

# Australian Relief and Mercy Services

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## Policy and Procedures

Working Templates and Fund Guidelines

Version 23.08

Note this document is under regular review – please ensure you utilise text from the latest version.



PO Box 7  
Mitchell, ACT, 2911  
Australia

Ph.: 02 4274 1090  
Email: [info@australianmercy.org](mailto:info@australianmercy.org)  
Web: [australianmercy.org](http://australianmercy.org)

ABN 84 008 643 258  
ACN 008 643 258

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## **Part A - Company Outline.**

The company outline describes the governance and values framework of Australian Mercy.

The full version of the Constitution of Australian Relief and Mercy Services Ltd can be found on our [website](#).

### **Background:**

Australian Relief & Mercy Services Ltd (Australian Mercy), commenced its operations in Canberra, on August 23, 1988. We are a standalone company and our Board is not financially reliant on, or governed by any third party.

Australian Mercy has been founded with the express purpose of providing direct relief to persons in any country who are suffering, distress, misfortune, destitution, helplessness or who are in necessitous circumstances.

### **Company outline:**

Australian Mercy is a non-government /non-profit organization limited by guarantee with the registered office in Canberra. It is governed by a Board, elected from its membership at its annual AGM.

Australian Mercy is funded through public donations, and through the seeking of grants and corporate donations from the business sector. Yearly independent auditor assessment ensures financial management of donated funds meet the standards of the Australian Charities and Not-for-Profits Commission

Australian Mercy is staffed by volunteers.

Australian Mercy has many expressions of its service some of which include: training, emergency relief, provision of medical supplies, development focussed projects, child sponsorships, project grants, primary health care and ministry to the homeless. Australian Mercy works both in Australia and Internationally.

### **Mission:**

Australian Mercy's mission, simply put, is "People who care helping people in need."

### **Vision:**

Australian Mercy aims to fulfil its mission by:

- Exemplifying love and compassion to a needy world and, in so doing, restoring wholeness and hope to broken lives.
- Upholding the dignity of all those in need.
- Empowering and supporting families in crisis.
- Equipping through training and skills development.
- Serving communities by sharing resources and cooperating with government and other non-government agencies for the common good of those in need.
- Mobilising others to help the poor and the needy.
- Bringing about the full participation of women and men as equal partners in the sustainable development of their societies.
- Valuing all people equally and not giving preference to those it aids on the basis of nationality, gender, ethnicity, age, disability, creed or religion.
- Committing to international standards in Emergency Management (LINK: Accra Agenda and Paris Declaration, International Red Cross and Red Crescent Movement and NGOs in Disaster Response Programmes).
- Being transparent, ethical and accountable in all our activities.

Australian Mercy recognizes that the right to receive humanitarian assistance, and to offer it, is a fundamental humanitarian principle which should be enjoyed by all citizens of all countries.

The services that Australian Mercy provides will be offered regardless of nationality, gender, ethnicity, age, disability, creed or religion.

## **Core Values**

Australian Mercy is a faith-based inter-denominational Christian organisation that sees Christ as the ultimate expression of God's mercy. We seek to adhere to biblical teaching and evaluate our work and attitudes by this standard.

As Christians we believe that we are called to live a life that reflects God's heart to his people - "He has told you, O man, what is good and what does the LORD require of you but to do justice and to love kindness and to walk humbly with your God" Micah 6:8 (ESV).

Therefore, our core values are:

### **We value relationship with God**

We acknowledge our dependence on God as an integral and core aspect of our daily life. We participate in this relationship with God in many ways, including prayer and worship.

### **We value people**

We value all people and celebrate the richness of diversity in human personality, culture and contribution. We are concerned with every aspect of a person – their spiritual, physical, mental, social and emotional well-being. We recognise that both men and women carry the image of God and therefore desire that both be involved at all levels of our organisation in order that the image of God is more completely represented.

### **We value the poor and the needy**

All people are made in the image of God and are of equal value and worth. We respect the poor, regarding them as active participants and working alongside them in a shared journey for renewed justice in their situation, speaking and acting on behalf of the powerless and marginalized.

### **We value relationships**

We endeavour to act in all relationships with humility and integrity whether this be with our partners, supporters or fellow workers. We want to work alongside other organisations collaboratively, learning from them wherever we can in order to help those we serve.

### **We value excellence**

We endeavour at all times to work and act in a professional manner and to strive for excellence in all that we do.

### **We value accountability**

We recognise that we are accountable for the use of our time and resources to God, to all those that we serve, to those we work alongside of and to those who donate and support us.

### **We value environmental sustainability**

Australian Mercy is committed to reducing its environmental footprint, by improving energy efficiency, using resources responsibly, and reducing waste.

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### **Related documents (links)**

<http://australianmercy.org/>  
<https://www.acnc.gov.au/>



### Scope

This document applies to all Australian Mercy staff and volunteers, administration staff and board members.

### Company Summary

Name: Australian Relief and Mercy Services Limited - trading as Australian Mercy.

ACN: 008 643 258

ABN: 84 008 643 258

### Governing Principles

Australian Mercy is committed to:

- Ensuring that their work complies with the Australian Mercy Mission, Vision and Values.
- Transparency and accountability to its members, maintaining effective and clear lines of authority and decision making.
- Creating and maintaining safe working environments for all its workers and volunteers and complying with all Federal, State, and Territory standards in WH&S, Privacy, Fundraising and other regulatory requirements.
- Ensuring that their board members are suitable for the position they hold.
- Ensuring that the conduct of their staff, volunteers and board members will at all times be professional and consistent with the Australian Mercy Mission, Vision and Values.
- Managing any real or perceived conflicts of interest for their governing board and volunteers.
- Applying human rights principles within the organisation.

### Principle Governing Instrument

Australian Mercy's main governing instrument is its constitution - *Constitution of Australian Relief and Mercy Services Ltd.*

The constitution addresses the areas of:

- The organisation's goal and purposes.
- The membership of the organisation and members' rights and obligations.
- The governance structure and processes of the organisation.
- The frequency and processes for meetings of members.
- The method of appointment of governors, terms of office, provisions for termination, basis for remunerations.
- The rules for meetings of the governing body, including a statement of the overall responsibility of the governing body.
- The strategic control.
- The financial control.

### Board of Directors (The Council)

Board members must:

- Act with reasonable care and diligence.
- Act honestly and fairly in the best interests of the charity and for its charitable purposes.
- Not misuse their position or information they gain as a board member.
- Disclose actual or potential conflicts of interest.
- Ensure that the financial affairs of the charity are managed responsibly.
- Not allow the charity to operate while it is insolvent.

The Board of Directors of Australian Mercy may delegate authority to staff or others but may not delegate overall responsibility. Where authority is delegated to others, there will be clearly defined lines of authority between the Board of Directors of Australian Mercy and those granted the authority.

The Board of Directors of Australian Mercy is responsible for ensuring that the policies and procedures of Australian Mercy are in keeping with Australian Mercy's legal and regulatory requirements. Policies are reviewed 3 yearly and updated as necessary.

## Appointing a New Board Member

- To align with principles of good governance the Board of Directors of Australian Mercy will consist of a majority of people who are not Australian Mercy staff.
- New members for the board will be sought keeping in mind the skills and knowledge that would benefit Australian Mercy, with reference to the Mission, Vision and Core Values of Australian Mercy.
- Before a prospective board member is approached the current board must be satisfied that the prospective board member is not disqualified from managing a corporation under the Corporations Act 2001 or disqualified from being a responsible person of a registered charity by the ACNC Commissioner.

The secretary of the board will therefore;

- Do a search in both the
  - ASIC Disqualified Persons Register.
  - ACNC Register of Disqualified Persons.
- Ensure that the prospective board member has signed the “responsible person's declaration”.

On appointment, the new board member will receive notification from the board and is required to

- Familiarise themselves with the duties of a board member from the point of view of the ACNC.

All board members are subject to a police check every three years.

## Remuneration of Directors

Australian Mercy does not pay its Board members a stipend or management fee. However, the company may pay a director for work they do for the company, other than as a director if the amount is no more than a reasonable fee for the work done or reimburse a director for expenses properly incurred by the director in connection with the affairs of the company. Invoice amounts greater than \$5000 need to be approved by the board and minuted.

## Membership Application

- The members of the company are initial members, and any other person that the directors allow to be a member in accordance with the constitution. They shall agree to commit to the Australian Mercy Charter and the company's policies, core mission, vision and values.
- Prospective members can apply in writing to the Board to be admitted into membership.
- The secretary of the board will keep an accurate and up-to- date list of the members and advise the board if the new application does not fit within the membership guidelines.
- The roll of members will be counted and declared to the board of directors at its first meeting following each AGM, this report will be minuted.

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## Related documents (links)

[ACNC Duties of Responsible Persons](#)  
[ASIC Disqualified Persons Register](#)  
[ACNC Register of Disqualified Persons](#)  
[Australian Relief and Mercy Services Constitution](#)  
[Australian Relief and Mercy Services Charter](#)  
[Privacy policy](#)  
[Fundraising and Appeals Policy](#)  
[Risk Management Policy](#)  
[Conflict of Interest Policy](#)  
[Responsible Persons Declaration](#)  
[Statement of Disclosure](#)

## Part B - Policy Documents

A policy is a set of ideas or plans that is used as a basis for making decisions. These policies outline the ways in which Australian Mercy intends to conduct its affairs and act in specific circumstances.

The application of these policies should be done with a best practice mindset. It is understood that certain applications may need localised interpretation and procedural adjustments.

### Purpose

Australian Mercy recognizes that in addressing some of the developmental needs of the communities in which it is working, there will arise from time to time the need to increase public awareness about an issue or to seek government or other intervention on an issue.

This policy should be read in conjunction with Australian Mercy's Communication Policy.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- Australian Mercy Board Members.  Australian Mercy Staff  Project Management Groups
- Project Managers and Staff  Volunteers  Project Partners
- Contractors  Project Beneficiaries  Project Visitors

### Policy Statement

Australian Mercy is committed to truthful, accurate, timely and relevant communication in all matter especially the issues it advocates about. The style and content of our communications are to facilitate these ideals.

### Definition

Australian Mercy defines advocacy as any action that speaks in favour of, recommends, argues for a cause, supports or defends, or pleads on behalf of others.

### Advocacy Campaigns

All campaigns and issues for public advocacy must be approved by the Board of Australian Mercy.

Australian Mercy will only take an issue into the public domain where it is assured that;

- its advocacy does not do harm or increase the level of risk facing affected groups
- its advocacy is evidence-based and accurate
- its advocacy messages reflect the perspectives of the affected population.

### Limits to advocacy

Whilst Australian Mercy sees the need and the value of advocacy, it does limit what it will allow itself and its staff to advocate about.

Australian Mercy will not participate in advocacy that;

- engages in, or promotes, activities that are unlawful
- engages in, or promotes, activities that are contrary to public policy
- promote or oppose a political party or candidate for political office.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Feb 2021

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### Related documents (links)

Communications Policy

### Purpose

This policy aims to guide Australian Mercy and our partners to differentiate and make a clear separation between aid and development and non-aid and development activities such as welfare and religious activities in our projects. This policy addresses the relationship between the project type (aid and development versus welfare) and fundraising.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input type="checkbox"/> Volunteers                        | <input checked="" type="checkbox"/> Project Partners          |
| <input type="checkbox"/> Contractors                                | <input checked="" type="checkbox"/> Project Beneficiaries  | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

Australian Mercy is an Aid and Development organisation that sees Christ as the ultimate expression of God's mercy. As outlined in our Company Outline, Australian Mercy's work includes training, emergency relief, provision of medical supplies, project grants, child sponsorships, community development, disaster relief, programs to the homeless, family counselling and the provision of primary health care. Alongside this, Australian Mercy is involved in advocacy in support of vulnerable people, including, where relevant, political advocacy.

The Australian Mercy board is committed to ensuring that we accurately represent our activities to the people we work with, our donors, and the public, and that funds raised for aid and development purposes are used as they are intended. Should any Australian Mercy project involve religious activities (see definition below) or any other non-aid/development activities, these will be promoted and accounted for separately.

### Definitions

Aid and development activities are undertaken in order to reduce poverty and address global justice issues, and may include community projects, emergency management, advocacy undertaken to address the causes of poverty and disadvantage, provision of technical and professional services and resources, environmental protection and restoration, and promotion and protection of human rights. Aid and development approaches are distinguished by these principles:

- Strengths based approaches which encourage people and communities to create solutions for themselves.
- Processes that seek to address the causes of poverty.
- Processes that seek to empower rights holders to claim their rights and ensure that duty bearers exercise their duties.
- Supporting systems and structures which enable people to move out of poverty.
- Emergency relief, disaster recovery and meeting the immediate needs of refugees and internally displaced people.

Non aid and development activities include welfare programs, evangelism or other religious activities. These activities are defined below.

*Welfare programs* provide assistance to maintain individuals in a particular condition on a long-term basis. It is provided on an individual or family basis, rather than on a community basis. Examples include institutionalised care programs in orphanages and child sponsorship (where funds are provided to families versus used for development activities).

*Religious activity* includes evangelism (also called proselytism and missionary work) which is the practice of attempting to convert people to another religion or faith, or to persuade or develop religious beliefs or faith practices.

*Political activities* attempt to convert people from one political persuasion to another, or which are in support of, or in opposition to a political party, or in support of or in opposition to a candidate before or during an election period.

### Principles

- All Australian Mercy projects are provided without discrimination regarding caste, creed, class, race, gender, religion or political persuasion.
- Australian Mercy has a strong focus on aid and development and the majority of Australian Mercy projects fall under this definition.
- Australian Mercy undertakes welfare programs where it is deemed appropriate within the cultural context and at the request of the front-line partner, or where it has been deemed as an appropriate response by those Australian Mercy personnel who are working closely with the situation. Australian Mercy also undertakes welfare programs in circumstances of chronic emergencies or disaster situations.
  - Wherever possible Australian Mercy will seek to refocus such responses towards an aid and development model, as soon as the external circumstances surrounding that project permit.
- Australian Mercy is a faith-based organisation, and Australian Mercy projects may be undertaken in partnership with other religious organisations.
  - We recognise that religion and development are interwoven. Religious beliefs are part of daily life in many developing countries, and development by its very nature involves the transformation of values and behaviour.
  - Nevertheless, religious activities as defined above must be clearly separated in all Australian Mercy projects. For example, the building of exclusive religious structures such as a church, mosque or temple is prohibited as a development activity however a general use community facility constructed as part of a development project may be used by a religious group in proportion to other community activities such as mothers club, clinic, school etc.
- Before agreeing to partner with an organisation in a new project, the Board will consider, among other things, the type of project being undertaken (aid and development versus other), and the fit of the project with the overall Mission Statement of Australian Mercy.
- Australian Mercy is required to distinguish clearly between aid and development activities and non-aid and development activities as defined above, and this requirement extends to our partners, Project Management Groups and volunteers.
- This distinction must be clearly documented with regard to:
  - Project budgets, accounts and reporting to the Australian Mercy Board.
  - Information to volunteers or potential volunteers about the project.
  - Information provided to the public about the project - for example, on the Australian Mercy or project partner's website, or information provided by volunteers about the project to stakeholders or beneficiaries.
  - Fundraising information/solicitations.
  - Annual report.
- Fundraising solicitations that are for both aid and development and non-aid and development activities will provide donors with the option of contributing to aid and development activity only.
- Funds raised through Australian Mercy for international projects attracting Deductible Gift Recipient status (DGR) are not to be used for any activity other than aid and development, as defined above, except where their use for emergency disaster relief is approved by the Minister for Foreign Affairs.
- Funds raised through Australian Mercy for local (Australian) projects attracting Deductible Gift Recipient status are not to be used for any activity other than those that are within the defined meaning of Australian Mercy's PBI (Public Benevolent Institution) status.
- Funds provided to Australian Mercy through AusAID are not to be used for political activities, welfare activities, evangelism or emergency relief.

## Review

This policy will undergo a review at least every 3 years.

- Last review date Feb 2023

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## Related documents (links)

Communications Policy

Projects Policy

Project Monitoring Procedure

[Project Management Group Guidelines](#)

### Purpose

Australian Mercy deplores all forms of terrorism and will never knowingly support, tolerate or encourage terrorism or the activities of those who embrace terrorism and will make every effort to ensure that its resources are not used to facilitate terrorist activity.

This policy sets out Australian Mercy's response to the risk of dealing with individuals and organisations associated with terrorism and Australia Government legislation associated with this.

Relevant legislation can be found in:

- Part 5.3 of the Criminal Code Act 1995 ('the Criminal Code'); and
- Part 4 of the Charter of United Nations Act 1945 ('the UN Charter Act')

Failure to comply with Government requirements could significantly impact the reputation of Australian Mercy as well as expose the organisation to potential penalties.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input type="checkbox"/> Volunteers                        | <input checked="" type="checkbox"/> Project Partners          |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

Australian Mercy acknowledges that Australian Government legislation prohibits dealing with listed terrorist organizations and/or proscribed persons or entities. Australian Mercy will at all times adopt measures intended to facilitate compliance with this legislation.

Australian Mercy will confirm the identity, credentials and good standing of the people or organisations it supports and will check that these people or organisations are not on the lists maintained by the Australian Government.

Australian Mercy will not knowingly remit any funds to known or suspected terrorist organisations or individuals.

Australian Mercy will report any known or suspected terrorist links to the relevant national authority.

Australian Mercy will use its best endeavours to ensure that overseas recipients of Australian Mercy's funds will adopt policies and procedures that enable them to comply with relevant Australian anti-terrorist legislation.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Nov 2021

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### Related documents (links)

[Anti-terrorism Procedure](#)

[Project Monitoring Procedure](#)

[Part 5.3 of the Criminal Code Act 1995](#)

[Part 4 of the Charter of United Nations Act 1945](#)

### Purpose

Australian Mercy is committed to ensuring, as far as is reasonably practicable, the health, safety and welfare in its working environment for any their volunteer staff, contractors, clients, stake holders or visitors to their centres.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input checked="" type="checkbox"/> Contractors                     | <input checked="" type="checkbox"/> Project Beneficiaries  | <input checked="" type="checkbox"/> Project Visitors          |

### Policy Statement

Australian Mercy is committed to reducing and where possible eliminating behaviours in the workplace that have the potential to create a risk to a staff member's health and safety or that would create any risk to the health and safety of clients and other persons associated with any of its projects.

These behaviours include but are not limited to;

- Bullying: a repeated, unreasonable behaviour directed toward a person, or a group of persons, that creates a risk to their health and safety. Bullying can be verbal, physical or in writing (including online).
- Examples of bullying can include:
  - Verbal abuse.
  - Excluding, ignoring or isolating a person.
  - Psychological harassment.
  - Intimidation.
  - Assigning meaningless tasks unrelated to a person's job.
  - Giving a person impossible assignments and deadlines.
  - Unjustified criticism or complaints.
  - Deliberately withholding information vital for effective work performance.
  - Constant taunting, teasing or playing practical jokes on a person who is not a willing participant.
- Sexual harassment: Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a reasonable person feel offended, humiliated or intimidated.
- Examples of Sexual harassment can include:
  - Unwelcome touching.
  - Staring or leering.
  - Sexually explicit pictures or posters.
  - Unwanted invitations to go out on date.
  - Requests for sex.
  - Intrusive questions about a person's private life or body.
  - Unnecessary familiarity, such as deliberately brushing up against a person.
  - Insults or taunts based on sex.
  - Sexually explicit physical contact.
  - Sexually explicit emails or SMS text messages.
- Other unacceptable behaviours can include:
  - Coercion, harassment and discrimination.
  - Occupational violence.
  - Aggressive and abusive behaviour.
  - Unreasonable demands and undue persistence.
  - Disruptive behaviour.
  - Aggressive or abusive behaviour such as threatening gestures or actual violence or assault.
  - Verbal abuse such as yelling, screaming, abusive or offensive language.
  - Being under the influence of illicit drugs or impaired by alcohol.
  - Unsafe work practices or behaviour which may harm the staff member or others.



- Stalking.
- Unwelcome physical contact.
- Teasing, name calling, ridicule, or making someone the brunt of pranks or practical jokes.
- Excluding or isolating individuals.
- Personal use of company resources related to pornography or the sex industry.

## Responsibilities

It is the obligation and responsibility of every person to ensure that their working environment and project site is free from bullying and other unacceptable behaviours. The responsibility lies with every manager/supervisor and staff member and other volunteers to ensure that bullying and other unacceptable behaviours do not occur in the workplace.

Everyone has:

- An entitlement to work in a safe and healthy workplace and to be treated with dignity and respect.
- An entitlement to be safe in all environments whether they be a worker or visitor to those premises.
- An entitlement to make a complaint in respect of any unacceptable behaviour.
- A responsibility to take reasonable care for their own health and safety.
- A responsibility to ensure they do not promote or engage in bullying or any other unacceptable behaviour and otherwise take reasonable care that their acts or omissions do not adversely affect the health and safety of other people.
- A responsibility to co-operate and comply with this policy and any other relevant policy.

It is the responsibility of all managers to ensure that:

- They understand, and are committed to, the right of all workers, clients, stakeholders, and visitors who attend any Australian Mercy worksite and perform their duties without fear of being bullied or at the receiving end of any unacceptable behaviour in any form.
- All reasonable steps to eliminate unacceptable behaviours are made so far as is reasonably practicable.
- All applicable occupational health and safety legislation is observed.
- All staff members are regularly educated and made aware of their obligations and responsibilities in relation to providing a workplace free from unacceptable behaviours.
- They provide an environment which discourages unacceptable behaviours, and set an example by their own behaviour.
- All complaints are treated seriously and confidentially.
- They are as far as practicable aware of whether bullying or other unacceptable behaviours are occurring, whether complaints are received or not, relying on such indices as;
  - Sudden increases in absenteeism.
  - Unexplained requests for transfers.
  - Behavioural changes that may indicate depression.
  - Sudden deterioration in work performance.
  - Reluctance to come to the project site.
  - Behavioural changes when in the presence of others at the project site
- They take immediate and appropriate action if they become aware of any bullying or other unacceptable behaviours.
- Any reported allegations of bullying or other unacceptable behaviours are thoroughly, and fairly investigated.
- Guidance and education is provided, where requested and/or appropriate, to cases and subsequent decisions relating to complaints.
- Ongoing support and guidance is provided to management, workers and other volunteers in relation to the prevention of unacceptable behaviours.
- In the case of a sexual harassment complaint; The person against whom the complaint has been made will be suspended from working in the same area as the person who made the complaint.
- This policy is displayed in the workplace and easily accessible to all workers.

## Review

This policy will undergo a review at least every 3 years.

- Last review date Feb 2021

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**Related documents (links)**

Work Health and Safety Policy  
Work Health and Safety Procedure  
Incident and Injury Reporting Policy  
Risk Management - Reporting Form Template  
Complaints Policy  
Complaints Procedure  
Safe-guarding Policy

### Purpose

To ensure that communications from Australian Mercy are consistent with our values.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input checked="" type="checkbox"/> Contractors                     | <input type="checkbox"/> Project Beneficiaries             | <input checked="" type="checkbox"/> Project Visitors          |

This policy provides guidance for communications produced by or on behalf of Australian Mercy, and Australian Mercy projects, in any media, including:

- Social media
- Public statements, including press releases, social media statements, general newsletters, advertising of projects (e.g. for recruitment of volunteers), and public presentations on Australian Mercy's work, or the work of projects affiliated with Australian Mercy.
- Communications with donors and potential donors.
- Communications that seek to influence and advocate.
- The use of images in any of the above.

### Policy Statement

Australian Mercy is committed to truthful, accurate, timely and relevant communication. The style and content of our communications are to facilitate these ideals.

Australian Mercy communicates regularly with many audiences in order to develop, promote and support its work. We recognise communication is essential for strong relationships, healthy families, communities, and effective service.

All communication creates impressions in the minds of the general public, donors, partner and other organisations, and decision-makers. All communication under the auspice of Australian Mercy must adhere to this policy.

### Principles

Key communication principles:

- Communications from Australian Mercy must always be congruent with our Mission, Vision and Core Values, as described in the Australian Mercy Charter For example, the Vision that Australian Mercy will fulfil its mission by *Valuing all people equally and not giving preference to those it aids on the basis of nationality, gender, ethnicity, age, disability, creed or religion* should be reflected in the use of inclusive language in all Australian Mercy communications.
- Australian Mercy communications must at all times be clear, truthful and accurate, and provide references for any claims made.
- Australian Mercy communications will never intentionally convey misleading or incorrect messages. Our communications will not make unrealistic promises or raise false expectations about our work or projects. There will be no material omissions or exaggerations of facts, no use of misleading photographs or any other communication that may tend to create a false impression or misunderstanding.
- Australian Mercy communications will not denigrate other agencies or organisations, or make false statements about them. In general, Australian Mercy will confine our communications to discussions of our own work and projects, without seeking to make comparisons with other organisations. However, we will ensure that the role of partner organisations in our projects is acknowledged.
- In all communications through any media, Australian Mercy will give respect to the dignity, values, history, religion and culture of the people with whom it works, consistent with principles of basic human rights. This includes through the choice of images that accompany our communications.
- These key principles should be taken into account when developing and approving Australian Mercy communications. Additional principles relevant to specific communication activities are below.

## Definitions

### Fundraising communications:

- Australian Mercy is a charity that relies heavily on public subscription. Fund raising for any projects run by any office or Project Management Group of Australian Mercy are the responsibility of that office/PMG, and therefore materials to support these efforts should be drafted by the office/PMG in question.
- Fundraising materials (text and images) will be examined and approved as against relevant policies before going to publication.
- In all fundraising materials Australian Mercy will clearly state the tax deductibility of donations. Fundraising communications must clearly distinguish between aid and development and non-aid and development activities.

### Advocacy

- Australian Mercy uses advocacy to persuade and influence decision makers and opinion leaders to act at all times in the interests of vulnerable people, and with full respect for fundamental humanitarian principles. We also seek to raise public awareness of certain issues that are related to the work we do and the places we are involved in.
- In all forms of advocacy, Australian Mercy commits itself to truthful and accurate communications, based on known facts rather than assumptions.
- We claim only to represent those that we have the authority to represent.
- We will work to protect the safety and rights of those we are seeking to serve during and after an advocacy campaign.
- We seek to work cooperatively with organisations representing people most affected by the issue, where possible and appropriate, and to empower those most affected by an issue to effectively advocate for themselves.

### Social media

- Australian Mercy social media accounts are used to engage people in our work generally and to raise awareness of specific projects, appeals or problems. They may therefore be used as tools for advocacy (see above) or general public communication with our supporters.
- Australian Mercy social media accounts should only be managed by those appointed by the related Project Management, Location Manager or Australian Mercy staff members.
- Australian Mercy social media posts should be fact-based, not opinion-based. Posts should meet our key communication principles, outlined above.
- Australian Mercy does not review the personal social media accounts of volunteers or staff members, and takes no responsibility for what is posted from these accounts.

### Media interviews and stories

- In all matters pertaining to discussions with the media it is the relevant Location Director, who should dialogue with them. On issues of National concern, policy or national operations, the media should be directed to speak to an appointed Board Member. The purpose of the interview should be clarified and, where possible, a list of questions solicited prior to the interview. A recording of the interview should be made.
- Interviewees should adhere to the Core Principles and Vision of Australian Mercy, as well as the key communication principles, outlined above.

### Images and messages

- Images, and the messages that accompany them (for example, captions, descriptions, case studies) are powerful communication tools that may support public engagement and understanding of our work. However, they are also vulnerable to misuse and may misrepresent people and communities, reinforcing untrue and dangerous stereotypes of people and our work.
- The use of images of people may also raise privacy issues and may have political or social repercussions for the person photographed.
- We will adhere to the images and messages policy of Australian Mercy

## Review

This policy will undergo a review at least every 3 years.

- Last review date Feb 2023

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**Related documents (links)**

Australian Mercy Charter  
Fundraising and Appeals Policy  
Images and Messages Policy  
Aid and Development versus Other Activities Policy  
Volunteer Policy

### Purpose

To provide access to the fair and efficient resolution of complaints, grievances or problems that address breaches of personnel guidelines, instances of unfair treatment, unethical or criminal behaviour.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input checked="" type="checkbox"/> Contractors                     | <input checked="" type="checkbox"/> Project Beneficiaries  | <input checked="" type="checkbox"/> Project Visitors          |

This Policy is intended to apply to any complaint, regardless of who makes it. Complaints may relate to our staff, our volunteers, our partners, our contracted service providers or anyone else acting on our behalf. Complaints may also relate to our services and projects, whether provided directly by Australian Mercy or in partnership with another organisation.

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

This policy is also made available to our staff and to the general public through our website. We require all those who may be involved in any way with a complaint to formally signify their commitment to this policy. Project Management Groups ensure that projects in Australia or internationally have relevant complaints processes in place. At a minimum this should ensure the policy:

- Are available in local languages
- Are provided in accessible formats
- Detail appropriate contact information for all levels of complaints (including contact information for the PMG and for Australian Mercy).

### Policy Statement

Australian Mercy recognises the importance and value of listening and responding to concerns and complaints. We believe that people should have a clear complaints pathway through which they can seek a resolution of complaints and grievances associated with their contact with Australian Mercy, its staff or representatives. This applies especially to the delivery of services, finances, and accountability to stakeholders generally.

### Definitions

- Complaint: means an expression of dissatisfaction made to an organisation, related to its personnel, the delivery of products or services, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.
- Complainant: means a person, organisation or its representative, making a complaint.
- Inquiry: means a request for information or an explanation.
- Feedback: means opinions, comments, suggestions and expressions of interest proffered during the complaint handling process.
- Stakeholder or interested party: means a person or group having an interest in the performance or success of the organization.
- A whistleblower is someone with inside knowledge of an organisation who reports misconduct or dishonest or illegal activity that may have occurred within that organisation.

### Principles

Australian Mercy is committed to the following principles in relation to complaints handling:

- Accessibility: Our complaints processes will be visible and accessible to everyone who may need them. It is our responsibility to ensure that complaints are recorded and followed up.
- Timeliness: We will act as quickly and as thoroughly as possible to resolve complaints and grievances.
- Local resolution: Australian Mercy will support a local resolution of problems wherever possible, believing that issues need to be dealt with in the place that they occur - for example, if a complaint arises about an international project, the local management of that project will oversee the handling

of the complaint in the first instance. PMGs must also report on complaints raised within or about their projects to the Australian Mercy Board in their regular reporting (6 monthly).

- Equity: We will address all complaints in an equitable, fair and unbiased manner using evidence submitted by both the complainant and our personnel through the complaint handling process.
- Confidentiality: We will keep complaints strictly confidential. All complaints will be recorded and filed in a central, confidential file. Anonymous complaints can be made, but our ability to investigate them may be limited because of this.
- Continuous learning: We use complaints as a means of learning and improving our organisation.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Aug 2022

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### Related documents (links)

[Complaints Procedure](#)

[Volunteers Policy](#)

[Projects Policy](#)

[Whistleblowing Procedure](#)

[Project Management Group Guidelines](#)

## Conflict of Interest Policy

### Purpose

The purpose of this policy is to help board members and other levels of management of Australian Mercy to effectively identify, disclose and manage any actual, potential or perceived conflicts of interest in order to protect the integrity of Australian Mercy and manage risk relating to these.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                 |                                                               |
|---------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input type="checkbox"/> Volunteers             | <input type="checkbox"/> Project Partners                     |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries  | <input type="checkbox"/> Project Visitors                     |

### Objective

To ensure that board members and other levels of management are aware of their responsibilities with respect to conflicts of interest as representatives of Australian Mercy.

### Definition

A conflict of interest occurs when a person's personal interests conflict with their responsibility to act in the best interests of the charity. Personal interests include direct interests as well as those of family, friends, or other organisations a person may be involved with or have an interest in (for example, as a shareholder). It also includes a conflict between a board member's duty to Australian Mercy and another duty that the board member has (for example, to another charity).

A conflict of interest may be actual, potential or perceived and may be financial or non-financial.

These situations present the risk that a person will make a decision based on, or affected by, these influences, rather than in the best interests of the charity and must be managed accordingly.

### Policy Statement

This policy has been developed because conflicts of interest commonly arise, and do not need to present a problem to the charity if they are openly and effectively managed. It is the policy of Australian Mercy as well as a responsibility of the board, that ethical, legal, financial or other conflicts of interest be avoided and that any such conflicts (where they do arise) do not conflict with the obligations to Australian Mercy.

- The charity must ensure that its board members are aware of the Australian Charities and Not-For-Profits Commission (ACNC) governance standards, particularly governance standard 5 relating to Duties of Responsible Persons. Board members must disclose any actual or perceived material conflicts of interests as required by governance standard 5.

Responsibilities of the Board.

- Australian Mercy requires board members to:
  - Avoid conflicts of interest where possible.
  - Identify and disclose any conflicts of interest.
  - Manage any conflicts of interest.
  - Follow this policy and respond to any breaches.
- Australian Mercy Board responsibilities:
  - Establish a procedure for identifying, disclosing and managing conflicts of interest across the charity.
  - Monitor compliance with this policy.
  - Review this policy on a regular basis to ensure that the policy is operating effectively.

Identification and disclosure of conflicts of interest.

- Once an actual, potential or perceived conflict of interest is identified, it must be entered into the Australian Mercy register of interests as well as being raised with the board. Where all of the other board members share a conflict, the board should refer to the ACNC governance standard 5 to ensure that proper disclosure occurs. The register of interests must be maintained by the board



secretary, and record information related to a conflict of interest (including the nature and extent of the conflict of interest and any steps taken to address it).

#### Confidentiality of disclosures

- Information disclosed in this process will be confidential within the board.

#### Action required for management of conflicts of interest

- Once the conflict of interest has been appropriately disclosed, the board (excluding the board member disclosing and any other conflicted board member) must decide whether or not those conflicted board members should:
  - Vote on the matter (this is a minimum),
  - Participate in any debate, or
  - Be present in the room during the debate and the voting.
  - In exceptional circumstances, such as where a conflict is very significant or likely to prevent a board member from regularly participating in discussions, it may be worth the board considering whether it is appropriate for the person conflicted to resign from the board.

#### What should be considered when deciding what action to take

- In deciding what approach to take, the board will consider whether the conflict needs to be avoided or simply documented.
- Whether the conflict will realistically impair the disclosing person's capacity to impartially participate in decision-making.
- Alternative options to avoid the conflict.
- Australian Mercy's objects and resources.
- The possibility of creating an appearance of improper conduct that might impair confidence in, or the reputation of, Australian Mercy.
- The approval of any action requires the agreement of at least a majority of the board (excluding any conflicted board member/s) who are present and voting at the meeting. The action and result of the voting will be recorded in the minutes of the meeting and in the register of interests.

#### Compliance with this policy

- If the board has a reason to believe that a person subject to the policy has failed to comply with this policy then the matter must be further investigated.
- If it is found that this person has failed to disclose a conflict of interest, the board may take action against them. This may include seeking to terminate their relationship with Australian Mercy.
- If a person suspects that a board member has failed to disclose a conflict of interest, they must discuss the matter with the person in question and notify the board.

#### Review

This policy will undergo a review at least every 3 years.

- Last review date Aug 2022

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#### Related documents (links)

Conflict of Interest Procedure  
Conflict of Interest Register Template  
[ACNC Governance Standards](#)

### Purpose

From time to time locations or ministries of Australian Mercy may need to deploy personnel into a disaster situation. Further, we recognise that our projects, both in Australia and overseas, may experience disasters within or nearby to the project location, thus necessarily involving project volunteers.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

Australian Mercy recognizes that disasters are situations where danger is evident, risk is high and decisions need to be made under pressures that may not exist within the ordinary development context.

Australian Mercy affirms that in disaster situations, we follow the Principles of Conduct for the International Red Cross and Red Crescent Movements and NGOs in Disaster Response Programmes, outlined below, as a basis for our on-field behaviour and ethos. We are also committed to follow the 9 principles outlined in the Core Humanitarian Standard.

### Principles

- To understand and meet the need.
- To give support when it is needed.
- To provide support that helps people recover and prepares them to respond to a similar emergency in the future, without causing harm.
- To inform recipients about the support they can expect and how they should be treated. We will do our best to give recipients a say in decisions about the support provided.
- To ensure that recipients can report problems if they are unhappy with the support we provide or with the way our staff treat them. No one should be harmed if they make a complaint. We will take action in response to complaints.
- To work together with other organisations that provide support. We try to combine our knowledge and resources to better meet the needs of those we are trying to help.
- To learn from experience so that the support we give improves over time.
- To ensure that the people who work for us have the skills and experience to support the people we are trying to help.
- To manage resources in a way that is responsible, limits waste and has the best result for the people we are seeking to assist.

Australian Mercy will undertake to make sure that our disaster responses are coordinated with others in the field, so that emergency efforts are collaborative and more effective. We shall attempt to build disaster response on local capacities

We will avoid competing with other disaster response agencies for media coverage in situations where such coverage may be to the detriment of the service provided to the beneficiaries or to the security of our staff or the beneficiaries.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Nov 2020

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### Related documents (links)

[Principles of Conduct IRC and RCM](#)



### Policy statement

As an agency committed to providing direct relief to persons within Australia in countries as have been declared by the Foreign Affairs Minister of the Commonwealth of Australia to be Developing Countries, who are suffering from poverty, sickness, distress, misfortune, destitution or helplessness and who are of necessitous circumstances. Australian Mercy accepts its responsibility to strive to ensure our programmes are equally accessible to men and women, boys and girls, recognising that in many contexts this will require gender specific approaches and activities.

We recognise the double disadvantage that many girls and women with a disability have, and believe that attention to gender equity is essential to sound development practice and at the heart of economic and social progress. As outlined in CEDAW, the work of Australian Mercy recognises that the development of a country and the cause of peace requires full participation of women on equal terms with men. Development results cannot be maximized and sustained without explicit attention to the different needs, interests and roles of women and men.

Australian Mercy confirms its strong commitment to the inclusion and representation of those who are vulnerable and or affected by the intersecting drivers of marginalisation and exclusion, including and not restricted to race, religion, ethnicity, indigeneity, disability, age, displacement, caste, gender, gender identity, sexuality, sexual orientation, poverty, class, health or socio-economic status.

This commitment is founded on:

- Our belief as a Christian organisation that all persons are created in the image of God and are thus equals with the same basic rights and human dignity;
- Our recognition that affected communities have the right, the capacity, and the desire to be active analysts and agents of change in initiatives taken on their behalf;
- Our recognition that the active participation, ownership and engagement of affected communities in humanitarian and development programs brings valued and diverse perspectives, richer context and risk analysis, understanding of how to strengthen existing community protection mechanisms, poignant insights into untapped capacity, and scope for new approaches and innovation;
- Our commitment to uphold humanitarian principles, particularly impartiality, our rights-based commitment to non-discrimination, and our protection principles.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- Australian Mercy Board Members
- Australian Mercy Staff
- Project Management Groups
- Project Managers and Staff
- Volunteers
- Project Partners
- Contractors
- Project Beneficiaries
- Project Visitors

The commitments confirmed in this Policy are in line with Australian Mercy's Safeguarding Policy, Staff and Volunteer codes of conduct, and Human Rights Policy. The Policy is to be read in conjunction with Australian Mercy's Human Rights Policy and our Safeguarding Policy.

### Approaches

Australian Mercy's rights-based approach recognises all people as 'rights-holders'. As rights-holders, all people at risk or affected by conflict, disasters or displacement have the right to request and receive assistance and protection. Promoting the application of a rights-based approach ensures that our support is targeted at the most vulnerable and those most at risk of discrimination, exclusion, marginalisation and other human rights abuses.

All project design, implementation, monitoring and evaluation processes will seek to expose direct and indirect discrimination and social exclusion that may occur as a consequence of the combination and intersection of age, gender and other diversities. It aims to identify assumptions, stereotypes and prejudices, and address these.

Australian Mercy will seek to draw on strengths and capacities of all people to enable inclusive and strengths-based approaches. It is recognised that programming and advocacy often require a combination of

approaches, and Australian Mercy will choose these carefully according to contexts, alignment with our values and principles, and evidence-based social and behavioural change research.

Australian Mercy is committed to promoting equality and equity as common values as well as promoting gender, disability, diversity and age mainstreaming and targeted action to address associated inequalities.

Australian Mercy will

- Promote gender equity within its structures, especially in senior positions of management and governance.
- Monitor the gender make-up of our Board of Governors, and seek to ensure equal representation on the Board.
- Ensure internal staff policies and procedures are aimed at achieving fairness and justice in the distribution of benefits and responsibilities between men and women.

Australian Mercy also will apply this Policy by promoting gender equity in all of its functions, including;

- Staff Induction
- Staff being held accountable for their behaviour.
- Employment conditions, e.g. flexible work hours, parental leave
- Communications, e.g. online, verbal, written, meetings
- Active promotion of inclusion and respect for diversity within our agency, within our partnerships and the programs we support, and in the way we communicate our work;
- Ensuring that exclusion of any individual or group within a target group or community on discriminatory grounds is recognised as discrimination and is proscribed;
- Integrating 'do-no-harm' criteria through our programs as they relate to vulnerable groups;
- Taking an inclusive approach to our work that seeks to identify and address barriers that prevent vulnerable and marginalised people from participating in and benefiting from program and advocacy outcomes, thereby ensuring safe, dignified and meaningful access to initiatives hosted by Australian Mercy and our Partners.

This policy focuses on three main areas: gender equality and equity, inclusion of people living with disabilities and age sensitiveness and inclusions actions:

Gender equality and equity relates to:

- The prevention of and response to sexual exploitation, abuse and harassment and all forms of gender based violence;
- Promoting greater participation for women and girls in making decisions which affect their lives, including offering leadership opportunities;
- Active involvement of men and boys in promoting gender equality;
- Targeted protection and assistance to reduce threats and vulnerabilities, increase capacity and address structural gender inequalities;
- Striving for all initiatives ranging from emergency assistance, recovery, reconstruction through to long-term development to utilise and benefit from a thorough social analysis, including gender-sensitive and disability-sensitive analytical tools and approaches.

Inclusion of people living with disabilities

- Promoting participation for people living with disabilities in making decisions which affect their lives;
- The prevention of and response to sexual exploitation, abuse and harassment of people living with disabilities;
- Recognising the multi-level discrimination often experienced by people living with disabilities, and offer targeted protection and assistance to reduce threats and vulnerabilities, increase capacity and address barriers to participation.

Age sensitive and inclusive actions

- Understanding age is an important consideration in our work, as elderly people and young people face different risks, social pressures and obstacles, and have differing abilities and strengths;
- The prevention of and response to sexual exploitation, abuse and harassment of all age groups, including children, youth and elderly people;

- Promoting participation for different age groups in decisions which affect their lives;
- Reduce at risk behaviour amongst young people by intentionally building resilience and support networks.

## Objectives

The core objective of this policy is:

- To promote and actively practice inclusion of diversity within our Agency, partnerships, programs and communications;
- Empower communities to transform gender and related power relationships in order to build just, equitable and inclusive societies;
- Ensure inclusion and active participation of vulnerable and marginalised people within any Australian Mercy programming or initiatives;
- Ensure decisions about programming and other initiatives are based on evidence that considers impact for people who may be marginalised due to their identity.

Principles and standards

Australian Mercy is committed to the following standards and principles:

- The Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organisations in Disaster Relief
- The Core Humanitarian Standard on Quality and Accountability
- The Sphere Project – Humanitarian Charter and Minimum Standards in Disaster Response (2004)
- The United Nations Convention on the Rights of the Child.
- The United Nations Convention on the Rights of People with Disabilities.
- The United Nations Convention on the Elimination of All Forms of Discrimination against Women

Australian Mercy is committed to upholding the values and meeting the following standards.

- “Respect: we recognise the value and diversity of every person and are committed to treating others with due regard for their rights, dignity and integrity.”
- “Equity: we are committed to overcoming prejudices and disadvantage and promoting fair and just access to resources and opportunities.”
- “Rights, Protection and Inclusion: development and humanitarian responses respect and protect human rights and advance inclusion.” With the following commitments
  - Australian Mercy will respect and protect human rights.
  - Australian Mercy will respect and respond to the needs, rights and inclusion of those who are vulnerable and those who are affected by marginalisation and exclusion.
  - Australian Mercy will support people affected by crisis.
  - Australian Mercy will advance the safeguarding of children and other vulnerable people.
  - Australian Mercy will advance the safeguarding of those who are vulnerable to sexual exploitation and abuse.

We value add to our development programs and seek their constant improvement by making the following commitments:

- Australian Mercy will promote the participation of primary stakeholders.
- Australian Mercy will promote the empowerment of primary stakeholders.
- Australian Mercy will promote gender equality and equity.
- Australian Mercy will promote the empowerment of people with disabilities.
- Australian Mercy will promote the participation of children.

As a humanitarian agency working in a wide range of protracted conflicts, Australian Mercy is also committed to fulfilment of:

- The UN Security Council Resolution 1325 (2000) - Women, Peace and Security.
- The UN Convention on the Rights of Persons with Disabilities (CRPD) which makes specific reference to the safety and protection of persons with disabilities in conflict and emergency situations.

## Definitions

**Disability:** Australian Mercy defines disability as; persons 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.

**Disability Inclusion:** a term used by people with disabilities and other disability rights advocates for the idea that all people should freely, openly and without pity accommodate any person with a disability without restrictions or limitations of any kind.

**Discrimination:** Discrimination includes the exclusion of, mistreatment of, or action against an individual based on social status, race, ethnicity, caste, indigeneity, colour, religion, gender, gender identity, sexual orientation, age, marital status, national origin, displacement, political affiliation, disability or other personal characteristics

**Diversity:** Diversity refers to the variety of visible and invisible differences between people within a community, target group or work place environment.

**Ethnicity:** the fact or state of belonging to a social group that has a common national or cultural tradition.

**Exclusion:** the process of excluding or the state of being excluded.

**Gender:** Refers to differences between females and males throughout the lifecycle that are learned, deeply rooted in every culture, and are changeable over time. Socially constructed differences and relations, evidenced in the identities, roles, responsibilities and attributes assigned to boys, girls, women and men in society.

**Gender analysis:** Examines the power and relationship between women and men and their access to and control over resources and benefits, their roles and the constraints they face relative to each other. A gender analysis should be integrated into the humanitarian needs assessment and in all sector assessments or situation analysis.

**Gender equality:** Gender equality refers to the equal enjoyment by women, girls, boys, and men of rights, opportunities, resources and rewards.

**Gender equity:** "Gender equity" is the means through which gender equality is reached. It refers to the fair treatment of women, girls, boys, and men according to their respective needs and perspectives.

**Gender identity:** refers to self-identification and one's own view of oneself and self-expression. It's about what it means to be a boy or girl, man or woman. It is also all of the attributes and characteristics that our culture expects to go along with belonging to one or the other of the sexes. Non binary genders may be referred to as transgender, intersex and/or third sex.

**Gender policy principles:** a framework that explains the basic principles on which an organisation's gender policy is based, and thus gives direction to achieve gender equality.

**Gender-based violence (GBV):** Any harmful act that is perpetrated against a person's will and that is based on socially ascribed (gender) differences, like power inequalities, between females and males. Examples include sexual violence, sexual exploitation and abuse, rape, forced prostitution, domestic violence, trafficking, forced/early marriage, harmful traditional practices, honour killing and widow inheritance.

**Non-discrimination:** ensuring that all of the affected population including older women and men, and women, men, girls and boys with disabilities can access assistance and benefit from humanitarian response on an equal basis with others.

**Protection:** All activities aimed at securing full respect for the rights of individuals in accordance with the letter and the spirit of the relevant bodies of human rights, humanitarian and refugee law. Protection activities aim to create an environment in which human dignity is respected, specific patterns of abuse are prevented or their immediate effects alleviated, and dignified conditions of life are restored through reparation, restitution and rehabilitation.

**Sex:** Refers specifically to the biological and physiological reality of being male or female, or natural variations thereof.

## Review

This policy will undergo a review at least every 3 years.

- Last review date Feb 2021

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## Related documents (links)

Safeguarding Policy

Human Rights Policy

Code of Conduct - Staff

Code of Conduct - Volunteer

Vulnerable Persons Protection Procedure

### Background

Environmental sustainability has become a serious consideration in the way that we work and live. Our impact on the environment can not only damage or kill species of wild life, but also, because we live in a "Global Village", our use of resources can directly affect the lives of other people who live outside of our own country of residence.

Australian Mercy operates in both developed countries and in the developing world. In some countries such as Australia, the effects of climate change and the importance of environmental sustainability is recognised and governments are actively seeking to build more sustainable infrastructure and find ways in which all residents within its borders can reduce their environmental impact.

In the developing world things are a lot different, air pollution is often higher, rubbish litters the streets and governments do not put a high value or emphasis on the developing of environmentally responsible policies or infrastructure.

We recognise that Australian Mercy's operations in various countries will be have varying levels of environmental sustainability depending on the policies and practices of the national governments and the values of the communities in which they operate.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input checked="" type="checkbox"/> Contractors                     | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy

Australian Mercy is committed to reducing its environmental footprint, by improving energy efficiency, using resources responsibly, reducing waste and adopting smart technologies.

All offices and projects are to be compliant with all local laws concerning their environmental sustainability.

### Discussion

Australian Mercy offices and projects should develop and foster a culture of continuous environmental improvement in the way they operate. Thus setting a responsible example to the community around it.

In its operations, Australian Mercy will give emphasis to the following areas;

- Fuel and energy efficiency.
- The responsible disposal of waste.
- Recycling and upcycling where possible.
- Procurement of environmentally safe products
- Reduction of air pollution
- Adoption of smart technologies that will help improve environmental sustainability.

Australian Mercy will encourage those communities in which it operates to also adopt a more sustainable approach to the way that they live.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Sep 2020

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### Related documents (links)



### Purpose

Australian Mercy is committed to ensuring robust governance and the ethical conduct of all employees by preventing, detecting and investigating all forms of fraud and corruption that may occur.

This policy defines financial corruption and identifies the minimum requirements and responsibilities for the governance, prevention, detection, and the response to suspected fraud and corruption within Australian Mercy.

This Financial Crime Policy and its related procedures:

- Ensures that our workforce acts legally, ethically and in the public interest
- Enables staff to understand their obligations and implement practices to stop fraud and corruption occurring in Australian Mercy.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input checked="" type="checkbox"/> Contractors                     | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Definitions

- Financial wrong doing
  - Australian Mercy defines financial wrong doing as; behaviour that is illegal or immoral with regards to financial transactions. This includes bribery, corruption fraud, money laundering, embezzlement, terrorism financing and violation of sanctions imposed by the Australian government.
- Fraud
  - Fraud occurs when someone acts in a dishonest way so that they receive a benefit or someone else experiences a loss.
- Embezzlement
  - The crime of embezzlement refers to the stealing of property before an employer obtains possession of it.
- Money Laundering
  - Money laundering involves hiding, disguising or legitimising the true origin and ownership of money used in or derived from committing crimes. It is an extremely diverse activity that is carried out at various levels of sophistication and plays an important role in organised crime.
- Corruption
  - Is "the abuse of entrusted power for private gain" Corruption can be classified as grand, petty and political, depending on the amounts of money lost and the sector where it occurs.
- 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.

### Policy Statement

Australian Mercy has zero-tolerance of financial wrongdoing and regards all incidents as serious breaches. Every instance of financial wrongdoing undermines Australian Mercy's ability to deliver its strategic vision, purpose and values, and any potential case could cause:

- Reputational loss, by destroying public confidence in Australian Mercy
- Financial harm and loss to Australian Mercy
- Reduction in staff morale and performance, and
- Inability to effectively deliver services.

All instances of financial wrongdoing will be reported to and processed by the Australian Mercy Board.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Feb 2023

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**Related documents (links)**

Financial Crimes Procedures  
Funds Handling Policy  
Australian Mercy Charter  
Australian Mercy Governance  
Privacy Policy  
Whistleblowing Procedures

### Purpose

The purpose of this document is to outline Australian Mercy's obligations regarding First-aid.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Definitions

First-aid is the provision of emergency treatment for people suffering injury or illness at work.

### Policy Statement

- We are committed to a safe and healthy work environment for all volunteers, staff members, contractors and visitors.
- We will endeavour to provide appropriate and adequate First-aid treatment in the event of a person sustaining a work-related injury or illness.
- We will systematically identify causes of work injury and work-related illness and assess the risk of work injuries and work-related illness occurring.
- Appropriate First-aid and training will be determined, evaluated and provided in all of our operating locations. Where possible training will be provided by a registered training provider.
- We will meet First-aid legislative requirements as a minimum standard.

### Responsibilities

The manager/s responsible for each operating location must ensure that:

- Adequate and appropriate First-aid kits are provided.
- Appropriate and adequate training is arranged for First-aid Officers.
- First-aid Officer training is up to date and their certificates current.

It is the responsibility of First-aid Officers to follow our First-aid procedures including ensuring that First-aid kits are maintained on a regular basis.

### Review

This policy will undergo a review at least every 3 years.

- Last review date May 2022

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### Related documents (links)

First-aid Procedure  
First-aid Log Template  
First-aid Kit Contents Checklist Template  
Risk Management Policy  
Risk Management - Reporting Form Template  
Incident and Injury Reporting Policy  
[St Johns Australia First-aid Fact Sheets](#)

### Purpose

This policy outlines Australian Mercy's commitment to ethical fundraising, and ethics in the use of funds.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

The policy is applicable to all Australian Mercy staff, project partners and management groups, and project volunteers.

### Policy Statement

All of Australian Mercy's income and expenditure, whether by cash, credit card, cheque, electronic or in kind, will be recorded and subject to the annual audit of accounts.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Feb 2023

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### Related documents (links)

Funds Handling Procedure  
Financial Crimes Policy  
Fundraising and Appeals Procedure  
Your Donation  
Collector – Tin Registration Template  
Collector – Volunteer MOU Template  
Collector - Supervisors MOU Template

### Purpose

This policy outlines Australian Mercy's commitment to ethical fundraising, and ethics in the use of donated funds.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input type="checkbox"/> Project Partners                     |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

Every Australian Mercy operating location and project can engage in public fundraising.

All project fundraising is under the umbrella of Australian Mercy and, as such, the Australian Mercy Board can exercise the right to refuse the fundraising initiative or appeal.

All fundraising will be transparent, accountable and ethical.

All fundraising must meet the applicable legal and regulatory requirements.

The privacy and rights of the donor will be protected at all times.

The board of Australian Mercy has the right to refuse funds.

Communication with donors will be honest and accountable.

### Principles

Prior Approval:

- All fundraising must be conducted within the context of the Fundraising and Appeals Policy, Fundraising Legislation, and pre-approved by the PMG.
- Types of questions for the PMG and or Board to consider are:
  - Are expected admin costs too high (must not exceed 5% of the total)?
  - Are the expected fundraising costs too high (must not exceed 30% of the total)?
  - Are there similar appeals already happening?
  - If a professional fundraiser is going to be used is a satisfactory contract available to be signed?
  - Are the start and end dates realistic or questionable?
  - Is the appeal / event in keeping with Australian Mercy core values?

Written appeals:

- Fundraising tools such as websites, letters, emails, brochures, social media accounts etc will be used in accordance with the images and messages policy as well as the communication policy.

Receipting:

- All donations must be receipted. If an appeal is eligible for tax-deductibility, the donor must be given the opportunity to receive a tax-deductible receipt.

Refusal of funds:

- Donations or fundraising monies are to be refused if:
  - They are known to be sourced from illegal or unethical sources.
  - The donation will only be given with conditions attached.
  - There is a real or perceived conflict of interest.
  - There is a conflict between the Australian Mercy Core Values and the source of the funds, or the way in which they were raised.

Obligations to donors:

- Donors have a right:
  - To privacy.
  - To know why their donation is being collected (e.g. cyclone in Fiji).
  - To know how their donation will be used (e.g. to build houses in affected area).
- Any appeal must make every reasonable effort to inform the public of what the appeal is for and how the funds collected will be dispersed.

- All donor information is confidential and must not be disclosed to any third party without the prior consent of the donor.

#### Dispersal of funds:

- All funds to international projects must be deposited to the "Overseas Aid Fund" account.

#### Excess funds:

- Excess funds surplus to the needs of an appeal or in the event of the cancellation or closure of an appeal will be dispersed at the discretion of the Australian Mercy Board in one of the following ways:
  - The funds may be applied to an ongoing second phase project related to the first appeal. (e.g. excess funds raised for housing following a cyclone, could be applied to ongoing support for people affected by the cyclone once the immediate housing needs had been met).
  - Excess funds can be deposited in the Australian Mercy Emergency Response Fund (ERF) in order to quickly fund future emergency needs including deployment to the emergency situation.
  - If a project ceases to operate or is cancelled, the funds will be applied to a similar project of the same tax status, (tax-deductible or non-tax-deductible) in the same country as the original project for which the funds were donated. Where no alternative project exists in the same country, the board will look to disburse the funds to a similar project in another country. If no alternative project is available or deposited into one of the Australian Mercy trust funds wherein, they will directly benefit projects.

#### Fundraising Contracts and Agreements:

Australian Mercy does not regularly use professional fundraisers. However, if the need for one arises:

- The fundraiser must be approved by the board of Australian Mercy and a contract signed by:
  - At least 3 members of the Australian Mercy Board,
  - The Professional fundraiser(s),
  - The project or appeal manager.
- All fundraising material for that project or appeal must clearly indicate that a professional fundraiser is being used.

#### Corporate Funds and Grants:

- Projects are encouraged to seek funds and grants from corporate, government and non-government agencies.
- All project fundraising, including corporate funding and grants, is under the umbrella of Australian Mercy and, as such, the Australian Mercy Board can exercise the right to refuse the corporate funding or grant.
- Budgets for the grant or funding must include administration costs (including costs incurred in the application process). Calculations of grant administration fees need to be realistic and should not exceed 20% of the total amount of the grant.
- Legal Responsibility:
  - Where legal responsibility for the agreement and or project rests with Australian Mercy the Australian Mercy Board must sight and sign the contract at its discretion.
  - Where legal responsibility for the agreement and or project rests with the Project Management Group they must sign the document and a copy be given to the Australian Mercy board.

#### Donated Goods (Including Medicines):

- Goods received for distribution (gifts in kind) must be in good condition.
- There are strict accounting requirements for material goods or services provided (gifts in kind) in lieu of monetary donations. Therefore, an itemised evaluation of the donated items (specific rules apply to the receipt of pharmaceutical goods) must be completed (signed and dated) by the Project Management Group and forwarded to the Australian Mercy Treasurer for approval prior to the gifts in kind being received by the project.

- .

#### Review

This policy will undergo a review at least every 3 years.

- Last review date Aug 2022

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### **Related documents (links)**

Financial Crimes Policy  
Images and Messages Policy  
Communication Policy  
Privacy Policy  
Fundraising and Appeals Procedure  
Pharmaceuticals Donation Checklist  
Your Donation  
Collector – Tin Registration Template  
Collector – Volunteer MOU Template  
Collector - Supervisors MOU Template

### Introduction

Australian Mercy highly values the contribution of all workers without whom the work of Australian Mercy would not continue.

### Purpose

This policy is intended to ensure that all workers, salaried or volunteer whether full-time, part-time or temporary, have work that is safe, significant, fulfilling, and appreciated.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input type="checkbox"/> Project Partners                     |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

All workers shall be treated with respect and gratitude for their contribution.

The hours given freely by volunteers shall be treated with the same value as if they were paid workers.

Workers shall carry out duties as requested and assigned by the manager of the operating site, or office of Australian Mercy.

All workers shall, as far as possible:

- Be protected from harm.
- Be relieved of liability for acts performed in the discharge of their volunteer functions.

### Review

This policy will undergo a review at least every 3 years.

- Last review date May 2022

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### Related documents (links)

Human Resources – Staff Procedure  
Work Health and Safety Policy  
Complaints Policy  
Bullying and Other Unacceptable Behaviours Policy  
First-aid Policy  
Whistleblowing Procedure  
Human Rights Policy  
Safe-guarding Policy



### Purpose

To ensure that Australian Mercy activities reflect its strong commitment to Human Rights and the rights of vulnerable and marginalised people, including women, children, people with a disability, people with HIV or other illness, indigenous peoples, minorities, refugees and displaced people.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

Australian Mercy acknowledges a Biblical mandate to uphold justice and human dignity. We endorse the content of the Universal Declaration of Human Rights as passed and proclaimed by the General Assembly of the United Nations on 10th December 1948. We also endorse the document known as the Christian Magna Carta. In line with these documents, we affirm that all people - irrespective of race, colour, sex, age, language, religious beliefs, political beliefs, national or social origin, birth, disability or other status, have the right to:

- Life, liberty, security, a fair trial.
- Freedom of religious belief, opinion and speech, participation in government.
- Work, access to cultural life, means of income or food production.
- Acceptable health, education, and an adequate standard of living.

As an organisation, we endorse a human rights-based approach to development, that emphasises the role of empowerment and inclusion in creating sustainable changes to communities.

### Principles

- All humans are born free and equal in dignity and rights.
- Australian Mercy recognises that sustainable development can only be achieved with the active participation of all members of the community, including people who are vulnerable and marginalised, and people with disabilities. We:
  - Require that new projects include and prioritise the views of community stakeholders in formulating and evaluating Australian Mercy projects.
  - Work from a human rights-based framework when considering new projects, for example, identifying the root cause of injustice and discrimination and working to change this in order to empower communities.
  - Ensure that vulnerable and marginalised people, as well as those with disabilities are not excluded from our development activities.
  - Ensure that our projects promote and provide equal rights and equal access to resources and opportunities to everyone, including those who are vulnerable, marginalised, or who have disabilities.
- Australian Mercy will actively campaign against injustice in all its forms and uphold human rights and dignity.
- Australian Mercy funds will be utilised in development without distinction on the basis of caste, creed, class, race, gender, religion or political persuasion.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Sep 2020

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### Related documents (links)

Human Resources Policy  
Human Resources – Staff Procedure  
Work Health and Safety Policy

Complaints Policy  
Bullying and Other Unacceptable Behaviours Policy  
First-aid Policy  
Whistleblowing Procedure  
Safe-guarding Policy

### Purpose

The intention is to maintain a framework for achieving an effective and honoring working relationship for all parties with regards to the use and communication of images and messages. It is not the intention of this policy to curb freedom of speech or to enforce strict rules and regulations.

This policy should be read in the light of our Safeguarding Policy and communication policies.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input checked="" type="checkbox"/> Contractors                     | <input checked="" type="checkbox"/> Project Beneficiaries  | <input checked="" type="checkbox"/> Project Visitors          |

### Definitions

Informed Consent: Permission that is granted in full knowledge of the possible consequences of doing so.

### Policy Statement

Images and the messages that accompany them can misrepresent people and communities and cause the general public to think of the situations represented therein in terms which could be untrue and which could present them in terms of potentially dangerous stereotypes.

Furthermore, situations may exist where the people or communities photographed are trying to avoid political and social repercussions and may not want their image, name or location disclosed in any way. It is also understood that it is the right of a person to request that their image not be published in any way.

Definitions

### Principles

Because we understand the risks and responsibilities with regards to the publication of images and messages the choices of images and messages used in public communications will be made based on the following principles:

- Respect for personal / community security of our client base.
- Respect for the dignity of the people concerned;
- Belief in the equality of all people;
- Acceptance of the need to promote fairness, solidarity and justice.

In all our communications and where practical and reasonable within the need to reflect reality, Australian Mercy will strive to:

- Not publish images or messages that will put individuals or communities at risk.
- Choose images and related messages based on values of sensitivity of security, respect, equality, solidarity and justice.
- Truthfully represent any image or depicted situation both in its immediate and in its wider context so as to improve public understanding of the realities and complexities of development.
- Avoid images and messages that potentially stereotype, sensationalise or discriminate against people situations or places.
- Avoid images of naked or semi naked children and women.
- Use images, messages and case studies with the full understanding, participation and permission of the subjects (or subjects' parents/guardian).
- Ensure those whose situation is being represented have the opportunity to communicate their story themselves.
- Establish and record whether the subjects wish to be named or identifiable and always act accordingly.
- Seek informed consent from subjects and in the case of children their parents/guardian to photograph them.
- Conform to the highest standards in relation to human rights and protection of the vulnerable.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Feb 2021

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#### **Related documents (links)**

Volunteer Application Procedure  
Child Protection – Code of Conduct Template  
Communications Policy  
Privacy Policy  
Safe-guarding Policy

### Purpose

This policy has been developed to ensure that all staff and contractors understand the processes to be taken in the event of an injury, incident or near miss.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input checked="" type="checkbox"/> Contractors                     | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

Australian Mercy commits to preventing workplace accidents and minimising dangerous occurrences and will endeavour to achieve a zero incident rate.

Australian Mercy will:

- Provide a mechanism for reporting accidents, incidents, work-related illness and dangerous occurrences.
- Investigate accidents to determine the root cause with the objective of preventing a recurrence.
- Obtain statistical information about incidents.
- Meet legislative requirements for reporting accidents and incidents.

All accidents or incidents that result in an injury or work-related illness during the course of work must immediately be reported to the Work Health and Safety Officer.

Any dangerous occurrence which has the potential to result in injury or damage to property must be reported in the same manner as an accident.

In the event of a dangerous occurrence or accident Australian Mercy must ensure the relevant authority is notified and that a full investigation is undertaken to determine the root cause.

The most appropriate corrective action will be taken to ensure the incident does not recur.

### Definitions

*Incident* refers to any event which causes or could have caused (near miss) injury, illness, damage to plant, equipment, vehicles, property, material, or the environment or public alarm.

It also includes losses of containment, fire, explosion, non-compliance with environmental regulatory requirements, vehicle incidents and off-site incidents.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Aug 2023

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### Related documents (links)

Work Health and Safety Policy  
Risk Management - Policy  
Risk Management - Procedure  
Risk Management - Hazard Injury Register Template  
Risk Management - Reporting Form Template  
Risk Management - Checklist Template  
Risk Management - Risk Matrix Template  
First-aid Policy  
First-aid Log Template

### Purpose

Australian Mercy is strongly committed to protecting privacy rights as a means of valuing our supporters, workers and volunteers, as well as the children and communities we serve. The Australian Privacy Principles (Privacy Amendment Act 2000), the ACNC Governance Standard 5 and the Payment Card Industry Data Security Standard also apply to us.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

Collecting Personal information.

- Australian Mercy will only collect personal information necessary to deliver our services and conduct the business activities that support this, including receipt of donations.
- Personal information required may include name, address, date of birth, telephone number, email address, bank account or credit card details.
- Personal details of donors remain confidential apart from the information which is necessary to give to financial institutions for normal bank processing.
- The following information may be requested if serving with Australian Mercy in any capacity:
  - General health
  - Criminal record check
  - Work experience and references
  - Working with Children Check.
- If a person is a legal adult, we will usually assume that they are able to make their own privacy decisions however if they are legally considered a child their decision may need to be confirmed with their parent or guardian.

Internet.

- Cookies.
  - Our website may use cookies. Cookies can be disabled through the internet browser settings but this may affect the use of the Australian Mercy website in some area.
- Browsing.
  - When a person browses any Australian Mercy websites, personal information is not collected but our internet service provider makes a record of their visit and logs (in server logs) the following information for statistical purposes:
    - Their server address.
    - Their top level domain name (.com, .gov, .org, .au, etc).
    - The pages accessed and documents downloaded.
    - The date and time of the visit to our site.
    - Whether the person has visited our site before.
    - The previous site visited.
    - The type of browser being used.
  - We do not identify the person or their browsing activities except, in the event of an investigation, where a law enforcement agency may exercise a warrant to inspect the internet service provider's server logs.
  - Our sites may contain links to other sites. Australian Mercy is not responsible for the content and the privacy practices of other websites and encourages you to examine each site's privacy policy and make your own decisions regarding the accuracy, reliability, and correctness of material and information found there.
- Data Storage
  - Online data storage is a secure and efficient means of housing digital information, promoting accessibility while safeguarding against unauthorised access. We emphasise the use of

reputable and compliant online storage solutions to ensure the confidentiality, integrity, and availability of sensitive data.

How personal information is used.

- Reasonable steps are taken to ensure that the personal information held by Australian Mercy is not liable to misuse, loss, modification, disclosure or access from unauthorised sources.
- Personal information is used as the person giving the information would expect. For example - to process accounts and provide receipts; to process training/conference details; to recruit and process volunteer teams; to keep accurate mailing lists and send updates and information about our work.
- If a donation is given to support a particular Australian Mercy Project, personal contact information of the donor may be given to the Project in order that the Project can communicate directly with the donor if the donor has given permission for this to happen.
- Australian Mercy takes special care with the images of children on our programs, and requests that these images are not copied without first obtaining permission from Australian Mercy.
- It is our intention that no user information will be given to third parties without their permission, except in the unlikely event of an investigation, where a law enforcement agency or other government agency may exercise its legal authority to inspect our user database.

Data Quality and Security.

- We take steps to ensure that the personal information we collect is accurate, up to date and complete. These steps include maintaining and updating personal information when we are advised by the person that the personal information has changed.
- We take steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure and against other misuse. These steps include password protection for electronic files, encryption, securing paper files in locked cabinets and physical access restrictions. Contact details collected through email lists, completed online forms or enquiries are stored on password-protected databases.
- Our donation page uses SSL technology which encrypts all data to and from the site.

Accessing and correcting information.

- Individuals may personally request access to, correction of or deletion of personal information Australian Mercy holds about them.
  - Requests to access or correct information must be made by the individual concerned or their authorised representative.
  - Requested personal information will not be disclosed, corrected or deleted until Australian Mercy staff are satisfied that the request is being made by the individual in question.
  - Individuals may also use the link they were sent when they requested to receive Australian Mercy News and Information, via the website, to access, correct or delete information.

Resolving Privacy Issues.

- Australian Mercy values the contribution of each supporter, volunteer and staff worker greatly. If a person has any concerns or complaints about their privacy they can contact the Privacy Officer at:
  - Email: [privacy@australianmercy.org](mailto:privacy@australianmercy.org)
  - Address: The Privacy Officer, Australian Mercy, PO Box 7, Mitchell ACT 2911
  - Phone: 02 4274 1090
- Where a response is requested, the Privacy Officer will make contact within 28 days.

Disclosure of personal information overseas.

- We do not disclose information to overseas recipients except where a donation has been made to a specific overseas project and the donor has given permission.

## Review

This policy will undergo a review at least every 3 years.

- Last review date August 2023

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## Related documents (links)

Images and Messages Policy

Communication Policy  
Australian Information Commissioner  
Privacy and Personal Information Protection Act 1998 (NSW)  
New South Wales Not-for-profit Law Guide, Justice Connect,



### Purpose

To describe the function and boundaries of projects undertaken under the auspices of Australian Mercy. To describe the role of Australian Mercy in facilitating projects.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

Projects are the means by which Australian Mercy carries out our Mission. Whether run internally, or in partnership with an external organisation or group, Australian Mercy aims for all projects to be of high quality, making the best use of staff time and funds. To achieve this, we require that projects are approved and monitored by the Australian Mercy Board, run by a Project Management Group, and evaluated against their goals on a regular basis.

### Principles

All Projects supported by Australian Mercy:

- Fit within the Object of the company as described in Constitution.
- Have been approved by the Australian Mercy Board.
- Have a functioning Project Management Group in place.
- Are conducted according to a current project proposal (of up to three years in scope).
- Agree to abide by The Australian Mercy Standards and Australian Mercy's policies and procedures.

Australian Mercy recognises that those directly affected by aid and development activities are the primary stakeholders in these activities, irrespective of age, gender, and disability or other vulnerabilities:

- The views of these primary stakeholders are required to be included and prioritised in formulating and evaluating Australian Mercy projects.
- Primary stakeholders should also play a key role in the implementation of Australian Mercy projects.

Responsible governance requires that projects are monitored by the Board, and include an evaluative component. Projects are dynamic, and may change from the initial proposal, which changes must be identified and logged over time via the monitoring process:

- Projects have a life cycle of three years, after a new project proposal is required to be submitted and considered by the Board.

Where Australian Mercy is to work in partnership with other organizations on projects it will enter into a formal agreement outlined in a Memorandum of Understanding or Project Agreement with those organizations in order to make clear the roles and responsibilities of each party:

- Australian Mercy strongly values its relationship with partner organisations, and works to promote strong communication and mutual support, in order to achieve the best project outcomes.
- The primary point of contact between partner organisations and Australian Mercy is the Project Management Group who run the project and are responsible to report to the Australian Mercy Board.

New projects must undergo an approval process and be evaluated against:

- The validity of the proposed underlying need for the project.
- The validity of the proposed response in relation to the need.
- The capacity of Australian Mercy to undertake the project.
- The sustainability of the project, in relation to capacity.
- The fit of the project alongside existing projects being undertaken by Australian Mercy, and against other Australian Mercy policies.

New projects must be evaluated and approved by the Board of Directors in a timely manner, and approval relayed to the Project Management Group as soon as possible.

### **Review**

This policy will undergo a review at least every 3 years.

- Last review date Aug 2023

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### **Related documents (links)**

Australian Mercy Charter  
Aid and Development versus Other Activities Policy  
Project Monitoring Procedure  
Project Financial Procedure  
Volunteer Policy  
[Project Management Group Guidelines](#)

### Purpose

Risk is an inevitable part of managing and delivering Australian Mercy services. The Risk Management Policy and the Risk Management Procedure guide how Australian Mercy assesses and responds to risk. Risks are identified, assessed, and managed to maximise safety and to ensure the viability, quality and accountability of our projects.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

Australian Mercy has a duty to provide a safe workplace for its staff and volunteers, a safe environment for its clients, and a reliable development path for the organisation and its projects.

Australian Mercy will put procedures in place that will as far as possible ensure that risks are minimised and their consequences averted.

Australian Mercy will assess risks and develop risk management plans pertinent to the everyday running of the company. We will ensure project design and reporting incorporate risk management principles and procedures.

### Definitions

"Risk" is the probability that an occasion will arise that presents a danger to our organisation, our volunteers, or the general public. It includes, but is not limited to:

- Physical hazards.
- Financial hazards.
- Reputational hazards.
- Legal hazards.

### Responsibilities

- It is the responsibility of the Board of Directors of Australian Mercy to ensure that:
  - Risk management analyses are carried out for all relevant sectors of the organisation.
  - Risk management checklists are prepared to ensure that no risks have been overlooked or have ceased to be relevant.
  - Each risk management checklist is reviewed by every department to which it is applicable at least once a year to ensure that procedures are in place to avert the risk or, if that is not possible, to mitigate its impact.
  - Effective risk management procedures are in place, applicable to all relevant areas.
  - Recommendations arising out of the risk management process are evaluated and, if necessary, implemented.
  - Copies of up-to-date risk management checklists are kept in a register at each operating location.
  - Volunteers are informed of all applicable risks and familiar with the organisation's risk management procedures.
- It is the responsibility of all volunteers to ensure that:
  - They are familiar with Australian Mercy risk management procedures applicable to their section.
  - They observe those risk management procedures.
  - They inform their supervisor if they become aware of any risk not covered by existing procedures.

### Review

This policy will undergo a review at least every 3 years.

- Last review date August 2023

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### Related documents (links)

Work, Health and Safety Policy  
Incident and Injury Reporting Policy  
First-aid Policy  
First-aid Procedure  
Risk Management - Procedure  
Risk Management - Hazard Injury Register Template  
Risk Management - Reporting Form Template  
Risk Management - Checklist Template  
Risk Management - Risk Matrix Template  
[Safe work Australia Incident Notification Fact Sheet](#)

### Purpose

All people, regardless of their age, gender, race, religious beliefs, disability, sexual orientation, family or social background, have equal rights to protection from abuse, neglect or exploitation. This policy outlines Australian Mercy's commitment to this principle in all of its operations.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input checked="" type="checkbox"/> Project Partners          |
| <input checked="" type="checkbox"/> Contractors                     | <input checked="" type="checkbox"/> Project Beneficiaries  | <input checked="" type="checkbox"/> Project Visitors          |

### Policy Statement

Australian Mercy commits to promoting and protecting the welfare and human rights of people that we interact with, or who are affected by, our work - particularly those that may be at risk of abuse, neglect or exploitation. We have zero tolerance for all forms of abuse, neglect or exploitation. We will take a survivor-centric approach in all that we do. We are committed to the safety and wellbeing of all people who are associated with our organization. We support the rights of children and other vulnerable people and will act without hesitation to ensure that a safe environment is maintained.

Australian Mercy will report all instances of sexual abuse to relevant local authorities, and in the case of child sexual abuse where extraterritorial jurisdiction laws apply, to authorities in the offending person's country of citizenship.

All staff, volunteers, partners and third parties of Australian Mercy share responsibility for protecting everyone from abuse, neglect or exploitation.

Partnering organisations are required to sign an agreement to comply with this policy's standard. All staff and volunteers are oriented to this policy as part of induction, and are required to sign the Australian Mercy Child Protection Code of Conduct that articulates this policy.

The policy follows four guiding principles:

- Zero tolerance of any abuse that may occur to children or other vulnerable people.
- Recognition of the interests and rights of children and other vulnerable people.
- Sharing responsibility for safeguarding of vulnerable people.
- Use of a risk management approach.

### Definitions

#### Abuse:

Although there is no legal definition of abuse, it is commonly defined as any intentional action that harms or injures another person. In other words, someone who purposely harms another person is guilty of abuse. There are many kinds of abuse, and these are normally defined by the type of harm and the type of victim. (Some are listed below.)

#### Bullying:

The inappropriate use of power by someone or a group of people, with an intent to injure either physically or emotionally. It is usually deliberate and repetitive. It may include physical and/or psychological abuse, as defined above.

- Examples of bullying can include:
- Verbal abuse.
- Excluding, ignoring or isolating a person.
- Psychological harassment.
- Intimidation.

- Assigning meaningless tasks unrelated to a person's job.
- Giving a person impossible assignments and deadlines.
- Unjustified criticism or complaints.
- Deliberately withholding information vital for effective work performance.
- Constant taunting, teasing or playing practical jokes on a person who is not a willing participant.

### **Child and young person:**

Includes any person under the age of 18 years, unless a nation's laws recognise adulthood earlier.

### **Child abuse:**

Includes physical, sexual, emotional, neglect, bullying, child labour, and exposure to domestic violence.

Abuse happens to children of all ages, ethnicity and social background, abilities, sexual orientation, religious beliefs and political persuasions. Boys and girls can both be victims of abuse, and abuse can be perpetrated by men and women, as well as by children and young people themselves.

Child abuse takes place not only within the family environment, but also outside the family, including within institutions, at work, on the streets, in war zones and during emergencies. Children in emergencies are particularly vulnerable to abuse and exploitation because they are often separated from their parents and other caregivers who would normally protect them from harm.

### **Duty of care:**

Refers to the responsibility of the organisation to provide children and other vulnerable people with an adequate level of protection against harm. It is the duty of our organisation to protect children and vulnerable people from all reasonably foreseeable risks of injury or abuse.

### **Elder Abuse:**

The WHO define elder abuse as, as "a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person". Elder abuse can take various forms such as financial, physical, psychological and sexual. It can also be the result of intentional or unintentional neglect. ([https://www.who.int/ageing/projects/elder\\_abuse/en/](https://www.who.int/ageing/projects/elder_abuse/en/))

### **Emotional abuse:**

Can incorporate any form of abuse that results in psychological or emotional damage. This includes:

- Verbal abuse (such as name calling or threatening).
- Constant criticism.
- Intimidation.
- Manipulation.

### **Exposure to domestic violence:**

Exposure to domestic violence occurs when children and other vulnerable people witness or experience the chronic domination, coercion, intimidation and victimisation (physically and/or emotionally) of one person by another within an intimate relationship.

### **Exploitation:**

Exploitation is the act of selfishly taking advantage of a vulnerable person or group in order to profit from them or otherwise benefit oneself.

Exploitation can take many forms, such as;

- Sexual exploitation.
- Labour exploitation. ...
- Domestic servitude. ...
- Forced marriage. ...
- Forced criminality. ...
- Child soldiers. ...
- Organ harvesting etc.

### **Extraterritorial Jurisdiction Laws:**

The legal authority of a country to prosecute criminal conduct that took place outside of its borders.

**Informed consent:**

Permission that is granted in full knowledge of the possible consequences of doing so.

**Neglect:**

Australian Mercy defines neglect as being, the deliberate and persistent failure to provide the child or vulnerable person with basic human rights including clean water, food, shelter, sanitation or supervision or care, to the extent that their health and or development are placed at risk.

**Physical abuse:**

Purposeful injury or threatening to injure a child, or vulnerable person - including slapping, punching, shaking, kicking, burning, shoving or grabbing. The injury may be in the form of bruises, cuts, burns or fractures.

**Reasonable grounds to suspect:**

Is a situation where a person has some information that leads them believe that abuse, neglect or exploitation has taken place, is taking place, or may take place. It comes with a low burden of proof (in fact, no proof is needed at all), but is based on some information. Questions that may help a person to determine whether they have 'reasonable grounds to suspect' might include:

- Could you explain to another person why you suspect something? This helps to make sure that your suspicion is based on information, even if you have no proof.
- Would an objective other person, with the same information as you, come to the same conclusion? This helps to make sure that your suspicion is as objective as possible.

**Safeguarding:**

Means protecting the welfare and human rights of people that interact with, or are affected by, Australian Mercy, particularly those that might be at risk of abuse, neglect or exploitation. This refers to any responsibility or measure undertaken to protect a person from harm.

**Sexual abuse:**

When a child or vulnerable person is used for the sexual stimulation or gratification of another person who is older or bigger, including other children. This may be through contact or non-contact acts, including involvement in or exposure to pornography, and is considered as sexual abuse if the victim is under the age of 18 years, regardless of the age of majority or age of consent locally. Sexual abuse also includes early and forced marriage.

**Sexual harassment:**

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a reasonable person feel offended, humiliated or intimidated.

- Examples of Sexual harassment can include:
  - Unwelcome touching.
  - Staring or leering.
  - Sexually explicit pictures or posters.
  - Unwanted invitations to go out on date.
  - Requests for sex.
  - Intrusive questions about a person's private life or body.
  - Unnecessary familiarity, such as deliberately brushing up against a person.
  - Insults or taunts based on sex.
  - Sexually explicit physical contact.
  - Sexually explicit emails or SMS text messages.
- Other unacceptable behaviours can include:
  - o Coercion, harassment and discrimination.
  - Occupational violence.
  - Aggressive and abusive behaviour.
  - Unreasonable demands and undue persistence.
  - Disruptive behaviour.

- Aggressive or abusive behaviour such as threatening gestures or actual violence or assault.
- Verbal abuse such as yelling, screaming, abusive or offensive language.
- Being under the influence of illicit drugs or impaired by alcohol.
- Unsafe work practices or behaviour which may harm the staff member or others.
- Stalking.
- Unwelcome physical contact.
- Teasing, name calling, ridicule, or making someone the brunt of pranks or practical jokes.
- Excluding or isolating individuals.
- Personal use of company resources related to pornography or the sex industry.

### **Vulnerable people:**

Australian Mercy defines vulnerable persons as:

- A child or children; (persons under the age of 18 years) or
- An individual aged 18 years and above who is or maybe unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or for any other reason.
- Vulnerable people can include:
  - children and seniors people with impaired intellectual or physical functioning
  - people from a low socio-economic background
  - people who are Aboriginal or Torres Strait Islanders
  - people who are not native speakers of the local language
  - people with low levels of literacy or education
  - people subject to modern slavery, which involves human exploitation and control, such as forced labour, debt bondage, human trafficking, and child labour."

In some countries women and girl children are specifically at risk from gender abuse, sexual exploitation and sex trafficking.

## **Background**

### **Risks for Children**

Every year millions of children and other vulnerable people suffer some form of abuse. Child abuse is a global problem that is deeply rooted in cultural, economic and social practices. Children are abused physically, sexually, emotionally and through neglect. They are forced to endure child labour, including sweat shops and prostitution. In some countries, boys are kidnapped and forced into armed conflict as soldiers. In many countries, children experience severe corporate punishment in schools.

Many million children per year are trafficked into exploitative work, many of them into commercial sexual exploitation. Children living in poverty are more at risk of child abuse and exploitation.

While most child abuse occurs within families and communities, children also experience abuse and exploitation in organisations which provide them with support and services.

Physical and emotional abuse and neglect in child-focussed organisations and institutions is usually less systematic and often unplanned- it is often the result of poor condition, bad work practices and negligent management. However, child sexual abuse in organisations is often planned and premeditated by individuals. Child sex offenders may seek employment in children's organisations or may volunteer to work in remote or vulnerable communities. They may also move from 'developed' countries to 'developing' countries due to heightened awareness, tougher laws and more rigorous screening processes in developed countries.

The risk of child abuse is elevated when overseas aid activities bring aid workers into regular contact with children (for example, in disaster responses, primary and secondary education activities, women's refuges and some health, infrastructure and human rights activities). It is essential to ensure that risks of child abuse associated with aid and development activities are managed effectively. It is also vital that organisations implementing aid activities remain alert to child protection issues and have the capacity to manage them effectively.



### **Risks for the elderly**

According to WHO estimates 15.7% of people 60 years and older are subjected to abuse. These prevalence rates are likely to be underestimates as many cases of elder abuse are not reported. Globally the numbers of people affected are predicted to increase as many countries are experiencing rapidly ageing populations. (Ibid)

### **Risks for people living with disabilities**

A systematic review on violence against adults with disabilities, published in February 2012, found that overall they are 1.5 times more likely to be a victim of violence than those without a disability, while those with mental health conditions are at nearly four times the risk of experiencing violence.

(<https://www.who.int/disabilities/violence/en/>)

### **Risks for those with low literacy and numeracy levels**

Nations where literacy and numeracy skills are low are often economically impacted and less competitive.

People with low literacy and numeracy skills are often exploited. Research shows that there is a direct link between literacy and sex trafficking. A report to the European Commission found that "literacy and some language skills can be invaluable for children to identify and take advantage of opportunities for assistance and escape from trafficking." ([https://ec.europa.eu/anti-trafficking/sites/antitrafficking/files/study\\_on\\_children\\_as\\_high\\_risk\\_groups\\_of\\_trafficking\\_in\\_human\\_beings\\_0.pdf](https://ec.europa.eu/anti-trafficking/sites/antitrafficking/files/study_on_children_as_high_risk_groups_of_trafficking_in_human_beings_0.pdf)) Literacy increases the possibility of real employment and lessens the likelihood that people will be caught up in sex trafficking as a means to provide the basic necessities for their families.

There is a link between low literacy skills and the understanding of simple health care messages.

Studies have found that, low literacy is associated with a variety of adverse health outcomes, including increased mortality, hospitalization, and in some cases poorer control of chronic health conditions.

(<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1831573/>)

### **Risks to women**

Besides being the most likely group to be forced into sex trafficking, globally, 35 per cent of women have experienced physical and/or sexual intimate partner violence, or sexual violence by a non-partner. This figure does not include sexual harassment. Some national studies show that the number can be as high as 70 per cent of women, and that rates of depression, having an abortion, and acquiring HIV are higher in women who have experienced this type of violence compared to women who have not.

(<https://www.unwomen.org/en/what-we-do/ending-violence-against-women/facts-and-figures>)

### **Guiding Principles**

**1.** Zero tolerance of any abuse that may occur to children or other vulnerable people:

Any acts of abuse are not tolerated by Australian Mercy. This includes sexual abuse and being in possession of, or accessing child pornography. We seek to actively manage all risks of abuse associated with delivering aid activities and train our staff on their obligations. Australian Mercy will not knowingly engage, directly or indirectly, anyone who possesses an unacceptable risk to children or other vulnerable people, nor will we partner with any individual or organisation that does not meet our safeguarding compliance standards in their operations and activities.

Australian Mercy's internal process employs screening measures, including background checks on all of our staff and volunteers. For all staff and volunteers on Australian and overseas programs, an up-to-date Police Check and Working with Children check is required. Staff and volunteers on international projects must also have suitable security clearances carried out. (If Police checks are not possible, we seek references from credible referees.)

Australian Mercy or any partner organisations are required to remove personnel from working on an activity when it considers that the relevant person poses an unacceptable risk to safety or wellbeing of any person, particularly those who are belong to vulnerable or at risk groups. Australian Mercy will also that personnel be

removed if local management have reasonable grounds to suspect that they are involved in any form of abusive behaviour.

Australian Mercy assumes that there will always be an unacceptable risk if a person has been convicted of any criminal offence relating to abuse, particularly child abuse.

Partner Organisations must inform Australian Mercy of changes in the circumstances of any person on an Australian Mercy project that may affect their assessment of the risk posed by that person. This includes being arrested for, or convicted of, criminal offences relating to child abuse, or for accessing or possessing child pornography. Australian Mercy requires any person under formal investigation to be immediately suspended from duty for the term of the investigation.

It is mandatory for anyone working for or on Australian Mercy projects or activities to immediately report concerns relating to child abuse or the abuse of any vulnerable person by anyone covered by this policy. These reports are to be dealt with immediately through internal procedures, as outlined in our Child Protection Procedures and Vulnerable Persons protection procedure.

If a child or vulnerable person attending an Australian Mercy project or activity discloses that their parent or other family member is abusing them, this must be reported, following relevant local reporting processes. In Australia, mandatory reporting procedures and how these procedures are activated (for example, knowledge versus suspicion of child abuse)

## **2. Recognition of interests and rights of vulnerable people:**

Australia is a signatory to the following United Nations Conventions:

- The Convention on the Rights of the Child.
- The Convention of the Rights of Persons with Disabilities.
- The Convention for the Elimination of All Forms of Discrimination against Women.
- (A Convention for the Rights of Older Persons is planned to be passed sometime in the future.)

Australian Mercy is committed to upholding the rights and obligations of these conventions. We recognise that some people such as children and those living with disabilities or who are living in areas impacted by disasters (natural or conflict based), are particularly vulnerable. All organisations implementing our disaster response activities must comply with the policy's safeguarding compliance standards. Risks to vulnerable people must always be considered when developing disaster response activities.

The Australian Mercy's Code of Conduct for Working with Children outlines our expectations of staff in relation to treating children with respect, providing child safe and child friendly environments, and reporting risks or incidents. This Code is signed by all staff and volunteers who are recruited through Australian Mercy for work on Australian Mercy projects. Partner organisations are required to develop their own, similar Code, or to use our Code for all volunteers who will work on our projects. This Code is in addition to our general Code of Conduct for Volunteers which requires people working with or on Australian Mercy projects: to behave honestly and with integrity and in a manner which upholds the integrity and good reputation of Australian Mercy; treat everyone including children with respect and courtesy, and without harassment; comply with Australian Mercy policies and/or the policies of the Partner organisation; and to comply with applicable Australian and/or local laws, including labour laws with regard to child labour.

Our Images and messages policy requires staff and volunteers to respect children and families in the way they represent them with the images that they use in advertising and reporting and to seek informed consent from parents, guardians or those in authority before taking photos or videos.

## **3. Sharing responsibility for child protection:**

Australian Mercy believes that child protection is both a corporate and an individual responsibility. Every person who shares in the work of Australian Mercy (including staff, volunteers, contractors, and supporters) also shares in the responsibility to take every precaution to protect the children and families we serve, regardless of their gender, race, religion, age, disability, sexual orientation, social background and culture.

To effectively manage risks to children, Australian Mercy requires the active support and cooperation of partners who are implementing activities. Partners must meet the terms of the safe-guarding policy and will be held accountable, through contracts and audits, for compliance. At a minimum, Partner Agencies must either adopt the Australian Mercy safe-guarding policy or have their own child protection policy which ascribes to the four principles as outlined in this policy.

A Partnering Agency must incorporate and abide by local legislation pertaining to child abuse as well as labour laws, pertaining to child labour. Where appropriate training in child protection related issues is not available in country Australian Mercy commits to provide assistance to our partners.

#### **4. Risk management approach:**

While it is not possible to totally eliminate all risk of child abuse, careful management can reduce the incidence of child abuse associated with aid activities. We carefully and proactively assess and manage the risks to children in our programs and in the communities in which we work to reduce the risk of harm. This is achieved by examining each program and its potential impact on children. Programs that involve direct work with children are considered a higher risk, and therefore require more stringent risk management procedures. However, as children are part of every community in which we work, we are always mindful of the potential risks.

Risk management is an ongoing part of every activity and Australian Mercy requires Project Management Groups to report on and continually evaluate child protection risks as part of their regular project reporting. Beyond this, Australian Mercy expects all staff and volunteers on projects to be aware of risks and to be actively minimising opportunities and situations where children can be harmed.

In addition to reviewing each incident of child abuse as reported by staff, the Australian Mercy board will annually review incidents or reports of child abuse on or associated with Australian Mercy projects or activities, and will actively seek to identify ways to improve our protection of children.

Additionally, all projects need to provide adequate training of staff in child protection so that should children visit the site everyone knows the standards of behaviour that are expected from all staff and volunteers.

Relevant Australian legislation includes but is not limited to:

- Crimes Act 1914 Part IIIA (Child Sex Tourism). Under this Act, it is a crime for Australians to engage in, encourage, or benefit from sexual activity with persons less than 16 years of age while overseas. The law provides for penalties of up to 17 years imprisonment and up to \$561,000 in fines for companies.
- Criminal Code Act 1995, Division 474 (Telecommunications Offences, Subdivision C) This Act provides for a penalty of 10 years imprisonment for possession of child pornography depicting a person under 18 years of age, and up to 15 years imprisonment for online grooming of a person less than 16 years of age.

International legislation: Most countries in which Australian Mercy works have legislation pertaining to child abuse. When working in-country, Australian Mercy staff and the personnel of In Country Delivery Organisations (ICDO) implementing aid program activities are required to abide by local legislation, including labour laws with regard to child labour.

#### **General Principles**

- Adults children and other vulnerable people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all people,
- In particular the welfare of children and the disabled is paramount in all the work we do and in all the decisions we take.
- All people have an equal right to protection from all types of harm or abuse

- Some people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting human welfare
- We will seek to keep adults, children and young people safe by:
  - Valuing, listening to and respecting them.
  - Appointing a nominated child protection lead for children and vulnerable people.
  - Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers.
  - Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently.
  - Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
  - Recording, storing and using information professionally and securely, in line with data protection legislation and guidance.
  - Making sure that our staff and volunteers, partner organisations, children, young people and their families know where to go for help if they have a concern
  - Using our procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately.
  - Using our procedures to manage any allegations against staff and volunteers appropriately.
  - Creating and maintaining an anti-bullying environment and ensuring that we utilize policy and procedure appropriately to help us deal effectively with any bullying that does arise.
  - Ensuring that we have effective complaints and whistleblowing measures in place.
  - Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
  - Building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.
  - Regularly assess the risks to people in its operations and develop proportionate controls to mitigate those risks.
  - Ensuring that we understand and comply with the law in everything we do, in all jurisdictions in which we work.

This policy should be read alongside our other organisational policies, procedures, guidance and other related documents.

### **Review**

This policy will undergo a review at least every 3 years.

Last review date Feb 2021

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### **Related documents (links)**

Child Protection and Vulnerable Persons Incident Reporting Form

Child Protection and Vulnerable Persons Protection Procedure

Whistleblowing Procedure

Images and Messages Policy

Complaints Policy

Bullying and Other Unacceptable Behaviours Policy

[United Nations Convention on the Right of the Child](#)

[Criminal Code Act 1995](#)

[Crimes Act 1914](#)

[Australian Institute of Family Studies](#)

[Project Management Group Guidelines](#)

### Purpose

This policy outlines Australian Mercy's commitment to transparency and accountability and provides details of information that will and will not be disclosed.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
| <input checked="" type="checkbox"/> Project Managers and Staff      | <input checked="" type="checkbox"/> Volunteers             | <input type="checkbox"/> Project Partners                     |
| <input type="checkbox"/> Contractors                                | <input type="checkbox"/> Project Beneficiaries             | <input type="checkbox"/> Project Visitors                     |

### Policy Statement

Accountability is one of the Core Values of Australian Mercy. Transparency and accountability in all our activities is part of the Australian Mercy Vision. We realise and value the importance of transparency in our operations. We also recognize the importance of providing pathways for volunteers of Australian Mercy, or those working on Australian Mercy projects to disclose any malpractice or misconduct (whistleblowing) of which they become aware.

### Principles

Board Records.

- Board deliberations are open to Australian Mercy members, except where the Board passes a motion to make any specific portion confidential.
- Board minutes, and the minutes of the Board's sub-committees, including papers and materials to be considered by the board, are open to the public once accepted by the Board, except where the Board passes a motion to make any specific portion confidential. The minutes may be requested from the National Office.

Australian Mercy financial and activity information

- Australian Mercy are required to produce an annual report that outlines:
  - A description of our purpose, objectives/aims and values.
  - A plain language summary of income, expenditure, and overall financial health.
  - A description of the most significant aid and development activities undertaken during the previous 12-month period and their impact.
- The Australian Mercy annual report is made publicly available through the Australian Mercy website.
- The Australian Mercy website provides a list of all current projects and activities.
- Our Annual General Meeting is open to all Australian Mercy members and deals with substantive matters including:
  - The election of office bearers.
  - The receiving of reports.
  - The receiving of the annual audited financial statements.
  - The appointing an independent auditor for the subsequent year/s.

Staff Records

- Staff records are confidential. They are only available to:
  - The person in question or their representative with their consent.
  - People with managerial or personnel responsibilities for that staff member.
  - The Australian Mercy Board.

Donor and member records

- Donor and member records are confidential. They are only available to:
  - The person in question or their representative with their consent
  - People within Australian Mercy who have responsibility for dealing with members or donors or their information (for example, maintaining databases).
  - The Australian Mercy Board.

Administrative records

- All records and materials not falling into the categories above may be released to the public at the discretion of Australian Mercy Head Office, taking into account:
  - A general presumption in favour of transparency.
  - The marketing, commercial, legal, and administrative interests, priorities, and resources of the organisation, including copyright issues.

#### Whistleblowing

- Australian Mercy commits to providing protection for employees who report allegations of malpractice or misconduct, and all reasonable steps will be taken to protect their anonymity. All such disclosures will be investigated, and a report made to the Board, following the Whistleblowing procedures.

#### Police Checks

- All Board members and Project Management Group members will be subject to undergo a police check every three years. Copies of all Police checks will be submitted to the National Office and kept on file.

#### **Review**

This policy will undergo a review at least every 3 years.

- Last review date Feb 2021

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#### **Related documents (links)**

Australian Mercy Charter  
Australian Mercy Governance  
Privacy Policy  
Whistleblowing Procedures  
Conflict of Interest Policy  
Conflict of Interest Register Template

### Purpose

To describe the key principles of volunteering under the auspices of Australian Mercy.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- |                                                                     |                                                            |                                                               |
|---------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Australian Mercy Board Members. | <input checked="" type="checkbox"/> Australian Mercy Staff | <input checked="" type="checkbox"/> Project Management Groups |
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### Policy Statement

Australian Mercy is benefitted by the large number of volunteers who work in a variety of ways and provide services to the organization that benefit the poor and the needy in the many communities in which it works.

The Board of Australian Mercy recognises the huge contribution to our work that is achieved through our very talented and hardworking volunteer work force. Through the direct efforts of our supporters and volunteer staff Australian Mercy has developed into an effective aid and development organization. The Australian Mercy Board recognizes the monetary value of the donation of time by volunteers, noting that the value of its volunteer staff is really beyond measure.

### Principles

- The Australian Mercy Board strongly discourages “unannounced volunteer services” where volunteers simply turn up on a project site and ask if they can help. For security reasons and to put less strain on project operations we prefer all prospective volunteers to go through an application process that will help us to make sure that the applicant is able to serve on a project that will give them a fulfilling experience and that all legal protocols such as child protection are followed.
- Australian Mercy provides many opportunities for formal volunteering to support our work. Volunteers provide service within Australian Mercy and projects in a short or long term capacity.
- Volunteers will not receive any remuneration for their services but may be reimbursed for agreed 'out of pocket' expenses on the provision of receipts at the discretion of the Location Director.
- Those wishing to volunteer must formally apply to Australian Mercy or through a Project Management Group or location manager, and receive approval of their application prior to commencing their volunteering.
- Volunteers are required to comply with the Volunteer Code of Conduct of Australian Mercy, and with local policies and procedures as relevant.
- Volunteers are responsible to the relevant Project Management Group and/or to the Location Director.
  - Suitability for particular tasks will be ascertained by the Project Management Group, Location Director or Volunteer Co-ordinator, as relevant, and volunteers will be provided with appropriate orientation to their role.
- All volunteers are to be treated with dignity and respect at all times.
  - If a volunteer has a complaint that relates to an Australian Mercy projects or other volunteers on an Australian Mercy project, they are required to follow the Australian Mercy Complaints Procedure.
- Project participants or project beneficiaries who may provide local support are not considered to be Australian Mercy volunteers for the purposes of this policy. Such persons are not covered by volunteer insurance, do not have to fill out volunteer registration forms and their volunteer time is not recorded in annual estimates. The Project Leadership Team must ensure that project participants who are also assisting are provided with appropriate training, supervision and support, and that risks to their health, safety and wellbeing are appropriately safeguarded against, and that they are made aware of local policies and procedures such as child protection.

### Review

This policy will undergo a review at least every 3 years.

- Last review date Nov 2022

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### Related documents (links)

[Safe-guarding Policy](#)

[Volunteer Application Procedure](#)

[Complaints Policy](#)

[Child Protection - Code of Conduct Template](#)

[Australian Mercy Volunteer Pack](#)

[Recognised Development Expenditure Explanatory Notes \(DFAT\)](#)



### Purpose

Australian Mercy is committed to ensuring, as far as is reasonably practicable, the health, safety and welfare of the working environment for its staff, volunteers, contractors and visitors to its premises.

### Scope

This policy applies to all Australian Mercy activities and the following constituents:

- Australian Mercy Board Members.     Australian Mercy Staff     Project Management Groups
- Project Managers and Staff     Volunteers     Project Partners
- Contractors     Project Beneficiaries     Project Visitors

In this policy, 'workplace' includes working on site or off-site, attendance at a work-related conference or function, and attendance as a client or other work-related event, including retreats and social events.

### Policy Statement

#### Overview

- We support the rights of all persons covered by the policy to work in an environment that is, so far as is reasonably practicable, safe and without risks to health.
- We are committed to the promotion of a joint and united approach to consultation and resolution of Work Health and Safety issues.
- We are committed to identifying and reducing any behaviours such as bullying or other unacceptable behaviours which compromise the health and well-being of any of its volunteer staff or contractors or visitors to its operating locations.
- We are committed to improving health and safety with a view to improving workplace efficiency and productivity. This will be accomplished through the ongoing development, in consultation with the Australian Mercy Occupational Health and Safety Representative, of management systems and procedures designed to, so far as is reasonably practicable:
  - Identify, assess and control workplace hazards.
  - Reduce the incidence and cost of occupational injury and illness.
  - Provide a rehabilitation system for those affected by occupational injury or illness.
- We are committed to ensuring we comply with the Work Health and Safety Act 2012, the Work Health and Safety Regulations 2012, the Volunteer Code of Practice and Australian Standards as far as possible.

#### Responsibilities

- Australian Mercy and its project partners will encourage:
  - A safe working environment.
  - Safe systems of work.
  - Facilities for the welfare of workers.
  - Information, instruction training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health.
  - A commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace.
  - A commitment to continually improve our performance through effective safety management.
- Volunteer Workers and Contractors will:
  - Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to equipment.
  - Take reasonable care of the health and safety of themselves and others.
  - Wear personal protective equipment and clothing where necessary.
  - Comply with any direction given by management for health and safety.
  - Not misuse or interfere with anything provided for health and safety.
  - Report all accidents and incidents on the job immediately, no matter how trivial.
  - Report all known or observed hazards to their supervisor or manager.

#### Breach of this Policy

- Any breach of this policy may result in counselling and/or disciplinary action which may lead to the cessation of engagement with Australian Mercy.
- Any breach of this policy by a contractor may result in cancellation by Australian Mercy of the services provided by that contractor.

#### Work Health and Safety Coordinator

- The Work Health and Safety Coordinator will be held accountable for coordinating Australian Mercy's management of health and safety on behalf of the Australian Mercy Board. The Work, Health and Safety Coordinator does not assume the responsibilities of supervisors and managers.

#### **Review**

This policy will undergo a review at least every 3 years.

- Last review date May 2022

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#### **Related documents (links)**

Safe-guarding Policy

Work Health and Safety Procedure

Bullying and Other Unacceptable Behaviours Policy

First-aid Policy

First Aid Procedure

Risk Management Policy

Risk Management - Procedure

## Part C - Procedure Documents

Procedure documents are written to support the Australian Mercy Policy "directives" and to facilitate compliance with our core values.

Procedures are fundamentally designed to describe, who, what, where, when and why in support of the implementation of the policy.

Procedures need to be formulated in a cultural context.

The "how" is further documented in the form of "Working Templates" which aim to further support a procedure by providing greater detail and tools for implementation.

### Responsibilities

The Australian Mercy Board is committed to compliance with Australian anti-terrorist legislation to avoid dealing with individuals and organisations associated with terrorism.

The Managing Director will be responsible for ensuring that Projects Management Groups of Australian Mercy carry out the following procedures at least annually to minimise the risk of dealing with terrorist organisations.

### Processes

- Reports of suspected terrorist links or activity can come via a number of different sources including staff/volunteer observation, complaints and through whistle-blowers.
- Australian Mercy Management must know the identity, credentials and good standing of their partners and recipient organisations (i.e. what they do, where they operate, who are their key decision makers and staff).
- Australian Mercy defines terrorism financing as intentionally providing or collecting funds and being reckless as to whether those funds would be used to facilitate or engage in a terrorist act. All projects must take care to only transmit funds using reputable banks and other financial institutions for company purposes.
- To the extent possible, all Australian Mercy's project partners will be made aware of Australian Mercy's obligations under Australian law and undertake to adopt similar measures in respect of funds from Australian sources.
- Australian Mercy will immediately withdraw all support, including provision of resources, if it has reason to believe that a project partner has breached the requirements of this policy.
- As far as practicable, any funding agreement will include wording that requires the recipient organisation to adopt policies and procedures consistent with Australian Government requirements. DFAT suggested wording is
  - The Organisation acknowledges that the Australian Government has adopted a policy and laws consistent with relevant international counter-terrorism Treaties and UN Security Council Resolution 1373 (2001) of not providing direct or indirect support or resources to organisations and individuals associated with terrorism.
  - The Organisation must use its best endeavours to ensure that funding provided under this Agreement is expended in a manner consistent with the UN Security Council Resolution and related Australian laws. If, during the course of this Agreement, the Organisation discovers any link whatsoever with any organisation or individual associated with terrorism it must inform the Australian Federal Police and/or DFAT immediately.
    - Source: "Guidelines for Strengthening Counter-Terrorism Measures In the Australian Aid Program" (AusAID, September 2004)
- Funding recipients will be required to provide detailed accounting report(s) showing how funds have been spent, at least annually. The accounting report(s) should be subject to review or audit by a member of the local public accounting peak body, e.g. Chartered Accountants or Certified Public Accountants. The review should confirm truth and accuracy of the accounting report.
- Prior to funding any organisation, details of funded entities and their office bearers and key partner personnel will be compared to Australian Government lists of terrorists and proscribed organisations.
- The relevant lists can be obtained from: <https://www.dfat.gov.au/international-relations/security/sanctions/Pages/consolidated-list.aspx> and also from <https://www.nationalsecurity.gov.au/Listedterroristorganisations/Pages/default.aspx>
- Where recipient organisations or individuals are found to be on the list,
  - the forwarding of funds will cease
  - the Australian national security hotline on 1800 123 400 will be informed immediately.

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### Related documents (links)

Anti-terrorism Policy

Risk Management Policy

[Australian National Security Listed Terrorist Organisations](#)

[DFAT Australia and Sanctions](#)



### Reporting concerns or incidences of abuse to vulnerable people

Australian Mercy considers the abuse and exploitation of any vulnerable person to be completely unacceptable. We will take all concerns or reports of such abuse seriously and act on these reports immediately.

It is mandatory for all Australian Mercy staff, and all staff of partner organisations working on Australian Mercy projects, to report concerns or allegations of abuse. If you do have a concern, or if abuse is reported to or observed by you, you must follow these procedures, which align with our Safeguarding Policy and staff/volunteer codes of conduct.

### Definitions

See Vulnerable Persons Policy

### Who should report?

All Australian Mercy personnel including partner organisation staff and volunteers.

### What should be reported?

- Any observation, disclosure or allegation from a victim, community member or staff regarding the abuse or exploitation of a vulnerable, or their risk of abuse or exploitation.
- Any observation of concerning behaviour exhibited by someone working for Australian Mercy or on an Australian Mercy project that breaches the Australian Mercy Safeguarding Policy.
- Inappropriate use of Australian Mercy's photographic equipment or computers, including evidence of pornography.
- Staff engaging in suspicious behaviour that could be associated with sexual exploitation or trafficking.

### Response Management

#### Immediate response

Where possible, action should be undertaken immediately to stop the suspected abuse; including

- Removal of the suspected perpetrator from the immediate vicinity of the victim.
- The immediate needs of the victim being addressed.

#### First responses

The Australian Mercy staff person closest to the incident should consider whether urgent actions, such as:

- removing the perpetrator or the child,
- providing immediate response to the needs of the victim
- reporting the incident to senior management. If the situation requires police involvement, a responsible person such as a Manager, Project leader or Australian Mercy Board member should be contacted immediately to initiate these urgent measures.

#### Recording the incident

The Australian Mercy Child Protection Complaints form must be completed and submitted within 24 hours of the report of abuse. It should be completed by the Australian Mercy person closest to the incident; ie:

- The Australian Mercy staff/volunteer receiving a complaint, disclosure or allegation of abuse or exploitation, or risk of abuse or exploitation; or
- The Australian Mercy staff/volunteer who observes abuse or concerning or suspicious behaviour that may indicate abuse.

A child or community member who is reporting abuse or exploitation may contribute to completing the form if appropriate. However, the onus is on the Australian Mercy staff/volunteer as described above to ensure that it is completed and submitted in a timely manner.

#### Rights and welfare of the victim

The rights and welfare of the victim is of prime importance. Every effort must be made to protect the rights and safety of the victim throughout the investigation.

Australian Mercy will treat all concerns raised seriously, and desires that all parties be treated fairly. All reports will be handled professionally, confidentially, and expediently.

All reports made in good faith will be viewed as being made in the best interests of the victim regardless of the outcomes of any investigation. Australian Mercy will ensure that the interests of those reporting abuse in good faith are protected.

False or malicious allegations are not acceptable and anyone making such allegations will face disciplinary action.

### **Evaluating the incident**

The best interests of the victim warrant the standing down of an accused staff member or volunteer until an investigation of the matter is concluded.

Details of the allegations should not be discussed or communicated to other people until they have been fully considered and a decision made by management.

The decision made should be documented and filed.

Once a decision to formally investigate the matter is reached, other staff should be confidentially briefed as to what is happening.

- e.g. [Name of person] will not be with us for a while, we have received a complaint that we need to thoroughly investigate and [Name of person] will not be able to return to work until we know the outcome of that investigation.

### **When a child reports abuse**

When abuse is reported by a victim and the victim is a child, these additional principles must be adhered to:

- Children or young people are not required to make their report directly to a senior person such as a Project Manager or PMG member.
- The person receiving the report should remain calm and in control and reassure the child or young person that something will be done to keep him/her safe. They should show care and concern for the child/young person, for example,
  - Telling the child that they are believed and taken seriously.
  - Telling the child that it is not their fault.
  - Telling the child that you are pleased that he/she told you.
  - Letting the child know that they are being listened to, without pushing for details. While it is helpful to get information such as where the abuse is occurring, whether it is currently happening or happened in the past, and who is perpetrating it, at no time should a child's disclosure be treated as an investigative interview.

### **Confidentiality**

Disclosures must be treated as confidential. However, the person receiving the report should not promise to not tell anyone. Abuse must be disclosed to relevant parties, including a manager or responsible person who will deal with the abuse complaint.

At no time should the victim be returned to the environment where the abuse occurred.

### **Reporting**

The responsible person (Manager or PMG Member) will evaluate the situation to address any health and protection needs of a victim, evaluating the reported incident and determining whether urgent actions, such as reporting the matter to police, are required. Whilst the matter is being investigated the accused staff member must be stood down at least until the investigation is concluded.

The manager may need to inform and discuss the complaint with other responsible persons and interview other staff. This should be done taking into consideration the principles above.

The need for the welfare of the victim must remain paramount, while providing confidentiality and natural justice for both the complainant and the accused.

### **The Australian Mercy Board**

The local investigating Manager or PMG must immediately inform the Australian Mercy Board and send them a copy of the completed Incident Reporting Form via [complaints@australianmercy.org](mailto:complaints@australianmercy.org). A full and frank disclosure of the report will be made available to all members of the Australian Mercy Board. The onus is on the Project Management/PMG to ensure that an investigation takes place, but the Board must be kept fully informed throughout the process.

### **Assessing the complaint**

Australian Mercy has a zero tolerance of sexual abuse. If the incident under consideration is sexual abuse, or if the investigating manager has reasonable grounds to suspect that sexual abuse has taken place, the manager must take the necessary steps to inform local police/authorities of the facts of the situation and allow them to fully investigate the matter.

It is recognised that in some countries the persons handling the complaint need to consider whether it is likely that local police will provide natural justice and if the victim will be victimized by police or suffer other injustice if the incident were to be reported. In such cases alternate pathways for justice should be sought.

It is the responsibility of the Australian Mercy Board to ensure that authorities outside of the country where the offence took place are also given the facts of the matter.

If the offending party is an Australian citizen, Australian Mercy will inform the Australian Federal Police of the facts of the matter. The Commonwealth Criminal Code Act 1995 (Criminal Code) makes it a reportable crime for Australians to engage in Child sexual abuse overseas.

Other nations such as the US have also have "extraterritorial jurisdiction laws" over child sex offences. Australian Mercy will make a full and frank disclosure to agencies of governments whose citizens commit sexual offences on Australian Mercy project sites.

### **Dealing with the accusation**

The assessment of the accusation should review the quality and reliability of the information, and consider whether the allegation constitutes a criminal offense in the country, and/or whether it is a minor breach of the Australian Mercy Child Protection Code of Conduct and therefore dealt with as a disciplinary matter. The family of the child should be informed of the allegation and action proposed. They should be consulted where possible at all stages of the investigation.

All allegations of physical or sexual abuse on Australian project sites must be reported to the police, whether or not the victim has consented to the matter being reported. A report must be directly referred to the state local police, who will be able to provide appropriate lead if other authorities, such as Child Protection Services, need to be engaged.

If the incident has occurred outside of an Australian Mercy program or project (for example, child abuse observed outside of an Australian Mercy activity), the matter should be referred to the external body or agency dealing with child protection matters in the country or area in question.

### **Reinstatement**

Anyone who has been found guilty of a child sexual offense can no longer work for Australian Mercy or take part in its activities.

If a person has been accused of a child sexual offence but after investigation the matter has not been substantiated then they may return to work.



Onsite management must make sure that regular training and familiarization with Australian Mercy's Safeguarding policies and procedures takes place with all staff, at least annually.

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#### **Related documents (links)**

Safeguarding Policy

Child Protection Code of Conduct Template

Child Protection and Vulnerable Persons Incident Reporting Form

Images and Messages Policy

Risk Management Policy

[Criminal Code Act 1995](#)

[Crimes Act 1914](#)

[Australian Institute of Family Studies](#)

[Project Management Group Guidelines](#)

### Overview

A complaint may be made verbally or in writing. For the complaints process to proceed it must be clear that it fits the definition of a *complaint* versus *feedback* or *inquiry*. The onus is on the person receiving the complaint to determine through questioning and further discussion if necessary whether the person intends to make a complaint or is providing comment or seeking information that does not require a complaints process.

### Complaints arising in or about a local office or a local or international project:

- In the first instance should be dealt with by a local staff member and referred to the manager if quick resolution is not found.
- If the complaint is about the manager, the management of the project, or any other issue where the complainant feels the need to discuss the complaint with someone above the immediate manager, the complainant should seek to raise the complaint at the next level as appropriate to their situation:
  - For complaints arising in Australian Mercy Offices in Australia, the complaint should be raised with Australian Mercy National Office (see procedure below);
  - For complaints arising within or about a project, the complaint should be raised with the Project Management Group (PMG), using the contact information provided to all volunteers.
  - If the complaint cannot be resolved by the PMG, or the person is not satisfied with the resolution of the complaint, the complainant should contact the Australian Mercy National Office via
    - Email: [complaints@australianmercy.org](mailto:complaints@australianmercy.org)
    - Post: PO Box 7, Mitchell, ACT 2911, Australia
    - Phone: +61 2 4274 1090
  - Australian Mercy will provide mediation for the unresolved complaint.
- The person or persons with whom the complaint is raised must record the complaint in a central, confidential file. They must make a response not later than five working days from the date the matter is raised. This response may be an update on the progress of the complaint if it has not yet been resolved or requires being raised at a higher level.

### Complaints about Australian Mercy including generally about our organisation, our Directors, our fundraising, our projects or activities, or other issues:

- In the first instance should be raised with the Australian Mercy Head Office, via:
  - Email: [complaints@australianmercy.org](mailto:complaints@australianmercy.org)
  - Post: PO Box 7, Mitchell, ACT 2911, Australia
  - Phone: +61 2 4274 1090
- The complaint must be recorded by Head office in a central, confidential file
- A response will be provided within five working days. This response may contain the proposed resolution of the complaint, and/or detail the next steps to be taken in resolution of the complaint.
- If the matter relates to a specific project, the complaint may be redirected following the procedure outlined above ("Complaints arising in or about a local office or an international project"). The complainant will be informed about this.
- If the matter is beyond the capacity of Head Office to resolve and/or involves issues that relate to governance (for example, a serious complaint about a staff member), then the complaint must be referred by Head Office to the Australian Mercy Board.
- All complaints considered by the Board will be responded to in writing as soon as practical after the complaint is considered.
- If the proceeding guidelines have been exhausted any grievance with regards to Australian Mercy can be appealed to an agreed external third party.

### Mediation of conflict by a third party

At the request of the parties involved in the grievance process, or at the discretion of an Australian Mercy board member, Australian Mercy will arrange a mediation of the complaint with the complainant or complainants by independent and neutral mediators. A complainant may appeal directly to an agreed independent third party to have the matter reviewed.

All recommendations made by the parties that are reviewing the matter will be binding on all parties involved in the grievance process and will constitute a settlement of the matter.

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**Related documents (links)**

[Complaints Policy](#)

[Volunteers Policy](#)

[Projects Policy](#)

[Whistleblowing Procedure](#)

[Project Management Group Guidelines](#)

### Conflicts relating to supply of goods or services

Where goods or services are sought that may be provided by a Board member, Australian Mercy staff member or registered Australian Mercy volunteer:

- The conflict must be declared in writing to the immediate supervisor, or, in the case of the Board member, recorded in the minutes of a Board meeting and in the Register of Interest.
- A proper tendering process should be established which includes obtaining at least three competitive quotations.
- The interested party may not be involved in seeking nor evaluating the quotations. The decision should be recorded by the Australian Mercy National Office.

### Conflicts relating to decision-making

Where a decision is being taken that impacts directly or indirectly on a person or family member:

- The conflict must be declared in writing in the Register of Interest and recorded in the minutes of the meeting in question.
- That person should absent themselves from the proceedings for the decision in question.
- This includes but is not limited to decisions that benefit them financially, and is not only relevant to decisions made by the Australian Mercy board, but includes those made by Sub Committees and Project Management Groups.

### Conflicts relating to auditing processes

A person should not accept the office of auditor, solicitor or similar where he or she serves on the Board of Australian Mercy, or is directly related to a member of the Board of Australian Mercy.

Where an auditor acts on behalf of two clients one of which is Australian Mercy who are involved in a common transaction of a significant nature (e.g. Sale of land or buildings from one client to the other) the auditor should;

- Provide frank and full disclosure of any conflict to both clients
- Disclose that conflict in the audit report of Australian Mercy.

Should there be a conflict of interest a full and frank disclosure of the conflict is required to be reported and appropriate measures adopted to overcome the conflict, including not voting on matters concerning appointment and fees.

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### Related documents (links)

[Conflict of Interest Policy](#)

[Conflict of Interest Register](#)

[ACNC Governance Standards](#)

From time to time a project may wind up, it may discontinue before completion or it may finish according to its original design. The disposal of the assets, belonging to that project is addressed in this procedural document.

### Background

The Australian Tax Office (ATO) recognises the charitable and not for profit design of Australian Mercy. It therefore extends to Australian Mercy tax deductibility and other concessions. By ATO law, and by its own constitution and statutory documents, Australian Mercy guarantees that should it cease to exist or wind up that its assets and unspent cash will be passed on to another organization that has similar goals and status. Assets cannot not be disposed of without due process.

### Asset Definitions

Project assets are not the property of the PMG. They are the property of the project which has a legally recognised relationship with Australian Mercy. Project assets cannot be disposed of by a PMG without first obtaining Australian Mercy Board approval.

The Australian Mercy Board understands that disposal of some assets is going to happen because of wear and tear or simply because of the retirement of the asset from use, therefore we believe it is appropriate for project management to be empowered to dispose of small assets without there being the need for detailed accountability.

All project asset disposals over \$AUD5000 and under \$AUD10,000 must be first approved by an Australian Mercy Board member and latter recorded in the minutes of an Australian Mercy Board meeting. Project asset disposals over \$AUD10,000 must be approved (and minuted) by the entire board prior to the assets being disposed of.

When project assets with a value over \$1000 are acquired the PMG / project management must enter the details in an asset register. If an asset is donated 'in kind' then the asset's market value at the time of purchase is recorded in the register. When an asset is to be disposed of, the PMG must re-value or depreciate the asset using standard depreciation rates and dispose of it at its market or depreciated value. Disposal of assets at peppercorn prices to give financial advantage to any party whomsoever is expressly forbidden by Australian government regulation.

### Guiding Principles

The Australian Mercy Board will use the following questions in deciding what to do with project assets that need to be disposed of.

- What were the original funds / assets given for, what was the original intention of the donor?
- If funds cannot be used on the project they were donated to, how can they be used in a way that would honour the donors original intention?
- If the funds cannot be used on the project they were donated to, is there a similar Australian Mercy project, or a project in the same country / region that has the needed structure to whom the assets can be passed on?
- Is the disposal of the assets legal, ethical, and can it be done in a way that would be approved by government regulators / peak bodies?
- Are any of these funds or assets needed to pay bills that were incurred by the original project, or to pay costs associated with its winding up?

The Australian Mercy Board will NOT.

- Strip assets from defunct or completed projects to pay for Australian Mercy administration needs, or debts that were not incurred by the original project?
- Use assets from completed or defunct projects to benefit individual third parties outside of the project, or former staff and associates of the original project.
- Give cash and assets away to bodies outside of Australian Mercy who are not legally entitled to receive them.

### **Possible use of assets from defunct / completed projects.**

The Australian Mercy Board takes the responsibility of disposal of assets very seriously and will follow due process in dealing with this issue. In doing so, the Australian Mercy Board may choose to dispose of assets in any of the following ways.

- Assets may be used by the original office for seeding or continuing another project that is similar to the completed / defunct project.
- If the right structural conditions exist, assets / finances may be donated to the original beneficiaries of the defunct / completed project.
- Assets may be donated to another similar project or project in the same the country.
- Assets may be held in trust by the Australian Mercy Board until an appropriate way to dispose of the assets is found.
- Assets may be incorporated into an Australian Mercy deductible gift fund.
- Assets may be donated in part or whole to another organisation outside Australian Mercy that has similar intentions to the original project and has an appropriate the legal structure necessary to receive the funds.
- Assets may be disposed of by any other means that the Australian Mercy Board considers appropriate and that are legal, ethical and within the believed intention of the donor.
- As the assets are passing through the global accounting of Australian Mercy, they may be subject to an administration fee of 5%.

### **Examples**

1. An agricultural project is set up in China as an Australian Mercy office. The project has assets of \$10000 in the bank and a vehicle. If that project were to wind up, the office involved would seek approval from the Australian Mercy Board as to how those assets were to be disposed of as legal responsibility for the assets of the company rests with the Australian Mercy Board.

2. Another project is managed by an unincorporated body that seeks to do a medical work in Africa. It has signed a Project Agreement with Australian Mercy and has set up a Project Management Group (PMG). For whatever the reason, the body decides to disband. The PMG involved in that project does not have legal responsibility for the disposal of the assets of that project and whilst they may make a recommendation to the Australian Mercy Board on how the assets should be disposed of, the disposal of the assets is the responsibility of the Australian Mercy Board. Disposal of these assets must be done in an ethical and legal way.

3. The unincorporated group from example 2 decide to incorporate and seek approval from the ATO to operate as a tax deductible entity. They wish to separate themselves from Australian Mercy and implement the project under their authority. In essence they will be abandoning their unincorporated entity to form a new legal entity that is ATO endorsed. Once the old entity becomes defunct the Australian Mercy Board has responsibility to dispose of the assets of the defunct body as they were bought under and donated under the Australian Mercy legal structure. In such a case, the Australian Mercy Board seeing that the new entity has similar values and is ATO endorsed may choose to donate the assets that belonged to the now defunct unincorporated entity to the new incorporated body.

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### **Related documents (links)**

[ATO Website](#)

[Australian Mercy Constitution](#)

### Introduction

- Australian Mercy has zero tolerance of financial wrong doing.
- Financial crimes are serious crimes for which there are legal penalties.
- Everyone in Australian Mercy is responsible and accountable for risk management, including managing the risk of potential financial crimes.
- All staff, contractors and volunteers are obliged to report and prevent financial wrong doing.
- Managers are required to manage staff conduct by taking prompt and appropriate action to address financial crime matters.
- Policies and procedures for the handling of money must be adhered to.
- Partnering organizations, who have signed a Project Agreement (PA) are obligated to run their operations in such a way as to be compliant with Australian Mercy's policies and procedures inclusive of Financial Crimes.

### Reporting

All staff and volunteers must report suspected acts of suspected financial wrong doing (as defined in the financial crime policy), in a timely manner.

Where the reporting of a financial crime comes via a whistle-blower, the provisions in the whistle blower procedures apply and the whistle-blower's identity must be protected.

### Processing the report

All matters pertaining to financial wrong doing must be immediately reported to the Australian Mercy Board who will oversee the investigation process.

A full written and factual account of the incident(s), including an accurate assessment of losses to Australian Mercy and other third parties needs to be sent to the Board within 7 days of the initial report being made.

The person who is reported for committing a financial wrong doing should immediately be stood aside from their responsibilities pertaining to the allegations. Also a reported person should not be in a position of influence or have responsibility for company/project finances or make management decisions until the investigation is complete.

### A proven case

A person who has a case proven against them, should be;

- immediately and permanently stood down from all work with Australian Mercy, and thereafter have no association with Australian Mercy or the project.
- required to repay any funds or return any property taken from Australian Mercy or any other affected party.
- informed that the facts of the matter will be given to the local police/government authorities for their assessment as to whether a criminal prosecution is required.

An apology will be offered to affected third parties.

### A disproven case

- A person who has the case against them dismissed may resume their duties as soon as possible.
- Prior to recommencement of duties the local management should inform other team members that the allegations against the person have been found to be untrue/unproven and that they will recommencing their duties forthwith.
- A returning person should know that they have the full confidence of the management.
- As required, Australian Mercy will make a full and frank disclosure of the event and determined outcomes to organizations it maintains compliance with.

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### Related documents (links)

Financial Crimes Policy  
Funds Handling Policy  
Complaints Policy  
Australian Mercy Charter  
Australian Mercy Governance





### First-aid Officers

First-aid officers are appointed by the manager/s responsible for the operating location.

- The manager/s must arrange training for the First-aid officer (if not already suitably qualified). In the case where the person has other medical training such as nursing, or paramedic, their accreditation needs to be current.
- In remote areas where accredited training may not be readily available, training by a medical professional should be sought and retraining should also be done every two years. If no such training is available ongoing self-education is essential this can be done online or by studying current First Aid manuals.
- The manager/s responsible for the operating location are required to determine the number of First-aid officers required for the worksite in accordance with the country specific, state or territories legal requirements (see Appendix A).
- Consideration must be given to the size and scope of the project, and the likely risks to staff and visitor health and safety when determining the number of First-aid officers required.
- Where the office or location is more than 30 minutes away from the nearest medical assistance, remote first aid training is highly recommended / desirable.
- Copies of the First-aid officers' qualifications are to be kept on their personnel file.
- The name, photograph and telephone number of all First-aid officers are to be located next to the First-aid facilities.
- First-aid Officers should be given the opportunity to be vaccinated against Hepatitis B.

The First-aid officer is responsible to:

- Inspect and maintain First-aid facilities at least monthly and replenish supplies as needed.
- In the case of a work injury or work-related illness, assess if medical assistance is required.
- Administer appropriate First-aid in accordance with their training.
- Maintain First-aid records as outlined in this procedure.
- Maintain confidentiality with regard to information obtained as part of their role.

First-aid emergency drills should be included as part of the emergency evacuation drill process.

### First-aid Kits

- The level of First-aid facilities should be determined by the manager/s responsible for the operating location, being compliant with what is required by law in that Country, State or Territory.
- Where First-aid facilities are deemed necessary, they are to be located at points convenient throughout the workplace and where there is a significant risk of an injury occurring.
- First-aid facilities must be identified with a country specific sign hung directly above. The sign must have a white cross on a green background. (Australian Standard Compliant AS1319)
- The contents of the First-aid kit must be protected from dust and damage, and be kept in a container that clearly identifies the contents and purpose. The container must be easily recognisable (for example, a white cross on a green background prominently displayed on the outside) and should not be locked.
- The First-aid kit, and, where appropriate, First-aid facilities, must be inspected by the First-aid officer every month. The First-aid contents checklist must be completed and filed by the First-aid officer following each inspection.
- The First-aid officer must notify the appropriate manager if stock needs to be replenished. The appropriate manager will ensure the stock is ordered, delivered and given to the First-aid officer to restock the facilities.

### First-aid Treatment

- If a person requires First-aid treatment the nearest First-aid officer must be contacted to administer such treatment.
- The First-aid officer must record the appropriate information in the Injury and Incident/Near-miss form.
- The First-aid officer will attend to the injured or ill person and provide assistance that they consider the most appropriate. First-aid officers must only provide assistance in accordance with their training.

- Where an injury is of a more serious nature and requires the person to be referred to a doctor or taken to hospital, the First-aid officer will determine the appropriate transport. The First-aid officer will ask the sick/injured employee's manager to arrange the transport.

### **First-aid Records**

- When using supplies from the first aid kit the 'First-aid Kit Log Book' must be completed. The log book is to be kept inside the First-aid kit. The following details must be entered into the log:
  - Date and time.
  - Name of injured person.
  - Nature of injury/illness.
  - Treatment provided.
  - Supplies used.
  - Name of attending First-aid officer.
  - Action taken.
- The First aid officer and/or manager must record details of all injuries using an Injury/Incident Report Form.
- The First aid officer and/or an Occupational Health and Safety Representative must complete an Incident Report Form and file on site, sending a copy to the National Office of Australian Mercy.

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### **Related documents (links)**

First-aid Policy  
First-aid Log Template  
First-aid Kit Contents Checklist Template  
Risk Management Policy  
Risk Management – Hazard Injury Reporting Template  
Incident and Injury Reporting Policy  
Work Health and Safety Policy  
Work Health and Safety Procedures  
[St Johns Australia First Aid Fact Sheets](#)

Appendix A: Legislative review of First-aid requirements (please check for updates)

STATE	APPLICABLE STATE LEGISLATION, REGULATION OR CODE OF PRACTICE	GENERAL REQUIREMENT IN RELATION TO FIRST AID OFFICERS / QUALIFICATIONS	
		Section	Description
NSW	OH&S Act 2000	Regulation 20 (2)	An employer must provide at each place of work: (a) first aid facilities that are adequate for the immediate treatment of injuries and illnesses that may arise at the place of work, and (b) if more than 25 persons are employed at a place of work trained first aid personnel
VIC	Occupational Health and Safety Act 2004	See: First Aid in the Workplace – Compliance Code (Victorian WorkCover Authority)	Provides guidance on the establishment of appropriate requirements, facilities and training and suggests factors to consider in an assessment (workplace size, layout; location, number and distribution of employees including shift work arrangements; nature of work hazards; known occurrences of accidents or illnesses; and the distance from the workplace to the nearest available and appropriate medical / occupational health / ambulance service.
QLD	Work Health & Safety Act 2011	First Aid in the Workplace – Code of Practice 2014	The WHS Regulations place specific obligations on a person conducting a business or undertaking in relation to first aid, including requirements to: provide first aid equipment and ensure each worker at the workplace has access to the equipment ensure access to facilities for the administration of first aid ensure that an adequate number of workers are trained to administer first aid at the workplace or that workers have access to an adequate number of other people who have been trained to administer first aid.
SA	Work Health & Safety Act 2012	Code of Practice for First Aid in the Workplace	Requires a person conducting a business or undertaking to ensure the workplace provides workers and anyone else attending your workplace with access to appropriate first aid equipment A person in the workplace, usually a qualified first aider, should be nominated to maintain the first aid kit.
WA	Occupational Safety & Health Act 1984	Code of Practice – First Aid Facilities and Services 2002  **** note: Public comment on the Work Health and Safety Bill	The Occupational Health and Safety Regulations 1996 require an employer to provide first aid facilities. Through consultation with workers the employer must identify all hazards in the work environment which could lead to injury or harm of people at the workplace.

		2014 (WHS Bill) draft legislation closed on 30 January 2015. The state government is reviewing comments made and considering the best legislation for Western Australian workplaces.	
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These procedures apply to all new fundraising appeals

### Appeal request and approval

The Fundraising and Appeals request form must be fully completed either on-line or emailed to [admin@australianmercy.org](mailto:admin@australianmercy.org) for approval by the Australian Mercy Board (see Fundraising and Appeals Policy) If a professional fundraiser is to be used, then a contract will also need to be filled out between Australian Mercy and the fundraiser before approval can be given.

Once the completed form is received and the appeal approved, official notification will be emailed and the appeal can commence on the date specified on the form.

### Appeal participants

- Appeal participants (fundraisers or collectors) must commit to the Australian Mercy Mission, Vision and Values.
- Collectors must sign the Collectors MOU.
- All appeal participants should be aware that they are representing not just the particular appeal, but also Australian Mercy and should conduct themselves in a professional manner.
- Appeal participants who are actively engaging the public such as in a street collection or door-to-door appeal must wear an identifying badge which has the Australian Mercy logo and ABN on it and have the words "Volunteer Collector" clearly visible on their nametag.
- If a professional fundraiser is used, then the words "Paid Collector" will replace the words "Volunteer Collector" on the name tag.

### Collection tins

- Where a collection tin is used, these must each be numbered and signed in and out by the individual collector.
- This list can also be a useful record for future appeals in identifying the more successful areas for collection.
- Collection tins must be a sealed unit.
- Collection tins must be counted by at least 2 people at the same time and the amount recorded for each tin.

### Donors rights.

Collectors engaging face-to-face with the public such as in a street collection or door-knock must know and be able to describe what the collection is for (e.g. cyclone in Thailand) and how the funds will be used (e.g. to rebuild a hospital in Province X of Thailand). They should also be informed of the wider work of Australian Mercy and ideally have access to literature/ fridge magnets or some other way of directing people to the Australian Mercy website.

### Receipting:

- All funds raised in any appeal, must be receipted into the Australian Mercy accounting system.
- Donors have the right to an individual receipt if the appeal is eligible for tax-deductibility.
- A receipt can be issued at the point of donation. If this is not possible (e.g. at a street collection), the collector should take the name, address and amount given of the donor so that a tax deductible receipt for the donation can be sent.
- It is the responsibility of the organising party (PMG, Location Office) to send the receipt as soon as possible.

### Dispersal of Funds

All funds are to be accounted for and dispersed through the Australian Mercy accounting system at the end of the appeal (or at timely intervals if the appeal is ongoing):

- Fundraising expenses must be less than 30% of the funds raised.
- Local administration fees must be less than 5%

Send appropriate balances and a report to the National Office detailing :

- Nature and Location of Appeal
- Duration of Appeal
- Total amount raised, admin and fundraising costs and total amount to be dispersed
- Details of how the funds are to be dispersed.
- Any other comments you wish to make.

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**Related documents (links)**

Fundraising and Appeals Policy  
Collector – Tin Registration Template  
Collector – Volunteer MOU Template  
Collector - Supervisors MOU Template

### **This procedure outlines how to handle cash.**

- All cash from donations or sales are to be receipted into the Australian Mercy accounts.
- All cash transactions are to be counted by two unrelated people and the total signed off by both.
- Counted cash should be kept in a plastic bag with the signed total sheet attached.
- Prior to its receipting all cash should be kept in a secure place and not be left unattended.
- Once it is entered into the accounting system all cash must be kept in a secure location until it can be banked.
- If cash transactions are being made via a till, all change should be given from the till not from the personnel attending the event.
- It is the responsibility of those setting up an event to make sure that a till has enough change to manage cash sales and donations for that event.
- Cash float totals need to be recorded before an event, and the float equivalent removed from the till before cash is counted and balanced against any receipt or interim receipt book.
- Donors who donate in cash are to receive a receipt and an acknowledgement of thanks of thanks for their donation.

### **Procedures for the handling of donations sent by cheque.**

From time to time Australian Mercy will receive donations or other funds in the form of a personal, corporate or bank cheque.

This procedure outlines how to handle cheque transactions.

- All cheques are to be receipted into the Australian Mercy accounts.
- The donor and purpose of the donation should be identified before entry into the Australian Mercy accounts.
- Prior to and after receipting cheques are to be kept in a secure place until they are banked.
- Donors who donate using a cheque are to receive a receipt and an acknowledgement of thanks for their donation.

### **Procedures for the handling of donations via other electronic means (such as but not limited to Credit Card, PayPal, Bank transfers and Wire transfers)**

From time to time Australian Mercy will receive donations or other funds in the form of an electronic transaction.

This procedure outlines how to handle electronic transactions.

- All electronic payments are to be receipted into the Australian Mercy accounts.
- Upon receipt of the electronic payment, the responsible person should identify the donor and purpose of the donation.
- Once the donor and purpose of the donor are identified the funds should be entered into the Australian Mercy accounts.
- If the donor or purpose of the donation cannot be identified then the funds are receipted and set aside until the donor and donor's intension are known.
- If the donor/donors intension cannot be identified within 12 months of the donation being made the funds are to be set aside and used for the purposes of project monitoring visits.
- Donors who donate using electronic means are to receive a receipt and an acknowledgement of thanks for their donation.

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### **Related documents (links)**

Funds Handling Policy  
Fundraising and Appeals Policy  
Your Donation  
Collector – Tin Registration Template  
Collector – Volunteer MOU Template  
Collector - Supervisors MOU Template

### Value

As a measure of recognizing the value of the donated hours of volunteers, volunteer hours shall be assigned a monetary value reflecting the value of the work performed and this figure included in the Annual Audit and Annual reports.

### Recruitment and Selection

- All volunteers and staff shall complete a Volunteers Memorandum of Understanding and will agree to the adhere to the core Mission, Vision and Values of Australian Mercy. They will be accepted for work at the offices and operating sites of Australian Mercy at the discretion of the manager responsible for that office or operating site.

### Remuneration and Benefits

- Volunteers will not receive any remuneration for their services but may be reimbursed for 'out of pocket' expenses if prior approval has been granted by the location management.
- Contractors will be paid at a rate/price agreed to prior to them starting work. Contractors within Australia will provide an appropriate Tax invoice.
- If a staff member or volunteer chooses to contribute to the needs of a location; whether it is financial or gift in kind, such gifts need to be received and receipted in the same manner as other gifts made to Australian Mercy.
- Full-time workers are entitled to at least four weeks annual leave and may have more at the discretion of their location manager.

### Equity and Diversity

- Australian Mercy is committed to equal opportunity for all of its workers and does not discriminate on the basis of gender, race or nationality.
- As far as is reasonably possible, given the volunteer nature of its staff, Australian Mercy is committed to ensuring that their staff numbers reflect equality and diversity.

### Induction

- All staff and volunteers shall be given appropriate information and training to equip them in discharging their functions.

### Staff Training and Development

- Workers will be given time as needed to attend training opportunities that assist them with their assigned tasks.
- Assistance with costs associated with training, such as travel, accommodation and course fees may on occasion, be given to volunteer workers at the discretion of the location manager.

### Supervision

- All workers are to be adequately supervised by the manager at the operating location.

### Conduct in the Workplace

- Staff are to conduct themselves in a manner which reflects the core Mission, Vision and Values of Australian Mercy.

### Liability

- Liability coverage for location/project staff and volunteers is to be facilitated by the project or location management. This should be in the form of liability and indemnity insurance where possible.

### Dispute resolution

- All workers are entitled to fair treatment and dispute resolution through the complaints processes set out in Australian Mercy's Complaint Policies and Procedures.

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### Related documents (links)



Human Resources Policy  
Work Health and Safety Policy  
Complaints Policy  
Bullying and Other Unacceptable Behaviours Policy  
Whistleblowing Procedure

### Purpose

- Australian Mercy supports projects through general and specific fundraising and, where approved by the Board, through approved additional funding sources such as the Australian Mercy Fund.
- Funding of Australian Mercy projects is dependent on the type of project being undertaken, for example, whether it meets the criteria to be considered an aid and development policy.
- A Project Agreement between Australian Mercy and a partner organisation and/or Project Management Group includes a written agreement regarding the use of project funds for the life of the project.
- The Project Management Group is responsible for the management of the project budget.
- The Australian Mercy National office is responsible for the disbursement of project funds throughout the life of the project.
  - Funds will be disbursed to an organisational Bank Account and acknowledgement of the receipt of those funds is required. In some cases, acknowledgement can be in the form of an email confirming that the funds have arrived in the target account.
  - If an organisational bank account is not available, and a personal bank account is to be used for receipt of project funds, Australian Mercy requires a signed Financial Transaction Memorandum of Understanding between itself and the owner of the bank account. This document requires the owner of the bank account to pass the entirety of those funds on to the appointed project without taking from the funds any kind of fee for service. Acknowledgement of receipt of the funds into the private bank account and also to the target project is required.
- Evidence of the proper use of Project Funds is required from each project in the form of:
  - 6-monthly project reporting to the Australian Mercy Board, including financial statements and, where appropriate, visual evidence (for example, photographs or video footage).
  - Additionally, an annual statement of accounts that clearly shows the use and distribution of any funds provided to it by Australian Mercy.

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### Related documents (links)

Projects Policy  
Fundraising and Appeals Policy  
Financial Transaction MOU Template  
Project Monitoring Procedure  
Project Financial Procedure  
Volunteer Policy  
[Project Management Group Guidelines](#)

### Reporting Cycles

All projects should follow the Timetable for Project Financial Reporting which outlines the dates for submission of all project reports. All reports are submitted to the Australian Mercy National Office.

A report is required every 6 months for all projects following the Project Status Report Template which includes: An update on the project implementation/operation, including how the project is addressing the identified needs and achieving stated objectives, and financial reporting.

Identification and discussion of any changes to circumstances of the project (variations from the initial proposal). This allows the Board to consider the likely project outcomes, and to identify whether the project type (e.g. aid and development) has changed.

The Board will consider reports at the meeting following the submission. The Board may request further information from the Project Management Group to enable it to appropriately monitor projects. The Board may make recommendations or require changes by projects in order for them to continue.

### Project Monitoring Visits

Overseas projects are further monitored through direct visits. It is the responsibility of the Project Management Group to ensure that visits take place at least annually, and this visitor should be either a member of the PMG, or a representative of the PMG authorised by the Australian Mercy National Office. Additionally, a member of the Australian Mercy Board should visit each project during the life of the project (three years).

These visits should be pre-planned as part of the overall project evaluation strategy, and funding for them should be built into the project budget. The person making the project monitoring visit (the Project Monitor) will:

- Meet with project staff and discuss the project, taking into account the initial proposal framework and the 6-monthly reports. Discussions should focus on project progress and outcomes, as well as financial information.
- Seek information from local stakeholders, including the project beneficiaries and those involved in implementing the project at the local level, discussing the progress of the projects and the impacts at the local level in relation to the objectives.
- Discuss any grievances or concerns with staff.
- Take photos as physical evidence of project outcomes, and to support fundraising.
- Complete a written report to the Project Management Group on the project, including progress, outcomes and any concerns or recommendations. The PMG are required to provide this report and any response required (for example, plans for addressing any concerns raised) to the National Office of Australian Mercy within 3 months of the visit.

The Australian Mercy Board may require an increased frequency of project monitoring visits, in response to concerns flagged in 6 monthly reports or raised in a previous visit. Further, the Australian Mercy Board reserves the right to make monitoring visits to any project under its authority.

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### Related documents (links)

Projects Policy  
Project Financial Procedure  
Project Monitoring Checklist  
Anti-terrorism procedure  
Project Status Report Template  
[Project Management Groups Guidelines](#)

### Intention

- Australian Mercy Policies are statements of the organisations' guiding principles in a given manner.

### Development

- New policies should be developed in response to an identified need.

### Implementation

- The policies governing the work of Australian Relief & Mercy Services Ltd (Australian Mercy) can only be put in place by the governing Board who must minute the policy in the minutes of the Board before it can be published in the policy manual and implemented.
- The Australian Mercy Board is constantly refining its policy statements and procedures and welcomes suggestions for improvement from its membership, staff, members of the public and peak bodies.

### Policy Review Guidelines

It is the wish of Australian Mercy to keep its policies up to date and to address the issues for which they have been written. Therefore:

- All policies should be reviewed every three years from the date of their implementation or last review.
- At the time of review research will be carried out to make sure that the policy is up to date and where possible reflects best practice standards.
- A policy will remain in place until its review is complete and either a new policy passed by the Board or the old policy renewed.
- Upon review where the Board is of the opinion that a policy is outdated or no longer needed, the Board may rescind the policy and replace it with a new policy as required.

### Policy Manual

- All Australian Mercy Policies are binding upon the operations of Australian Mercy.
- All policies in the policy manual will be noted with the date the policy was accepted or reviewed by the Board. The review cycle will also be displayed.

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### Related documents (LINK)

The Australian Mercy Charter

**Managing Risk**

The risk management process involves 4 key steps:

- Identify Hazards - Find out what could cause harm.
- Assess Risks - If necessary understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening.
- Control Risks - Implement the most effective control measure that is reasonably practicable in the circumstances.
- Review Control Measures - Ensure they are working as planned.



**Identifying risks**

Identified risks are recorded on a Risk Management Checklist which lists identified risks and actions taken to control or minimise those risks. This includes the following information:

- The date of assessment.
- Potential risk.
- Risk Rating (Likelihood x Impact).
- Plan for reducing or resolving the risk.
- The person responsible.
- The expected remediation date.
- Completion date and signature.

**Assessing Risks:**

Australian Mercy identifies risks to our organisation and projects taking into consideration:

- The work, health and safety risks to staff and volunteers of Australian Mercy and project partners
- The risks to current projects
- The risks inherent in new projects being proposed

The following risk Matrix is used to assess the risk:

		Impact				
		1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
Likelihood	A Probably	Medium	High	High	Extreme	Extreme
	B Likely	Medium	Medium	High	High	Extreme
	C Possible	Low	Medium	High	High	High
	D Unlikely	Low	Low	Medium	Medium	High
	E Rare	Low	Low	Medium	Medium	High

**Controlling risks**

Controls are strategies to manage risk balanced against the cost and inconvenience of the control.

Common controls used by Australian Mercy include:

- Volunteer training.
- Provision of Information.
- The use of safe or safer equipment.
- Maintaining adequate insurance.
- Changes in procedures or practices.
- Personnel checks including referee checks, professional registrations, police checks and working with children checks.

The Australian Mercy Board are responsible to determine the risk rating of each risk identified and the actions required to avoid, remove, reduce, minimize, share or retain the risk.

Australian Mercy uses the following processes to determine what action we will take in relation to each risk identified.

- Risk identified as low requires action within 6 months.
- Risks identified as medium require action within 3 months.
- Risks identified as high require action within 1 month.
- Risks identified as extreme require immediate action.

### **Review**

- A risk management assessment/review should be completed every 12 months.
- Improvements required as a result of risk management reviews and planning are recorded in the Risk Management Register.
- The Board of Australian Mercy is responsible for ensuring that the Risk Management plans are recorded and accurately reflect improvements.

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### **Related documents (links)**

Risk Management - Policy  
Risk Management - Hazard Injury Register Template  
Risk Management - Reporting Form Template  
Risk Management - Checklist Template  
Risk Management - Risk Matrix Template  
Work, Health and Safety Policy  
Incident and Injury Reporting Policy  
First-aid Policy  
First-aid Procedure

Volunteers for projects supported by Australian Mercy may include existing staff, new volunteers and volunteers of other organisations who are partnering with Australian Mercy for the project.

All new volunteers must complete a volunteer application in order to volunteer on an Australian Mercy project.

Volunteers applying to Australian Mercy are required to complete the Australian Mercy Volunteer Application pack. Volunteers with partner organisations (POs) should complete the PO application procedures. POs may use or adapt the Australian Mercy forms as part of their application procedures.

At a minimum, the volunteer application process must include:

- Registration information, including personal details, such as name, age, contact information, skills. While POs may use their own version of a registration form, it must cover the same information as the AM registration form.
- Orientation to the PO Child Protection Policy. The PO Child Protection Policy must meet the provisions outlined in the Project Agreement with Australian Mercy. If the PO does not have a written Child Protection Policy, the Australian Mercy Safe-guarding policy must be used. Child Protection applies to all projects, regardless of whether the project has a strong 'child focus'.
- Orientation to the use of Images and Messages, as per the Project Agreement with Australian Mercy;
- Provision of a Code of Conduct that outlines the expectations for the volunteer;
- Provision of information about recommended or required insurance. This may include personal insurance, travel insurance, etc. If insurance is provided (for example if the project is covered by volunteers insurance), then this information should be given to the volunteer so that they can make an informed decision about any further types of insurance they require.

Application forms are to be filed securely by the Project for reference and in case of a future audit.

The Australian Mercy Volunteer application pack consists of

**AMV – Registration:** This is the first document given to a potential volunteer. It will collect information such as name, age, address, skill set etc. Importantly it also provides a moral and legal framework for a volunteer's future involvement and relationship with the project. The document leads the volunteer through a series of commitments and undertakings that should be included in your processes. A project is free to adapt this document but should be mindful of leaving whole sections out, the editing process should be more one of modifying for cultural suitability than culling whole sections.

**AMV - Registration of Medical Volunteers and Staff:** These documents facilitate the Australian Mercy requirement that medical workers declare their AHPRA status and registration number as part of their volunteer / staff recruitment process. Once AHPRA status has been confirmed the person is able to practice in an Australian Mercy context. Overseas medical workers also need to declare the status of their professional registration in the country in which they registered.

**AMV - Go but read this first:** This document is designed to lead volunteers in discussion and further explain a project's priority regarding relationship, service etc. It is a tool that will assist you in caring for your volunteers and preventing any misunderstandings. Time should be spent with volunteers discussing the content prior to being on the field.

**AMV - Child Protection Statement** and the **AMV - Images and Messages Statement:** These two documents reiterate what the Australian Mercy Policy is on the subjects. Volunteers should have signed off on them in the application form but it is considered of such importance that highlighting them again to the volunteer is good practice.

**AMV – Complaint Procedure:** This document is a copy of the Australian Mercy Complaint Procedure. It is important that a volunteer understands that they do have a process wherein they can appeal things that they don't understand, are hurt by or fail to gain a sense of understanding in.

**AMV - Code of Conduct:** This document is a summary document designed to be used once a volunteers briefing is finished. It relates directly back to the "Go but read this first" document. It is a celebration document that a volunteer is "on board" with the project.

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#### **Related documents (links)**

Volunteer Policy  
Complaint Procedures  
Images and Messages Policy  
Safeguarding Policy  
Child Protection – Code of Conduct Template



### Overview

Staff or volunteers working for Australian Mercy, or who work on Australian Mercy projects are encouraged to disclose malpractice or misconduct of which they become aware (whistleblowing). This document provides the steps to be taken in order to make this disclosure, and provides information about how Australian Mercy responds when such disclosures are made.

### Application

Inappropriate conduct or malpractice may include:

- A criminal offence.
- The use of deception to obtain an unjust or illegal financial advantage.
- Intentional misrepresentations directly or indirectly affecting financial statements.
- A failure to comply with any legal obligations.
- A miscarriage of justice.
- Danger to the health and safety of any individual.
- Damage to the environment.
- A serious breach of fundamental internal controls.
- Serious non-professional or non-ethical behaviour.
- The deliberate concealment of information tending to show any of the matters listed above.

People who have information to disclose are encouraged to consider whether the issue falls under the heading of a complaint versus whistleblowing. In general, whistleblowing procedures should be followed when the person raising the issue:

- Works for Australian Mercy, or is a volunteer on an Australian Mercy project; and
- Has information that relates to one of the areas listed above; and
- Is concerned that disclosure of this information following the complaints procedures may have a negative impact on them or on others, for example, retaliation by a leader.

An employee who reasonably believes that inappropriate conduct or malpractices is occurring within the operations of Australian Mercy should raise the issue directly with the Board by emailing [complaints@australianmercy.org](mailto:complaints@australianmercy.org).

- A member of the Australian Mercy Board will investigate the complaint thoroughly and make a detailed report to the full Board about the matter. The details of the whistle-blower will be kept anonymous as far as possible.
- Staff and volunteers who in good faith disclose perceived wrongdoing will be protected from adverse vocational consequences.
- The Australian Mercy Board is duty bound to seek professional or legal advice or inform relevant authorities about the matter or take any other appropriate action that is needed if the complaint is prima facie substantiated.
- Whether the matter is prima facie substantiated or not, a member of the Board will report back to the whistle-blower and outline the results of the investigation and the course of action that the Board has taken with regards to the matter in question.
- If a claim of misconduct or criminal behaviour is substantiated, legal action will be taken as necessary and appropriate disciplinary action will be initiated against the responsible individual(s), including possible termination of their relationship with Australian Mercy.
- The Australian Mercy Board is duty bound by changes to the Corporations Act that came into force on January 1, 2020 to;
  - Keep a whistleblower's identity and information confidential, unless they provide the Board with written consent to disclose their information, and
  - Prevent Australian Mercy or an officer or employee from harming or causing detriment to a whistleblower. The Act defines Detriment as;
    - unjustly dismissing a whistleblower from their employment
    - injuring a whistleblower in your employment
    - altering their position or duties to their disadvantage
    - discriminating between the whistleblower and other employees

- harassing or intimidating a whistleblower
- harming or injuring a whistleblower, including causing psychological harm
- damaging a whistleblower's property
- damaging their reputation
- damaging their business or financial position
- causing a whistleblower any other damage.

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**Related documents (links)**

Complaints Policy  
Complaints Procedure  
Transparency and Accountability Policy  
Financial Crimes Policy

### Emergency Procedures

An emergency evacuation plan has been developed and this plan, together with a list of emergency contacts, is displayed in prominent locations such as:

- Office/reception.
- Common room.
- Female toilets.
- Male toilets.

The Emergency Contacts List contains such as:

- Police.
- Other emergency services (eg ambulance, fire brigade and SES).
- Utilities (e.g. electrical, gas, sewerage and storm-water).
- Doctors surgery.
- First-aid officer.

All fire emergency equipment, such as horns, sirens and fire extinguishers are tested by an approved provider every 12 months.

### First-aid Procedures

The First Aid Kit location is clearly indicated and First-aid procedures are followed.

The manager at each office/operating location is responsible to ensure that the first aid kit is accessible and fully stocked at all times. In remote areas where medical attention is more than 30 minutes away a more comprehensive medical kit should be accessible and should include other items such as splints and stretchers. Any first aid provided must be recorded on the injury/incident record.

### Hazard, Injury and Incident

- All managers and workers including contractors are required to complete an Injury and Incident reporting form if an injury or incident occurs.
- The Manager at that operating location must record all hazards, incidents or injuries on the Hazard Incident and Injury register. The appropriate action must be taken to reduce, mitigate or eliminate the risk.
- Internal reporting of any hazard, incident or injury that should occur is separate from reporting of notifiable incidents.

### Reporting of Notifiable Incidents

Any notifiable incidents must be communicated immediately to:

- The Australian Mercy National Office.
- Relevant national authorities as appropriate, such as Safe Work Australia.

Notifiable incidents include the following:

- The death of a person.
- Serious injury or illness of a person.
  - Serious injury or illness includes immediate treatment as an in-patient in a hospital.
  - Immediate treatment for certain serious injuries.
  - Medical treatment within 48 hours of exposure to a substance.
- A dangerous incident.
  - A dangerous incident means any incident in relation to a workplace that exposes a worker or any other person to serious injury.

An Immediate review of the incident with the manager or worker to determine if any actions need to be taken to eliminate or minimise the risk of the incident or hazard recurring must be undertaken. Completion of the Hazard Incident and Injury register must be attended to.

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### Related documents (links)

Work, Health and Safety Policy  
Risk Management - Policy  
Risk Management - Hazard Injury Register Template  
Risk Management - Reporting Form Template  
Risk Management - Checklist Template  
Risk Management - Risk Matrix Template  
Incident and Injury Reporting Policy  
First-aid Policy  
First-aid Procedure  
First-aid Log Template  
[First-aid - St Johns Australia First Aid Fact Sheets](#)  
[Incident notification fact sheet – Safe Work Australia](#)

## **Part D - Working Templates**

The following documents are designed to be used in their entirety or as templates to assist in creating localised versions of the subjects discussed.

At all times when modifying a working template to suit a local scenario it should serve compliance with the policy and procedure documentation of which it is reflecting.

[To be used as a template for a Child Protection Code of Conduct. Suitable for all persons associated with Australian Mercy projects. Staff, Volunteers, Partner Organisations, Sub-contractors etc.]

I have read and understood the Australian Mercy Child Protection Code of Conduct. I am aware that it is the clear expectation of Australian Mercy that in my dealings with children associated with its ministries that;

I will:

- Treat all children with respect regardless of race, colour, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status;
- Conduct myself in a manner that is consistent with the Core Values of Australian Mercy.
- Provide a welcoming, inclusive and safe environment for all children, young people, parents, staff and volunteers
- Respect cultural differences
- Encourage open communication between all children, young people, parents, staff and volunteers and have children and young people participate in the decisions that affect them
- Report any concerns of mistreatment or child abuse
- At all times be transparent in my actions and whereabouts
- Take responsibility for ensuring that I am accountable and not place myself in a position where there is a risk of allegations being made. Wherever possible, ensure that another adult is present when working in the proximity of children
- Self-assess my own behaviours, actions, language and relationships with children, to ensure that these are appropriate
- Speak up when I observe concerning behaviours of colleagues.

I will not:

- Engage in behaviour that is intended to shame, humiliate, belittle or degrade children.
- Use inappropriate, offensive or discriminatory language when speaking to a child or young person.
- Do things of a personal nature that a child can do for him or herself- such as assistance with toileting or changing clothes.
- Take children unaccompanied to their own home/hotel or sleep in the same room or bed as a child.
- Invite unaccompanied children into my home, unless they are at immediate risk of injury or in physical danger.
- Smack, hit or physically assault children.
- Develop sexual relationships with children or relationships with children that may be deemed exploitative or abusive.
- Behave provocatively or inappropriately with a child.
- Condone or participate in behaviour with children that is illegal, unsafe or abusive.
- Act in a way that shows unfair and differential treatment of children, including treating some children as "favourites".
- Give children gifts outside of the materials supplied to them via the Australian Mercy project. (I realize that inappropriate gift giving can give a child a sense of indebtedness and is a way that children are often groomed by child sex offenders.)
- Will not give a child alcohol, illicit substances or any medications that have not been prescribed for them by a medical professional.
- Hold, kiss, cuddle or touch a child in an inappropriate, unnecessary or culturally insensitive way.
- Seek to make contact and spend time with any child or young person outside the program times.
- Use any computers, mobile phones, video and digital cameras inappropriately including for the purpose of exploiting or harassing children.
- Hire minors for domestic labour.
- Photograph or video a child without the consent of the child and his/her parents or guardians. Further, when photographing or filming a child for work related purposes, I must:
  - o Before photographing or filming a child, assess and endeavour to comply with local traditions or restrictions for reproducing personal images

- Before photographing or filming a child, I will obtain informed consent from the child and his/her parents or guardians. As part of this I must explain how the photograph or film will be used.
- Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive
- Ensure images are honest representations of the context and the facts
- Ensure file labels do not reveal identifying information about a child when sending images electronically.

I understand that the onus is on me, as a person engaged by Australian Mercy, to use common sense and avoid actions or behaviours that could be construed as child abuse when implementing AM activities.

Signed:

Date:

Name:

Email:

Address:

This form must be completed within 24 hours of a report of abuse. It should be completed by the Australian Mercy person closest to the incident; ie:

- The staff/volunteer receiving a complaint, disclosure or allegation of abuse or exploitation, or risk of abuse or exploitation; or
- The staff/volunteer who observes abuse, or concerning or suspicious behaviour that may indicate abuse.
- A child or community member who is reporting abuse or exploitation may contribute to completing the form if appropriate. However, the onus is on the Australian Mercy staff/volunteer as described above to ensure that it is completed and submitted in a timely manner.

Once completed this form should be given to a responsible person:

- In the case of a project outside of Australia:
  - the manager of the project, or
  - Project Management Group member.
- In the case of a project within Australia:
  - The Location Director and a member of the Australian Mercy Board.
- This form is Confidential and should not be disclosed to anyone outside of the immediate investigation.

Definitions:

- Child and young person: includes any person under the age of 18 years, unless a nation's laws recognise adulthood earlier.
- Child abuse: includes physical, sexual, emotional, neglect, bullying, child labour, and exposure to domestic violence.
- Vulnerable people: Australian Mercy defines vulnerable persons as:
  - A child or children; (persons under the age of 18 years) or
  - An individual aged 18 years and above who is or maybe unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or for any other reason.

Details of person raising the report of an incident:

- Name  
.....
- Age  
.....
- Male/ Female
- Address/Contact details  
.....
- .....

Details of victim (if different from above):

- Name  
.....
- Age  
.....
- Male/ Female



- Address/Contact details

.....  
 .....

- 

.....  
 .....

- Is the victim aware of this form (have they been told that this complaint is being raised or are they involved in the raising of this complaint)?

YES / NO

- Does the victim have a disability?

- YES / NO

- 

- If yes type of disability if known:

.....  
 .....

Details of Victim's Parents or Guardian (if under 18 yrs old):

- Names

.....  
 .....

- Address/Contact details

.....  
 .....

- 

.....  
 .....

- 

.....  
 .....

- Have the victim's parents been informed of the accusation?

YES / NO

Details of Accused person(s):

- Name

.....  
 .....

- Age

.....  
 .....

- Male/Female

- Job Title of accused person(s)

.....  
 .....

- Organisation accused person(s) works for

.....  
 .....

- Address of accused person(s) (if known)

.....  
 .....

- 

.....  
 .....

- .....  
.....
- Physical description of accused person(s)  
.....  
.....
- .....  
.....
- .....  
.....
- .....  
.....

Description of Complaint:

Please attach an extra page and answer the following:

Include observations where relevant and include details such as:

1. General description:

- a. Date of Incident(s) (day month year).
- b. Time of Incident(s).
- c. Location of Incident(s).
- d. Description of incident.
- e. Witnesses' names and contact information.
- f. Physical & emotional state of victim.
- g. It is important to indicate whether the abuse is historical or current and whether there is a risk that it will be ongoing.
- h. Detail any other pertinent pieces of information (including contact made with other organisations)?

2. Immediate actions:

- a. What immediate measures have been undertaken for the victim?
- b. What immediate measures have been undertaken for the accused perpetrator?
- c. Who is responsible for ensuring that these measures are carried out?
  - o Name
  - o Title
  - o Organisation

3. Medical situation:

- a. Has the victim been informed about available medical treatment?
  - o If yes, has the victim sought Medical Treatment for the incident?
  - o If yes, who provided treatment? What is the diagnosis and prognosis?
- b. As far as you know does the victim have any other health, psychosocial, language, legal or other needs?
  - o If yes what are they?

4. Law Enforcement:

a. Have the police been contacted?  
If yes, please mention name police/ department / address police station  
For reports that involve actions constituting a criminal offense in the country, reporting to police should occur. However, the persons handling the complaint need to consider whether it is likely that local police will provide natural justice and the victim will not be further victimized by police. Local knowledge should be weighed, including the views of the victim.

5. Notifications

Have the details of this report been provided  
To the person raising the report of abuse?  
To the victim?  
To the victims parents? (if under 18yrs old)

What needs to be done  
Implement immediate safety actions.  
Submit this completed form for review by Project Manager or Australian Mercy Board Member.  
The claim of abuse is further investigated.

Report Completed by

- Name.  
.....  
.....
- Organisation  
.....  
.....
- Time  
.....  
.....
- Location  
.....  
.....
- Contact Details  
.....  
.....
- .....  
.....

This report accurately represents the information that I have about the abuse or exploitation described in this report. I understand that Australian Mercy will investigate this report and refer the incident to local authorities if necessary.

.....  
.....  
Signature of Person Completing this Form                      Date of Completing this Form

As a staff member of Australian Mercy, I understand that the conduct and values that I express publicly has the potential to either enhance or diminish Australian Mercy's reputation and public perception. I understand that some behaviours are illegal and punishable under local, state, federal and in some cases international laws.

I have read the following documents supplied to me by Australian Mercy.

- Australian Mercy's statement of faith
- Strategic Directions
- Go ... but for you do read this!
- Australian Mercy Complaints policy and procedure
- Australian Mercy Safeguarding policy
- Australian Mercy's Image and Message Policy
- I have signed Australian Mercy's Child protection statement.
- I have filled out and signed Australian Mercy's Statement of disclosure.

As a staff member of Australian Mercy;

### 1. General Conduct

I agree to act in a responsible manner, keeping in mind that I am to follow all reasonable directions of my appointed team leader, and / or other leaders of Australian Mercy or its partnering organisation on location.

#### 1.1 Cultural sensitivity

I understand that whether I am serving locally or in another country I maybe an outsider to other cultures that reside in the local community where I work and that their values may differ to my own. I am willing to make changes in my normal behaviour so as not to cause cultural offense. I understand that my behaviour could cause embarrassment, offense, or legal problems for others inside and outside of my group; therefore;

I undertake to act in a responsible manner that will not cause cultural offense. I will dress respectfully, according to acceptable standards. I will not speak disrespectfully about other languages or religions, or other aspects of the culture of others. I will not relate to members of the opposite sex in ways that can be seen as offensive. I will safeguard the rights and wellbeing of all people who are associated with our organization, especially the children and the vulnerable.

#### 1.2 Team solidarity

I understand that Australian Mercy values every team member. Therefore, I agree to,

- attend team meetings;
- carry out my responsibilities and duties in a sensitive and honest way;
- relate to the other members of my team in a positive and helpful way;
- inform my team leader of any grievance that I may have as soon as possible;
- follow all reasonable directions from my team leader.

#### 1.3 Health and Safety

I undertake not to involve myself in behaviour that could put my own or others health and safety at risk. If I see any work place risks, or observe any unsafe behaviour, I will report these at once to my team leader.

If asked to drive a vehicle I will drive lawfully and responsibly obeying the road rules and not engage in unacceptable or dangerous behaviour.

### 2. Image responsibility

I have read the Australian Mercy image and message guidelines and agree to abide by them.

### 3. Sexual integrity

I understand that Australian Mercy has a zero tolerance of all forms of sexual abuse and does not in any way allow its team members to act in ways that would be contrary to its values and policies. This includes the frequenting of brothels and strip clubs and engaging in behaviour that is offensive or sexually harassing.

I undertake to relate to members of the opposite sex in a respectful manner, and not use Australian Mercy's equipment and resources to access pornography, or other inappropriate material whilst I am a staff member.

### 4. Child Protection

I understand that Australian Mercy has a zero tolerance policy with regard to child abuse and has standards and protocols in place with regards to the behaviour of adults around children. These are outlined in the Child Protection Statement and Child Protection Code of Conduct, documents that all volunteers are expected to read, sign and abide by. Failure to abide by the safe-guarding policy may result in my services being immediately withdrawn and my being removed from the project site.

I understand that all incidents or suspected incidents of child abuse or inappropriate behaviour with vulnerable people must be immediately reported to management. I understand that where laws have been broken, Australian Mercy will make a full and frank disclosure to the police.

### 5. Protection of vulnerable people

Australian Mercy has a zero tolerance policy with abuse and mistreatment of vulnerable people. Australian Mercy defines vulnerable persons as:

- A child or children; (persons under the age of 18 years) or
- An individual aged 18 years and above who is or maybe unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or for any other reason.

I undertake to be respectful of those who are vulnerable and be mindful of their rights. I will report any incidents of inappropriate behaviour or concerns I have their treatment to management.

### 5. Lawful and responsible behaviour

I undertake to respect local laws and to act lawfully at all times whilst I am on staff with Australian Mercy.

This includes not taking part in bullying and other unacceptable behaviours such as;

- Aggressive and abusive behaviour. This includes behaviour such as threatening gestures or actual violence or assault.
- Being under the influence of illicit drugs or impaired by alcohol.
- Coercion, harassment and discrimination.
- Disruptive behaviour.
- Emotional abuse
- Exploitation
- Excluding or isolating individuals.
- Occupational violence.
- Personal use of company resources related to pornography or the sex industry
- Physical abuse
- Sexual abuse
- Sexual harassment
- Stalking
- Unsafe work practices or behaviour, which may harm the staff member or others.
- Unreasonable demands and undue persistence.
- Unwelcome physical contact.
- Teasing, name-calling, ridicule, or making someone the brunt of pranks or practical jokes.
- Verbal abuse such as yelling, screaming, abusive or offensive language.

(Further definitions of these terms are outlined in our Safeguarding Policy.)

Whilst driving Australian Mercy's vehicles, I will do so with due care whilst responsibly discharging my duties as an Australian Mercy staff member.

I understand that should circumstances arise whereby, my behaviour is irresponsible or offensive, or endangers myself or others or contravenes Australian Mercy's safeguarding policy, that my team leader may suspend me from my duties and or discharge my services altogether.

I understand that in my role as a staff member that the clear expectation of Australian Mercy is that I show kindness and patience to all other staff, clients, contractors and the general public. That my actions and words should never be derogatory or demeaning.

I have read the Australian Mercy Safeguarding Policy and I understand the behaviours that are unacceptable to Australian Mercy and I undertake to abide by this policy.

I understand that in all things Australian Mercy expects me to act lawfully and with integrity and that;

- if I have concerns that I will raise them,
- if I have questions I will ask them,
- if I have a complaint I will make it,
- if I see a reportable incident I will report it,
- if I see something that is worthy of praise I will give that praise and affirmation.

I will be a positive contributor to the work of the Australian Mercy team.

I undertake to abide by the Australian Mercy Code of Conduct.

Signed:

Date:

Name:

Email:

Address:

It is our joint desire to work together in the interests of giving aid to those in need. To this end we have decided to partner together in order to further the work being done through Australian Mercy.

I have read the following documents supplied to me by Australian Mercy.

- Australian Mercy's statement of faith
- Strategic Directions
- Go ... but for you do read this!
- Australian Mercy Complaints policy and procedure
- Australian Mercy Safeguarding policy
- Australian Mercy's Image and Message Policy
- I have signed Australian Mercy's Child protection statement.

I have agreed to join the Australian Mercy team as a volunteer.

### 1. General Conduct

In consideration of Australian Mercy accepting me as a volunteer I agree to act in a responsible manner, keeping in mind that I am to follow all reasonable directions of my appointed team leader, and / or other leaders of Australian Mercy or its partnering organisation on location.

#### 1.1 Cultural sensitivity

I understand that if serving in another country I am in fact an outsider to that culture which may differ greatly from my own. I am willing to make changes in my normal behaviour so as not to cause cultural offense. I understand that my behaviour could cause embarrassment, offense, or legal problems for others inside and outside of my group; therefore;

I undertake to act in a responsible manner that will not cause cultural offense. I will dress respectfully, according to culturally acceptable standards. I will not speak disrespectfully about the government, language or any religion or other aspect of the culture. I will not relate to members of the opposite sex in ways that can be seen as offensive.

#### 1.2 Team solidarity

I understand that Australian Mercy values every team member. Therefore I agree to;

- attend all team meetings;
- carry out my responsibilities and duties in a sensitive and honest way;
- relate to the other members of my team in a positive and helpful way;
- inform my team leader of any grievance that I may have as soon as possible;
- follow all reasonable directions from my team leader.

#### 1.3 Health and Safety

Changed living circumstances bring with it new health and safety risks. Therefore I undertake not to involve myself in behaviour that could put my own or others health and safety at risk.

If asked to drive a vehicle I will drive lawfully and responsibly obeying the road rules and not engage in unacceptable or dangerous behaviour.

### 2. Image responsibility

I have read the Australian Mercy image and message guidelines and agree to abide by them.

### 3. Sexual integrity

I understand that Australian Mercy has a zero tolerance of sexual abuse and does not in any way allow its team members to act in ways that would be contrary to its values and policies. This includes the frequenting of brothels and strip clubs and engaging in behaviour that is culturally offensive or sexually harassing.

### 4. Child Protection

Australian Mercy has a zero tolerance policy with child abuse and has standards and protocols in place with regards to the behaviour of adults around children. These are outlined in the child protection statement a

document that all volunteers are expected to read, sign and abide by. Failure to abide by the safe-guarding policy may result in my services being withdrawn and my being removed from the project site.

#### 5. Protection of vulnerable people

Australian Mercy has a zero tolerance policy with abuse and mistreatment of vulnerable people. Australian Mercy defines vulnerable persons as:

- A child or children; (persons under the age of 18 years) or
- An individual aged 18 years and above who is or maybe unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or for any other reason.

I understand that Australian Mercy requires me to treat staff, clients, and other people associated with its ministry with tolerance, respect and dignity. Abuse of any kind will not be tolerated.

#### 6. Lawful and responsible behaviour

I undertake to respect local and international laws and to act lawfully at all times whilst I am volunteering with Australian Mercy.

This includes not taking part in bullying and other unacceptable behaviours such as;

- Aggressive and abusive behaviour. This includes behaviour such as threatening gestures or actual violence or assault.
- Being under the influence of illicit drugs or impaired by alcohol.
- Coercion, harassment and discrimination.
- Disruptive behaviour.
- Emotional abuse
- Exploitation
- Excluding or isolating individuals.
- Occupational violence.
- Personal use of company resources related to pornography or the sex industry
- Physical abuse
- Sexual abuse
- Sexual harassment
- Stalking
- Unsafe work practices or behaviour, which may harm the staff member or others.
- Unreasonable demands and undue persistence.
- Unwelcome physical contact.
- Teasing, name-calling, ridicule, or making someone the brunt of pranks or practical jokes.
- Verbal abuse such as yelling, screaming, abusive or offensive language.

(Further definitions of these terms are outlined in our Safeguarding Policy.)

I have read the Australian Mercy Safeguarding Policy and I understand the types of behaviours that are unacceptable to Australian Mercy and I undertake to abide by this policy.

I understand that in some countries I can be jailed or sentenced to death for drug offences. I therefore undertake not participate in any kind of substance abuse whilst volunteering with Australian Mercy. (Australian Mercy will not be responsible for any team member who attempts take or to smuggle any illegal substance.) I understand I am responsible to find out for myself what my legal responsibility is and to act according to local and international laws.

I understand that should circumstances arise whereby, my behaviour is irresponsible or offensive, or endangers myself or others or contravenes Australian Mercy's safeguarding policy, that my team leader may suspend me from the outreach and or discharge my services from the team and send me home.

#### 7. Responsibilities prior to travel



I understand that while travelling there is a certain element of risk. Therefore I agree to make the following precautions in case of emergency.

- Make a will and have left it in the possession of a trusted friend or family member.
- At my own expense, take out adequate health and travel insurance that will cover me, should I need extended hospitalisation, medical treatment, or emergency evacuation from any location whilst I am part of this outreach.
- Make sure that I have adequate personal spending money.
- Inform Australian Mercy in writing of any known medical condition, and / or allergy from which I suffer, and I agree to inform my team leader of any medication I am currently using, or may need to use whilst serving with Australian Mercy.
- Inform the outreach leader of any dietary needs that I may have.
- Arrange with my local Doctor to undergo a check-up and organise the necessary inoculations I may require. I understand that I will do this at my own expense.
- Regularly check relevant government websites (such as [www.smartraveller.gov.au/](http://www.smartraveller.gov.au/)) for warnings of terrorist alerts or travel warnings prior to departure date.
- I agree to pay the costs of my own travel to and from the project location, as well as the costs of all my own food and accommodation as arranged on my behalf by Australian Mercy or its outreach partner(s).

In the event that Australian Mercy charges me a standard outreach fee as part of a package that would include items such as board and food etc.; I understand that should there be any residual funds left over from this outreach, then these funds will become the property of Australian Mercy and will be used by Australian Mercy to further its work amongst the poor and needy.

I undertake to abide by this Code of Conduct.

Signed:

Date:

Name:

Email:

Address:

**Collector - Tin Registration**

Date:

Appeal Name:

Date	Tin No.	Collector	Amount	Rec. No	Banked?
<b>Total</b>					

This sheet must be kept by the appeal supervisor and lodged with appeal return information.

- As a volunteer collector for Australian Mercy I understand that I will in no way receive any remuneration for the services that I voluntarily render to Australian Mercy whilst participating in their public fund raising events.
- I understand that I need to be of neat appearance and be wearing both my Identification and Unpaid Collector Tags whilst participating in the collection.
- That in all my dealing with the public, I am will be courteous and not forceful in my approach or dealings with potential donors.
- I understand that I must not consume alcohol whilst collecting for Australian Mercy, or collect in an intoxicated state or under the influence of drugs.
- I understand that as a collector I am in a position of public trust and therefore I am subject to the provisions of by state law and local council bylaws. In keeping with this I agree to;
  - a. Only use the official collection tins for street collections. I understand that this tin will be numbered and that I will need to sign for it and any subsequent tins I use. All tins under my control must be personally returned to my supervisor before I leave the area.
  - b. Obey all reasonable requests made to me by officers of the local council, and / or the police.
  - c. Not be involved in any behavior that could be a disturbance or could possibly endanger the public or other collectors servicing the area.
- 2. If asked to collect at a road intersection I realise that in keeping with police guidelines I must;
  - a. Wear the highly visible clothing provided for me by Australian Mercy
  - b. Only enter the roadway when a red signal is displayed, and must leave the roadway when the traffic signal changes from red.
  - c. If I am collecting on a road where there are more than 4 lanes I will only service two of those lanes either entering the roadway from the footpath or dividing reservation.
  - d. In the case where there is inclement weather then I agree not to enter the roadway to collect funds.
  - e.
- Upon completing my time as a collector I must return my tin(s), all badges and property of Australian Mercy to my collection supervisor.
- I understand that if I do not behave in a safe and responsible manner, do not adhere to the guidelines, or are participating in behavior that is inappropriate or dangerous, then my collection supervisor has the authority to terminate my services immediately. At which time I must return of all collection tins badges and other property belonging to Australian Mercy.
- I hereby indemnify Australian Relief & Mercy Services Ltd and its employees, agents and leaders from and against any and all liability, claims, actions, proceedings, suits, costs, expenses, or demands, whatsoever and whether by claim or counterclaim which Australian Relief & Mercy Services Ltd may have incurred with respect to any person or body claiming through or under, on behalf of myself or which any person may have (or but for this Agreement may have hereafter) with respect to Australian Relief & Mercy Services Ltd arising out of this fundraising event.

Name of Appeal:

Name (Please Print):

Signed: \_\_\_\_\_ Date:

Address:

P/code

Phone:

- As a volunteer collection supervisor for Australian Mercy I understand that I will in no way receive any remuneration for the services that I voluntarily render to Australian Mercy whilst participating in their public fund raising events.
- I understand that I need to be of neat appearance and be wearing both my Identification and Unpaid Collector and Supervisor Tags whilst participating in the collection.
- That in all my dealing with both the public and those I am supervising, I will be courteous and not forceful in my approach or dealings with them.
- I understand that I must not consume alcohol whilst collecting for Australian Mercy, or collect in an intoxicated state or under the influence of drugs.
- I understand that as a collection supervisor I am in a position of public trust and therefore I am subject to the provisions of by state law and local council bylaws. In keeping with this I agree to;
  - Only use the official collection tins for street collections. I understand that I must make sure that all collectors in my area use only these tins; and that each collector needs to sign for his or her tin. If during the course of the day the collector leaves to go home then they must return their tin to me along with all badges and property of Australian Mercy.
  - See that collectors are not be involved in any behaviour that could be seen as a disturbance or could possibly endanger the public or other collectors servicing the area.
- If asked to supervise at a road intersection I realise that in keeping with police guidelines I must;
  - Make sure that the intersection is suitably signed. Displaying signs on all approaches to the intersection no less than 50 meters from the lights.
  - Make sure that all collectors wear the highly visible clothing provided for me by Australian Mercy.
  - Make sure that all collectors only enter the roadway when a red signal is displayed, and leave the roadway when the traffic signal changes from red.
  - Make sure that where there are more than 4 lanes collectors will only service two of those lanes either entering the roadway from the footpath or dividing reservation.
  - In the case where there is inclement weather making sure that collectors do not enter the roadway to collect funds.
- I understand that if collectors do not behave in a safe manner, do not adhere to the guidelines, or are participating in behaviour that is deemed to be dangerous or inappropriate, then I as the immediate collection supervisor have the authority to terminate that person's services immediately. Upon which they will ask for the return of all collection tins badges and other property belonging to Australian Mercy. Upon termination of that person's services I agree to contact the collection center to inform them of the situation.
- Should any of the collectors in my area be injured, or become ill then I agree to contact the collection center as soon as it is practicable to inform them of the situation – and as far as it is possible I will try to get the injured party to a place whereby they can receive appropriate medical attention.
- I hereby indemnify Australian Relief & Mercy Services Ltd and its employees, agents and leaders from and against any and all liability, claims, actions, proceedings, suits, costs, expenses, or demands, whatsoever and whether by claim or counterclaim which Australian Relief & Mercy Services Ltd may have incurred with respect to any person or body claiming through or under, on behalf of myself or which any person may have (or but for this Agreement may have hereafter) with respect to Australian Relief & Mercy Services Ltd arising out of this fundraising event.

Name of Appeal:

Name (Please Print):

Signed: \_\_\_\_\_ Date:

Address:

P/code

Phone:



Date:

Name of Appeal:

Background:

Proposa:l

Fundraising Target? \$:

How will the funds be raised?:

Internet/social media.          Mailout/Email.          Direct Mail.          Other

How will the funds be distributed?:

Expected length of appeal:

Reporting:

Proposed by

Authorized by

Date: **INSERT DATE HERE**

Memorandum of understanding between Australian Mercy (Australian Relief and Mercy Services Ltd) and **INSERT NAME HERE** – (Party B)

In our joint desire to work together in the interests of giving aid to those in need, Australian Mercy and **INSERT NAME HERE** have decided to partner together in order to further the work being done through the **INSERT NAME OF PROJECT HERE**.

Under this MOU, **INSERT NAME HERE** agrees to receive funds via the Australian Mercy National Office: And safely convey the funds for the following (insert additional lines as needed):

- **INSERT AMOUNT (and currency) HERE** (e.g \$700AUD) for **INSERT PURPOSE OF FUNDS HERE**
- **INSERT AMOUNT (and currency) HERE** (e.g \$700AUD) for **INSERT PURPOSE OF FUNDS HERE**

In offering this service, **INSERT NAME HERE** will undertake to do the following:

- Relay the amounts listed above to their respective projects without undue delay,
- Email 'accounts@arms.org.au' to confirm that the transfer has occurred,
- Confirm that receipts for the money are returned to the Australian Mercy National Office, and
- Not to charge any fees for this service.

This MOU is considered to be in place until the funds are received by the projects and a receipt of the funds is sent by the projects to the Australian Mercy National Office.

Signed on behalf of Australian Mercy by:

Name:

Signed:

Date:

Signed by Party B

Name: **INSERT NAME HERE**

Signed:

Date:





## First-aid Kit Contents Checklist

The contents of the first aid kit must be protected from dust and damage and be kept in a container which clearly identifies the contents and purpose. The container must be easily recognisable (e.g. a white cross on a green background easily seen on the outside) and should not be locked.

The First aid kit must be checked monthly by the First Aid officer and the checklist completed and signed following the inspection. If any stock needs to be replenished the First Aid officer will notify the appropriate site manager who will ensure that the stock is replenished.

Item	Quantity	Date checked	Date checked	Date Checked	Date Checked	Date Checked
Emergency services telephone numbers and addresses	Yes					
Name, photograph and telephone number of first aid officer (display on outside of the kit)	Yes					
First aid notes (downloaded from St Johns Australia)	Yes					
Instructions for providing First Aid – including Cardio- Pulmonary Resuscitation ( CPR) flow chart	1					
Note Book and Pen	1					
Approved Resuscitation face mask fitted with a 1-way valve	1					
Disposable face masks	5					
Disposable nitrile examination gloves	5 pairs					
Gauze pieces 7.5x7.5 cm, sterile (3 per pack)	5 packs					
Saline (15ml)	8					
Wound cleaning wipe (single 1% Cetrimide BP)	10					
Adhesive Dressing strips – plastic or fabric (packet of 50)	1					
Splinter probes (single use, disposable)	10					
Tweezers/forceps	1					
Antiseptic liquid/spray (50ml)	1					
Non-adherent wound dressing /pad 5x5cm (small)	6					
Non-adherent wound dressing /pad 7.5x 10cm (medium)	3					
Non-adherent wound dressing /pad 10x10 cm (large)	1					
Conforming cotton bandage, 5cm width	3					
Conforming cotton bandage, 7.5cm width	3					
Crepe bandage 10 cm (for serious bleeding and pressure application)	1					
Scissors	1					
Non-stretch, hypoallergenic adhesive tape – 2.5cm wide roll	1					
Safety pins (packet of 6)	1					
BPC wound dressings No 14, medium	1					
BPC wound dressings No 15, large	1					
Dressing – Combine Pad 9 x 20cm	1					
Plastic bags – clip seal	1					
Triangular bandage (calico or cotton minimum width 90cm)	2					
Emergency Rescue blanket (for shock or hypothermia)	1					
Eye pad (single use)	4					
Access to 20 minutes of clean running water or hydro gel ( 3.5gm sachets)	5					
Instant ice pack (eg for treatment of soft tissue injuries and some stings)	1					

Protective eye glasses	1					
Band aid dressings	1					
Checked by						

## Pharmaceuticals Donation Checklist

This checklist covers the ethical, legal and regulatory requirements for receiving, sending and distributing goods or medicines to another country.

The checklist must be completed, signed and dated by the Location Director or person authorised by the Location Director and returned to the Australian Mercy National Office prior to goods or medicines being sent to another country.

Before you receive the goods or medicines	Answer each question Yes or No
Are the goods and/ or medicines in a condition that you would use here in Australia?	If no, then do not receive the goods
Has the recipient country requested the goods or pharmaceuticals?	If no, then do not receive the goods and/or medicines
If pharmaceuticals – are they on the list of essential drugs of the recipient country or if no such list is available – the <a href="#">WHO Model List of Essential drugs</a>	If no, then do not receive the medicines
Are the medicines on the <a href="#">controlled substances list</a> of the Australian Government?	If yes, then you will need to obtain permission from the Australian Government before they can be sent
Do the donated pharmaceuticals have a shelf-life of at least 12 months after the expected date of arrival in the recipient country?	If no, then do not receive the drugs unless it is an Emergency Relief situation and the recipient organisation knows that the medicines have a short shelf-life
Do you have written authorisation from the recipient country to distribute the goods?	If no, then do not send or distribute the goods or medicines until you have this authorisation. It would be also wise to wait to receive the goods and/or pharmaceuticals
Have you written authorisation from the recipient country that the medicines: <ul style="list-style-type: none"> <li>• Will be stored in a secure situation, licensed to store pharmaceuticals</li> <li>• Will be distributed by medically qualified persons</li> <li>• Will be distributed only to those with diagnosed conditions requiring the medications.</li> <li>• Will not be passed on to any third party without the prior approval of the board of Australian Mercy</li> <li>• Will be provided without any fee</li> <li>• If medicines on the Australian Government restricted list, a dispensing register will be kept showing the distribution details :               <ul style="list-style-type: none"> <li>- Date</li> <li>- Place</li> <li>- Name of person to who the medicine is being given</li> <li>- Name of the medicine</li> <li>- Quantity given</li> <li>- Name and Signature of the person giving the medicine</li> </ul> </li> </ul>	
Sending the goods	Answer each question Yes or No
Have you all the necessary permissions in place? (both Australian and recipient country)	

Are the medicines labelled with the International Non-Proprietary Name (generic name) and in a language easily understood in the recipient country?	
Have you included the <b>consumer medicines information</b>	
Are the medicines packaged in as large as possible units?	
Are they packed in a strong outer numbered cartons with an accompanying packing list including: generic name, quantity and expiry date	
Have you all the necessary documentation in place in the recipient country including <ul style="list-style-type: none"> <li>• transport and clearance arrangements?</li> <li>• documents needed by the recipient?</li> <li>• costs that need to be met?</li> <li>•</li> </ul>	
Name: _____ Signature: _____ Date: _____	

## Project Management Group - Application

For the latest version of Project Management Group Application, please [follow this link](#)

## Project Management Group – Guidelines

For the latest version of Project Management Group Guidelines, please [follow this link](#)

**This is a project agreement between**

**Australian Relief & Mercy Services Limited** ABN 84 008 643 258 (**Australian Mercy**)

and

**[Insert name of the In-country Delivery Organisation]** who in this document will be referred to as the In Country Delivery Organisation (ICDO)

and

**The members of the Project Management Group (PMG)** who are described in and who have signed this agreement.

### Preamble

- A. Australian Mercy is a charity registered in Australia. It is also an Aid and Development organization. Australian Mercy provides direct relief to persons living in Australia, or who are living in countries designated as developing countries, who suffer from poverty, sickness, suffering, distress, misfortune, destitution or helplessness. Australian Mercy also provides relief to such persons who are in necessitous circumstances.
- B. The ICDO is represented by the PMG and has agreed to work with Australian Mercy in providing aid and relief to needy persons under the terms of this agreement.
- C. This agreement relates to the relief, development and assistance activities of Australian Mercy, which have been identified, sponsored and conducted by the ICDO.
- D. This agreement is founded on mutual respect and trust established between Australian Mercy and the ICDO and seeks to maintain high levels of transparency and accountability for the benefit of all participants involved. It also seeks to ensure that needy persons receive direct, effective, sustainable and appropriate assistance. All aid will be given in such a way that the maximum amount of respect and dignity is provided to clients.
- E. By entering into this agreement, Australian Mercy and the ICDO are not entering into a formal partnership arrangement but are agreeing to work together within an agreed framework towards a common goal.

### It is agreed

The title of the project to be used in all documentation, correspondence and publicity will be:

**[Insert Project Number & Name]**

The project commencement date is: **DD/MM/YYYY.**

The project conclusion date is: **DD/MM/YYYY.**

### 1. Project Management Group

- a) The affairs of the project including design, implementation, reporting, monitoring, evaluation, compliance, and financial control are to be managed primarily by the PMG subject to guidance and directions of the Australian Mercy Board and the project design

approval.

b) The PMG agrees to

1) Immediately notify the Australian Mercy board of changes to the PMG membership constituency.

2) Ensure all obligations as outlined in this document are met.

c) Release Australian Relief and Mercy Services Ltd, its agents, employees, leaders and volunteer assistants from and against any liability claims, actions, proceedings, suits, costs, expenses, or demands whatsoever, not limited to liability arising for negligence and or breach of contract, arising out of any injury, illness, damage, or loss which may be sustained by said persons during the course of involvement with Australian Mercy.

d) Provide relevant security checks (\* see security check instructions) for each PMG member and hereby gives permission for any other checks that may be deemed necessary by Australian Mercy.

## 2. Governance and General Relationships

a) The ICDO is responsible to the PMG and for assisting Australian Mercy with project design, implementation, ongoing monitoring and the use of funds in accordance with the activities outlined in the approved project proposal.

b) The ICDO confirms that they have agreed to meet the following expectations in the delivery of direct aid and assistance to needy persons, namely:

1) Compliance with all of the requirements contained in this agreement and the policies of Australian Mercy;

2) All due reports (including financial reports) on the project are remitted to Australian Mercy, completed and on time;

3) Compliance with all the requirements of any contractual agreements.

c) The ICDO will consult and gain the agreement of Australian Mercy for any significant changes in project design (e.g. variations of location, main objectives and activities from those presented in the project proposal).

d) Australian Mercy understands the importance of good relationships both on the field and in the home location. Australian Mercy therefore commits to abide by the principles of transparency and good governance with all stakeholders.

e) By working with Australian Mercy, the ICDO agrees to likewise implement and abide by the principles of transparency and good governance in all its dealings with its stakeholders.

f) In particular, the ICDO will not publicly denigrate other agencies nor make misleading or false public statements regarding other agencies in any of its communications and advertising.

g) The ICDO also agrees that it shall not in any way show prejudice against any person or people group and will not show preference to any person based on race, colour, cultural values, gender or religious beliefs.

- h) Management of the project and personnel is governed by the Policies and Procedures Manual of Australian Mercy, which may be revised, amended and advised to the ICDO from time to time. Australian Mercy makes this document available to the ICDO at all times via digital download.

### 3. Finance and Reporting

- a) In keeping with Australian Mercy's policies and procedures, ICDO agrees to train its financial staff in Australian Mercy's financial policies and making sure that they are familiar with all procedures and are aware of the Financial Crime policy that covers areas such as Fraud, Corruption and Money Laundering.
- b) The ICDO also agrees to furnish Australian Mercy with
  - i) Six monthly project progress reports.
  - ii) A project annual report that can be included in the Australian Mercy annual report.
  - iii) An annual account of volunteer hours contributed towards the project.
  - iv) Financial reports relating to income and distribution of funds.
  - v) Australian projects – three monthly,
  - vi) International projects - six monthly,
  - vii) An audited annual statement of accounts that clearly shows the use and distribution of any funds provided to it by Australian Mercy.
- c) The ICDO will use funds from Australian Mercy only for the purpose for which they have been designated. Any variations to this will be in writing and signed by a director of Australian Mercy and a director of the ICDO.
- d) The ICDO specifically agrees not to use tax deductible and or targeted funds provided under this agreement for religious evangelism or political purposes. In the case of an international project the ICDO also agrees not to use the funds for extended welfare purposes.
- e) Australian Mercy agrees to partner with the ICDO to facilitate donor funds raised by the ICDO for the implementation of the project and any amendment agreed in writing by Australian Mercy. The financial scope and limitation for this project are detailed in the project proposal budget.
- f) The ICDO agrees to be responsible for disbursement of the project funds in accordance with the relevant requirements of the project and based on the agreed budget for the Project.
- g) The ICDO will only use funds provided to it by Australian Mercy, for the designated purpose for which those funds were raised as in accordance with the project proposal.
- h) The ICDO gives Australian Mercy permission to fundraise on its behalf and to advertise other needs it might have.
- i) The ICDO gives Australian Mercy permission to apply for funding from various sources for nominated projects with which it is engaged.
- j) Australian Mercy agrees to handle any finance raised on behalf of the ICDO with integrity and to transfer the appropriate funds as soon as practicable.



- k) Australian Mercy agrees to make available to the ICDO a copy of its annual report and yearly audited financial statement.
- l) Except in the case of grant applications, where a standard 10% fee will apply, Australian Mercy agrees not to make any charges to the ICDO other than the project registration fee and an administration fee of 5% on all funds, unless these other charges have first been agreed to by the ICDO.
- m) The ICDO agrees to maintain and manage assets purchased with funds processed by Australian Mercy in the spirit of the Australian Mercy disposal of project assets policy and of the Australian Mercy constitution, which states;

*"If upon the winding up or dissolution of the Company there remains after satisfaction of all its debts and liabilities, any property whatsoever, the same shall not be paid to or distributed amongst members of the Company, but shall be given or transferred to some institution or institutions having objects similar to the objects of the Company and which satisfies the requirements of Section 78(1)(a)(ii) of the Income Tax Assessment Act and whose memorandum of association or constitution shall prohibit the distribution of its or their income and property among its or their members to an extent at least as great as is imposed on the Company ....."*

#### 4. Project

- a) The ICDO agrees to make Australian Mercy aware of specific needs and understands that except in the case of emergency aid, funding will not be provided to projects that have not firstly been specifically nominated, approved, and registered with Australian Mercy.
- b) The ICDO gives its highest undertaking that it is in no way involved in other activities outside of the project agreement that are illegal or unethical.
- c) The ICDO cannot use the Australian Mercy name unless previously agreed to by Australian Mercy.
- d) The ICDO agrees not to advertise its relationship with Australian Mercy in any way that might prove to be misleading.
- e) The ICDO gives Australian Mercy permission to use its name in creating an awareness of the nominated project objectives, goals, outcomes and needs.
- f) If partnering with Australian Mercy for a child sponsorship project, the ICDO agrees to give Australian Mercy exclusive sponsorship rights to any children allocated into the Australian Mercy child sponsorship program. The ICDO agrees to immediately notify Australian Mercy of any other partnership or funding arrangement provided by any other source for the purposes of support or assistance to an Australian Mercy sponsored child.
- g) With regards to the provision of non-financial aid, Australian Mercy agrees not to provide any such aid without prior consultation and agreement with the ICDO.

#### 5. Anti-Terror Compliance

- a) The ICDO agrees to comply with Australian Federal Law that requires NGO's to comply with sanctions and to ensure that funds it sends overseas do not benefit terrorism or fall in the hands of terrorist organizations.
- b) The ICDO agrees to go through a process of internal review where it;
  1. Reviews the following Australian government websites and complies with the instructions

listed therein regarding sanctions, terrorists, and terrorist organisations.

- i. <https://www.nationalsecurity.gov.au/Listedterroristorganisations/Pages/default.aspx>
- ii. <https://www.dfat.gov.au/international-relations/security/sanctions/consolidated-list#list>

2. Reviews its own lists of contacts and contractors, as well as its employment registers and;
  - I. Ensures that none of the people or organisations mentioned on these sites are employed by them, or benefit from their organization in any direct or indirect way.
  - II. Ensures that none of the listed terrorist organizations are receiving funding or any other form of benefit from them in any direct or indirect way.
  - III. Undertakes to check the above websites and to do an internal review for compliance at least once per calendar year.

## 6. Child Protection and Vulnerable People

The ICDO is aware of and gives due consideration to the Australian Mercy Safeguarding policy and agrees to abide with, develop and enforce implementation of their own child protection procedures in accordance with the provisions outlined below:

- a) Treat children and other vulnerable people with respect regardless of race, colour, sex, language, religion, age, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- b) Not use language or behaviour towards children that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- c) Not engage children or other vulnerable people in any form of sexual activity or acts, including paying for sexual services or acts, where under the law(s) applicable to the child (including Part IIIA of the Australian Crimes Act 1914 (Commonwealth) as amended), the child is below the age of consent or the act(s) are an offence under relevant laws.
- d) Wherever possible, ensure that another adult is present when working in the proximity of children.
- e) Not invite unaccompanied children into private places unless they are at immediate risk of injury or in physical danger.
- f) Not sleep close to unsupervised children unless absolutely necessary, in which case a supervisor's permission must be sought, and an extra adult's presence is sought if possible.
- g) Not to use any computers, mobile phones, or video and digital cameras inappropriately, and never to exploit or harass children other vulnerable people or to access child pornography through any medium.
- h) Refrain from physical punishment or discipline of children (excluding own children).
- i) Refrain from hiring children for domestic or other labour that is inappropriate given their age or developmental stage, which interferes with their time available for education

and recreational activities, or which places them at significant risk of injury.

- j) Comply with all relevant Australian and local legislation, including labour laws in relation to child labour.
- k) Immediately report concerns or allegations of child, or other forms of abuse abuse in accordance with appropriate procedures.
- l) Any person engaged by the ICDO is to use common sense and avoid actions or behaviours that could be construed as child abuse when implementing project activities. <http://www.aifs.gov.au/cfca/pubs/factsheets/a142091>

## 7. Use of images and messages

When photographing or filming, the ICDO agrees to;

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

## 8. Term of agreement

- a) This agreement shall be current for the maximum expected three-year life of the approved project proposal and will need to be renewed at the lodgment of any further project proposal renewal or extension.
- b) The lodgment and authorisation by Australian Mercy of the completed signed copy of this project agreement and the receipting of the project registration fee will signify the project start date and permit the ICDO to formally proceed with the project implementation.
- c) Either party to this arrangement may terminate this agreement early by giving six weeks clear notice in writing to the other party.
- d) In the event of the conclusion of this arrangement,
  - i) The ICDO agrees to repay to Australian Mercy any unused portions of financial grants that have been paid to it for any project that Australian Mercy has funded or financially supported (unless exemption is granted by the board of Australian Mercy).
  - ii) Australian Mercy agrees to forward to the ICDO all funds that it holds in its books allocated to the project unless the board is of the opinion that to do so would be contrary to Australian tax office regulations or the project is deemed by the board to be financially irresponsible or corrupt.

- iii) No funds will be forwarded to the ICDO that are received by Australian Mercy after the project termination date.
- iv) The ICDO will cease using the name of Australian Mercy from the date of the termination notice or project conclusion date, inclusive of all matters legal, insurance, business, finance and banking.

**Execution page**

Signed on behalf of Australian Mercy by:

Name	Position
Signature	Date

Signed by the Project Management Group Members:

note each PMG member to sign and provide security check documentation – if more than four members please add extra page.

Name Address  Email Telephone                      Date Signature	Name Address  Email Telephone                      Date Signature
Name Address  Email Telephone                      Date Signature	Name Address  Email Telephone                      Date Signature

**Footnotes**

**\*Security Check Instructions** - You may submit this Project Agreement whilst waiting for your Security checks to be processed

**Each Australian Signatory (regardless of country of residence)** - Please submit alongside of this Project Agreement

- An Australian National Police Certificate

**Each Non-Australian Citizen or Resident -**

Obtain at your expense a National Police Check from your relevant authority and submit it with this application. Police Checks must be provided in ENGLISH (or with official English translation) from your home country and any country you have lived in the last 5 years for more than 1 year.

We realise in limited situations it may be impossible to obtain a reliable Police check. If you are having trouble obtaining a Police check please let us know, as alternative check processes may be applicable, such as a village elder reference and a statutory declaration.

This is a project agreement between

**Australian Relief & Mercy Services Limited** ABN 84 008 643 258 (**Australian Mercy**)

and

**[Insert name of the In-country Delivery Organisation]** who in this document will be referred to as the In Country Delivery Organisation (ICDO)

#### Preamble

- A. Australian Mercy is a charity and Aid and Development organization registered in Australia that provides direct relief to persons living in Australia or in countries designated as developing countries and who suffer from poverty, sickness, suffering, distress, misfortune, destitution or helplessness, or who are in necessitous circumstances.
- B. The In-Country Delivery Organization (ICDO) has agreed to work with Australian Mercy in providing aid and relief to needy persons under the terms of this agreement.
- C. This agreement relates to the relief, development and assistance activities of Australian Mercy, which have been identified, sponsored and conducted by the ICDO.
- D. This agreement is founded on mutual respect and trust established between Australian Mercy and the ICDO and seeks to maintain high levels of transparency and accountability for the benefit of all participants involved. It also seeks to ensure that needy persons receive direct, effective, sustainable and appropriate assistance. All aid will be given in such a way that the maximum amount of respect and dignity is provided to clients.
- E. By entering into this agreement, Australian Mercy and the ICDO are not entering into a formal partnership arrangement but are agreeing to work together within an agreed framework towards a common goal.

#### It is agreed

The title of the project to be used in all documentation, correspondence and publicity will be:

**[Insert Project Number & Name]**

The project commencement date is: **DD/MM/YYYY.**

The project conclusion date is: **DD/MM/YYYY.**

#### 1. Governance

The ICDO agrees that it meets the requirements of and will continue to meet the requirements of the Australian External Conduct Standards. In particular, the ICDO agrees that it has put in place and will maintain policies and procedures to:

- a) identify how its overseas activities or funding could be at risk of misuse and develop and implement plans to manage these risks;
- b) ensure its records include information necessary for it to prepare a summary of its operations outside Australia if required;

- c) identify and assess the risks of fraud or other financial impropriety it faces when carrying out its work overseas, and develop and implement plans to manage these risks; and
- d) identify and assess the risks to children, young people and other vulnerable people associated with its activities overseas, and develop and implement plans to manage these risks.

A more detailed description of the Australian External Conduct Standards may be obtained from <https://www.acnc.gov.au/for-charities/manage-your-charity/governance-hub/acnc-external-conduct-standards>.

## 2. Finance and Reporting

- a) The ICDO also agrees to furnish Australian Mercy with
  - i) A project report that shows how these funds were expended together with video/photographic evidence of the use of the funds; and
  - ii) A copy of its audited annual statement of accounts that clearly shows the receipting and distribution of any funds provided to it by Australian Mercy.
- b) The ICDO will use funds from Australian Mercy only for the purpose for which they have been designated. Any variations to this will be in writing and signed by a director of Australian Mercy and a director of the ICDO.
- c) The ICDO specifically agrees not to use tax deductible and or targeted funds provided under this agreement for religious evangelism or political purposes. In the case of an international project the ICDO also agrees not to use the funds for extended welfare purposes.
- d) Australian Mercy agrees to handle any finance raised on behalf of the ICDO with integrity and to transfer the appropriate funds as soon as practicable.

## 3. Project

- a) The ICDO gives its highest undertaking that it is in no way involved in other activities outside of the project that are illegal or unethical.
- b) The ICDO cannot use the Australian Mercy name unless previously agreed to by Australian Mercy.
- c) The ICDO agrees not to advertise its relationship with Australian Mercy in any way that might prove to be misleading.

## 4. Anti-Terror Compliance

- a) The ICDO agrees to comply with Australian Federal Law that requires NGO's to comply with sanctions and to ensure that funds it sends overseas do not benefit terrorism or fall in the hands of terrorist organizations.
- b) The ICDO agrees to go through a process of internal review where it;
  - 1. Reviews the following Australian government websites and complies with the instructions listed therein regarding sanctions, terrorists, and terrorist organisations.

- iii. <https://www.nationalsecurity.gov.au/Listedterroristorganisations/Pages/default.aspx>
- iv. <https://www.dfat.gov.au/international-relations/security/sanctions/consolidated-list#list>

2. Reviews its own lists of contacts and contractors, as well as its employment registers and;
  - I. Ensures that none of the people or organisations mentioned on these sites are employed by them, or benefit from their organization in any direct or indirect way.
  - II. Ensures that none of the listed terrorist organizations are receiving funding or any other form of benefit from them in any direct or indirect way.
  - III. Undertakes to check the above websites and to do an internal review for compliance at least once per calendar year.

## 5. Child Protection and Vulnerable People

The ICDO is aware of and gives due consideration to the Australian Mercy Safeguarding policy and agrees to abide with, develop and enforce implementation of their own child protection procedures in accordance with the provisions outlined below:

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



to child labour.

- k) Immediately report concerns or allegations of child, or other forms of abuse in accordance with appropriate procedures.
- l) Any person engaged by the ICDO is to use common sense and avoid actions or behaviours that could be construed as child abuse when implementing project activities. <http://www.aifs.gov.au/cfca/pubs/factsheets/a142091>

## 6. Use of images and messages

When photographing or filming, the ICDO agrees to;

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

## 7. Term of agreement

- a) This agreement shall be current for the maximum expected three-year life of the approved project.
- b) Either party to this arrangement may terminate this agreement early by giving six weeks clear notice in writing to the other party.
- c) In the event of the conclusion of this arrangement,
  - i) The ICDO agrees to repay to Australian Mercy any unused portions of financial grants that have been paid to it for any project that Australian Mercy has funded or financially supported (unless exemption is granted by the board of Australian Mercy).
  - ii) Australian Mercy agrees to forward to the ICDO all funds that it holds in its books allocated to the project unless the board is of the opinion that to do so would be contrary to Australian tax office regulations or the project is deemed by the board to be financially irresponsible or corrupt.
  - iii) No funds will be forwarded to the ICDO that are received by Australian Mercy after the project termination date.
  - iv) The ICDO will cease using the name of Australian Mercy from the date of the termination notice or project conclusion date, inclusive of all matters legal, insurance, business, finance and banking.

**Execution page**

Signed on behalf of Australian Mercy by:

Name	Position
Signature	Date

Signed on behalf of the [name of ICDO] by:

Name	Position
Signature	Date

The following monitoring checklist is a simple tool to be used in monitoring visits by Australian Mercy personnel to in-country projects. Ideally, it should be completed by the Australian Mercy officer and the project director/manager as a joint exercise.

It is emphasised that this checklist is an aid only. The full report should comment on those criteria for which there is insufficient space in the checklist form.

This checklist will also assist in:

- The development of relationships between project stakeholders
- The measurement of progress towards project objectives
- The development of recommendations for project improvement
- Financial accountability
- Project reporting to donors
- The preparation of public promotion of the project.

Project Monitoring Checklist

Name of Project:  
 Name of Director/Manager:  
 Name of Australian Mercy Representative:  
 Date of Visit:

Rating	Description
1	Very Poor
2	Not Satisfactory
3	Satisfactory
4	Very satisfactory
5	Best Practice

Criteria	Rating (1-5)	Comments
Relationships		
- with beneficiaries		
- with staff		
- with Australian Mercy		
- with local community		
- with other stakeholders		
Project Performance		
- Achievement of Objectives		
- Project changes		
- Staff Training		
- Sustainability		
- Local participation		
- Beneficiaries Empowerment		
- Gender Issues		
- Child Protection		
- Environmental Issues		
- Anti-terrorism Issues		
- Political/Contextual Issues		
Management of Project		
- Informal Communication		
- Formal Reporting		
- Finances		
- Other technical issues		
Risk Management		
- Ongoing Assessment		
- Contingency plans		
Any other Issue of Note		

Signed:

Project Director/Manager

Australian Mercy Monitoring Representative

## APPENDIX A

### **Risk Matrix**

## APPENDIX B

### Job descriptions

These estimates are to assist our reporting to the Australian Government. Please just give it your best estimate!

**Project Assistant** – person volunteering for general duties.

**Project Officer** – person volunteering in country with defined skills, i.e. visiting building teams.

**Middle Professional** – Nurses, IPHC workers, teachers, TESOL workers, trainers, community educators.

**Project manager** – Administrative staff and on site manager.

**Team Leader** – PMG member or a defined leader of significant responsibility.

**Higher Professional** – Doctors, lawyers, accountants.

## APPENDIX C

The importance of project evaluation.

Project evaluation helps us to gauge the effectiveness of what we are doing. From January 1, 2018 a statement of project evaluation has been required as part of your annual reporting.

The statement of evaluation answers the question. "Is the project achieving its stated goals?" These are the goals that are stated in your project proposal.

A single sentence of "we evaluated our project and adjusted accordingly" is not what we are looking for, so here are a few examples of what a statement of evaluation might look like.

Example 1: Statement of evaluation.

Is the project achieving its stated goals?

Yes our project is achieving its goals, but as we have been evaluating our project outcomes we have made the following changes.

Our management has been evaluating the training of classroom assistants at XYZ project. Although the training is of a good standard we are noticing that some of the class assistants are struggling with class supervision when the class teacher is temporarily absent or sick. After talking to the teachers and the class assistants we have decided to give some extra training to the class assistants to help give them confidence in supervising the class.

Example 2: Statement of evaluation.

Is the project achieving its stated goals?

Yes our project is achieving its goals, but as we have been evaluating our project procedures we have made the following changes.

A drop in donations has forced us to review parts of the ABC program and as a consequence, we are only running our clinic two days a week, our PMG is looking at ways in which we address this problem and once we have secured more stable income we slowly expand the clinic to 4 days a week as it was before. The expansion of clinic services to the village in the mountain will have to be delayed another 6-12 months until we know that the funds are available for that expansion.

Example 3.: Statement of evaluation.

Is the project achieving its stated goals?

No our project had not been achieving its goals, so we have made the following changes.

After six frustrating months with military checkpoints refusing to allow our health care trainers into the refugee camp. (some weeks we only get our workers on-site twice a week.) We decided to do our health care training digitally three days week and have our health care trainers only try to enter the camp twice a week. This has worked well. We have supplied our camp project leaders with laptops and Ipads that have the pre-recorded training on them. The trainee's go through these pre-recorded videos and on the days when we can't access the camp and on the days we are present in the camp we take them through the practical aspects of training.

Of course, it is harder to answer questions on the day but the trainees can watch the same video multiple times if they want and we can answer questions in person on the days that we are in attendance. Currently, we are seeing if it is possible to incorporate applications such as Zoom into our training program.

This new approach is working well and has helped to refocus the project on its original goals. We are in the midst of making more short video teaching courses.

## Risk Management - Checklist

This checklist is intended to be used in the context of the Risk Management Policy.

This checklist can do no more than provide a starting point for you to use in the development of your own specific risk management checklists. Every group has risks that are particular to their own operations, and only you can identify them.

While this checklist deals with some risks there are of course other risks involved peculiar to you, be sure to take account of them too. See the risks listed below for consideration as you customise this checklist.

This checklist was commenced on [date] .....  
 by [name of Risk Management Officer] .....

What potential risks have you identified?	Date of Assessment	Likelihood A, B, C, D, E	Impact 1, 2, 3, 4, 5	Risk Rating H,M,L (see risk chart)	What should we do about it?	Who will do it?	When will it be done?	Completed (signed off)
<b>1. Running a Charity</b>								
Do you collect donations? Do you have proper financial procedures?								
Is your philosophy clear to your members and the community?								
Do donors know where their money is going? Is this open and transparent?								
Do you comply with all fundraising legislation?								
Have you set up a process of audit?								

What potential risks have you identified?	Date of Assessment	Likelihood A, B, C, D, E	Impact 1, 2, 3, 4, 5	Risk Rating H,M,L (see risk chart)	What should we do about it?	Who will do it?	When will it be done?	Completed (signed off)
Are your financial procedures sufficient to expose or prevent fraud or unauthorised trading								
Are your financial procedures sufficient to expose or prevent fraud or unauthorised trading								
Insert your own								
Insert your own								
<b>General Work Area</b>								
Are chairs and desks suited to tasks and users?								
Are computers and printers suitably positioned?								
Are computer cables and leads secured safely?								
Is glare from windows and light fittings minimised?								
Are staff able to change postures and rotate tasks in order to minimise occupational overuse syndrome?								
Are floors non-slip and clear of obstructions?								
Are noise levels controlled?								
Are shelving and cupboards at safe heights?								
Are there security procedures for cash handling?								
Are "sharps" containers, protective gloves and								



What potential risks have you identified?	Date of Assessment	Likelihood A, B, C, D, E	Impact 1, 2, 3, 4, 5	Risk Rating H,M,L (see risk chart)	What should we do about it?	Who will do it?	When will it be done?	Completed (signed off)
procedures in place to dispose of syringes?								
Is the air conditioning maintained regularly?								
Are the toilets - bowls, cisterns, hand basins, paperholders, dryers - all in working order?								
Is the storage layout designed to minimise lifting problems (between knee and shoulder)?								
Is there easy access for people and equipment?								
Are floors around racking or shelves clear of rubbish?								
Are storage boxes clearly labeled, easy to handle, and not heavy?								
Insert your own								
Insert your own								
<b>General electrical</b>								
Are there any broken plugs, sockets or switches, or frayed or damaged leads?								
Are extension leads and powerboards checked and tagged?								
Are circuit breakers installed?								
Is there any unsafe wiring?								
Is any wiring left dangling or untapped on the floor making a trip point?								
Insert your own								

What potential risks have you identified?	Date of Assessment	Likelihood A, B, C, D, E	Impact 1, 2, 3, 4, 5	Risk Rating H,M,L (see risk chart)	What should we do about it?	Who will do it?	When will it be done?	Completed (signed off)
Insert your own								
<b>General Lighting</b>								
Is illumination adequate for each task?								
Is there good natural lighting?								
Is there good light reflection from walls and ceilings?								
Are light fittings clean and in good condition?								
Are there any loose ceiling tiles around lights?								
Are there any blown globes or unsafe wiring?								
Insert your own								
Insert your own								
<b>First Aid</b>								
Are kits and contents appropriate for each area?								
Is there easy access to kits?								
Are kits clearly labeled?								
Are emergency contact numbers displayed?								
Does the facility have a wheelchair or folding bed?								
Are staff or volunteers trained in first aid (and if so, is there written documentation)?								
Insert your own								
Insert your own								
<b>Fire</b>								

What potential risks have you identified?	Date of Assessment	Likelihood A, B, C, D, E	Impact 1, 2, 3, 4, 5	Risk Rating H,M,L (see risk chart)	What should we do about it?	Who will do it?	When will it be done?	Completed (signed off)
Are smoke alarms fitted?								
Are smoke alarms regularly checked and batteries replaced?								
Are power points covered?								
Are all electrical items, including computers and monitors, turned off when not in use?								
Are heating units in good condition, regularly maintained and ducts cleaned?								
Do you have appropriate firefighting equipment (e.g. fire blanket, fire extinguisher) in key areas?								
Do staff and volunteers know how to use them?								
Are these regularly inspected?								
Do you have an evacuation and emergency plan?								
Is the plan posted in key locations? Are staff, volunteers and clients aware of it? Is it practiced?								
Do you have sprinklers or fire alarms fitted?								
Insert your own								
Insert your own								
<b>Ergonomic Factors</b>								

What potential risks have you identified?	Date of Assessment	Likelihood A, B, C, D, E	Impact 1, 2, 3, 4, 5	Risk Rating H,M,L (see risk chart)	What should we do about it?	Who will do it?	When will it be done?	Completed (signed off)
Does equipment design allow normal body positions when seated or standing?								
Has a limit been set on the weight and size of materials lifted or carried by people?								
Where people are required to stand for long periods on concrete floors, are adequate floor coverings provided?								
If people are required to be seated for long periods, are ergonomic chairs provided?								
Do staff have mini-breaks when sitting for long periods? Do these follow recommended guidelines?								
Have computer stations been set up in accordance with ergonomic guidelines?								
Do you have disabled access?								
Do you have toilets for disabled people?								
Have you read any checklists that may be appropriate to your groups at <a href="http://www.ourcommunity.com.au">www.ourcommunity.com.au</a> ?								
Insert your own								
Insert your own								
<b>Add more here</b>								
Insert your own								
Insert your own								

What potential risks have you identified?	Date of Assessment	Likelihood A, B, C, D, E	Impact 1, 2, 3, 4, 5	Risk Rating H,M,L (see risk chart)	What should we do about it?	Who will do it?	When will it be done?	Completed (signed off)
Insert your own								
Insert your own								
Insert your own								
Insert your own								
Insert your own								
Insert your own								
Insert your own								
Insert your own								
Insert your own								
This checklist will next be reviewed on [date] ..... by [position] .....								



## Risk Management - Risk Matrix

The following risk Matrix is used to assess risk:

		Impact				
		Insignificant - 1	Minor - 2	Moderate - 3	Major - 4	Catastrophic - 5
Likelihood	Probably - A	Medium	High	High	Extreme	Extreme
	Likely - B	Medium	Medium	High	High	Extreme
	Possible - C	Low	Medium	High	High	High
	Unlikely - D	Low	Low	Medium	Medium	High
	Rare - E	Low	Low	Medium	Medium	High

The main areas of risk for projects

- THE TAKEAWAY: No one can give you an exclusive list of risks that apply to your project - you can use this checklist as a guide, but you have to identify your own particular risks yourself.
- Every organisation faces a certain amount of risk, whether it's ensuring the health and wellbeing of its volunteers or protecting its property or premises.
- Risks come in all shapes and sizes but it's useful to group them under topic headings so that they can be assessed and prioritised.
- While there are many differing risks the focus of this help sheet is to look at those that could end in some form of civil or criminal court action.
- Don't start and stop with this help sheet. You need to take a broad view in identifying and compiling a list of hazards. Some of the ways you can identify risks include:
  - Undertaking a brainstorming session with all key stakeholders
  - Asking for reports, ideas and suggestions from staff, volunteers and clients, members, etc.
  - Conducting your own inspections
  - Asking your insurer or broker for assistance
  - Examining injury or first aid paperwork
  - Checking with your equipment suppliers
- You can also keep on top of identifying workplace hazards - which are, remember, only part of the risk picture - by regularly checking for updates, bulletins or examples of risk issues from:
  - your industry or peak association
  - relevant unions
  - your workers' compensation insurance agent
  - state/territory workplace safety organisations which can offer manuals and checklists
  - other organisations working in the same field.
- You will need to constantly check to see that you comply with all relevant legislation, guidelines and regulations - whether they are federal, state or local government.

Below is a list of risks that may affect you. As we said, this list isn't intended to be exhaustive - there are an infinite number of risks involved with each different sector and individual organisation - but these are the areas where the largest number of groups have had trouble in the past. If you go over the list carefully it should prompt you to think of at least some potential risks involving your own organisation that need to be addressed.

## Physical risks

It's your responsibility to make your organisation into a safe environment for anybody (staff, volunteers, members, players, supporters, clients, patients, contractors, visitors) who's likely to come into contact with it (and that doesn't mean just people who have permission to enter).

A key point here is to make sure that you inspect your facilities, equipment and premises regularly.

## Animals

If your organisation works with animals,

- Can they get out?
- Can anybody get in?
- Are they going to be ridden/patted/picked up as part of the show?
- Can they do damage? Can they bite, claw, trample, poison, charge, scare, trip, or infect anybody?
- Can they be harmed themselves?

## Festivals/Events

- Are any of the participants going to be doing remotely dangerous (acrobatics, bungee-jumping, crowdsurfing, diving, exorcism, fireworks, gliding, horseriding, javelin tossing, linedancing, parachuting, rugby, swimming, trampolining, wrestling, etc.) activities that might expose them (or other people) to risk?
- Is crowd/traffic controls necessary? If so, have local authorities and permits been obtained?
- Do you have emergency procedures in place - fire, violence, accidents etc?
- Do you need to involve emergency service or other authorities?
- Is any special equipment/material required? Has this been inspected? Does it meet the relevant standards/regulations?

## Food and drink

- Is your food production, storage, and service safe from contamination or deterioration?
- Are your food areas clean?
- Do you meet the regulatory requirements for food handlers set out by local and state governments? Are all food handlers aware of the regulations?
- Do you label your food sufficiently for people with severe allergies to be able to avoid injury?
- Do you serve alcohol? Do you have policies to deal with instances of intoxication?
- If you handle medicines - do you have appropriate records and authorities? Are you trained for their administration?

## Machines

- Is your machinery safe? Are all your machines regularly tested?
- Are your work safety procedures adequate?
- Is everyone aware of your work safety procedures?
- Is everyone who uses them properly trained or licensed?
- Is the public able to gain access to your machines?
- Are they registered with the appropriate authorities?
- Do you keep maintenance records?

## Vehicles

- Are your cars properly maintained and serviced?
- Are your adequately trained and licensed?
- Are your vehicles properly registered for the tasks that are undertaken?
- Is access restricted?
- Do you have limits on how long or how far someone can drive in the one shift/day/week etc?
- (See also Environmental Risks, below).

## Professional risks

- It's your responsibility to see that nobody suffers through relying on your work.



- Do you screen your staff (including your volunteers) to ensure that they're professionally competent, law-abiding, and safe?
- Do you screen staff working with vulnerable groups such as children or those with special care?
- Do you have an orientation process for your staff outlining acceptable and unacceptable behaviour?
- Do your staff (including your volunteers) provide people with goods, or services, or advice?
- Are you sure that your systems can ensure that the goods, or the services, or the advice are reliable and/or accurate?
- Are your volunteers adequately supervised?
- Are your staff likely to have occasion to defame anybody?
- Is your complaints procedure adequate to detect problems?

### Environmental Risks

- It's your responsibility to see that your operations are safe under all foreseeable circumstances. As Worksafe puts it, what you would warn a child about if they visited you?
- Can any of your buildings catch fire, fall down, or suffer any other disaster?
- Are your paths, stairs, steps, and public areas non-slippery, free of obstacles, well signposted? How about for people with vision impairment?
- Are there any personal hazards on the premises, either yours (loose goalposts, unstable vending machines, etc.) or brought in by others (syringes, broken glass, etc.)?
- Is anybody smoking on or too close to the premises? Is your air-conditioning tested for diseases such as Legionnaires Disease?
- Is there any standing water on the premises? Could anybody fall in and drown?
- Are there any unshielded drops or falls?
- Are there any potentially hazardous objects or substances, from golf balls to pesticides, left on the premises?
- Do you have any trees? Could they fall down on houses/shed branches on people/undermine neighbouring buildings? Are they regularly pruned or inspected?
- Do your surfaces meet required standards? Is there a danger of slipping or tripping due to surfaces not being properly maintained (sports grounds, dance floors, stages etc.)?
- Are any dangerous substances (acid, blood, boiling water, etc.) kept on the premises? Are they locked away? Are there sufficient warning signs? Barriers?
- Is there a designated first aid area? Is there emergency vehicle access? Are there warning signs? Are there safety barriers? Is there paid security? Are there security cameras?

### Employee risks

- You are responsible for protecting your staff and volunteers.
- Are your clients (or anybody else) liable to attack, infect, or insult your staff or volunteers?
- Do you have procedures in place to ensure sudden staff/volunteer absences or departures don't adversely affect your organisation?
- Have you taken precautions against prejudice and harassment at work? Have you set procedures so that everyone is treated equally and fairly?
- Do you have a system in place where you could identify potential problems? Is there a system to deal with complaints/disputes with staff/volunteers?
- If anybody leaves, are you liable to an action for unfair dismissal?
- Some laws regulate how you deal with workplace safety - check with the relevant agency (Google "workcover" or "workplace standards") in your state.

### Crimes

- You are responsible for protecting the organisation and other people against crimes as well as accidents.
- Are you protected against theft (from your organisation or from others on your property or under your control)?
- Do you have adequate fences, alarms, surveillance, and security?
- Have you procedures in place to ensure the safety of staff/volunteers/public etc?
- Is there proper lighting and is there a program for regular replacement?

- Do you have fraud prevention policies and procedures in place?

### **Regulations**

- You are responsible for working within the law.
- Is anybody on your staff driving an unregistered vehicle? Have you paid any compulsory insurance?
- Are any of your board decisions liable to be overturned because of conflict of interest?
- Are all your organisation's activities within your objectives under your constitution, or are you acting ultra vires (outside your authority)?
- Have you filed all returns and reports required by legislation or funding agreements?
- In all of these areas you should review your procedures to see whether you have done everything reasonable to avert any foreseeable problem.

## Risk Management – Reporting Form

This form is to be used to report all injuries, illnesses, or near misses, **whether an injury occurred or not**, and to document the investigation into the accidents by the manager on site.

Please complete within 24 hours of the incident. If the incident caused, or could have caused, serious injury or property damage, please inform the Australian Mercy National Office of the details.

### Section A:

To be completed by person involved or by First Aid Officer or Site Manager if worker is incapacitated.

#### PERSON INVOLVED IN ACCIDENT/INCIDENT (Please print)

Title	Surname	First Name	Date of Birth
Staff Volunteer <input type="checkbox"/> Contractor <input type="checkbox"/> Visitor <input type="checkbox"/> Other <input type="checkbox"/>			Male <input type="checkbox"/> Female <input type="checkbox"/>
Operating location			Contact telephone number

#### DETAILS OF THE INJURY INCIDENT NEAR MISS (tick appropriate box)

Date injury/incident/near miss occurred:

Time injury/incident/near miss occurred:

Location where injury/incident occurred (please print):

#### Part of body affected (tick appropriate answers)

Head	Trunk	Internal	Arm	Hand	Leg	Foot
<input type="checkbox"/> eye	<input type="checkbox"/> neck	<input type="checkbox"/> heart	<input type="checkbox"/> left	<input type="checkbox"/> left	<input type="checkbox"/> left	<input type="checkbox"/> left
<input type="checkbox"/> ear	<input type="checkbox"/> hip	<input type="checkbox"/> lungs	<input type="checkbox"/> right	<input type="checkbox"/> right	<input type="checkbox"/> right	<input type="checkbox"/> right
<input type="checkbox"/> nose	<input type="checkbox"/> chest	<input type="checkbox"/> systemic	<input type="checkbox"/> shoulder	<input type="checkbox"/> thumb	<input type="checkbox"/> knee	<input type="checkbox"/> great toe
<input type="checkbox"/> mouth	<input type="checkbox"/> stomach		<input type="checkbox"/> upper arm	<input type="checkbox"/> fingers	<input type="checkbox"/> lower leg	<input type="checkbox"/> other toes
<input type="checkbox"/> Teeth	<input type="checkbox"/> groin		<input type="checkbox"/> elbow	<input type="checkbox"/> palm	<input type="checkbox"/> ankle	
<input type="checkbox"/> face	<input type="checkbox"/> back		<input type="checkbox"/> forearm		<input type="checkbox"/> thigh	
<input type="checkbox"/> skull	<input type="checkbox"/> multiple		<input type="checkbox"/> wrist		<input type="checkbox"/> Upperleg	
<input type="checkbox"/> not applicable						

#### Nature of Injury (tick appropriate answers)

<input type="checkbox"/> abrasion	<input type="checkbox"/> puncture	<input type="checkbox"/> heart attack	<input type="checkbox"/> sprain	<input type="checkbox"/> burn	<input type="checkbox"/> traumatic shock
<input type="checkbox"/> bruise	<input type="checkbox"/> laceration	<input type="checkbox"/> hearing loss	<input type="checkbox"/> strain	<input type="checkbox"/> scald	<input type="checkbox"/> electric shock
<input type="checkbox"/> fracture	<input type="checkbox"/> amputation	<input type="checkbox"/> foreign body	<input type="checkbox"/> hernia	<input type="checkbox"/> rash	<input type="checkbox"/> psychosocial
<input type="checkbox"/> concussion	<input type="checkbox"/> bite	<input type="checkbox"/> minor cuts		<input type="checkbox"/> allergy	<input type="checkbox"/> chemical
<input type="checkbox"/> aggravation of previous injury or medical condition.					
<input type="checkbox"/> not applicable					

#### Type of Incident which caused Injury (tick appropriate answers)

<input type="checkbox"/> striking against	<input type="checkbox"/> stumbling	<input type="checkbox"/> lifting	<input type="checkbox"/> pushing	<input type="checkbox"/> ingestion
<input type="checkbox"/> struck by	<input type="checkbox"/> slipping	<input type="checkbox"/> bending	<input type="checkbox"/> pulling	<input type="checkbox"/> absorption
<input type="checkbox"/> caught in	<input type="checkbox"/> tripping	<input type="checkbox"/> twisting	<input type="checkbox"/> jumping	<input type="checkbox"/> inhalation
<input type="checkbox"/> stepping on	<input type="checkbox"/> falling	<input type="checkbox"/> stress	<input type="checkbox"/> motor vehicle	<input type="checkbox"/> needlestick
<input type="checkbox"/> other: describe				
<input type="checkbox"/> not applicable				

#### Agency of injury/illness/near miss (tick)

<input type="checkbox"/> vehicle	<input type="checkbox"/> buildings	<input type="checkbox"/> mobile Plant	<input type="checkbox"/> structures
----------------------------------	------------------------------------	---------------------------------------	-------------------------------------

<input type="checkbox"/> power tools	<input type="checkbox"/> furniture	<input type="checkbox"/> other tools	<input type="checkbox"/> surfaces
<input type="checkbox"/> animal/insect	<input type="checkbox"/> heat Stress	<input type="checkbox"/> materials	<input type="checkbox"/> sunburn
<input type="checkbox"/> biological agent	<input type="checkbox"/> chemicals	<input type="checkbox"/> equipment	<input type="checkbox"/> stress
<input type="checkbox"/> objects	<input type="checkbox"/> ionising radiation	<input type="checkbox"/> other	
<input type="checkbox"/> not applicable			

If reporting an incident or near miss, please describe how this occurred and what took place after the event:

Section B:

To be completed by the First Aid Officer or Site Manager AND the person involved within 48 hrs

This is an extremely important section as the aim of the accident/incident/near miss investigation is to identify preventative action that will avoid recurrence of a similar accident.

Probable cause or causes of injury/incident/near miss (tick appropriate answers)

<input type="checkbox"/> inadequate instruction	<input type="checkbox"/> fault of plant or equipment	<input type="checkbox"/> poor storage	<input type="checkbox"/> weather
<input type="checkbox"/> inadequate workspace	<input type="checkbox"/> equipment unavailable	<input type="checkbox"/> poor access	<input type="checkbox"/> terrain
<input type="checkbox"/> assistance unavailable	<input type="checkbox"/> lack of attention	<input type="checkbox"/> incorrect method	<input type="checkbox"/> work practices

Describe how the incident occurred:

Describe what action is planned or has been taken to prevent a recurrence of the accident, based on the key contributing factors.

(Immediate)

(Long Term)

Section C

Signed by Manager

Manager's Name

Signed by Person Involved

Signed by First Aid Officer

I, [name]

of [address]

declare that:

- I am not disqualified from managing a corporation, within the meaning of the Corporations Act 2001 (Cth) and
- I have not been disqualified by the Australian Charities and Not-for-profits Commissioner at any time during the previous year from being a responsible person (what the ACNC Act calls a 'responsible entity') of a registered charity.
- While I am a responsible person for Australian Relief and Mercy Services I agree to notify this charity as soon as possible if I do become disqualified from managing a corporation within the meaning of the Corporations Act 2001, or am disqualified by the Australian Charities and Not-for-profits Commissioner. Responsible persons are the members of a charity's governing body who share responsibility for the governance of the charity (called 'responsible entities' under the ACNC Act).

Declared at: [location]

On: [date]

Signature:

Name:

Position: Director

## Statement of Disclosure

As a means to protect the integrity and function of Australian Mercy, The Directors of Australian Mercy require Directors, Project Management Group Members (PMG) and Administrators to operate at a high level of professionalism.

For this reason, we require the following Statement of Disclosure to be completed and signed.

Name of Project:
Name:
Address:
Post Code
Email:

With regards to you.

1. Have you ever been known by another name or alias, including a maiden name?  
Yes / No  
Details:
2. Have you ever been convicted of a criminal offense?  
Yes / No  
Details:
3. Have you ever been convicted of a sexually based offence including an offence related to children?  
Yes / No  
Details:
4. Have you ever been a member of, or had any association with any organization that is listed as a terrorist organization under the criminal code Act (1995) or that has been listed under the Charter of the United Nations (Terrorism and Dealing with Assets) Regulations 2002 (UN Charter Regulations)?  
Terrorist organizations are listed here,  
<https://www.nationalsecurity.gov.au/Listedterroristorganisations/Pages/default.aspx>  
<http://www.dfat.gov.au/sanctions/>  
Yes / No  
Details:
5. Have you ever been a member of an organization that provided funds or assistance or support to an organization any organization that is listed as a terrorist organization under the criminal code Act (1995)?  
<https://www.legislation.gov.au/Series/C2004A04868/Compilations>  
<https://www.dfat.gov.au/international-relations/security/sanctions/Pages/consolidated-list>  
Yes / No  
Details:
6. Have you ever been denied a visa into any nation?  
Yes / No  
Details:

7. Have any claims ever been made against you, or any of the present or past Directors/PMG/Administrators?  
Yes / No  
Details:
  
8. Are you aware, after enquiry, of any circumstances which may result in claims being made against you, or against present or past Directors/PMG/Administrators?  
Yes / No  
Details:
  
9. Have you or any present or past Directors/PMG/Administrators ever been subject to disciplinary proceedings for misconduct in a professional respect?  
Yes / No  
Details:
  
10. With regards to the project.  
Does your organisation undertake any joint ventures, memorandums of understanding or other legally binding contracts (other than contracts for hiring or leasing premises) with third parties?  
Yes / No  
Details:
  
11. Have you, or any other Directors/PMG/Administrators been declared Bankrupt, or insolvent in any country?  
Yes / No  
Details:
  
12. Are you aware of any past or present circumstances that have the potential to negatively impact the Project, its finances, its reputation or its beneficiaries?  
Yes / No  
Details:
  
13. Have you or any family member or associated person or entity lent money to the project?  
Yes / No  
Details:
  
14. Are you aware of any conflict of interest or potential conflict of interest between you and the project?  
Yes / No  
Details:
  
15. Does the project owe money to suppliers, governments or other third parties that are over and above what is considered to be reasonable operating costs?  
Yes / No  
Details:

I hereby declare that;

- the information provided above is true correct.
- that I am not aware of any situations, relationships and other circumstances that will bring into disrepute the reputation of Australian Mercy.

- that I do not have any legal claims made against me that have the potential to impact the project.
- that I will not hold Australian Mercy and its Directors responsible for any debt that I currently have or will have in the future.

Signed: ..... Date:

Name of person making declaration in Block Letters:

Address of person making declaration:

Witness:

Signature of witness: ..... Date:

Name of witness in Block Letters:

Address of witness:



Donations to Australian Mercy are very much appreciated and will be used to aid the project or appeal for which they were given.

Fundraising expenses will be deducted and then an administration fee (capped at 5%) deducted. The total remaining will be applied to the project/ appeal.

If there are excess funds raised surplus to the needs of an appeal, the board of Australian Mercy will apply the funds in one of the following ways:

- The funds may be applied to an ongoing second phase project related to the first appeal. (e.g. excess funds raised for housing following a cyclone, could be applied to ongoing support for people affected by the cyclone once the immediate housing needs had been met)
- Excess funds may be applied to the Emergency Response Fund (ERF) in order to quickly fund future emergency needs including deployment to the emergency situation.
- If a project ceases to operate or is cancelled, the funds will be applied to a similar project of the same tax status, (tax-deductible or non-tax-deductible) in the same country as the original project for which the funds were donated. Where no alternative project exists in the same country, the board will look to disburse the funds to a similar project in another country. If no alternative project is available, the funds will be held in trust until the time when such a project is available or disbursed and deposited into the ERF or another one of our long-term trust funds where they will directly benefit projects.

Donors may request a report on the use of donated funds at the end of an appeal by contacting the Australian Mercy National Office ([info@australianmercy.org](mailto:info@australianmercy.org)).

## Part E - Fund Guidelines

Australian Mercy has a belief in the wise stewardship of finances therefore we have several funds that are utilised to help us prioritise our goals and our future acts of service. These funds are detailed here.

### Background:

The Australian Mercy Fund (AMF) is a discretionary Charitable Fund that is used by the Australian Mercy Board for purposes that are deemed to be an appropriate focus for the fund.

The fund is used to make payments in kind or in cash to causes and projects that service the poor and needy both outside and inside of Australian Mercy's direct interests.

The object of the fund is to serve the interests of the poor and needy and to assist them by providing grants in cash and kind for various approved purposes.

Previously the AMF was an investment fund run within the scope of the Australian Mercy audit whose profits were used as cash grants that were distributed at the Board's discretion.

This changed in April 2016 when all investments and funds held by Australian Mercy for the AMF were transferred to Equity Trustees (EQT) to form the Australian Mercy Charitable Gift. All dividends from this charitable gift are used exclusively by Australian Mercy to fund the work of the Australian Mercy Fund.

### Operation

- The operation of the AMF remains within the scope of Australian Mercy's audit and under the direct control of the Australian Mercy Board.
- The Australian Mercy National Office manages all financial aspects of the Australian Mercy Fund.
- Distribution happens on an ad hoc basis as the Board identifies suitable needs or projects and consequently authorizes a distribution from the AMF.
- Donors can contribute to this fund tax deductibly either by sending a donation to Australian Mercy, or by sending their donation to Equity Trustees.
  - Equity Trustees  
575 Bourke St  
Melbourne Vic 3001
  - Donations to Equity Trustees need to quote the following details The Australian Mercy Charitable Gift Equity Trustees Account No CH002309
- Moneys donated to the AMF via Australian Mercy are receipted into Australian Mercy's books and after the 5% admin fee is deducted the total balance is then sent to Equity Trustees for inclusion into The Australian Mercy Charitable Gift Equity Trustees Account No CH002309)
- As distributions from Equity Trustees are received they are receipted into Australian Mercy's books and distributed according to the following formula;
  - Australian Mercy admin – 5%
  - Equity Trustees reinvestment - 20%
  - AMF distribution fund - 75%

### Application Process

Applications for a grant from the AMF can be lodged at any time with the Australian Mercy Board who will determine the suitability of the proposal. An application does not guarantee that funding will be approved.

### Disbursal of funds

The Board will require a receipt for each disbursal of funds – together with a report and photographic evidence that explains how the funds were used.

### Background:

The Australian Mercy Disaster Relief Fund (AMDRF) is discretionary *Charitable Fund* is that is used by the Australian Mercy Board for purposes that are deemed to be an appropriate focus for the fund.

The fund is used to make payments in kind or in cash to projects of organizations that are directly involved in disaster relief work. Currently this the major portion of dividends received from this funds are donated directly to RescueNet but that does not have to always be the case as operation the fund is as At the discretion of the Board.

The object of the fund is to serve the interests of women in the developing world and to assist them by providing grants in cash and kind for various approved purposes. The fund seeks to address gender related issues such as education inequity, female circumcision, breast ironing, sex trafficking, child brides, and the like.

The AMDRF has been a charitable gift held outside of Australian Mercy. The fund was started through a gift from a single donor who strongly preferred that the funds be used to form a perpetual trust through which our disaster relief work could be funded. This fund was set up in 2006 by setting up a charitable gift with ANZ Trustees. Later ANZ Trustees were bought out by Equity Trustees and the charitable gift is now managed by them. Australian Mercy is the sole recipient of dividends from this fund.

### Operation

- The operation of the AMDRF remains within the scope of Australian Mercy's audit and under the direct control of the Australian Mercy Board.
- The Australian Mercy National Office manages all financial aspects of the AMDRF.
- Distribution happens on an annual basis as the Board identifies suitable needs or projects and consequently authorizes a distribution from the AMDRF.
- Donors can contribute to this fund tax deductibly either by sending a donation to Australian Mercy, or by sending their donation to Equity Trustees.
  - Equity Trustees  
575 Bourke St  
Melbourne Vic 3001
  - Donations to Equity Trustees must quote the following details, The Australian Mercy Disaster Relief Charitable Gift - Equity Trustees Account No CH002155
- Moneys donated to the AMDRF via Australian Mercy are receipted into Australian Mercy's books and after the 5% admin fee is deducted the total balance is then sent to Equity Trustees for inclusion into The Australian Mercy Disaster Relief Charitable Gift (Equity Trustees Account No CH002155)
- As distributions from Equity Trustees are received they are receipted into Australian Mercy's books and distributed according to the following formula;
  - AMDRF admin – 5%
  - Equity Trustees reinvestment - 20%
  - AMDRF distribution fund - 75%

### Application Process

Applications for a grant from the AMDRF can be lodged at any time with the Australian Mercy Board who will determine the suitability of the proposal. An application does not guarantee that funding will be approved.

### Disbursal of funds

The Board will require a receipt for each disbursal of funds – together with a report and photographic evidence that explains how the funds were used

### Background:

The Donna McDermid Memorial Fund (DMMF) is a discretionary Charitable Fund that is used by the Australian Mercy Board for purposes that are deemed to be an appropriate focus for the fund.

The fund is used to make payments in kind or in cash to causes and projects that service the poor and needy both outside and inside of Australian Mercy's direct interests.

The object of the fund is to serve the interests of women in the developing world and to assist them by providing grants in cash and kind for various approved purposes. The fund seeks to address gender related issues such as education inequity, female circumcision, breast ironing, sex trafficking, child brides, and the like.

Previously the DMMF was an investment fund run within the scope of the Australian Mercy audit whose profits were used as cash grants that were distributed at the Board's discretion to projects listed above.

This changed in April 2016 when all investments and funds held by Australian Mercy for the DMMF were transferred to Equity Trustees to form the Australian Mercy International Women's Charitable Gift. All dividends from this charitable gift are used exclusively by Australian Mercy and are used to fund the work of the Donna McDermid Memorial Fund.

### Operation

- The operation of the DMMF remains within the scope of Australian Mercy's audit and under the direct control of the Australian Mercy Board.
- The Australian Mercy National Office manages all financial aspects of the DMMF.
- Distribution happens on an ad hoc basis as the Board identifies suitable needs or projects and consequently authorizes a distribution from the DMMF.
- Donors can contribute to this fund tax deductibly either by sending the donation to Australian Mercy, or by sending their donation to Equity Trustees.
  - Equity Trustees  
575 Bourke St  
Melbourne Vic 3001
  - Donations to Equity Trustees must quote the following detail, - The Australian Mercy International Women's Charitable Gift Equity Trustees Account No CH002310
- Moneys donated to the DMMF via Australian Mercy are receipted into Australian Mercy's books and after the 5% admin fee is deducted the total balance is then sent to Equity Trustees for inclusion into The Australian Mercy International Women's Charitable Gift (Equity Trustees Account No CH002310)
- As distributions from Equity Trustees are received they are receipted into Australian Mercy's books and distributed according to the following formula:
  - DMMF admin – 5%
  - Equity Trustees reinvestment - 20%
  - DMMF distribution fund - 75%

### Application Process

Applications for a grant from the DMMF can be lodged at any time with the Australian Mercy Board who will determine the suitability of the proposal. An application does not guarantee that funding will be approved.

### Disbursal of funds

The Board will require a receipt for each disbursal of funds – together with a report and photographic evidence that explains how the funds were used.

The Board keeps the McDermid family updated with regards to activities of the DMMF on an annual basis.

### Background:

Australian Mercy launched the Buzz Off malaria project in 2009. This project seeks to address issues related to the impact that malaria is having in poor communities in the Developing World. As part of the Buzz Off campaign a malaria training program was established in Myanmar.

As this training program developed it became apparent that there was not just one but three linked diseases that are having disastrous consequences in poor communities. These diseases are malaria, Tuberculosis (TB), and HIV / AIDS. It is our desire to reduce the impact of all three of these diseases.

### Objective

The three diseases fund seeks to assist in financing projects and initiatives that will reduce the impact of malaria, Tuberculosis and HIV / AIDS in poor communities in the Developing world

### Fund income and investments

This fund will seek public donations to accomplish its purposes.

All investments and funds are held by Equity Trustees in a Charitable Gift called the Australian Mercy Three Diseases Charitable Gift (Equity Trustees Acc. No CH002440). All dividends from this charitable gift are used exclusively by Australian Mercy and are used to fund projects as determined by the Australian Mercy Board that specifically relate to Malaria, HIV/Aids and Tuberculosis.

### Operation

- The operation of the TDCG remains within the scope of Australian Mercy's audit and under the direct control of the Australian Mercy Board.
- The Australian Mercy National Office manages all financial aspects of the TDCG.
- Distribution happens on an ad hoc basis as the Board identifies suitable needs or projects and consequently authorizes a distribution from the TDCG.
- Donors can contribute to this fund tax deductibly either by sending the donation to Australian Mercy, or by sending their donation to Equity Trustees.
  - Equity Trustees  
575 Bourke St  
Melbourne Vic 3001
  - Donations to Equity Trustees must quote the following detail, - Australian Mercy 3 Diseases Charitable Gift CH002440
- Moneys donated to the TDCG via Australian Mercy are receipted into Australian Mercy's books and after the 5% admin fee is deducted the total balance is then sent to Equity Trustees for inclusion into The Australian Mercy 3 Diseases Charitable Gift CH002440
- As distributions from Equity Trustees are received they are receipted into Australian Mercy's books and distributed according to the following formula;
  - TDCG admin – 5%
  - Equity Trustees reinvestment - 20%
  - TDCG distribution fund - 75%

### Application Process

Applications for a grant from the TDCG can be lodged at any time with the Australian Mercy Board who will determine the suitability of the proposal. An application does not guarantee that funding will be approved.

### Disbursal of funds

The Board will require a receipt for each disbursal of funds – together with a report and photographic evidence that explains how the funds were used.

### Background

The Vicki Project is a discretionary Charitable Fund that is used by the Australian Mercy Board for purposes that are deemed to be an appropriate focus for the fund. This fund seeks to address issues that impact upon the delivery of medical services and medical training in disadvantaged communities. The fund is used to make payments in kind or in cash to causes and projects that service the poor and needy both outside and inside of Australian Mercy's direct interests.

### Focus of the fund

The focus of the fund is to improve healthcare outcomes in poor communities in the developing world who are without health care services or who only have access to substandard healthcare.

### Objectives

The object of The Vicki Project is that through the provision of cash grants or in kind donations;

- local health services can be improved;
- access can be given to procedures and surgeries that may not ordinarily be available;
- scholarships can be provided so that local residents can receive training that will improve health care outcomes in their community.

### Fund income and investments

This fund will seek public donations to accomplish its purposes. Some of which will be invested so as to create a regular income stream through which the fund can operate.

All investments and funds are held by Equity Trustees in a Charitable Gift called the Australian Mercy Medical and Training Charitable Gift. All dividends from this charitable gift are used exclusively by Australian Mercy and are used to fund the work of the Vicki Project.

### Operation

- The operation of the Vicki Project remains within the scope of Australian Mercy's audit and under the direct control of the Australian Mercy Board.
- The Australian Mercy National Office manages all financial aspects of the Vicki Project.
- Distribution happens on an ad hoc basis as the Board identifies suitable needs or projects and consequently authorizes a distribution from the Vicki Project.
- Donors can contribute to this fund tax deductibly either by sending the donation to Australian Mercy, or by sending their donation to Equity Trustees.
  - o Equity Trustees  
575 Bourke St  
Melbourne Vic 3001
  - o Donations to Equity Trustees must quote the following detail, - CH002441 Australian Mercy Medical and Training Charitable Gift
- Moneys donated to The Vicki Project via Australian Mercy are receipted into Australian Mercy's books and after the 5% admin fee is deducted the total balance is then deposited with Equity Trustees for inclusion into The Australian Mercy Medical and Training Charitable Gift
- As distributions from Equity Trustees are received they are receipted into Australian Mercy's books and distributed according to the following formula:
  - o The Vicki Project admin – 5%
  - o Equity Trustees reinvestment - 20%
  - o The Vicki Project distribution fund - 75%

### Application Process

Applications for a grant from The Vicki Project can be lodged at any time with the Australian Mercy Board who will determine the suitability of the proposal. An application does not guarantee that funding will be approved.

### Disbursal of funds

The Board will require a receipt for each disbursal of funds – together with a report and photographic evidence that explains how the funds were used.

### **The Thomson Family**

The Board keeps the Thomson family updated with regards to activities of The Vicki Project on an annual basis.



**Guidelines for Australian Mercy Staff Support Fund (AMSSF)**

The AMSSF has been set up in conjunction with and with the approval of the company auditor.

The AMSSF provides the opportunity for volunteer staff to receive donated support from supporters through Australian Mercy. Beneficiaries receive assistance because they are low income and are genuine regular volunteers for Australian Mercy.

This arrangement is in place as Australian Mercy is concerned for the welfare of its volunteer staff, many of whom are full time missionaries that receive low support. It is our belief that many of our volunteer staff are in necessitous circumstances as defined by the Australian Tax Office. Therefore, we are using this definition (below) as a measure to ensure the beneficiaries of the AMSSF do so because of genuine financial need.

Necessitous circumstances are defined by the Australian Tax Office (ATO) as follows:

A person is in necessitous circumstances where his or her financial resources are insufficient to obtain all that is necessary, not only for a bare existence, but for a modest standard of living in the Australian community. A strong indicator of this would be where a person's level of income is such that they are eligible to receive income tested government benefits. While a person's level of income is a useful guide, it does not on its own indicate necessitous circumstances. For example, a person whose income level exceeds the welfare limit but who could demonstrate special or unusual circumstances which resulted in a marked lowering in their standard of living causing hardship, could still be considered to be in necessitous circumstances. Tax Ruling TR 2000/9

**Rules of the AMSSF**

Under this arrangement, volunteer staff who are registered with the fund can receive a maximum of \$15,500 per Australia Fringe Benefits financial year, which runs from April 1 to March 31

Donations are receipted tax deductibly for the donor and passed on to the intended registered volunteer staff as a fringe benefit.

Application for the Fund is only open to Australian Mercy volunteer staff who regularly volunteer for Australian Mercy, who can show that they fit the criteria above, who are recommended by their office manager or project leader and are approved by the Board.

Australian Mercy retains 5% admin fee of all donations made to the fund.

Volunteer staff in the AMSSF must maintain a record showing that the funds are being used in accordance with the AMSSF rules. (See Appendix A)

All donations that come into the fund will be deposited into a dedicated bank account within the National Office. Distributions will occur monthly. Emergency distributions will be considered on a case by case situation.

Registered members of the AMSSF must provide the Australian Mercy National Office with the following details;

Name and address of Bank at which their account is held.

Bank BSB No

Bank Account No

Name of Account

SWIFT Code

6. Volunteer staff signing up for the AMSSF must agree to and sign the following statement.

I, ..... apply for inclusion into the Australian Mercy Staff Support Fund.

I declare that I/my family are on a low income and that I need the support of the Australian Mercy Staff Support Fund in order to meet my regular living expenses.

I declare that my personal circumstances fall within the definition of necessitous circumstances as defined by the Australian Tax Office

I understand that under the terms of this arrangement that I am responsible to make sure that the donations I receive through the fund are used ethically and responsibly.

I make the following undertaking; that I will not use funds received through the Australian Mercy Staff Support Fund for any purpose that is illegal, unethical, or contrary to the values and objectives of Australian Mercy.

I undertake to use these funds for genuine living expenses as listed on Appendix A, and that I will resign from the fund if my income increases to the point that my situation no longer fits the ATO definition of necessitous circumstances.

I understand that Australian Mercy will retain 5% of funds that are directed to me by donors and supporters to cover the costs of maintaining the fund.

I understand that under this arrangement the maximum I can receive in any FBT year (April 1 – March 31) is \$15,500 and that Australian Mercy will retain any support funds directed to me that are in excess of that amount until the following FBT year commences.

Signed..... Date .....

## Appendix A

Expenses within the scope of donations from the AMSSF include the following;

- Accommodation: Rent, house payments, board, hotel expenses
- Capital items: Purchase or reasonable capital items such as computers, mobile phone and electronic devices.
- Clothing: Purchase of personal / family clothing.
- Donations: Donations for charitable and religious purposes.
- Education: Personal or children's educational expenses, conference costs, course fees.
- Entertainment: Tickets to theatre / cinema, sporting games. Purchase of books, newspapers magazines, computer games, music and video.
- Food: Cost of groceries (purchase of food and health items from a grocery store), restaurant expenses, general meals.
- General family: Presents for birthdays/christmas, family celebrations.
- Holiday expenses: General holiday expenses, food, travel, accommodation.
- Household items: Purchase of furniture, manchester, crockery, cutlery, home appliances and furnishings.
- Legal Costs: legal advice, personal tax costs, home insurances, rates and taxes etc.
- Medical: Medical insurance costs, personal and children's medical, dental, optical costs, prescription and non-prescription medicines, personal hygiene items.
- Savings: Personal/family savings, super annuation contributions, personal investments' life insurance.
- Transport: Fuel/maintenance, insurance and registration costs for personal car, personal vehicle, cost of repayment/lease for personal vehicle, personal taxi, train, bus, plane, fares, public transport costs etc.
- Utilities: Water, electricity, gas, phone and internet expenses.

Funds donated through the AMSSF cannot be used for the following purposes;

- For the purchase of goods and services at casinos, or other venues where gambling is present.

- For the purchase of goods or services that are dangerous to health such as the purchase of cigarettes or illegal drugs.
- For the purchase of goods or services related to pornography or the sex industry.
- For the payment of memberships to clubs or associations.

## Part F - Version History

The ARMS Policy and Procedures manual in the compiled format was first accepted by the board of Australian Mercy in August 2012 as Version 7.2

**Version 13.2 Amendments** approved by the board feb 2013

Added Sub Appendix L1 (character reference form)

Added new Policy on Stake Holders

Added following text to Child protection policy –“Where appropriate training in child protection related issues is not available in country ARMS commits to provide assistance to our partners in order that they may obtain competency”.

Added new Policy on Disaster Response

Added new Policy on Donated Pharmaceuticals

Added new Policy on Refugees

Amended Policy on Reimbursement of Directors expenses

Amended (MOU) Deed of Agreement International Partnership

Amended (MOU) Deed of Agreement Domestic Partnership

Added Appendix S Agency Agreement for the delivery of overseas aid and development projects

Added Appendix T Exchange of Letters

Rewrote Policy on Development

Rewrote Policy on Welfare

Added Policy on Whistleblowing

Amended Policy on Grievances – 2.4 modified refund schedule and added reference to appendix B

Added Appendix B Grievance Procedures

ARMS Mission Statement added point 7 To work in development in a sustainable way.

Amended Policy on Policy Review 1 Implementation

Version 13.5 Amendments

Policy on Excess funds rewritten

Appendix O Statement on disposal of project Assets added “or is deemed by the board to be corrupt,”

Removed Appendix T Exchange of letters

Removed Appendix S Agency agreement for the delivery of Overseas aid and development

Re wrote Appendix I (a) Deed of Agreement International Partnership to amalgamate with appendix O and T

**Version 14.2 Amendments** Approved by the board Feb 2014

Added Statement on Project Methodology

Added Statement on Volunteers

Added Policy on Refusal of Funds

Added Policy on Sexual Harassment

Added Policy on Recognition and disclosure of contributed services.

Amended Policy on Privacy and Appendix P

Ver 14.5 Amendments

Modified Privacy Policy section 1

Under this policy Australian Mercy commits to the following in respect to its holding of personal information about its staff, volunteers, donors, or people who have contacted the organization

**Ver 14.9 Amendments** Approved by the Board September 2014

Replaced Policy on images used in publications with Policy on Images and Messages.

Replaced Grievance Policy.

Removed Appendix B Grievance Procedures

Replaced Appendix Ia and IB Deed of Agreement International and Domestic with Deed of Agreement.

Replaced Appendix E Volunteer Outreach MOU

Replaced APPENDIX H Statement on Emergency Appeals with Statement on Financial Appeals and Donations

**Ver 15.2 Amendments** Approved by the board February 2015

Addition of the need to contact and coordinate emergency response with other groups and agencies in the field added to Emergency Deployment Policy under Sending Location Responsibilities

Addition of wording around coordination of efforts with other agents added to the Policy on Disaster Response, in line with the principles of the International Red Cross and Red Crescent Movement and NGOs in Disaster Response Programmes (principle 6). Updated web link at the end of the policy  
<https://www.icrc.org/eng/resources/documents/misc/code-of-conduct-290296.htm>

Ver 15.3 Amendments

Removed: Policy on development; Policy on welfare; Policy on evangelism; Policy on politics. All replaced with single policy 'Aid and development versus other activities policy' (p. 25)

Replaced Policy on Grievances with 'Complaints handling' policy (p. 63). Note that the *Schedule of refund for training courses* which was previously included in the grievances policy will be moved to another part of this document or placed into relevant procedures.

**Ver 17.2** Approved by the Board Feb 2017

Major rewrite of entire document.

All Policies, Procedures, Templates and Fund guidelines were adjusted.

**Ver 18.2** Approved by the Board Feb 2018

**Additions** The Australian Mercy Three diseases Charitable Gift, The Australian Mercy Medical and Training Charitable Gift.

**Policy Review:** Bullying and other unacceptable behaviors policy, Complaints policy, Human Rights policy, Transparency and accountability policy, Volunteer policy, Child Protection policy, Images and Messages policy.

**Ver 18.10** Approved by the Board Oct 2018

**Additions** Anti-terrorism policy and procedures

**Ver 19.02** Approved by the Board Feb 2019

**Policy Review:** Complaints policy (whistle blower procedures), Human Resources, Work Health and Safety, First Aid, Fundraising and Appeals.

**Ver 20.02** Approved by the Board Feb 2020

**Amendments** Fixed several typos referring to ARMS not Australian Mercy

Added Hyperlink for United Nations Convention on the Child in Child Protection Policy.

Grammar edit Child protection Code of Conduct

Child Protection Reporting form minor edits

Added AMV – Registration of Medical Volunteers and Staff, to Volunteer application procedures

Complaints policy added whistleblower definition

Whistleblower procedure added text re corporation's act 2020

Funds Handling Policy and Procedures inserted

**Policy Review.** Including edits - Aid and Development versus Other Activities Policy, Communications Policy, Conflict of Interest Policy, Disaster Response Policy,

**Ver 20.03** Approved by the Board Mar 2020

Charter updated

Anti-Terrorism Procedure updated

Added Financial Crimes Policy and Procedures

Added Safeguarding Policy

Renamed Child Protection Reporting form to Child protection and Vulnerable Persons reporting Form

Edited multiple internal and external links

**Ver 20.09** Approved by the Board Aug 2020

Edited Financial Crimes Policy Statement

Small edits in reviewed policies

Updated Scope format on all policies

Added Environmental Policy

Edits in Disaster Response Policy

Edit Child protection - code of Conduct

Added Human Rights Policy

**Ver 20.11** Approved by the Board Nov 2020

Added Statement of Disclosure  
Transparency and accountability policy – added Police check

**Ver 21.02** Approved by the Board Feb 2021

Safeguarding Policy policy is the amalgamation of Safeguarding, Child Protection and Vulnerable Persons policy into one policy document.

Child Protection Procedure amended to Vulnerable Persons protection Procedure

Various edits referring to child protection policy amended to safeguarding policy

Disaster Response policy amendments

Bullying and Other Unacceptable Behaviours Policy amendments

Image and message policy amendments

Child Protection Code of Conduct amendments

Child and Vulnerable persons reporting form amendments

Staff code of conduct amendments

Volunteer code of conduct amendments

Transparency and Accountability amendments

Disaster response policy amendments

Fundraising and Appeals policy amendments

Project Management group guidelines added

Policy on Advocacy added

Diversity Equity and Inclusion Policy added

Application to become a PMG member added

Deed of Agreement added

Statement of Disclosure added

**Ver 21.08** Approved by the Board Aug 2021

Deed of Agreement name changed to Project Agreement and amendments made as well as short project version made. All references to Deed of Agreement changed to Project Agreement.

Volunteer Policy review

**Ver 21.11** Approved by the Board Nov 2021

Anti Terrorism Policy review and minor edits

**Ver 22.02** Approved by the Board May 2022

Human Resources, First Aid and Work Health and Safety Policies reviewed with minor edits.

**Ver 22.08** Approved by the Board Aug 2022

Complaints, Conflict of Interest, Fundraising and Appeals minor edits

Removal of the sentence "Compliance with this policy will be assessed annually" from all policies

**Ver 22.11** Approved by the Board Nov 2022

Volunteer policy monetary value of volunteer hours removed.

**Ver 23.02** Approved by the Board Feb 2023

Financial Crimes, Aid and Development, Communications, Funds Handling Policies review – Minor edits

Financial procedures edits,

Project Management Group Guidelines and Application replaced with url references

**Ver 23.08** Approved by the Board Aug 2023

Minor edits in Incident and injury reporting, Privacy, Projects and Risk Management Policies

Removal of references to ACFID and Missions Interlink

Modified address references from Port Kembla to Canberra

Policy Review Schedule

Policy	Last Review Date
Advocacy Policy	Feb 2021
Aid and Development versus Other Activities Policy	Feb 2023
Anti-terrorism Policy	Nov 2021
Bullying and Other Unacceptable Behaviours Policy	Feb 2021
Child Protection Policy	Feb 2021 Merged with Safeguarding Policy
Communications Policy	Feb 2023
Complaints Policy	Aug 2022
Conflict of Interest Policy	Aug 2022
Diversity, Equity and Inclusion Policy	Feb 2021
Disaster Response Policy	Feb 2021
Environmental Sustainability Policy	Sep 2020
Financial Crimes Policy	Feb 2023
First-aid Policy	May 2022
Fundraising and Appeals Policy	Aug 2022
Funds Handling Policy	Feb 2023
Human Resources Policy	May 2022
Human Rights Policy	Sep 2020
Images and Messages Policy	Feb 2021
Incident and Injury Reporting Policy	Aug 2023
Privacy Policy	Aug 2023
Projects Policy	Aug 2023
Risk Management Policy	Aug 2023
Safeguarding Policy	Feb 2021
Transparency and Accountability Policy	Feb 2021
Volunteer Policy	Nov 2022
Work Health and Safety Policy	May 2022