



- The below table sets out the changes to the Quality Assurance Framework which take effect 31 December 2019.
- These changes are designed to strengthen the Quality Assurance Framework, and to improve the practice and response in the prevention of sexual exploitation and abuse by ACFID members.
- Where changes have been made this has been indicated through **bold text**.
- Only new or changed parts of the QAF have been included in the table.
- The full Quality Assurance Framework that incorporates these changes, effective of 31 December 2019 is [here](#).

QUALITY PRINCIPLES & COMMITMENTS	COMPLIANCE INDICATORS	VERIFIERS
<p>1. RIGHTS, PROTECTION + INCLUSION</p> <p>1.1 We respect and protect human rights</p> <p>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.</p> <p>1.3 We support people affected by crisis</p> <p>1.4 We advance the safeguarding of children</p> <p>1.5 We advance the safeguarding of those who are vulnerable to sexual exploitation and abuse</p>	<p>CI 1.5.1</p> <p>Members demonstrate their organisational commitment to the prevention of sexual exploitation and abuse, through a survivor-centred approach</p>	<p><i>Expansion of verifier for new CI 1.5.1</i></p> <p>Members are required to extend this compliance indicator and verifiers to partners through MOU or similar.</p> <p>All members must have a policy document that:</p> <ul style="list-style-type: none"> • 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. <p>Members are also required to appoint a prevention of sexual exploitation and abuse focal person</p> <p><i>New Good Practice Indicators:</i></p> <ul style="list-style-type: none"> • 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).
<p>2. PARTICIPATION, EMPOWERMENT & LOCAL OWNERSHIP</p>	<p>CI 2.3.1</p> <p>Members demonstrate an organisational commitment to gender equality and equity</p>	<p><i>Expansion of verifier for 2.3.1</i></p> <p>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> <p><i>New Good Practice Indicator:</i></p>

		Members work with staff, partners and communities to challenge attitudes which permit or excuse sexual misconduct both internally and within organisational program activities.
3. SUSTAINABLE CHANGE	No changes	
4. QUALITY + EFFECTIVENESS 4.1 We articulate clear strategic goals for our work 4.2 We analyse and understand the contexts in which we work 4.3 We invest in the quality assessment of our work 4.4 We reflect on, share and apply results and lessons with stakeholders	CI 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	<p><i>Expanded verifiers for CI 4.2.1</i></p> <ul style="list-style-type: none"> • 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 an analysis of power dynamics and issues of gender equality and equity <p><i>Expansion of an existing Good Practice Indicator:</i> Training is provided to key personnel and partners on undertaking contextual, stakeholder and risk analysis, including the analysis of power dynamics and gender</p>
	CI 4.2.2 Members' assess and manage risk in their development and humanitarian initiatives	<p><i>Expanded verifier for CI 4.2.2</i></p> <ul style="list-style-type: none"> • A risk framework, risk management plan or approaches which assess and address risks for initiatives, including from a protection/safeguarding perspective
5. COLLABORATION 5.1 We respect and understand those with whom we collaborate 5.2 We have shared understanding of respective contributions, expectations, responsibilities and accountabilities of all parties 5.3 We invest in the effectiveness of our collaborations and partnerships	CI 5.1.2 Members' undertake due diligence and capacity assessments of organisations with whom they work in formal partnerships	<p><i>Revised verifier for existing CI 5.1.2</i></p> <p>Members must have a documented assessment process that includes;</p> <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 (eg child protection and prevention of sexual exploitation, abuse and harassment). <p><i>Expansion of an existing Good Practice Indicator:</i> 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</p>

		vulnerable to sexual exploitation and abuse.
	<p>CI 5.2.1</p> <p>Members' negotiate shared goals and contributions with partners and those they collaborate with</p>	<p><i>Expanded verifier for existing CI 5.2.1</i></p> <p>For formal partnerships, partnership agreement template or examples of partnership agreements that consistently describe:</p> <ul style="list-style-type: none"> • 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.
6. COMMUNICATION	No changes	
<p>7. GOVERNANCE</p> <p>7.1 We are not-for-profit and formed for a defined public benefit</p> <p>7.2 We meet our legal and compliance obligations</p> <p>7.3 We are accountable to our stakeholders</p> <p>7.4 We have responsible and independent governance mechanisms</p>	<p>CI 7.3.3</p> <p>Members enable stakeholders to make complaints to the organisation in a safe and confidential manner</p>	<p><i>Expanded Verifier for existing CI 7.3.3:</i></p> <p>A documented complaints-handling policy that:</p> <ul style="list-style-type: none"> • 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 making 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 including child

		<p>protection and sexual exploitation, abuse and harassment.</p> <ul style="list-style-type: none"> • 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 complainants. (e.g. Providing assistance to complainants might include medical, social, legal and financial assistance, or referrals to such services.) <p>A documented investigation procedure, which stipulates that an organisational record must be kept of all misconduct complaints, noting the ability to deidentify complaints at the request of the complainant or survivor.</p> <p><i>New Good Practice Indicator:</i></p> <p>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</p>
	<p>CI 7.3.4</p> <p>Members make information about their organisation and its work available to all stakeholders</p>	<p><i>Expanded and new verifier for existing CI 7.3.4:</i></p> <p>Members will provide the following information on their website:</p> <ul style="list-style-type: none"> • 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, and conflict of interest <p>Primary Stakeholder communication:</p> <ul style="list-style-type: none"> • Information is provided to primary stakeholders on the expected behaviour of the

		organisation's staff and volunteers, and access to its local complaints mechanism.
	New CI 7.4.4 Members governing body is informed of, and responds to serious incidents in accordance with their mandate and responsibilities	<p><i>New verifier for new CI 7.4.4:</i> Documented protocols for the reporting of serious incidents to the governing body. Safeguarding should form a standing agenda item for governing body meetings.</p> <p><i>New Good Practice Indicator:</i> Members seek out gender and safeguarding expertise as desirable skills and experience when recruiting new persons to the governing body</p>
8. RESOURCE MANAGEMENT	No changes	
9. PEOPLE AND CULTURE	CI 9.3.1	<i>Expanded Verifier for CI 9.3.1:</i>
9.1 We have the human resource capacity and capability to deliver our work	Members are fair, transparent and non-discriminatory in their management of staff and volunteers.	Human resource policies and procedures which address: <ul style="list-style-type: none"> • 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
9.2 We protect, value and support our people		
9.3 We manage our people fairly and effectively		
9.4 We enable our people to conduct themselves professionally and according to our stated values		
	CI 9.3.3	<i>Expanded verifier for CI 9.3.3</i>
	Members manage the performance and grievances of their staff and volunteers in a fair and transparent manner	<ul style="list-style-type: none"> • 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.
	CI 9.4.1	<i>Expanded verifier for CI 9.4.1</i>
	Members specify the	A documented code of conduct that specifies the values and expectations of

<p>expectation of professional conduct of all staff and volunteers.</p>	<p>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.</p>
<p>CI 9.4.2 Members' staff and volunteers work in accordance with agreed standards of practice.</p>	<p><i>Expanded verifier for CI 9.4.2</i></p> <ul style="list-style-type: none"> • 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. • 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. <p><i>New Good Practice Indicator:</i> 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.</p>