
ETHICAL STANDARDS POLICY

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EXECUTIVE SUMMARY

Objective of Friends of Vietnam Orphanages Inc.:

“Work in partnership with orphanages and village communities in Vietnam, to achieve a better quality of life for all, with a focus on children with disabilities.”

In pursuing our objective, we, Friends of Vietnam Orphanages Inc. will abide by this ethical standards policy. This document is based on the Code of Conduct prepared for signatories to the Australian Council for International Development. Our ethical standards are based on:

- Sustainable, fair and equitable solutions that address the root causes and symptoms of poverty and disadvantage;
- Accountability to all our stakeholders for their performance and integrity;
- Building creative and trusting relationships with Vietnamese communities:
 - based on an understanding of their history and culture
 - giving priority to their interests
 - involving them to the maximum extent possible in the design, implementation and evaluation of projects and programs, encouraging self-reliance, and
 - valuing men and women, boys and girls in ways that respect the dignity, uniqueness and intrinsic worth of every person.
- Active learning, innovating and continuously improving our aid and development work;
- Honesty and transparency in all our dealings;
- Respecting, protecting and promoting internationally recognised human rights including civil and political, economic, social and cultural rights and with particular emphasis on gender equality, the protection of children, people with a disability and the rights of minorities and vulnerable and marginalised groups;
- Environmental sustainability in our aid and development and domestic operations;
- Strengthening civil society in Australia and within Vietnamese communities.

1. ACCOUNTABILITY PROGRAM PRINCIPLES

EFFECTIVE AID AND DEVELOPMENT

We will ensure that our purpose and processes are shaped by stakeholders and that our work is open to review and comment by partners and participants alike. In all instances those directly affected by aid and development activities are considered the primary stakeholders and their views afforded the highest priority.

Obligation

- ³⁵₁₇ We will prioritise accountability to local people and those directly affected by aid and development activities, prioritising their needs and rights with specific reference to gender, age, disability and other identified vulnerabilities.
- ³⁵₁₇ We will seek the genuine, informed, consensual participation of local people and their representatives in aid and development activities, ensuring that they have the opportunity to authentically contribute to the design, implementation, monitoring and evaluation of these activities.
- ³⁵₁₇ We will analyse the needs and expectations of key stakeholders in all our aid and development activities, pursuing informed and balanced accountability to each.

QUALITY APPROACH

We will apply a quality approach to the design, implementation, monitoring and evaluation of aid and development activity that emphasises relationships, learning, adaptation and impact.

Obligation

- ³⁵₁₇ We will focus on building and maintaining strong, honest and robust relationships with our partners in development, the local people and organisations with which we work.
- ³⁵₁₇ We will focus on the impact of their activity and will use the information gained in monitoring and evaluation to improve aid and development processes and outcomes over time.
- ³⁵₁₇ We will ensure that we have analysed and understood the context in which planned activities will occur and will continue to review our understanding as the context changes.
- ³⁵₁₇ We will set out a clear purpose and objectives for all aid and development activity including consideration of the timeframe, sustainability of the activity and its impacts beyond our involvement.

CONSISTENCY WITH VISION, PURPOSE, AND VALUES

We will ensure that our aid and development activities are clearly aligned with the vision, purpose and values of our organisation and that these are clearly communicated in our relationships with all stakeholders.

Obligation

- ³⁵₁₇ We will ensure that our aid and development activities are consistent with the vision, purpose and values of our organisation.
- ³⁵₁₇ We will communicate their core and shared values in our relationships with all stakeholders.

ADDRESSING GENDER

We are committed to addressing the effect of gender inequalities and inequities as being fundamental to attainment of human rights for all and the effectiveness of our aid and development activity.

Obligation

- ³⁵₁₇ We will ensure that an appropriate focus is given to understanding and addressing gender issues in our aid and development program design, implementation, monitoring and evaluation cycles.
- ³⁵₁₇ We will also work to assist partners to become aware and supportive of our organisation's commitment to deal with gender issues in our aid and development activity.

NON-DEVELOPMENT ACTIVITY

Funds and other resources designated for the purpose of aid and development will be used only for those purposes and will not be used to promote a particular religious adherence or to support a political party, or to promote a candidate or organisation affiliated to a particular party.

Obligation

- ³⁵₁₇ We will have clear separation – through policy or guidelines – between aid and development and non-aid and development objectives and activities.
- ³⁵₁₇ This separation will be clear in all fundraising, programs and other activities, in public communication and in all reporting including annual reports.
- ³⁵₁₇ Any fundraising solicitations that include references to both aid and development and non-development activities will provide donors with the choice of contributing to aid and development activity only.
- ³⁵₁₇ We will ensure that any such separation in fundraising, programs and other activities, in public communication and in reporting, extends to

partner and implementing organisations and is documented.

ENVIRONMENTAL SUSTAINABILITY

Our aid and development activity will aim to be informed by and implemented with an understanding of the environmental impact of our activities.

Obligation

³⁵₁₇ We will commit to conducting our aid and development activities in an environmentally sustainable way.

2. RELATIONSHIPS WITH PARTNERS

MUTUAL RESPECT AND SUPPORT

The relationship between us and our potential program partners will be characterised by mutual respect and by a commitment and openness to two-way learning and support.

Obligation

- ³⁵₁₇ The relationship between ourselves and our program partners will be based on honest and transparent communication and on two-way learning which leads to continuous improvement in the development practice of both.
- ³⁵₁₇ We will demonstrate a willingness to invest in our partner organisations to enable partners to: be more effective in fulfilling their own development objectives and priorities; and enhance their ability to help us meet our obligations under this Code in the areas of accountability to primary stakeholders, child protection, gender equity and control of funds and resources.

CLARITY IN ROLES AND RESPONSIBILITIES

In work undertaken with partner organisations, we will ensure mutual clarity and agreement about the objectives of the partnership and the respective roles, responsibilities and mutual accountability mechanisms.

Obligation

- ³⁵₁₇ We will work towards having a written agreement with each of our partners which sets out the agreed objectives of the collaborative aid and development activity and the roles, responsibilities and obligations of each party.
- ³⁵₁₇ In our communications with stakeholders, we will appropriately reference the role of our partners in delivering aid and development activities.

CONTROL OF FUNDS AND RESOURCES

We will make every reasonable effort to ensure that funds or resources disbursed to partners or third parties are applied lawfully, in accordance with the promise to the donor, for a proper purpose and with proper controls and risk management in place, in accordance with Australian Government legislative requirements.

Obligation

- ³⁵₁₇ We will only disburse donated funds or resources to a third party (including affiliates or partner agencies) for aid and development activities where we are satisfied that:
- The activity is consistent with the explicit or implicit promise to the donor;

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- The activity is consistent with our strategy, objectives, purpose and values;
 - The third party has the capacity to apply the funds or resources in accordance with the promise to the donor, with this Code, with our strategy, objects and purpose and with our specific instructions;
 - The funds or resources will be disbursed in accordance with relevant laws including taxation, counter terrorism financing and anti-money laundering legislation; and
 - Appropriate control and risk management mechanisms are in place to mitigate the risk of misappropriation or improper use of the funds or resources once disbursed.

3. HUMAN RIGHTS

HUMAN RIGHTS IN AID AND DEVELOPMENT

Our aid and development activity will be informed by and implemented with an understanding of the human rights dimensions of the activity.

Obligation

- ³⁵₁₇ We will ensure that we provide a commitment to internationally recognised human rights principles within our organisation.
- ³⁵₁₇ We will ensure that our aid and development activities are consistent with respecting and protecting internationally recognised human rights including civil and political, economic, social and cultural rights.

RIGHTS OF VULNERABLE AND MARGINALISED PEOPLE

We are committed to including and addressing the needs and rights of vulnerable and marginalised people and their representatives in all aspects of their aid and development activity. These groups may include women, children, people with a disability, Indigenous Peoples, minorities, refugees and displaced people, and those most at risk of HIV and HIV positive people.

Obligation

- ³⁵₁₇ We will ensure that we respect and protect the human rights of people from vulnerable and marginalised groups and an appropriate focus is given to promoting these in our aid and development activities.

WORKING WITH PEOPLE WITH A DISABILITY

As an organisation dedicated to the development of an orphanage for disabled children, we are committed to including and addressing the rights of people with disabilities and their representatives in our aid and development activity.

Obligation

- ³⁵₁₇ We will ensure that an appropriate focus is given to understanding the rights of people with a disability and addressing these in their aid and development activities.

PROTECTION OF CHILDREN

We are committed to the safety and best interests of all children accessing our services and programs or involved in campaigns, voluntary support, fundraising, work experience or employment and, in particular, to minimising the risk of abuse.

Obligation

- ³⁵₁₇ Appropriate to their circumstances and the extent of their contact with children, signatory organisations will have a documented Child Protection Policy and procedures for dealing with children, which are regularly reviewed. The Policy will be based on a considered risk assessment and

as appropriate to the risk, address:

- Development program planning and implementation;
- Use of images and personal information for fundraising and promotion purposes;
- Personnel recruitment including staff, volunteers, consultants and suppliers – in both Australia and overseas;
- All applicable legal obligations including mandatory police checks where available and appropriate for all personnel who have regular contact with children;
- Behaviour protocols or codes;
- Education and training of personnel and communication of the policy to all stakeholders; and
- Reporting procedures.

³⁵₁₇ We will seek ways to incorporate the voices of children in shaping the development programs that affect them.

³⁵₁₇ We will ensure that our complaints handling processes are child friendly.

4. PUBLIC ENGAGEMENT: INTEGRITY IN MARKETING AND REPORTING

Transparency

We are committed to accurate and transparent communication with our stakeholders.

Obligation

- We will proactively make available information to stakeholders which is accurate, accessible and timely.
- We will be clear about what information we will and will not provide to stakeholders.

REFLECTING VALUES

Marketing materials will reflect our missions and values and the values of this Code.

Obligation

- We will ensure our marketing materials clearly reflect our organisational values and the values of this code.

PORTRAYAL OF LOCAL PEOPLE

We will ensure that the use of images and messages portraying women and men, boys and girls in their communications respects the dignity, values, history, religion and culture of the people portrayed.

Obligation

- Images and messages of women and men, boys and girls will present them in a dignified, respectful manner, portraying them as equal partners in the development process.
- Images and messages will honestly portray the diversity of local people including age, disability and other marginalised groups.
- Images and messages will honestly convey the context and complexity of the situations in which local people live.
- Key figures in images will be informed of what the image is being used for and if possible, their permission obtained.
- Origins of any images used will be known and any necessary permissions, including copyright releases, be held.
- Care will be taken to ensure that the identification of or use of images of local people will not endanger the people they portray.

5. ANNUAL REPORTING

Transparency

We will use our website, www.hporphanage.asn.au , to convey our activities to our members and others.

Obligation

- An accurate and up to date website will be produced and be made available to our stakeholders including members, staff, volunteers, supporters, partner agencies, and members of the public.
- Our website will provide stakeholders with:
 - A description of our purpose, objectives/aims and values;
 - A plain language summary of our income and expenditure and overall financial health;
 - A description of the most significant aid and development activities undertaken during the reporting period and their impact; and
 - Information about evaluations into the effectiveness of and the learning from aid and development activity that we conduct.
- Our website will also specifically include:
 - A report by the management and/or the governing body;
 - Financial statements prepared in accordance with the requirements of this Code;
 - A statement of commitment to full adherence to the Code;
 - Identification of the ability to lodge a complaint against us, and
 - Identification of the ability to lodge a complaint for breach of the Code with the ACFID Code of Conduct Committee and a point of contact.

FINANCIAL STSTAMENTS

Our financial statements will be published on our website.

Obligation

- We will publish an annual report which will contain:
 - Financial statements
 - A reference to the availability of the full financial report (if the full financial report has not been included in the annual report).
 - An audit report on the Code of Conduct Summary Financial Report

or, if the full financial report has been included in the annual report, on the full financial report.

ACCESS TO FULL FINANCIAL REPORTS

We will ensure that in any references to financial performance, stakeholders are made aware of their to access the full financial reports.

Obligation

- We will make it clear that the full financial report is available on request.
- Any other publications that refer to financial performance, in summary, in an extract of detail or in commentary, will make it clear that the full financial report is available on request.

6. FUNDRAISING

LEGAL OBLIGATIONS AND ETHICAL PRINCIPLES

We will abide by applicable fundraising legislation and will be aware of best practice standards in fundraising.

Obligation

- We will have processes and procedures in place to ensure that all legislative requirements are met in their fundraising activities.
- We are aware of and comply with the Fundraising Institute of Australia's Code of Ethics and Professional Conduct and their standards for the type of fundraising undertaken (eg telemarketing, direct mail, electronic, events, face-to-face, grants and workplace giving).

TRUTHFULNESS

Fundraising solicitations by or on behalf of us will be truthful, will accurately describe the organisation's identity, purpose, programs, and needs and will only make claims which the organisation can fulfil.

Obligation

- We will ensure that staff, volunteers and contractors are aware of the requirement that fundraising solicitations must be truthful.
- Fundraising materials and solicitations will accurately identify the name of our organisation, address, Australian Business Number and purposes.
- Fundraising solicitations will clearly state if there is a specific purpose for the donations
- Fundraising materials and solicitations will, in particular, avoid material omissions, exaggerations of fact, misleading visual portrayals and overstating either the need or what a donor's response may achieve.
- Solicitations should accurately portray intended recipients, their situations and the potential solutions.

RESPONSIBILITY

We will be responsible for all fundraising activities outsourced to a third party and will put all such contracts and agreements in writing.

Obligation

- We will ensure that all contracts for fundraising meet the applicable legislative and regulatory requirements.
- We will have written contracts with third-party fundraisers that specify the

expectations, responsibilities and obligations of each party.

- We will ensure that any form of fundraising undertaken by a third party clearly identifies us as the beneficiary of the funds.

PROTECTION FOR DONORS

In all fundraising activities conducted, there will be policies and procedures in place to protect the rights of donors.

Obligation

- We will have policies and procedures in place to ensure that the privacy of donors or potential donors is protected (consistent with the Privacy Act 1988), including the right to:
 - Have their names deleted or suppressed from mailing lists, including those that we intend to share;
 - Identify collectors, see documentation confirming their bona fides and know whether they are volunteers, paid staff or agents of the organisation; and
 - Be informed about the purposes for which funds are being raised and be able to access information on programs supported by their donation.

ACCEPTANCE OF DONATIONS

We will ensure that decisions to accept or reject donations supports the purpose of the organisation.

Obligation

- The governing body of the signatory organisation will have a position on acceptance and refusal of funds.

APPLICATION OF DONATED FUNDS

In public fundraising for a specific purpose, we will have a plan for handling any excess and for substantiating the application of donors' funds.

Obligation

- We will ensure that when fundraising for specific purposes we will have a plan for use of any excess funding and make this known at the commencement of the fundraising appeal.
- We will maintain financial records that enable substantiation of application of donor funds and will provide this on request.

DISCLOSURE OF FUNDRAISING AND ADMINISTRATIVE COSTS

Anytime that we use expenditure ratios (e.g. percentage of funds spent on

administration and fundraising costs) will truthfully and transparently disclose all costs incurred in the donation program.

Obligation

- We will not give the impression that fundraising has no costs nor that aid and development programs have no administrative component.
- We will fully and accurately disclose to the public our fundraising and any administration costs incurred, and will reflect this in financial ratios, if used, in publications and marketing material.
- We will accompany any use of ratios with a note explaining how these have been determined.

6. ORGANISATION STRUCTURE

PUBLIC BENEFIT

We are not-for-profit and formed voluntarily by a group of interested people for a common purpose that serves a public good and is not carried on for the profit or gain of individual members.

Obligation

- Our governing instrument(s) will clearly indicate the not for profit purpose and character of the organisation and the public benefit to which it is dedicated.
- We reserve the right to make and retain or invest a surplus, directed to carrying out our purposes.
- The governance instrument(s) will prevent the organisation from distributing profits or assets for the benefit of members or other private persons, both during operation and on winding up.

7. INTEGRITY AND ETHICS

LEGAL REQUIREMENTS

We ensure that we are meeting the range of legal obligations that are applicable to us in each jurisdiction in which we work.

Obligation

- We will ensure that we have in place compliance systems and processes to ensure that our legal obligations are being met in each jurisdiction where work is carried out.

RESPECT FOR OTHER NGO'S

We will ensure that our public communication is respectful of other NGOs. We will not denigrate other agencies, or make inaccurate or misleading public statements regarding other agencies.

Obligation

- We will ensure that any communication regarding another NGO will be factually accurate and will not intentionally or otherwise mislead.
- We will not make statements about other NGOs with the intention of creating a reputational or other advantage for ourselves.

ANTI-FRAUD AND ANTI- CORRUPTION

We will minimise any risk of wrongdoing, corruption, fraud, bribery or other financial impropriety among our governing body, paid staff, contractors, volunteers and partner organisations.

Obligation

We will ensure that we:

- Articulate our stance against any wrongdoing, ensure that our ways of working actively minimise the risk of operational wrongdoing and monitor for evidence of wrongdoing.
- Have internal and external processes for safe reporting of wrongdoing ('whistle blowing') that include:
 - Publicised points of confidential contact (including at least one member of the governing body);
 - A process for investigation and escalation; and
 - Prescribed timeframes for investigation and response.
- Take prompt, firm corrective action where wrongdoing is identified.

CONFLICTS OF INTEREST

We will ensure that we manage any real or perceived conflicts of interest for our governing body, paid staff, volunteers and partners.

Obligation

- We will have a clear conflict of interest process that:
 - Requires our members to disclose any real or perceived conflict of interest or any affiliation they have with an actual or potential supplier of goods and services, recipient of grant funds or organisation with competing or conflicting objectives.
 - Requires our members to absent themselves from discussion, as appropriate, and abstain from voting or otherwise participating in the decision making on any issue in which they have a conflict of interest.
 - Requires our members to disclose any material gifts or offers of gifts for their personal use and prohibits them from accepting valuable or otherwise inappropriate gifts.

ENVIRONMENTAL IMPACT OF OPERATIONS

We will aim to operate our domestic operations in an environmentally sustainable way.

Obligation

We will aim to reduce the environmental impact of our domestic operations.

8. GOVERNANCE

GOVERNING INSTRUMENT

We will have written documentation (called a governing instrument in the Code) that sets out our goals and purpose and defines how we operate.

Obligation

- Our governing instrument will set out:
 - Our basic goals and purposes;
 - Our membership and our members' rights and obligations;
 - The governance structure and processes of our organisation;
 - The frequency and processes for meetings of our members (at least annually);
 - The method of appointment/election of governors, their terms of office, any provisions for termination and, where applicable, the basis for their remuneration,
 - The rules for meetings of the governing body, including the frequency of meetings (at least two a year) and the size of a quorum;
 - The powers and responsibilities of the governing body including a statement of the overall responsibility of the governing body;
 - The strategic control (e.g. approving business plan, appointing the CEO) of the governing body;
 - The financial control (eg. approving budgets, receiving audited financial accounts and appointing the auditor) of the governing body;
 - The power of the governing body to delegate authority to officers, staff and others.
- The governing instrument will be readily accessible to members and supporters.
- The governing instrument will comply with the relevant Australian (Commonwealth and State/Territory) legislative requirements.

GOVERNING BODY

We will have a governing body that has ultimate responsibility for all aspects of the organisation and to whom the organisation is accountable.

Obligation

- Our governing body will be elected or appointed by members from our body of membership and/or supporters and will be accountable to them.
- The governing body will have a majority of non-staff (non executive) members.
- The governing body may delegate authority to staff or others, but may not delegate its overall responsibility.
- Where authority is delegated to management or others, there will be clearly defined lines of authority between the governing body and those granted the authority.
- The respective roles and responsibilities of the governing body, staff and management will be clearly set out and communicated to all concerned.

ANNUAL GENERAL MEETING

We will hold an annual general meeting (AGM) of our members as defined in the governing instrument.

Obligation

- The AGM of the signatory organisation will:
 - Deal with substantive matters including reports from the governors and managers, receiving the annual audited financial statements and appointing an independent auditor for the subsequent year/s;
 - In accordance with our governing instrument, provide members with every reasonable opportunity to attend and engage with the governors and managers of the organisation;
 - This will include providing advance notice of the meeting to all members and providing reasonable access to any relevant information.

GOVERNING BODY POLICIES

We will have written policies covering appointment, induction, termination and, where applicable, remuneration of members of the governing body for their work as governors, including reimbursement for expenses and any loans.

Obligation

- To the extent that appointment and termination of members of the governing body are not covered by the governing instrument(s), our written policy will set out the processes for selection, appointment and induction.
- There will be documented governing body policy setting out the our approach to reimbursement of expenses by members of the governing body.

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- Where applicable, there will be a documented policy with respect to any remuneration by the signatory organisation of members of the governing body. This policy must be approved by the Annual General Meeting of the members of our organisation.

9. FINANCIAL MANAGEMENT

INTERNAL FINANCIAL CONTROLS

We will maintain internal financial control procedures that minimise the risk of misuse of funds.

Obligation

- We will maintain detailed accounting records.
- We will have policies and procedures in place to ensure appropriate segregation of duties, taking into consideration our size and capacity.
- We will have adequate procedures for the review and monitoring of income and expenditure by management and the governing body.
- We will have a governing body approved policy for internal loans and transactions to staff and governing body members. This policy will include disclosure and reporting about such loans and transactions.
- The nature of the relationship and the amount of any loans or payments to the members of the governing body or related parties must be fully disclosed in the annual financial report and subject to audit.
- We will ensure that funds and resources entrusted to them are controlled and properly invested and managed prior to their disbursement to any third party.

AUDITING OF FINANCIAL STATEMENTS

We will demonstrate our commitment to transparency and integrity of our financial reporting by having our financial reports independently audited by a qualified accountant.

Obligation

- Our full financial reports and Code of Conduct Summary Financial Reports will be independently audited and in accordance with the relevant Australian Auditing Standards.
- The auditor will be at a minimum a qualified accountant who is a member of the Australian Society of Certified Practising Accountants, the Institute of Chartered Accountants in Australia or the National Institute of Accountants, or be a registered company auditor.
- An audit report that specifically relates to the Code of Conduct Summary Financial Report will be included in the Annual Report and must be signed by the auditor and include their identity, qualifications and contact details.
- An audit report that specifically relates to the full financial report must accompany the full financial report and must be signed by the auditor and include their identity, qualifications and contact details.

EFFECTIVE USE OF RESOURCES

We operate on a nil financial wastage basis. Every dollar donated goes to development projects. There are no operational or administration costs taken out of donations.

This reflects our aim to be effective in our use of resources and to minimise financial wastage in the planning and implementation of development and aid activities.

Obligation

- We will ensure that our aid and development activities are structured to enable measurement of costs.
- We will be diligent in reviewing the costs of our engagement, seeking cost savings and efficiencies where appropriate to the context and nature of our aid and development activity.

10. STAFF AND VOLUNTEERS

HUMAN RESOURCES

We will protect the human rights and safety of personnel, including paid and volunteer staff, working in Australia or overseas.

Obligation

- We will meet all minimum legal and regulatory requirements relating to personnel, and will document and maintain policies and procedures that relate to personnel.
- We will include in our human resources policies and procedures a statement of unacceptable behaviours expressly including reference to any sexual exploitation or abuse.
- We will ensure that all personnel are provided with the relevant induction information pertaining to their rights and safety and that there is ready access to personnel and Occupational Health and Safety policies and procedures.
- Policies and procedures relating to staff and volunteers based both inside and outside Australia will be informed by the People in Aid Code of Good Practice in the Management and Support of Aid Personnel.

PROFESSIONAL CONDUCT

We will clearly communicate our expectations that professional conduct of staff, volunteers and members of the governing body will be consistent with the requirements of this Code.

Obligation

- We are committed to increasing staff and volunteer awareness and understanding of all the Principles and Obligations of this Code and how it applies to their role and responsibilities within our organisation.
- Our staff and volunteers are expected to comply with this Code, and this expectation must be clearly communicated at induction and in ongoing training.

TRAINING AND DEVELOPMENT

We recognise the importance of professional training and development for staff and volunteers and aim to instil a culture of learning into our organisation.

Obligation

- Our personnel policy and procedures will clearly set out our commitment to training and development.
- We will ensure our staff and volunteers and are aware of the rights of

people with a disability and those from vulnerable and marginalised groups and are provided with training on these issues, as appropriate and desirable.

HUMAN RIGHTS AND ANTI-DISCRIMINATION

We will apply human rights principles to their own organisations.

Obligation

- We will make our commitment to human rights and antidiscrimination in employment and advancement clear in our key documents.
- We will engage staff and volunteers within a framework that actively promotes human rights and avoids discrimination, in a way that supports our identity, philosophy and values and meets the statutory obligations of any anti discrimination legislation.
- We will have comprehensive gender equity policies and disability guidelines in place that aim to produce equitable outcomes between women and men, and people with a disability, in all activities of our organisation, including:
 - Engagement of volunteers and staff;
 - Engagement of partner agencies;
 - Senior management and governance.

11. COMPLAINT HANDLING PROCEDURES

VALUE OF COMPLAINTS

We recognise the importance and value of listening and responding to concerns and complaints.

Obligation

- We will equip staff and volunteers with an understanding of our approach to complaints response and assist them to effectively implement the policies.
- We will have in place a process for reviewing and analysing information available from concerns and complaints raised with our organisation.

ACCESSIBILITY AND AWARENESS

We will seek to ensure that our feedback and complaints handling processes about our aid and development activities conducted in Australia and overseas, are effective, safe, confidential and accessible to all stakeholders, irrespective of their gender, status or background and without prejudice to their future participation.

Obligation

- We will have a documented complaints handling policy and procedure that:
 - Provides an accessible, safe and discreet point of contact for stakeholders in Australia and countries where work is carried out to raise concerns or complaints about us;
 - Is responsive and fair;
 - Provides information to all stakeholders about the reporting and complaints procedure;
 - Provides information in a clear and easily understandable manner in appropriate forms and through appropriate media;
 - Ensures 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.

12. COMPLIANCE WITH THIS CODE

We will be compliant with all applicable aspects of this Code and will not engage in activities which bring the sector into disrepute.

Obligation

- We will monitor ourselves to ensure we are compliant with the Code.
- We will promote commitment to the Code and Code complaints handling process on our website.