



Partner Housing Australasia (Building) Incorporated
 ABN 88 722 057 429 CFN: 15429
 Web: www.partnerhousing.org
 Pro-bono professional services and funding for South Pacific
 village infrastructure, housing, water, sanitation and training.



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Partner Housing is a signatory to the ACFID Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory we are committed and fully adhere to the ACFID Code of Conduct, conducting our work with transparency, accountability and integrity.

Communications Policies and Procedures



Declaration – These policies and procedures have been approved by the Partner Housing Australasia (Building) Incorporated General Meeting of 3 April 2023. They set out the means of complying with the “Constitution & Code of Conduct”, and the requirements of the Australian Department of Foreign Affairs and Trade (DFAT) and the Australian Council for International Development (ACFID).

Signed

Rod Johnston, President, Partner Housing Australasia (Building) Incorporated

Adoption of Document Revisions

Reference	Revision	Date of Adoption	Principal Amendments
P23040341	1	3 April 2023	Revision to align with Vision, Mission, Values & DFAT requirements

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Vision

Partner Housing Australasia is an entirely voluntary organisation, which aims to transform the lives of people living in Asia-Pacific villages by improving the cyclone, earthquake, and tsunami resistance of their houses, clinics, schools, and community buildings; and by providing clean water supplies and hygienic sanitation.

Commitment

Consistent with the vision statement, Partner Housing Australasia and its Partner Organisations are committed to accuracy, affording child protection, and respecting the privacy, dignity, values, history, religion, and culture of the beneficiaries and other stakeholders in our communications.

Code of Conduct

Partner Housing Australasia is a signatory to the ACFID Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory, we are committed and fully adhere to the ACFID Code of Conduct, conducting our work with transparency, accountability, and integrity. The following policies and procedures have been developed to reflect the vision, and to simultaneously ensure consistency with the ACFID Code of Conduct.

Scope

These Policies and Procedures apply to Partner Housing Australasia, its Partner Organisations, Representatives, and any guests who might accompany these people to the locations where the programs are implemented. The “Policy” expands the organisation’s vision, mission, and values; together with satisfying the DFAT and ACFID requirements, and the “Procedures” set out the means of implementing policy. An associated “Training” document provides additional material and background, and “Compliance and Audit Record” documents provide the relevant records of compliance and verification.

Definitions

A comprehensive set of definitions is set out in “Constitution & Code of Conduct”. Definitions specific to this policy are set out below.

Partner Organisations are those bodies working with Partner Housing Australasia to implement the programs. For purposes of this document, they include (but are not limited to) Vision for Homes [PNG] and South Ranongga Community Association [SRCA]).

ACFID means the Australian Council for International Development.

ACSE (NSW) means the Association of consulting Structural Engineers (NSW).

Beneficiaries are the people of the Asia-Pacific villages who benefit from the organisation’s building programs and professional services. In more detail, beneficiaries are the women and men, boys and girls who are participants in, and directly affected by, aid and development activities in the geographical area in which the activity is undertaken. Beneficiaries may also be known as “local people” or “primary stakeholders”.

CA means Consult Australia.

Civil Society Organisation (CSO) means non-government organisations (NGOs), not-for-profit organisations (NPOs), charities and community-based organisations (CBOs). Can also include religious organisations, trade unions, foundations and any institutions outside of the corporate and government sectors.

Communications, in this context, covers all forms of correspondence between Partner Housing Australasia and the other stakeholders, including the Volunteers, Members, Directors, Partner Organisations, Beneficiaries, Donors and the general public. The most common form of internal communication (within the Organisation and with the Partner Organisations) is via email, text or phone call, while the communication with the general public is through the website, www.PartnerHousing.org.

DFAT is the Commonwealth of Australia Department of Foreign Affairs and Trade.

Donor means an organisation of individual that has donated funds for an agreed purpose of funding development programs. In this document, potential donors may include DFAT.

Dignity means the feeling of having decision making power, freedom and autonomy over life choices, together with the feeling of self-worth and self-confidence, and feeling one has the respect of others.

Local People means the women and men, boys and girls who are participants in, and directly affected by, aid and development activities in the geographical area in which the activity is undertaken. May also be known as “beneficiaries” or “primary stakeholders”.

Quasar means Quasar Management Service Pty Limited, a wholly owned subsidiary of Partner Housing Australasia, a consulting engineering firm and member of Consult Australia

Representatives is the term used to describe collectively the Board Directors, Managers, Volunteers, Staff (if so engaged), Contractors and Consultants who administer the programs and projects.

Volunteer means a person who carries out executive, management, administrative, operations, design, project management and/or similar functions (whether executed in Australia or overseas) on a probono basis, under the direction of the Chief Executive Officer (on behalf of the Board). A Volunteer may also be a Member or a Director. Partner Housing Australasia is an entirely voluntary organisation. Volunteer does not include “Contractors” or “Consultants”, who provide goods or services on a probono or commercial basis, or people who provide minor assistance on a casual and infrequent basis.

Risk Analysis is a systematic use of available information to determine how often specified events may occur and the magnitude of their likely consequence. For purposes of this policy, Risk Analysis, and associated terms (including those listed herein) are as defined in ISO 31000 and AS/NZS 4360.

Policy

D1.1 Australian identity and acknowledgement of donor support

Partner Housing Australasia proudly acknowledges its Australian identity, through its name, its website, its letterhead and its other branding initiatives, used in Australia and overseas.

Partner Housing Australasia gratefully acknowledges donor organisations through its website and its other branding initiatives used in Australia and overseas. This includes acknowledgement of the Australian Government Department of Foreign Affairs and Trade (DFAT) in those cases where DFAT has provided grant funding.

D2.1 Sharing accurate, timely and accessible information with its stakeholders

Partner Housing Australasia shall undertake effective communications with its Stakeholders in accordance with comprehensive communications Procedures.

Partner Housing Australasia shall provide clear and consistent branding in all hard copy and electronic communications and signage, including those covered by contractual commitments.

D2.2 Consistency with promotional material

Partner Housing Australasia shall ensure that there is consistency between its activities and its promotional material. This consistency shall be achieved by consultation and liaison among the managers responsible for the operations and those responsible for preparing the website information and posts, the Annual Report and other promotional material.

Promotional material shall be informative, accurate, truthful and shall not be prone to misinterpretation, deception or otherwise mislead the general public. All text and images used in such material shall directly relate to the country, place, context, and activities being supported, and shall be an honest representation of the work being undertaken by the Organisation.

D2.3 Dignity, values, history, religion and culture of the beneficiaries and other stakeholders

Partner Housing Australasia respects the dignity, values and culture of the people of our neighbouring countries. Both the Organisation and the Volunteers (who serve as Directors and Managers) value the friendships enjoyed for many years with the people of our Partner Organisations.

Partner Housing Australasia ensures that any articles, posts and promotional material are in the best interests of our partners, and the best interests of the people who may be identified within those documents. This

includes ensuring that the description of the context, program components and beneficiaries are described with dignity, respecting the values of the people involved.

Our partner organisations and the beneficiaries, are accorded the respect, dignity and recognition in all Partner Housing Australasia publications and communications as active agents, and not as passive recipients of aid.

Partner Housing Australasia programs recognises that, while conditions in remote villages of the South Pacific often differ from those experienced in urban Australia, they are places of great family coherence and dignity. This is recognised accurately and without exaggeration in promotional material.

Partner Housing Australasia shall not include images featuring children in any documents or on the website.

Partner Housing Australasia shall only include photographs in documents or on the website of adults who have signed the Photo Release Form, indicating that they are aware that their image may be used and how it is intended for use. Copies of signed forms shall be retained in the permanent records of the HR Manager, the CEO, and the Communications Manager.

Responsible Personnel

The person with overall responsibility for implementing this policy is the Chief Executive Officer (CEO), with delegated responsibility to the Communications Manager. There shall be close liaison with the Regional Managers in the preparation of reports and posts.

Procedures

Review of these Policies and Procedures

The policies and procedures set out in this “Policies and Procedures” document shall be reviewed at each Annual General Meeting, as part of the scheduled general policy review.

Risk Analysis

The CEO shall implement the following:

- Prepare a Risk Analysis for the risk of infringing child protection, privacy or other policies through publications on the website or other methods of communication.
- Assess and prioritize the risk associated with communications, and determine the appropriate mitigation actions.
- Record the Risk Analyses in the Strategic Plan.
- Summarize the Risk Analyses and the mitigations in a Risk Register.

Communications Amongst Stakeholders

The CEO shall ensure the orderly communication and recording of documents essential to the operation of the organisation, including policies, procedures, code of conduct, audit reports, risk assessments, annual reports, business papers, minutes, financial records, statutory documents, and operational instructions.

Digital copies of all emailed correspondence shall be retained by the CEO, and backed up to the permanent files.

Partner Housing Australasia shall employ the following methods to communicate with stakeholders.

Stakeholders	Information to be communicated	Principal Communication Method
PHA Members	AGM Business Papers and Minutes	Email in standard format
PHA Members	AGM (meeting one per year)	Video conferencing
PHA Members	Annual Report, regular posts, general information	www.partnerhousing.org/governance www.partnerhousing.org/blog Email
PHA Board Directors	Board Meeting Business Papers and Minutes	Email in standard format
PHA Board Directors	Board Meetings (four meetings per year)	Video conferencing
PHA Board Directors	Annual Report, regular posts, general information	www.partnerhousing.org/governance www.partnerhousing.org/blog Email
PHA Managers and Volunteers	Operational information, audit reports, plans, assessments, appraisals	Email (and phone or text with diary entry when appropriate)
Partner Organisations (VFH, SRCA)	Operational information, audit reports, plans, assessments, appraisals	Email (and phone or text with diary entry when appropriate)
All stakeholders (including Directors, Members, Partners)	Training Packages related to the governance matters	www.partnerhousing.org/governance
Potential users of the technical information (engineers, architects, builders, partners)	HELPER Manual DANCER Manual VILLAGE AQUA Manual Various training packages	www.partnerhousing.org/building www.partnerhousing.org/engineering
Potential corporate and individual donors	Annual Reports, Policies, Procedures and Code of Conduct (in the format of consolidated and individual documents), complaints	www.partnerhousing.org/donate
All stakeholders	Annual Reports, Policies, Procedures and Code of Conduct (in the format of consolidated and individual documents), complaints	www.partnerhousing.org/governance
All stakeholders	Annual Reports, Policies, Procedures and Code of Conduct (in the format of consolidated and individual documents), complaints	www.partnerhousing.org/blog

Communications via the Website

General

The Communications Manager create and maintain a website, www.PartnerHousing.org

This shall

- Describe the organisation,
- Promoting the various programs and projects,
- Promote the Mission, Values and Code of Conduct,
- Facilitate the making of donations,
- Meet the requirements of ACFID and DFAT in respect of Complaints Handling and Tax Deductibility;
- Makes technical manuals and training material available to engineers, architects, builders, partner organisations and other potential users of technical training and design material.

Preparation and Publication of Promotional Material and Posts

- Promotional material shall be prepared by the Communications Manager, who shall seek stories, reports, photos, testimonials and the like directly from the Regional Managers, and (in some cases) from the Partner Organisation managers.
- Before publishing the promotional material on the website or by other means, the Communications Manager shall consult with the CEO to ensure that the material honestly and accurately reflects the organisation's activities and impacts.
- Each officer shall ensure that there is consistency between its activities and its promotional material by checking that it is informative, accurate, truthful and shall not be prone to misinterpretation, deception or otherwise mislead the general public. All text and images used in such material shall directly relate to the country, place, context and activities being supported, and shall be an honest representation of the work being undertaken by the Organisation.
- The Communications Managers and the CEO shall ensure that the appropriate photo-releases have been obtained and are on file.

Donations

- Link directly to the Westpac site to make direct donations; OR Assistance to donate on line.
- Liaise with ACSE and Consult Australia to recruit technical assistance as required to provide Partner Housing Australasia more concentrated access to probono professional services by major consulting firms.

Training Packages

- Upload Training Packages, as they are made available by the CEO or Development, Training & Publications Manager.
- Upload Technical Manuals, as they are made available by the CEO or Development, Training & Publications Manager.

Provision for the "business" functions

- Upload the Annual Reports via the following steps. Upload the interim Annual Report (without Audit Report) during each July, and then replace it with the Audited Annual Report (with Audit Report) when it is adopted by the Boards and AGM.
- Maintain "Governance", "About Us", "Contact, Board", and "Complaints" (accessible to the public).
- Maintain a steady flow of posts featuring the programs and people.

Vision

The following vision statement shall be used where a brief summary of the organisation is required.

Partner Housing Australasia is an entirely voluntary organisation, providing cyclone, earthquake and tsunami resistant houses, clinics, schools and community buildings, clean water supplies and hygienic sanitation for South Pacific villages.

Funding Acknowledgements

The Responsible Officer shall ensure that the its website, its letterhead and its other branding initiatives, used in Australia and overseas, acknowledges its Australian identity.

The Responsible Officer shall ensure that the Organisation acknowledges donor organisations through its website and its other branding initiatives used in Australia and overseas, including acknowledgement of DFAT in those cases where DFAT has provided grant funding (e.g., Friendship Grant funding).

DFAT Acknowledgements and Branding

DFAT Advice 6-7 February 2019, Canberra

[Social media tags to be used?](#)

When posting about your Friendship Grant Activity, recipients are encouraged to tag DFAT through:

- Facebook - [@dfat.gov.au](#)
- Twitter - [@DFAT](#)

Recipients may also wish to tag the accounts of the High Commission or Embassy in the country where you are delivering your Activity. For the list of social media accounts managed by DFAT, please visit the [Social Media page on the DFAT website](#).

For Friendship Grant related posts, use the hashtag #FriendshipGrants in all of your posts. Other hashtags you may wish to use are:

- #AustralianAid
- #SDGs or a specific SDG number (e.g., #SDG6)

[DFAT will use the photos provided by in-country partners?](#)

Photographs of Friendship Grant Activities will be used by DFAT to promote the positive outcomes of the program. The images provided by organisations may be included in the production and distribution of promotional material through media such as:

- external publications, such as newspapers and magazines;
- departmental publications, such as Annual Reports, posters, brochures, booklets and displays;
- television and radio segments or advertisements;
- intranet and internet sites; and
- official social media platforms.

*Prior to taking any photos or videos, grant recipients **must obtain informed consent** from all people in the photo or video. An example of a consent form template used by DFAT is available on the [DFAT website](#). Grant recipients may wish to consider adapting this template for their own use. If obtaining written informed consent is not possible, consent can be provided verbally and recorded by the organisation.*

[\[DFAT Funded Programs\] may be accompanied by Partner Housing Australasia Logo](#)

The correct branding for all Friendship Grant funded Activities is a logo known as the Australian Aid Identifier. The most commonly used example of the Australian Aid Identifier is provided below. Further information regarding the use of the Australian Aid Identifier, as well as the logo design files, can be accessed on the [Logos and Style Guides](#) page on the DFAT website.



The logo of a partner government, NGO or multilateral organisation may appear alongside the Australian Aid Identifier; however, the Identifier should be in the most prominent place.

Partner Housing Australasia shall use the following combination for signage on DFAT sponsored projects.



DFAT Merchandise

DFAT does not have Friendship Grant branded merchandise available for grant recipient's use. For any Friendship Grant related products that organisations are developing, the Australian Aid Identifier must be included and placed prominently on the product.

Child Protection

Partner Housing Australasia and the Partner Organisations shall comply with the Child Protection Policy, which must be read in conjunction with this document.

Photography and Images

As a member of ACFID and a licensed charitable NGO, it is incumbent on PHA and its Directors, Volunteers and Partner Organisations to adhere to DFAT and ACFID policies in respect of taking photographs and recording videos of people involved in our programs. In particular -

- 1. PHA shall not include images featuring children in any public documents or on the website.**
2. PHA shall only include photographs in documents or on the website of adults who have signed the Photo Release Form. Copies of signed forms shall be retained in the permanent records of the HR Manager, the CEO and the Communications Manager.

Please refer also to the "Child Protection" policy.


Notwithstanding, the limitation above (1. PHA shall not include images featuring children ...) the following requirements are included for exceptional circumstances, where approved by the Board.

1. Before taking a photo and/or video of any person, the photographer shall ask their permission and ensure that they understand the purpose (telling their story, sharing photos from the trip on the website etc.)
2. When photos and/or videos have been taken, the photographer shall ensure that each person signs the photo/video release form. Explain that the purpose of the form is to make sure that PHA has their informed consent to use their image on our website, social media and other communication media.
3. When taking group photos and videos, the photographer shall take precautions to avoid close-ups of children. If children do appear in a group photo, their parent and/or guardian and/or community leader must sign the Photo Release Form on their behalf, and their face must be blurred.

4. The photographer shall send copies of the signed forms and the images to –
 - The HR Manager, robyn@electronicblueprint.com.au ;
 - The CEO, rod@electronicblueprint.com.au ;
 - The Communications Manager, nicola.smart1992@gmail.com
5. PHA shall not use any images, photography or videos unless there is written permission from the subjects. As an extra precaution, faces in group photos that are to be reproduced shall be blurred.

Photo Release Form

The following Photo Release Form (or the Compact Photo Release Form) shall be used to obtain permission and record to take and uses photographs.

 	<p>Partner Housing Australasia (Building) Incorporated ABN 88 722 057 429 CFN: 15429 Web: www.partnerhousing.org Pro-bono professional services and funding for South Pacific village infrastructure, housing, water, sanitation and training. 272 Blackwall Road, Woy Woy NSW 2256, Australia Phone: +61 4 0721 8926 Email: rod@electronicblueprint.com.au</p>	
<p><small>As a member of Australian Council for International Development and signatory to the ACFID Code of Conduct, we are committed to achieving high standards of financial reporting, management and ethical practice.</small></p>		
<input type="checkbox"/> X No Photo	<input checked="" type="checkbox"/> ✓ Photo OK	
<p>Partner Housing Australasia Photo Release Form</p> <p>Please sign this form to allow Partner Housing to use photos of you.</p> <p>We like to use photos for: our website, social media and other communications.</p> <p>We may use your photo now or in the future, from the date of this release form.</p> <p>We may have no control over a third party using your photo/video. You won't have an interest in the copyright of the photo/video and will not claim any financial reward for them.</p> <p>You release and discharge PHA from all claims and demands connected with the use of the photo/video, including breach of privacy and intellectual property rights.</p> <p>Please sign to confirm you have read and understood this release form.</p>		
<p>Name:</p> <hr/>		
<p>Address:</p> <hr/>		
<p>Phone:</p> <hr/>		
<p>Date:</p> <hr/>		
<p>Signed:</p> <hr/>		
<p><i>If the person is under 18 years old, please complete the following:</i></p>		
<p>Guardian:</p> <hr/>		
<p>Photographer:</p> <hr/>		
<p>Witness:</p> <hr/>		

Compact Photo Release Form

A shortened version of the Photo Release Form (shown in the example below) may be used, provided the purpose of the images is properly explained and when informed consent is given.

From: rod@electronicblueprint.com.au <rod@electronicblueprint.com.au>
Sent: Monday, 1 August 2022 5:49 PM
To: 'rod@electronicblueprint.com.au' <rod@electronicblueprint.com.au>; Nicola Smart (nicola.smart1992@gmail.com) <nicola.smart1992@gmail.com>
Subject: 220801 a PHA photo consent request Rod Johnston

I give my consent for Partner Housing Australasia (PHA) to use images taken of me during volunteering for PHA or any other activities associated with the organisation, now or in the future.

I understand Partner Housing Australasia may have no control over a third party using my image/video, and that I won't have an interest in the copyright of the image/video and will not claim any financial reward for them.

I release and discharge PHA from all claims and demands connected with the use of the image/video, including breach of privacy and intellectual property rights.

Full Name ... **Rodney Kentwell Johnston**

Signature ... 

Please insert your full name and signature, and send reply to rod@electronicblueprint.com.au and nicola.smart1992@gmail.com

Standard Letterheads

Partner Housing Australasia Letterhead

Where it is necessary to provide a formal letterhead in official Partner Housing Australasia communications, the following pdf letterhead shall be used.

It is recommended that the pdf be copied and pasted to the top of the first page of a letter or to the bottom of an email.

The author of the communication may provide alternative phone numbers and/or alternative email addresses if this facilitates improved communications.

	Partner Housing Australasia (Building) Incorporated ABN 88 722 057 429 CFN: 15429 Web: www.partnerhousing.org Pro-bono professional services and funding for South Pacific village infrastructure, housing, water, sanitation and training.
	272 Blackwall Road, Woy Woy NSW 2256, Australia Phone: +61 432 611 550 Email: partner.housingaus@gmail.com
Partner Housing is a signatory to the ACFID Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory we are committed and fully adhere to the ACFID Code of Conduct, conducting our work with transparency, accountability and integrity.	

Quasar Management Services Letterhead

Quasar Management Services Pty Limited is a wholly-owned subsidiary of Partner Housing Australasia. Where it is necessary to provide a formal letterhead for Quasar, the following pdf letterhead shall be used.



Vision for Homes (PNG) Letterhead

Where it is necessary to provide a formal letterhead for Vision for Homes (PNG), the following pdf letterhead shall be used.



South Ranongga Community Association (Solomon Islands) Letterhead

Where it is necessary to provide a formal letterhead for South Ranongga Community Association (Solomon Islands), the following pdf letterhead shall be used. This letterhead reflects that proposed change of “trading name” to Solomons Regional Community Association.



Compliance and Auditing

The Responsible Person shall implement the following:

- Initiate the required monitoring, evaluation and learning functions associated with this “Policies and Procedures” document.
- Initiate both internal and external auditing, consistent with ISO 9001 principles of the policies and procedures herein.
- Ensure that the compliance with the policies and procedures herein, and the associated internal and external audits, are recorded in the associated “Compliance and Audit Records” documents.

Training

The Responsible Person shall implement the following:

- Distribute a reference and link to this “Policies and Procedures” document to all Directors, Regional Managers and Partner Organisation Managers, and other personnel working on behalf of the organisation. (Partner Housing Australasia is a voluntary organisation and does not employ staff).
- Distribute a reference and link to the associated “Training” package. Request that all Directors, Regional Managers and Partner Organisation Managers use this to increase their awareness and understanding of these policies and procedures.
- Include a reference and link to this “Policies and Procedures” document in all Memoranda of Understanding with Partner Organisations.
- Table this “Policies and Procedures” document at the Annual General Meeting, for discussion and adoption.
- Review the training effectiveness at the February Board Meeting.