



Section 3: Stakeholder Relationships and Services

1. Introduction

This section outlines STAND UP's policies and procedures relating to its functions and relationships with stakeholders with whom it works.

2. Funding Agreements

STAND UP is committed to maintaining positive working relationships with stakeholders and meeting all funding agreement requirements in a timely and efficient manner. Liaison with funding agencies and management of compliance issues is the responsibility of the CEO.

STAND UP's funding agreements are filed in the CEO's office and access to the funding agreements is by permission of the CEO. Staff or Board Members may take a copy of the original for their own records.

Funding Agreement Terms and Conditions

The terms of funding agreements commonly include some or all of the following:

- performance monitoring and evaluation arrangements;
- specific function and performance indicators;
- service specifications outlining goals and targets for the current funding period;
- compliance with relevant service standards and statutory requirements;
- reporting requirements;
- management arrangements;
- Staffing and volunteer arrangements;
- confidentiality;
- asset management, insurance and indemnity;
- procedures in the event of a dispute or termination of the funding agreement.

STAND UP is fully committed to meeting the performance targets specified in the agreement, and complying with reporting requirements.

3. Program Management

Specific projects are an important part of STAND UP's work, and the organisation is usually involved in several discrete projects at any given time. In deciding whether or not to pursue a particular project, STAND UP will consider:

Policy Priorities

This involves an assessment of the project in terms of STAND UP's policy priorities, the likely outcomes and impact of the project, the urgency of the issue, and possible benefits for the organisation's client base;

Appropriateness of STAND UP's Involvement

It is important to consider whether STAND UP can add value to the project or whether another agency may be more appropriate, and what participation offers to STAND UP in terms of Staff development, resources, organisational profile. Any potential risks to STAND UP should also be considered.

Effectiveness of Our Involvement

It is also necessary to consider whether STAND UP has the networks, resources, capacity necessary to support the project and ensure that our participation is effective, as well as any opportunity costs that may arise from participation.

Program Development

Staff Members proposing a project should discuss the idea with the CEO in the first instance.



If it is agreed to investigate the project further, the Staff Member will usually prepare a short options and issues paper to inform internal considerations. If it is decided to pursue the project, the Staff Member will develop a project submission.

When developing a submission, the impact on other parts of the organisation needs to be considered. These include:

- impact on other Staff;
- impact on Finance and Administration; and
- impact on communications, including publications and Website.

These impacts should be reflected in the submission, particularly within costing, and timing of activities. In developing a budget for the project, advice should be sought from the CEO.

All new projects require approval from the CEO.

Program Management

The following policies and procedures apply to projects that have been successful in obtaining funding.

Program Coordinator

Every project is to have a Program Coordinator. The Program Coordinator is the central contact person for the project.

The Program Coordinator is responsible for, and will liaise closely with the CEO to ensure:

- that the project is completed on time, within budget and to a high standard;
- appropriate supervision to project Staff (if any) and providing appropriate oversight and support to consultants (if any);
- that the relevant financial and performance requirements are met;
- assistance from the CEO is sought if they are facing any difficulties.

Program Plan

At the beginning of the project cycle (generally November/December) a program management plan is to be submitted by the relevant Program Coordinator to the Planning and Reporting Coordinator. The program management plan will clearly define KPIs for the calendar year. If pertaining to a grant-funded project, program management plans are to mirror funding agreements in order to continually assure programs meet funding requirements. Each KPI should be measurable and achievable, with a planned 'method of evaluation'. The Program Coordinator is to maintain an up-to-date report on the status of the project against this plan. The Program Coordinator is required to fill in the KPI-follow up column bi-monthly, and in addition submit a bi-monthly monitoring report to the Planning and Reporting Coordinator.

Funding agreements

The Planning and Reporting Coordinator will provide the CEO with a file containing the following information:

- the original submission, including the budget submitted to the funding agency;
- the budget developed by STAND UP (using the STAND UP's categories of expenditure);
- the funding and performance agreement;
- any other relevant correspondence.

The Planning and Reporting Coordinator will ensure that copies of any correspondence with the funding agency and any consultants are added to this file as the project progresses.

The CEO will ensure that all correspondence received by them in relation to the project is copied to the Planning and Reporting Coordinator.

Keeping Staff Informed

The Planning and Reporting Coordinator will ensure that all relevant parts of the organisation



are kept informed about their role in the project, including timing of their work. This includes publications, conferences, financial reports, mail-outs, and other tasks.

Reporting Progress

The Planning and Reporting Coordinator will report regularly to the CEO on the progress of programs, as received in bi-monthly reports.

4. Monitoring and Evaluation

Monitoring and evaluation has become increasingly important for NGO's in the context of escalating demands for documentation of performance, accountability, results, effects and impact. Put simply, it is a series of techniques used by NGOs to continually improve, learn from their programs, and find out what strategies worked and what strategies did not work.

So, what is it?

Monitoring is the continual assessment of the progress and performance of a development intervention

Evaluation is the end (or post) assessment of an intervention, its impact and lessons learnt.

Monitoring and evaluation is also about measuring change and the unintended positive (or negative) impacts of a project.

During the Program Planning phase, evaluation methods are to be planned for the duration of a project. Evaluations methods at STAND UP will include (but not be limited to): focus group/reflection sessions; salesforce data and analysis; survey monkey reports; website and social media data; community consultations; budget monitoring; and participant testimonials (narrative reporting). Where time and resources allow, creative evaluation methods such as photovoice and digital storytelling (video) can also be used to assess the impact of our programming.

These evaluation methods will be regularly upheld by Program Coordinators and compiled to the Planning and Reporting Coordinator in bi-monthly reports, which will be form the basis of acquittal reports, mid-project reports, and the Annual Report.

5. Acquittal reports

The Planning and Reporting Coordinator will ensure that all obligations under the funding and performance agreement have been met and that all reports and publications have been finalised. They will prepare a short evaluation of the project and a formal acquittal report to be sent to key stakeholders.

Project completion reports (also known as "acquittal reports" for projects funded by a grant) will be used to:

- analyse data accumulated throughout the program implementation period
- assess whether the planned outputs (as per indicators defined in the project plan) were achieved appropriately and within the agreed upon timeframe
- assess the likely ongoing/long term or wider impact of the activity: can it be expanded? Can it be used as a model in other states or for distribution to other organisations?
- assess whether the funds for the program were used effectively.

6. STAND UP's newsletter

STAND UP aims to produce a newsletter every six weeks. The newsletter is distributed to Members and affiliated organisations via email and promoted via Facebook. Staff are asked for submissions of articles for the newsletter. Once contributions are received, the newsletter is published using Mailchimp by the CEO.

7. STAND UP's Website

The STAND UP Website is an important means through which STAND UP can provide



information to the sector. For many stakeholders, the STAND UP Website is their first contact with the organisation.

The Website provides public information on STAND UP, including information about the Board, Staff, social policy, current and prospective projects, upcoming events, membership, and contact details.

The site provides a range of links to other community organisations and government agencies.

The Webmaster is responsible for all Web design, site content and maintenance. A protocol explaining the process of placing material on the Website and the format in which it should be provided is available from the Webmaster. All material published on the Website must be approved by the CEO.

8. Working with the Media

STAND UP regularly uses the media to advocate on behalf of the communities we work with. The CEO generally acts as media spokesperson for STAND UP. In some cases, the CEO may delegate this role to another Staff Member. All requests from journalists for comment by STAND UP should be referred to the Development Director and approved by the CEO.

Other Staff Members, Board Members, and STAND UP Members are not to represent STAND UP or provide information to journalists without authorisation from the CEO. Staff Members can provide background information to journalists provided that they will not be quoted. Wherever possible, approval from the CEO should be sought before providing such information. Similarly, liaison with politicians should only take place with the approval of the CEO.

When seeking or responding to media coverage of issues, the CEO considers STAND UP's strategic priorities, capacity to influence public debate, and the effects of media coverage. The CEO may delegate other Staff Members to speak to the media, or seek background information, or consult with other non-government organisations. STAND UP does not respond to issues that are outside its brief, and will not normally make critical comment on government policy unless the issues have been previously raised with government. STAND UP will not engage in lengthy dialogue on blogs, but will write an official response from the CEO with links to resources for people who require further information.

Social media

Online social networking opportunities—including blogs, forums, wikis, peer-to-peer file-sharing networks, and other channels of online discussion and interactive publishing (i.e. facebook and twitter)—are increasingly common. These collaborative and interactive resources can profoundly impact the way that STAND UP employees work, interact, and support each other and the organization.

Social networking can represent a valid and valuable professional resource, providing STAND UP with an efficient method of sharing resources internally as well as getting STAND UP's name into the public. However, interaction with a broad community outside of STAND UP's networks can also introduce risks. Those associated with STAND UP (staff, board, members and volunteers) who participate in social networking channels must interact responsibly and avoid actions that undermine productivity, expose exclusive information, or violate the privacy of STAND UP's partners, staff and volunteers.

This policy outlines the acceptable and unacceptable uses of social networking channels by STAND UP employees and volunteers, including guidelines for acceptable and online identity management, community interaction, and information exchange.



Coverage

All employees, volunteers and other personnel who produce manage, or interact with online communities and represent STAND UP or the communities STAND UP works with in any manner. This policy covers online publishing and communications which reference, pertain to, or contribute to STAND UP initiatives. STAND UP respects the rights of employees, volunteers and those who STAND UP work with to personal privacy. Any publication, interaction, or online representation that references STAND UP itself or the programs STAND UP runs, in part or at any time is considered to be covered in its entirety by this policy.

General Guidelines

Good practices for social networking are consistent with general rules for professional communications and interactions. STAND UP staff and volunteers are individually responsible for everything they publish to online channels and should exercise good judgment in determining whether the information they release is professional, appropriate, and representative of STAND UP. In addition, any photographic material that identifies any individual with whom STAND UP works with, shall not be published anywhere without consent (either written or verbal).

In general, interactions with online communities or interactive publishing media must:

- Identify the employee by name and organizational role in any communications or publications about STAND UP or its initiatives;
- Be approved by STAND UP's CEO and/or Senior Management before publishing;
- Provide value in all interactions;
- Adhere to principles of conduct and professionalism that govern other in-person and workplace communications. Do not publish abusive, harassing, defamatory, obscene, offensive, provocative, irrelevant, deceptive, or hateful content;
- Comply with conduct guidelines and applicable laws and contractual terms, including:
 - STAND UP Code of Conduct;
 - STAND UP Child Protection Policy and use of Children's images policy;
 - National copyright and fair use laws;
 - National and state privacy laws covering the disclosure of personal, proprietary, and health information.

Information disclosure

The following types of information may /not/ be disclosed without explicit consent by STAND UP higher management.

- Conversations between employees;
- Announcements, documents, discussions, or other information shared in internal meetings;
- The names of clients, partners, suppliers, or other employees without express consent;
- Internal emails, notes, memos, and other interpersonal communications;
- Pre-publication drafts of documents ultimately intended for public distribution;
- Internal planning and strategy documents;
- Organizational contracts, policies, and other legal documents;
- Photographic material that identifies any individual with whom STAND UP works with, shall not be published anywhere without consent.



The following types of information may be freely disclosed without further authorization:

- Information published by the press or other media outlets about STAND UP;
- Your own name and role (unless specifically prohibited by your manager or another organizational contract, policy, or guideline);
- Best-practice knowledge, advice, and general professional insight that does not expose internal operational procedures or imply or disclose any proprietary or otherwise protected information.

Official organisational blogs and other social media channels

Forums, file-sharing sites, portals, blogs, and other social networking channels that are officially operated and managed by STAND UP are subject to special rules and, in some cases, exemptions. Divisions or individuals that establish their own social networking channels to interact with customers, media, and other professional contributors must:

- Attain managerial approval for the channel itself and all published content;
- Establish terms and conditions for participation in the channel, including acceptable use, authorization for use, regular content review, and acknowledgement of applicable policies and guidelines;
- Continually review community contributors, contributions, and content and enforce adherence to the organizational code of conduct, as well as community expectations for conduct and information value;
- Adhere to all policies for information protection and acceptable use of networks;
- Avoid ad hoc commitments or responses that might divert organizational resources to unreviewed or unapproved activities;
- Assign and document staff responsibilities for maintenance, moderation, and management of the channel;
- Establish rules and procedures for moderation, authorization, and anonymous posting;
- Reserve the right to remove any content.

Conduct

Staff and volunteers should:

- Truthfully represent themselves and their work, but protect their own privacy and the privacy of those who STAND UP work with;
- Be considerate of others and conscious of the global nature of social networking;
- Keep internal communications internal, even when communicating with other STAND UP staff, volunteers or other interested parties;
- Keep interactions professionally relevant. Avoid discussions of religion, partisan politics, extra-professional groups or causes, personal activities, and lifestyle topics under STAND UP's name;
- Speak as individuals and include a disclaimer, if possible, with any published information that clarifies the information, opinions, advice, etc. are their own and not posted on behalf of STAND UP;
- Cite original sources when referencing or leveraging someone else's work. If possible, a link to an online reference for the source work should be included;
- Respect the difference between professional enthusiasm and overt marketing or promotion. Employees should never promote STAND UP's product, services, or events in forums where such promotion is culturally discouraged;
- Avoid predictions and forward-looking statements about STAND UP's financial performance, strategic decisions, leadership or ownership transitions, and business activities;



- Keep communications positive and productive;
- Do not publish any photographic material that identifies any individual with whom STAND UP works without consent. See Section 4.19, Child Protection Policy, 'Use of Children's Images'
- STAND UP strongly discourages involved personnel from adding or accepting friendship requests on facebook from clients of STAND UP programs;
- STAND UP forbids involved personnel over the age of 18 from adding or accepting friendship requests clients under the age of 18 on social media;

Enforcement

Violation of this policy may result in disciplinary action which may include performance sanctions, suspension or dismissal of STAND UP staff or volunteers. Additionally, individuals are subject to restriction or suspension of STAND UP's email, facebook, blog or other privileges, as well as civil and criminal prosecution (in extreme cases).

STAND UP ensures that all those who have breached the policy be notified and entitled to a debrief session, outlining details of the breach. In the meeting senior staff (CEO and a Board of Director's member) is obligated to provide relevant feedback and steps necessary for the STAND UP member to take in order to ensure the issue is dealt with and all parties involved are not associated to any such behaviour again in the future.

9. Sponsorship

STAND UP welcomes sponsorship for its events, or advertising in its publications, from private companies, individuals, government agencies, or non-profit, non-government organisations. Sponsorship is particularly useful in conducting conferences, as it helps to reduce costs for STAND UP Members' participation.

In planning an event STAND UP considers the target audience, interested stakeholders and potential sponsors. If it is deemed appropriate and beneficial to seek sponsorship, the CEO and/or Development Director will forward correspondence outlining the event and the request for a contribution.

STAND UP acknowledges the contribution of its sponsors. This may involve:

- including the sponsor's logo on conference kits and papers;
- allowing the sponsor to set up a display at an event;
- acknowledging sponsorship in any opening and closing address; and/or
- offering free participation to a sponsor's representatives.

STAND UP will not accept sponsorship or advertising from organisations or individuals that are engaged in business which is unlawful, unethical, or damaging to public health and wellbeing. STAND UP will not accept advertising or sponsorship from political parties (See 3.15, Ethical Partnerships Policy)

STAND UP will not accept sponsorship or advertising, or agree to any conditions of sponsorship, which may compromise its independence, or compromise the purpose of the particular publication or event.

10. Complaints Handling Procedure

Internal

STAND UP recognises that complaints, grievances and disputes may occur within an organisation. It is also recognised that external bodies may need avenues to raise complaints with STAND UP. Complaints will be handled fairly and efficiently in order to promote high organisational standards and to maintain a positive work environment.



General principles

All complaints and disputes will be addressed promptly and within the guiding principles of:

- transparency;
- fairness;
- respect;
- accountability.

All Members and Staff of STAND UP are expected to work cooperatively as a team, to acknowledge any dispute at an early stage, and to resolve any dispute in the most constructive manner possible.

Any conflict of interest arising from a dispute will be declared and all steps will be taken to ensure persons working to resolve a dispute are impartial. Members and Staff are expected to maintain confidentiality in relation to complaints and disputes.

Complaints involving Staff

The Board delegates responsibility for resolving complaints or disputes involving Staff Members to the CEO.

Where a Staff Member makes a complaint concerning another Staff Member, this will be dealt with in accordance with the grievance procedure set out in Section 4 – Human Resource Management.

Where a Member or external agency makes a complaint against a STAND UP Staff Member, the CEO will:

- notify the employee about whom a complaint is being made and the nature of the complaint;
- investigate the complaint and provide the Staff Member with an opportunity to respond to any issues raised;
- attempt to mediate the dispute (if appropriate) and/or attempt to resolve the matter to the satisfaction of the outside party;
- take any other action necessary to resolve the issue.

Any disciplinary action against a Staff Member arising from a complaint will be taken in accordance with the procedures contained Section 4 – Human Resource Management and in the Employment Contract.

Complaints involving Members and Board Members

Complaints against a Member or Board Member should be referred to the CEO. The CEO, or an approved delegate, will attempt to resolve the issue to the satisfaction of the complainant. The CEO or delegate will advise the person about whom a complaint is being made of the notification and the nature of the complaint. Where the CEO is the subject of a complaint, the complaint should be referred to another Executive Member of the Board.

If the matter remains unresolved, the CEO or notified Board Member will raise the matter at the next Board Meeting following notification. Depending on the seriousness of the complaint, the Board may deal with the matter at this Board Meeting by determining appropriate action to resolve the issue to the satisfaction of the aggrieved party and the STAND UP Member.

Under the Constitution, the Board has powers to suspend or terminate the Membership of any Member who willfully 'refuses or neglects to comply' with the provisions of the Constitution, or who is 'guilty of conduct prejudicial to the interests' of STAND UP. Such action must be taken in accordance with the process described in the Constitution, which provide for proper notice and rights of appeal.



11. External Complaints and Feedback policy

Standard for Managing Complaints

STAND UP offers service users, Members, stakeholders and the public the opportunity to provide feedback on their experiences with STAND UP. We value this feedback and aim to manage complaints in a prompt, fair transparent and consistent way.

STAND UP Complaints and Feedback Policy – Principles

Any person or organisation using STAND UP services or affected by its operations has the right to complain.

Complaints procedures and a commitment to consider all complaints are simple and easy to use and are effectively promoted, so that all people using STAND UP services have the opportunity to make a complaint if they wish to do so.

Service users, stakeholders and Members are entitled to be heard and have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

STAND UP recognises that the issue of complaint is important to the complainant and must be taken seriously. Resolving complaints, where possible, to the satisfaction of the complainant is the goal of the complaints policy process.

Complaints will be dealt with in a timely manner and parties to the complaint will be kept informed of progress of the complaint. STAND UP procedures will reflect principles of natural justice.

Feedback data (both positive and negative) is considered in organisational reviews and follow up. Board Members, Staff, volunteers and students are aware of STAND UP's procedures for managing client feedback and complaints.

STAND UP takes a pro-active approach, through its communications strategy to ensure all service users, stakeholders and Members are aware of the complaints policy and procedures.

Complaints Handling Procedure

All Board Members, Staff, volunteers and students are given information about the complaints procedure as part of their induction.

STAND UP's Service Commitment brochure informs service users, stakeholders and Members of:

- how to make a complaint to STAND UP;
- who to complain to;
- how STAND UP will deal with the complaint – complaints process and timelines;
- rights to a support person and interpreter;
- how to make a complaint to an external body including contact details.

Complaints Initiation Process

Service users, stakeholders and Members may make a complaint in writing or verbally to:

- the Staff Member they were dealing with at the time;
- the supervisor of that worker;
- the CEO; or
- an outside body.

If the complaint is about the CEO, or a Board Member, the complaint will normally be dealt with by the Chair of STAND UP's Board. A special email account has been set up to receive such complaints. The address is feedback@standup.org.au. Messages sent to this email account are automatically forwarded to the CEO.



How STAND UP Deals with Complaints

A Staff Member (the “complaint handler”) will look at the complaint within seven (7) days of the complaint being received. They may contact the person for more information.

The Staff Member investigating the complaint will decide how to respond to the complaint and make sure action is taken.

A letter will be sent to the person within fourteen (14) days of the complaint being received explaining what is being done to investigate and resolve their complaint. If the complaint has not been resolved by this stage the person will be asked to formalise their complaint in writing (if this has not already been done).

STAND UP aims to investigate and resolve all complaints within a further twenty-eight (28) days of receipt of the formalised written complaint. If this time frame cannot be met, the person will be informed of the reasons why and of the alternative time frame for resolution. All complaints must be dealt:

- seriously;
- quickly;
- confidentially; and
- without stopping the persons right to use STAND UP’s services.

Service users, stakeholder and Members have the right to access a support person at all stages of the complaints resolution process.

Copies of all complaints and details of actions taken are centrally filed in the Complaints File, held in the CEO’s office. This file is confidential.

Within six (6) months of the complaint being resolved, the CEO must review the actions taken to ensure adequate follow up.

Complaints Flowchart

Complaint verbal or in writing

→

Staff Member allocated as complaint handler, must review complaint within seven (7) days

→

Letter to person confirming receipt of complaint and informing them of action to date

→

Within next seven (7) days contact client with proposed resolution, if not acceptable to client, invite written complaint

→

Within next twenty-eight (28) days investigate and resolve written complaint, inform person of action taken, include opportunity for/offer of mediation

→

Within six (6) months, the CEO must review actions taken and ensure follow up

12. What to Do if You Want to Make a Complaint About STAND UP?

Our Commitment

STAND UP wants to give you the best quality service possible. If you have found our service helpful or have any ideas on how something can be done better, please let us know.

We also want to know if you are not happy or have concerns about any part of our service.

Can I Comment on Anything?

Yes! You do have the right to express your comments about any part of any service at STAND UP.



A comment may be:

- a compliment;
- a suggestion;
- an idea;
- a fear;
- a concern;
- a complaint.

If you have a complaint, read the following, which describes what you can do.

Making a complaint can be difficult, so if you do have a complaint about STAND UP, this is a guide to help you...

What Do I Do First?

- first it is best to talk to the person concerned.
- if you do not feel comfortable about this, you can speak or write to the CEO.
- if the complaint is about a Staff Member, please contact the CEO.
- if the complaint is about the CEO, or Member of the STAND UP's Board, please contact the Chair of STAND UP's Board by sending an email to: chair@standup.org.au
- Please contact the CEO of STAND UP on (03) 9500 2206.

What Happens After That?

Your complaint will be recorded in a separate file so that the problem can be dealt with sensitively and quickly.

You will receive a letter within fourteen (14) days of making your complaint. This letter should:

- restate your comments to ensure STAND UP understands your complaint;
- give the name of the person who is managing your complaint and how they may be contacted;
- state the time and the steps the worker will take to deal with your concerns.

What happens after I get my letter?

Once you have received your letter the STAND UP worker handling your complaint will contact you to talk about what you want to do and the next steps.

If we have not been able to resolve the complaint within the fourteen (14) days, we will ask you to formalise the complaint in a letter (if you have not already done so).

STAND UP aims to investigate and resolve all complaints within a further twenty-eight (28) days of receipt of the written complaint. If this not possible we will write to you and explain why.

Can I Have Someone to Help Me?

Yes! It is OK to have a friend or person you trust to help you in any of your dealings with STAND UP. This person can help you put your comments in writing, be with you when you put forward your comments or attend any meetings.

What if I need an interpreter?

STAND UP will assist you if you need an interpreter. There will be no cost to you for this service.

13. Privacy

STAND UP does from time to time collect personal information relating to clients or Members, or in the performance of its consultation or research functions. The purpose of this policy is to protect the privacy of individuals and organisations about whom STAND UP collects and/or holds information. This policy outlines the guidelines, which must be observed when collecting, storing and using personal and confidential information.



Principles

STAND UP adopts the following principles on the collection and use of personal information:

Collection

- **Lawful** – when STAND UP collects your personal information, the information must be collected for a lawful purpose. It must also be directly related to STAND UP's activities and necessary for that purpose.
- **Direct** – your information must be collected directly from you, unless you have given your consent otherwise. Parents and guardians can give consent for minors.
- **Open** – you must be informed that the information is being collected, why it is being collected and who will be storing and using it. STAND UP should also tell you how you can see and correct this information.
- **Relevant** – STAND UP must ensure that the information is relevant, accurate, up-to-date and not excessive. The collection should not unreasonably intrude into your personal affairs.

Storage

- **Secure** – your information must be stored securely, not kept any longer than necessary, and disposed of appropriately. It should be protected from unauthorised access, use or disclosure. STAND UP does not store credit card information.

Access

- **Transparent** – STAND UP must provide you with enough details about what personal information they are storing, why they are storing it and what rights you have to access it.
- **Accessible** – STAND UP must allow you to access your personal information without unreasonable delay and expense.
- **Correct** – STAND UP must allow you to update, correct or amend your personal information where necessary.

Use

- **Accurate** – STAND UP must make sure that your information is accurate before using it.
- **Limited** – STAND UP can only use your information for the purpose for which it was collected, for a directly related purpose, or for a purpose to which you have given your consent. It can also be used without your consent in order to deal with a serious and imminent threat to any person's health or safety.

Disclosure

- **Restricted** – STAND UP can only disclose your information with your consent or if you were told at the time they collected it from you that they would do so. STAND UP can also disclose your information if it is for a related purpose and they don't think that you would object. Your information can also be used without your consent in order to deal with a serious and imminent threat to any person's health or safety.
- **Safeguarded** – STAND UP cannot disclose your sensitive personal information without your consent, for example information about your ethnic or racial origin, political opinions, religious or philosophical beliefs, health or sexual activities or trade union Membership. It can only disclose sensitive information without your consent in order to deal with a serious and imminent threat to any person's health or safety.

Responsibilities for Managing Privacy

Responsibilities for the management of personal information are the domain of any individual within STAND UP with access to, or responsibilities for, such information. However, STAND UP promotes specific responsibilities to certain individuals/positions. Those individuals will then be in a position to ensure that all Staff are suitably instructed either through training or the introduction of policies and procedures, as to their obligations in relation to the protection of personal information in their handling.



Webmaster

Webmasters need to recognise that consideration of privacy issues will affect Web content in a number of ways:

- personal information of Staff presented to the public or other Staff;
- personal information of Members of the public included in Web documents;
- obtaining personal information from the public through their visit to the Website.

STAND UP's Privacy Management Plan should canvass the concerns associated with these issues and establish transparent procedures and standards in dealing with personal information in these situations.

Managerial Responsibilities

It is the responsibility of the CEO to prepare the organisation's Privacy Management Plan, put in place procedures to ensure that these principles are observed in the collection, use, storage, or disclosure of personal information.

Personal information also applies to information relating to Staff and employees of agencies. The CEO is responsible for:

- ensuring training practices are in place for employee training in privacy requirements;
- protecting Staff and employee privacy in the workplace.

Employee Responsibilities

Staff Members should also observe these principles when dealing with personal information in the conduct of Membership information, conducting research, or undertaking consultation or advocacy work. Staff Members are encouraged to raise any concerns they may have regarding privacy issues that arise in the conduct of their work, and to report any breaches of privacy that they may observe to the CEO.

14. Partnership Agreements/Memorandum of Understanding (MOU's)

STAND UP regularly collaborates with other organisations to do our work, including:

- Service Delivery
- Fundraising
- Grant making
- International development
- International Jewish NGO
- Etc.

This policy does not look to encompass any organisation which provides services to STAND UP for internal purposes.

In order to ensure quality and sustainable programming, it is vital that the terms of partnership agreements are agreed upon and signed by both parties prior to engagement with an external organisation. This is generally achieved through negotiation of terms and the signing of a MOU¹. Records of MOU's are to be held in the MOU folder in the STAND UP office for a minimum of six (6) years.

1. Any partnership with a greater annual value of \$5000 should have Board approval;
2. A report for approval would be provided to the Board by the CEO which would include the following criteria:
 - a. How this partnership helps fulfill the STAND UP Strategic Goals
 - b. SWOT Analysis
 - i. 'Threat' should include reputational, legal and financial risk
 - c. A referral process with a third party.;
 - d. The selection process undertaken for more significant partnerships

¹ Please refer to Appendix 1 for a sample MOU template.



3. Approved partnerships must be formalized through an appropriate document, e.g. MOU or agreement;
4. Annual review should be part of the Risk, Audit, Finance and Legal Committee through the review of the Compliance Report.

15. Ethical Partnerships Policy

This policy clarifies the expectations of STAND UP's partners with regard to Fundraising, Advertising, Sponsorship, working Partnerships/Collaboration & Affiliations and covers the volunteers, Staff, officers and Members of the organisation.

STAND UP strives to uphold the highest of ethical standards in its governance and operations. Part of STAND UP's responsibility is to continually promote higher social and environmental standards.

STAND UP will not enter into partnership with companies which, over the last two (2) years, have been involved in any activities contrary to the principles set out in this policy. As a Member driven organisation, STAND UP is obliged to manage the risk to their reputation when entering into partnerships with any organisation.

STAND UP looks favourably on companies who have a positive impact on the world at large and actively seeks out partnerships based on the following characteristics:

- demonstrate respect for the environment and all its inhabitants;
- promotion of health and improved quality of life with valuable products and services;
- protection of the environment and engagement in ecologically and socially responsible activities;
- engagement in fair, honest and ethical business practices;
- practice of good corporate governance, including transparency and accountability in organisation ownership, structure and management;
- commitment to community investment and corporate social responsibility;
- rights-based approach to the workforce, supply chain and business partnerships;
- promotion of pro-development products and services such as Microfinance and Fair Trade;
- equal opportunity and fair employment.

It is essential that all partners and sponsors of STAND UP recognise that STAND UP always maintains operational and financial independence and transparency, and operates under its own professional judgment and ethical standards in all its endeavours. A partnership with STAND UP is not an endorsement by STAND UP of that company's activities or products. STAND UP will only accept unconditional donations, apart from donations that:

- are tied to particular activities already planned by STAND UP or ongoing;
- are tied to activities that agree with STAND UP's mission and charitable objectives.

Before approving a potential partner or sponsor, STAND UP will carry out as much research and investigation as possible into the background and activities of the organisation in question. If there is clearly no breach of the principles of this policy, the organisation will be accepted as a partner. However, if there is ambiguity or uncertainty relating to a potential partner organisation, the matter shall be presented to the Board for a final decision. Complaints from STAND UP Members about an existing or potential relationship with an organisation shall be reviewed by STAND UP in accordance with this policy. If there is ambiguity or uncertainty regarding the stance of this policy towards that complaint, the matter shall be presented to the Board for a final decision.

STAND UP will not accept funding or help in kind from companies known to be involved in the following activities over the last two (2) years:

Human Rights Abuses

- the manufacture of torture equipment or other equipment that is used in the violation of human rights;



- the manufacture of tobacco or tobacco products, and alcohol and alcohol products;
- the exploitation of child or slave labour or the suppression of basic workers' rights, including the right to join a union;
- actions which lead to the removal of any person's basic human rights;
- actions which lead to the removal of any person's source of income, food, property or shelter without providing compensation or alternative income, food source, property or shelter of comparative value;
- direct violation of international treaties, codes or standards associated with human rights.

The Arms Trade & War

- the non government approved manufacture, sale, production or brokerage of armaments;
- the design or construction of non government infrastructure for war;
- the offering of non government war services, such as mercenaries or war logistics;

Ecological Impact

- the extraction of fossil fuels or natural resources without carrying out any mitigation of negative ecological impact that could reasonably be expected;
- the extraction of fossil fuels without making serious efforts to search for alternative energy sources;
- the manufacture of hazardous chemicals which have usable alternatives and which may contribute to problems such as ozone depletion, or which may accumulate and cause damage to nature;
- the unsustainable harvest of natural resources, such as timber clearance, which leads to deforestation;
- any activities that cause suffering to or death or extinction of indigenous flora and fauna. (Organisations involved in activities that can be reasonably expected to have a negative impact upon indigenous species should take all necessary steps to relocate such flora and fauna or otherwise prevent damage);
- direct violation of international treaties, codes or standards associated with the environment.

Animal Welfare

- animal testing of cosmetic or household products or their ingredients;
- exploitative factory farming methods;
- hunting for pleasure;
- the fur trade.

Trade

- trade activities likely to unfairly cause direct damage to the micro or macro economies of developing world countries – such as foodstuffs with excessive subsidies from western governments;
- corruption, including the funding of political parties or individuals for the purpose of furthering their own interests.

Drugs & Medicines

- actions which prevent the supply of HIV/AIDS or anti malarial drugs reaching those in the developing world who need them, such as organisations that take legal action to prevent the manufacture of generic alternatives to these drugs;
- dangerous or exploitative drugs testing on people in the developing world or elsewhere.

Religion

- operations that promote one religion to the detriment or exclusion of any other – such as church groups that donate money in order to encourage or enforce conversion to their religion.

Prejudice



- activities, literature or policies that promote racism, homophobia, sexual inequality, inequality due to impairment or disability, or any other prejudice against any particular group of people.

16. Gifts Policy

Giving

STAND UP is aware of the tremendous challenges confronting the communities that their volunteers and staff visit. Many personnel feel pressure – both internal and external – to respond to the hardships of their hosts by offering gifts or money. STAND UP fully understands the natural desire to offer assistance to a person or a community in need, particularly after a personal connection has been developed.

STAND UP does not permit involved personnel to providing gifts², as they can result in unintended and often negative consequences. Gifts can foster a sense of dependency that we believe undermines long-term sustainability and if distributed unevenly can cause community-wide tension. In order to mitigate against these negative consequences, STAND UP expects all involved personnel to fully abide by the following:

- please do not give gifts to any individuals or organisations in the communities you visit;
- please practice responsible shopping in the communities you visit;
- please refrain from using your personal contacts to fundraise on behalf of any nongovernmental organisations (NGOs) you visit or with;
- please exercise discretion in sharing personal contact information with people in the communities you visit;
- please refer to STAND UP's 'wish list' for material aid donations, located on the STAND UP website and follow the procedure to donate 'wish list' items³

Receiving

At STAND UP the strategy of relationship building is used to achieve our core vision and mission. As such, gifts and benefits may be offered from community members out of gratitude or good will. However, gifts can result in a conflict of interest, a sense of obligation and may compromise impartial relationships with community members.

Therefore, all STAND UP involved personnel:

- must not accept any gift or benefit that may create or be perceived to create a conflict of interest;
- must not be influenced by the receipt of a gift or benefit;
- must not accept monetary/financial gifts under any circumstances;
- are required to notify the CEO or direct supervisor when receiving a gift or benefit.

17. Israel Policy

STAND UP exists to provide members of the Australian Jewish Community the opportunity for them to express their commitment to social justice through the principles of Tikkun Olam (Repairing the World), Chesed (Kindness) and Tzedakah (Justice) by engaging with the broader community.

As a Jewish organisation that strives for the right of self-determination for all communities, we recognise Israel as the sovereign expression of the right of self-determination of the Jewish people.

We will not fund or work with any organisation whose policy or actions give sufficient cause to believe that they do not recognise Israel's right to exist as the sovereign state of the Jewish People.

² 'Gifts' refers any items over the value of \$10, including personal loans, vouchers, discounts on and second-hand items.

³ Material aid 'wish list' available at: <http://jewishaid.org.au/material-aid/>



STAND UP proudly collaborates with several Israeli NGOs in the developing world such as Tevel B'tsedek and IsraAid.

While we recognise and support the need for social justice work to be done in Israel, we do not generally undertake this work for the following reasons:

- A. All active development/social justice work and programs that STAND UP is involved in are subject to our assessment of need and our ability to impact the situation.
- B. From an AusAID perspective Israel is not a country of need, and STAND UP is guided by AusAID classification in international aid work.
- C. There are a number of diaspora organisations working for/in Israel and STAND UP aims to avoid duplication of effort. We believe that there is sufficient opportunity for individuals within the community to fulfill their desire to help Israel through existing means.

The above positions do not preclude STAND UP from deciding to conduct an appeal for Israel and/or the Palestinian territories. Such a decision would be guided by our usual procedures for running Emergency Appeals.

18. Campaigns Policy

In actively pursuing social justice for all, STAND UP will, when appropriate, embark on campaigns to raise consciousness and/or advocate politically for a cause that aligns with our mission and strategic objectives.

As campaigns can be highly sensitive, and present significant reputational risks for the organisation and the Jewish community at large, the following checklist must be adhered to when undertaking a STAND UP campaign:

- A FAQs doc is completed by the Campaigns Coordinator and signed off by the board;
- A Risk Assessment is completed (including relevant insurances);
- The CEO or Chair must sign letters that are going from STAND UP to politicians or heads of organisations;
- A list of KPIs for the campaign must be created through a program plan.

If STAND UP chooses to partner with other organisations during the campaign, the STAND UP partnership policy (See Sec 3.14, Partnerships Policy) must be adhered to.