilities not specifically included in other categories.

Non-current liabilities: Liabilities not expected to be settled within 12 months or one operating cycle, and therefore not classified as current. Non-current liabilities include:

- *Borrowings:* Loan amounts owed by the organisation to banks and other lenders that are not payable within the next twelve months.
- *Other financial liabilities:* Other amounts payable to external parties that are not payable within the next twelve months, such as long term leases.
- *Provisions:* Liabilities of uncertain timing or amount that are not payable within the next twelve months. Can include provisions for employee entitlements like long-service leave.
- *Other:* Non-current liabilities that are not specifically included in other categories.

BALANCE SHEET – EQUITY

Equity: The residual interest in the assets of the member after deducting all of its liabilities.

Reserves: Any reserve established by the organisation (such as the capital profits reserve, building maintenance reserve, IT reserve etc.). Reserves can include amounts of money specifically set aside by the governing body for future purposes, as well as those prescribed by accounting standards (for example an Asset Revaluation Reserve). An asset revaluation reserve is generated when an organisation decides to revalue certain non-current assets, such as land and buildings. Reserves are split into Restricted and Unrestricted categories.

- *Restricted Reserves:* Reserves allocated for a specific purpose within the organisation's objectives. The specific purpose is usually defined by the donor or by law, ie it is an external restriction. This may include funds held for future distribution from a bequest or other type of specific donation.
- *Unrestricted Reserves:* Reserves that can be spent at the discretion of the organisation within its charitable objectives, but are not otherwise restricted as to their use.

Retained Earnings: The accumulated surpluses or deficits of the organisation over the years it has been operating.

Financial Reporting Formats

Option 1 format: International Aid and Development Short Form Income Statement template

YEAR ENDED [DATE]

	201X	201X-1
Revenue		
Donations and gifts		
- Monetary	\$	\$
- Non-monetary	\$	\$
Grants	\$	\$
Commercial Activities Income	\$	\$
Other Income	\$	\$
Total Revenue	\$\$	\$\$
Expenditure		
International Programs	\$	\$
Community Education	\$	\$
Fundraising Costs	\$	\$
Accountability and Administration	\$	\$
Commercial Activities Expenditure	\$	\$
Non-monetary expenditure	\$	\$
Other Expenditure	\$	\$
Total Expenditure	\$\$	\$\$
Excess/(Shortfall) of Revenue over Expenditure	\$\$	\$\$

Option 2 format: Income Statement template

INCOME STATEMENT

YEAR ENDED [date]	201X	201X-1
Revenue		
Donations and gifts		
• Monetary	\$	\$
• Non-monetary	\$	\$
Bequests and Legacies	\$	\$
Grants		
• Department of Foreign Affairs & Trade	\$	\$
• Other Australian Grants	\$	\$
• Overseas Grants	\$	\$
Commercial Activities Income	\$	\$
Investment Income	\$	\$
Other Income	\$	\$
Revenue for International Political or Religious Adherence Promotion Programs	\$	\$
Total Revenue	\$\$	\$\$
Expenditure		
International Aid and Development Programs Expenditure		
International Programs		
• Funds to International Programs	\$	\$
• Program Support Costs	\$	\$
Community Education	\$	\$
Fundraising Costs		
• Public	\$	\$
• Government, multilateral and private	\$	\$
Accountability and Administration	\$	\$
Non-monetary expenditure	\$	\$
Total International Aid and Development Programs Expenditure	\$\$	\$\$
International Political or Religious Adherence Promotion Programs Expenditure	\$	\$
Domestic Programs Expenditure	\$	\$
Commercial Activities Expenditure	\$	\$
Other Expenditure	\$	\$
Total Expenditure	\$\$	\$\$
SURPLUS/(DEFICIT)	\$\$	\$\$
Other Comprehensive Income	\$	\$
TOTAL COMPREHENSIVE INCOME	\$\$	\$\$