



Partner Housing Australasia (Building) Incorporated  
ABN 88 722 057 429 CFN: 15429  
Web: [www.partnerhousing.org](http://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.

## Quality Assurance Management Audit, Review, Training & Incident Reporting



### Basis

These policies and procedures set out the means of complying with the requirements of the “Constitution, Policies & Code of Conduct” of Partner Housing Australasia (Building) Incorporated.

### Signed

Rod Johnston  
President / CEO / Public Officer  
Partner Housing Australasia (Building) Incorporated

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## **Revisions**

P21010109-1a 1 February 2022

Correction of minor typographical errors and minor modifications  
Change of name throughout to "Partner Housing Australasia"

## Policy

### 103. Quality Assurance

- (a) Partner Housing Australasia is committed to the provision of high-quality professional services, improved cyclone, earthquake and tsunami resistance of village houses, clinics, schools and community buildings, clean water supplies and hygienic sanitation.
- (b) Partner Housing Australasia is also committed to basic quality assurance, consistent with those principles of ISO 9001 that are appropriate to a charitable NGO providing such services.
- (c) This “Constitution, Policies & Code of Conduct”, together with the “Procedures”, provide the basis of the ISO 9001-compliant quality management system, designed to deliver quality assurance in Partner Housing Australasia projects and service.
- (d) Key elements of the quality assurance program include –
  - Nonconformance Reporting, Incident Reporting, Improvement Requests etc.
  - Remedial Action
  - Corrective Action
  - Management Review (Strategic Review)
  - Management Auditing (in conjunction with ACFID reviews)
  - Training

### 104. Quarterly Board Meetings – Control of Governance, Finance and Operations

- (a) Partner Housing Australasia shall control of governance, finance and operations through the quarterly Board Meetings.
- (b) Subject to the resolutions of the quarterly Board Meetings, the execution of the functions associated with governance, finance and operations shall be delegated to the Chief Executive Officer. The CEO shall delegate certain responsibilities and authorities to various Managers, in accordance with the “Procedures”. See “Responsibilities, Authorities & Delegations”.
- (c) These arrangements shall be reviewed and controlled by the Board, during the quarterly Board Meetings. In addition to ad hoc matters raised in response to specific unusual circumstances, the following governance, finance and operational functions shall be reviewed and controlled in accordance with the agreed schedule –
  - Mortgagor Nurture and Mortgage Redemption
  - Declarations of Interest
  - Quarterly Financial Report
  - Review of Governance, Administration and Project Management
  - Strategic Review
  - Financial Plan
  - Quality Assurance – Nonconformance Reporting
  - Orientation and Training
  - Volunteer Visits to Partner Organisations
  - Privacy
  - Child Protection
  - Anti-terrorism
  - Non-development Activity
  - Complaints Handling
  - Workplace Health and Safety

## Procedures

## Quality Assurance

### Policy

- (a) Partner Housing Australasia is committed to the provision of high-quality professional services, improved cyclone, earthquake and tsunami resistance of village houses, clinics, schools and community buildings, clean water supplies and hygienic sanitation.
- (b) Partner Housing Australasia is also committed to basic quality assurance, consistent with those principles of ISO 9001 that are appropriate to a charitable NGO providing such services.
- (c) This “Constitution, Policies & Code of Conduct”, together with the “Procedures” provide the basis of the ISO 9001-compliant quality management system, designed to deliver quality assurance in Partner Housing Australasia projects and service.
- (d) Key elements of the quality assurance program include –
  - Nonconformance Reporting, Incident Reporting, Improvement Requests etc.
  - Remedial Action
  - Corrective Action
  - Management Review (Strategic Review)
  - Management Auditing (in conjunction with ACFID reviews)
  - Training

### Responsible Personnel

All Directors, Member and Volunteers are responsible for ensuring compliance with this policy.

The person with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation and monitoring of this policy, is the Chief Executive Officer.

### Procedures

- a) The policies and procedures that collective comprise the quality assurance system and determine the way in which the Organisation functions shall be as set out in the “Constitution & Policies” and “Procedures”.
- b) The “Constitution & Policies” shall be reviewed, amended (if appropriate) and adopted annually at each Annual General Meeting, or sooner at an Extraordinary General Meeting if urgent. Corrective Action and/or Management Review arising from the Nonconformance Reporting and/or Auditing process may trigger a review of particular policies.
- c) The “Procedures” shall be reviewed, amended (if appropriate) and adopted annually at each Annual General Meeting, or sooner at a Board Meeting if urgent. Corrective Action and/or Management Review arising from the Nonconformance Reporting and/or Auditing process may trigger a review of particular procedures.
- d) The Board shall control the governance and the operations of the Organisation and shall meet not less than four times per year. The exact meeting date may vary, but is normally held on the first Monday of February, April, July (or second Monday) and December (immediately before the Annual General Meeting).
- e) Comprehensive Board Agenda (including business papers and recommended resolutions) shall be emailed to each Director in advance of the meeting. Comprehensive Board Minutes shall be kept and emailed to each Director after each meeting. The standard format for Board Agenda and Minutes shall be used.
- f) The Annual General Meeting shall be held once during each year. The exact meeting date may vary, but is normally held on the first Monday of December.
- g) Comprehensive AGM Agenda (including business papers and recommended resolutions) shall be emailed to each member in advance of the meeting. Comprehensive AGM Minutes shall be kept and emailed to each member after each meeting. The standard format for AGM Agenda and Minutes shall be used.

- h) The Authorities and Responsibilities associated with particular roles shall be set out in the Procedures.
- i) The responsible Regional Managers and (where applicable) Project Managers shall ensure that professional services, management and supervision are provided by Consultants and Volunteers in a manner consistent with the level of quality assurance that is common within the particular discipline.
- j) An iterative operational monitoring and review process shall be implemented, consisting of:
  - Nonconformance Reporting (reporting problems, receiving complaints, improvement requests and suggestions),
  - Remedial Action (short term action to remedy problems, complaints, improvements and suggestions), and
  - Corrective Action (long term action to ensure that problems and complaints do not reoccur and/or improvements and suggestions [if agreed] are implemented).

Nonconformances, Remedial Action and Corrective Action shall be reported and recorded in an email addressed to the CEO and in the Minutes of Board Meetings.

- k) A parallel iterative management monitoring and review process shall be implemented, consisting of:
  - Audit (the systematic self-assessment and annual auditing by ACFID of the policies and procedures, and the annual financial and accounting audit by the financial auditor [Riccardo Accounting]),
  - Management Review (actions to change the “Constitution & Policies” and/or “Procedures” to remedy problems, complaints, improvements and suggestions, including those raised in the audits, and
  - Training (including the briefing of personnel on the management review process)

Audit findings, Management Reviews and Training Plans shall be reported and recorded in an email addressed to the CEO and in the Minutes of Board Meetings and (where appropriate) the Annual General Meeting.


- l) Relationships with stakeholders, partner organisations and the like (the equivalent of Contract Review) shall be controlled through the use of Memoranda of Understanding, based on the standard format set out in these Procedures.
- m) Documents critical to the operation of the Organisation shall be identified and controlled by reference number, revision number and date of preparation.
- n) Documents critical to the operation of the Organisation and important records shall be retained digitally by the person initiating them. A copy of such documents shall be forwarded to the CEO, who shall keep a digital copy (on computer hard drive or on a digital storage device). Where appropriate, a hard copy shall be kept.
- o) Documents critical to the operation of the Organisation and important records shall be retained in either digital form or hard copy for not less than 10 years.
- p) Hard copy of documents critical to the operation of the Organisation shall be assembled in a green lever arch file, one for each financial year, and archived at the registered office of the Organisation.

## **Training**

Members, Directors, Volunteers and Partner organisations shall be made aware of this policy and these procedures, by:

- Tabling and discussing them at the AGM;
- Tabling and discussing them at the February Board Meeting (as part of the training package);
- Including them with any brief provided to volunteers, contractors or other personnel working on behalf of the organisation. (Partner Housing Australasia is a voluntary organisation and does not employ staff);
- When appropriate, including them with any Memorandum of Understanding with Partner Organisations.

**Sample Incident Report, Nonconformance Report and Improvement Request.**

 Send	To...	
	Cc...	
	Bcc...	
Subject		FW: P20070101-1 NCR RCA Phone Bill

**Sent:**  
**To:**  
**Subject:** P2####-1 NCR ####

**Report** – *Suggestions, improvement requests, nonconformances, problems and/or complaints*  
The following report results from ####.  
Reported by ###.

**Remedial Action** – *Short term action to remedy problems, complaints, improvements or suggestions.*  
### - Action: ###

**Corrective Action** – *Long term action to ensure that problems and complaints do not reoccur and/or improvements and suggestions (if agreed) are implemented.*  
### - Action: ###

## **Quarterly Board Meetings – Control of Governance, Finance and Operations**

### **Policy**

Partner Housing Australasia shall control of governance, finance and operations through the quarterly Board Meetings.

Subject to the resolutions of the quarterly Board Meetings, the execution of the functions associated with governance, finance and operations shall be delegated to the Chief Executive Officer. The CEO shall delegate certain responsibilities and authorities to various Managers, in accordance with the “Procedures”. See “Responsibilities, Authorities & Delegations”.

These arrangements shall be reviewed and controlled by the Board, during the quarterly Board Meetings. In addition to ad hoc matters raised in response to specific unusual circumstances, the following governance, finance and operational functions shall be reviewed and controlled in accordance with the agreed schedule –

- Mortgage Nurture and Mortgage Redemption
- Declarations of Interest
- Quarterly Financial Report
- Review of Governance, Administration and Project Management
- Strategic Review
- Financial Plan
- Quality Assurance – Nonconformance Reporting
- Orientation and Training
- Volunteer Visits to Partner Organisations
- Privacy
- Child Protection
- Anti-terrorism
- Non-development Activity
- Complaints Handling
- Workplace Health and Safety

### **Responsible Personnel**

The personnel with specific tasks designated in the position descriptions, and/or most likely to be involved in implementation are Chief Executive Officer.

### **Procedures**

Quarterly Board Meetings shall be conducted using the proforma agenda set out in Appendix 3.

Subject to discussion and deliberations of the four quarterly Board Meetings, the proforma agenda shall also provide the basis for the minutes of these meetings. This proforma agenda effectively provides a checklist for the review and control of the major management functions of the organisation.



## Appendix 3 – Quarterly Board Meetings

This appendix provides a proforma agenda for the quarterly Board Meetings.

Subject to discussion and deliberations of the four quarterly Board Meetings, it also provides the basis of the minutes of these meetings.

This agenda effectively provides a checklist for the review and control of the major management functions of the organisation, including –

- Mortgage Nurture and Mortgage Redemption
- Declarations of Interest
- Quarterly Financial Report
- Project Management, Management Review and Governance
- Strategic Review
- Financial Plan
- Quality Assurance – Nonconformance Reporting
- Orientation and Training
- Volunteer Visits to Partner Organisations
- Privacy
- Child Protection
- Anti-terrorism
- Non-development Activity
- Complaints Handling
- Workplace Health and Safety

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# PARTNER HOUSING AUSTRALASIA (BUILDING) INCORPORATED

## AGENDA – BOARD MEETING No ##, ####-#, ###

### Opening of Meeting

Venue: # Insert venue

Time: # Insert start time

Welcome:

Devotion:

Attendance: # Insert proposed attendance. Amend as meeting commences.

Invited guests: # Insert proposed guests. Amend as meeting commences.

Apologies: # Insert known apologies. Amend as meeting commences.

### 1. Acceptance of Matters Not Requiring Further Discussion

Moved: #                      Seconded: #

#### Motion

The following motions 1 to # are agreed and shall be adopted and implemented.

### 2. Confirmation and Amendment of Agenda

#### Motion

The agenda as distributed and amended shall be accepted.

### 3. Confirmation of Minutes of Last Meeting

#### Motion

The previous Minutes of Meeting, as distributed, shall be accepted.

### 4. Next PHAB Board and AGM Meetings

#### Motion

Subject to confirmation closer to the particular dates, the PHAB Board meetings and AGM shall be on the following dates:

- Board 2021-1 74 Monday, 1 February 2021
- Board 2021-2 75 Monday, 5 April 2021
- Board 2021-3 76 Monday, 5 July 2021
- Board 2020-4 77 Monday, 6 December 2021
- AGM 2020 Monday, 6 December 2021

## 5. Mortgagor Nurture and Mortgage Redemption

#							
Payment Due	Payments Made	Payments Due	Cumulative Due	Payments Made	Cumulative Payments	Still Owing After Payment	Advance or Arrears

Estimated Final Payment Date: **2026** # Populate the table with the data for the 12 most recent weeks, and add comments. **Send statement at 30 June 2020 and provide regular follow up.**

### Previous Motions

#

#### Motion

PHAB notes the report and requests the Secretary (Arthur Gray, with assistance from the Treasurer (Jenny Turner) to:

- (a) Send statements at quarterly to each mortgagor;
- (b) Contact and monitor closely # insert names #.

## 6. Declarations of Interest

### Background

The Policies & Constitution state: *Members, Volunteers and Directors of the organization shall participate and offer their services on a pro-bono voluntary basis, and shall not derive any financial benefit from their involvement.* The Procedures state: *It must be clearly understood by volunteers and the organisation, that the "Constitution, Policies & Code of Conduct" and "Procedures" (and the DFAT requirements) prevent members from profiting by their involvement in the organisation, including overseas assignments. There are occasions when PHAB directors, members and/or volunteers, in the course of their normal business activities, undertake paid work for other commercial organisations, NGOs, governments and/or statutory bodies in the overseas countries in which PHAB operates. In these circumstances, they shall declare an interest. The PHAB Board may resolve whether such interest is in breach of the "Constitution, Policies & Code of Conduct" and "Procedures" and may resolve that it is not a conflict of interest, provided it was acquired through the person's professional skill, reputation and/or own professional network.* Declarations of Interest shall be made as they arise, and a reported at each Board Meeting.

### Motion

PHAB notes the following current declarations of interests by the listed directors, and resolves that such interests are not in breach of the "Constitution, Policies & Code of Conduct" and "Procedures", and are not a conflict of interest. For previous declarations, refer to previous Board Meeting Minutes.

# The table is currently populated with previous declarations of interest. Details shall be reviewed and supplemented at each Board Meeting #

Person	Date	Declaration of Interest	PHAB Determination

## 7. Quarterly Financial Report

### Background

The Treasurer shall report to the Board, four times per year (December, February, April, July) Income and Expenditure for approval, estimated Balance Sheet for information, Mortgage Arrears; and (in December) Audited Annual Accounts

<b>Quarter to be reported</b>	<b>Month of PHAB Board Meeting</b>
1 <sup>st</sup> Quarter (July – September)	December
2 <sup>nd</sup> Quarter (October – December)	February
3 <sup>rd</sup> Quarter (January – March)	April
4 <sup>th</sup> Quarter (April – June)	July
Annual Accounts (July – June)	December AGM

Relevant information necessary for the Audit shall be presented early in July. Audit shall be complete by early November, for presentation to the December Board Meeting and December AGM. Carried

### Motion

PHAB accepts and approves the Treasurer's Report including the Income and Expenditure noted therein.

# Balance sheet to be added.

Date	Details	Additional Details	Debit	GST Paid	Debit ex GST	GST Rec	Credit	Balance
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#### **Cheque Account 032-173 440019**

# Details to be added #

#### **Cash Reserves Operating Account 032-087 240272**

# Details to be added #

#### **Cash Reserves Overseas Account 032-087 264637**

# Details to be added #

#### **Solomon Islands Project Account 032-087 371096**

# Details to be added #

#### **Vanuatu Project Account 032-285 697492**

# Details to be added #

#### **Cash Reserves Australia Account 032-087 301020**

# Details to be added #

#### **Term Deposit 032-285 700647 (6 months)**

# Details to be added #

#### **Term Deposit 032-285 642352 (12 months)**

# Details to be added #

## 8. Review of Governance, Administration and Project Management

### Background

Each quarterly Board Meeting shall review the current and planned Partner Housing Australasia project management, administration and governance activities, using the following checklist.

The following is a summary of the various Partner Housing Australasia projects and activities. These are only the most critical issues that need to be dealt with over the next twelve months, and are in addition to the normal on-going operations defined in the Roles and Responsibilities for each position. Issues arising from the Strategic Review are included.

### Motion

PHAB approves the following highlighted actions and budget allocations, requesting the nominated personnel to carry out the specific tasks in accordance with the nominated program.

### Board and Governance

- a) Obtain audit of the end-of-year accounts by 30 September. Present to the December AGM, post to [www.PartnerHousing.org](http://www.PartnerHousing.org) and make available for audit by ACFID.  
**Action: Finance Manager (with CEO) – July to September each year**
- b) Present the 2020 Annual Report to the 7 December 2020 AGM, post to [www.PartnerHousing.org](http://www.PartnerHousing.org) and make available for audit by ACFID.  
**Action: CEO – December each year**
- c) Initiate discussions with the five mortgagees, as per previous resolutions.  
**Action: Administration Manager – Ongoing**
- d) Lodge appropriate forms and registrations with ACNC and other bodies in accordance with statutory requirements as soon as practical after each AGM.  
**Action: Administration Manager – January each year**
- e) Lodge appropriate ACFID returns and self-assessment.  
**Action: Professional Services Manager – October each year**
- f) Renew Directors Insurance, Public Liability Insurance and Quasar Professional Liability Insurance.  
**Action: Human Resources Manager – October each year**
- g) Initiate the application for ANCP accreditation, to determine the requirements, timeframe, applications, registrations and the like. Plan a strategy in consultation with the President / CEO.  
**Action: Professional Services Manager – December 2020**
- h) Process regular payments, including those to HFHA, Australia Post and statutory authorities.  
**Action: Finance Manager – Ongoing**

### Fund raising, Communications Strategy, Website and Volunteers

- a) Initiate applications for funding from:
  - DFAT – DFAT has suspended the Friendship Grant No 2. Further advice later in 2020.
  - SPIF – Donor advised substantial grant has been received into Australia
  - Compass Housing Services – CHS will recommend to their Board AUD 150,000 donation for 2021-22 financial year.
  - Digicel Foundation (PNG) – Digicel Have engaged Vision for Homes do contract training on a remote location. Digicel encouraged Vision for Homes to apply for a PGK 50,000 (AUD 25,000 approx) grant to partially fund the proposed Kopeng Community Health Building.
  - PNG Donors – Ongoing discussions regarding funding options.

**Action: CEO – Ongoing**

- b) Ensure all incoming donations, including those from Compass Housing Services, DFAT, SPIF, PNG Donors, are paid directly into the Overseas Tax-deductible account.

**Action: Finance Manager – Ongoing**

- c) Upload to [www.PartnerHousing.org](http://www.PartnerHousing.org) the Annual Reports of two consecutive years. Upload the 2020 Annual Report (without Audit Report) and then replace it with the 2020 Annual Report (with Audit Report) when it is available.

**Action: Communications Manager – July & September each year**

- d) Post 26 articles per year (one each two weeks) – 13 director profiles and 13 project updates) to [www.PartnerHousing.org](http://www.PartnerHousing.org)

**Action: Communications Manager with Project Managers) – Ongoing**

- e) Conduct specialised fund-raising activities as appropriate

**Action: South Pacific Operations Manager – Ongoing**

### Research, Development and Training

- a) Conduct remote Training Workshops dealing with the specific projects and DFAT / ACFID requirements.

**Action: CEO (with Publications & Training Manage) – December each year**

- b) Liaise with University of Sydney – Engineering) to determine the progress of the ARC Grant application.

**Action: Publications & Training Manage (with CEO) – December 2020**

- c) Liaise with University of Sydney – Engineering to facilitate progress of water training and monitoring of water quality.

**Action: Publications & Training Manage (with CEO) – December 2020**

- d) Develop and implement a plan to promote the DANCER Building System and the Partner Housing Australasia Water and Sanitation systems to wider audiences. This includes greater use of the Partner Housing Australasia website, distribution of the DANCER Handbook and liaison with Standards Australia, overseas professional associations and governments.

**Action: Publications & Training Manage (with CEO) – December 2020**

- e) Develop and implement a plan to promote the DANCER Building System to wider audiences. This might include greater use of the Partner Housing Australasia website, distribution of the DANCER Handbook and liaison with Standards Australia, overseas professional associations and governments.

**Action: Publications & Training Manage (with CEO) – December 2020**

- f) Develop and implement a plan to Village Aqua to wider audiences. This might include greater use of the Partner Housing Australasia website, distribution of a handbook and liaison with Standards Australia, overseas professional associations and governments.

**Action: Publications & Training Manage (with CEO) – December 2020**

### Philippines

- a) Liaise with SGIA and arrange the transfer of the budgeted amount (AUD 5,000).

- b) Monitor and manage the latrine construction program

**Action: Human Resources Manager – November each year**

### Papua New Guinea

- a) Administer the annual Vision for Homes PNG budget (AUD 50,000 p.a.) commencing with design and construction of Kopeng Community Health Building.

**Action: Regional Manager (PNG) – Ongoing**

- b) Carry out the annual audit of Vision for Homes PNG operations.

**Action: Regional Manager (PNG) – Once per year (subject to COVID19 restrictions)**

- c) Assist Vision for Homes to develop its Port Moresby DANCER Factory in Port Moresby and consider prefabricating regular DANCER house framing packages.

**Action: Regional Manager (PNG) – Ongoing**

- d) Assist Vision for Homes to work with Digicel Foundation, particularly on the training program.

**Action: Regional Manager (PNG) – Ongoing**

## Solomon Islands

- a) Support the activities of Ranongga Community Association, including a team of manager, local supervisors and builders, with technical liaison with RWS engineers.

**Action: Regional Manager (Solomon Islands) – Ongoing**

- b) Design and prepare for further projects on Ranongga and Vella Lavella, (using a DFAT Friendship Grant No 2 or other external funding).

**Action: Regional Manager (Solomon Islands) – Ongoing**

- c) Establish a component assembly workshop / training establishment (or house) in Buri, and execute a lease or other similar arrangement.

**Action: Regional Manager (Solomon Islands) – Ongoing**

- d) Report and make recommendations for Ranongga Community Association to be more independent and autonomous.

**Action: Regional Manager (Solomon Islands) – December 2020**

## Vanuatu

- a) Continue negotiations with South Pacific Islands Foundation (SPIF), Compass Housing Services (CHS) and other potential donors for the funding of the Freshwin Project.

**Action: CEO – December 2020**

- b) When funds become available, commission the pro bono solicitors to obtain AUSTRAC clearance and due diligence.

**Action: CEO – December 2020**

- c) Obtain formal Site Planning Approval.

**Action: Regional Manager (Vanuatu) & Construction Business Manager – March 2021**

- d) Complete the structural design, detailing, specifications, cutting lists and BOQ's of the DANCER houses.

**Action: CEO – December 2020**

- e) Design the covered market, including BOQs, material lists, cutting lists.

**Action: Regional Manager (Vanuatu) with South Pacific Operations Manager & Professional Services Manager – March 2021**

- f) Prepare a business operation and construction budget.

**Action: Construction Business Manager – December 2020**

- g) Obtain Building Approval for the three Freshwin houses, Covered Market and the Freshwater House

**Action: Construction Business Manager – March 2021**

- h) Establish and register a not-for-profit building "company" to be established in Freshwin Precinct of Ohlen.

*From the MOU: Partner Housing Australasia shall establish and operate a construction company as a not-for-profit business, initially to fabricate and construct houses and community buildings. It could in the future extend its activities to other not-for-profit business community activities. Gradually part ownership shall be transferred to Vanuatu local [ownership].*

**Action: Construction Business Manager – March 2021**

i) Secure the Freshwin prefabrication site

**Action: Construction Business Manager – March 2021**

j) Recruit a manager and a building team, fabricate and build two Freshwin houses, fabricate and build covered market, fabricate and build the Freshwater house, On-going training and gradual hand-over of management, audit organisation and building.

**Action: Construction Business Manager – March 2021**

### Professional Services

a) Provide design services and/or professional advice to Vision for Homes (PNG) if so required.

- Kopeng Community Health Building (Mt Hagen)
- Two classroom buildings for Digicel Foundation (PNG)

**Action: CEO [Quasar] – December 2020**

b) Provide design for three Vanuatu DANCER houses in Freshwin and one in Freshwater.

**Action: CEO [Quasar] – December 2020**

c) Provide architectural and structural design for Vanuatu Freshwin covered market and other public buildings.

**Action: Regional Manager (Vanuatu) with South Pacific Operations Manager & Professional Services Manager – March 2021**

### 9. Annual Accounts # July Board Meeting only #

Moved: #      Seconded: #      Carried

#### Motion

PHAB resolves to:

(a) Adopt the Annual Accounts, tabled separately (# before the Board Meeting) and summarised below in the Income Statement and Balance Sheet, and

(b) Request the Auditor to prepare an Audit Report based on these Annual Accounts.

# Insert the Income Statement and Balance Sheet. #

# Table the Annual Accounts, or the draft Annual Report containing the Annual Accounts. #

### 10. Annual Report # July Board Meeting only #

Moved: #      Seconded: #      Carried

#### Motion

PHAB resolves to adopt the Annual Report, tabled separately, subject to the adoption of the Annual Accounts which form part of the report.

# Table the draft Annual Report containing the Annual Accounts. #

### 11. Membership # December Board Meeting only #

Moved: #      Seconded: #      Carried

#### Motion

The meeting resolves that the following table lists the people who, at the commencement of the AGM, will constitute the "membership" of Partner Housing Australasia (Building) Incorporated.

# Add new members and remove any who have resigned or are unfinancial #



## 12. Strategic Review

# December Board Meeting only #

### Background

This Strategic Review is based on:

- a) Detailed discussions with each of the Directors;
- b) On-going discussions and/or email correspondence with the representatives of the Partner Organisations (Vision for Homes [PNG], Ranongga Community Association [Solomon Islands], Habitat for Humanity Fiji [Fiji], Vanuatu Government [Vanuatu] and Save Gibitngil Island Association [Philippines]).
- c) On-going discussions with donors and potential donors (Compass Housing and South Pacific Islands Foundation).
- d) Consideration of the following data contained in the Annual Report:
  - Monitoring, Continuous Improvement and Good Practice Indicators
  - Breadth of Stakeholder Relationships
  - Vision, Mission and Values
  - Outcomes and Impacts
  - Source and Sustainability of Funding
  - Risk Management
  - Positive and Negative Impacts
  - Environmental Sustainability
  - Independent Auditors Report
- e) Consideration of the ACFID compliance and verification process.

### Overview

Partner Housing Australasia is unique amongst Australian International Non-governmental Organisations.

Partner Housing Australasia is an:

- entirely volunteer,
- yet highly professional,
- not-for-profit,
- International Non-governmental Organisation,
- a member of ACFID (Australian Council for International Development),
- with low overheads,
- and moderate working capital,
- servicing Australia's South Pacific neighbours,
- in conjunction with its own wholly-owned subsidiary consulting engineering firm which has Professional Indemnity Insurance and membership of Consult Australia.

Moved: #          Seconded: #          Carried

### Motion

PHAB resolves to adopt the Strategic Plan and Financial Plan presented herein.

# Insert the current Strategic Plan and Financial Plan #

## Strategic Plan

### 1) Partner Housing Australasia confirms the following Vision, Mission and Values.

#### 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.*

#### Mission

*Partner Housing Australasia is a Christian organisation that works with local communities and governments to build safe and healthy villages. We offer four basic services:*

- a) Pro-bono “Design and Help-Desk” Engineering Services to other Non-governmental Organisations (NGOs) and governments of South Pacific countries.*
- b) Finance, design, materials supply, supervision, mentoring and training for village infrastructure, clinics schools, water, sanitation and housing projects.*
- c) Development of village building systems with enhanced cyclone, earthquake and tsunami resistance and sustainable rural water supply and sanitation systems.*
- d) Training programs for the design, construction and maintenance of improved village buildings, rural water supply and sanitation.*

*The particular objects of the Organisation are:*

- (a) to reduce and eventually eliminate poverty housing and homelessness in the Asia-Pacific region, by enabling the building or renovation of adequate and basic housing and by providing the means for homelessness and disadvantaged persons and families to acquire such housing;*
- (b) to dispense relief directly to persons and families in the community suffering from poverty, sickness, destitution and homelessness;*
- (c) to enable needy and marginalised persons and families to build hope and dignity and to nurture self-respect in such persons and families through the provision of simple, decent and affordable places to live with reliable village infrastructure;*
- (d) to help such persons and families to help themselves and to encourage them to work in association with Partner Housing Australasia in achieving the goal of providing a simple, decent and affordable place to live through home ownership and reliable village infrastructure.*

Partner Housing Australasia’s principal mission is in designing and building simple, decent, affordable housing and reliable village infrastructure that relate directly to the improvement of the daily lives of poor people in villages in developing countries. This includes:

- *Houses*
- *Village community centres*
- *Village schools*
- *Village clinics*
- *Access roads to the villages*
- *Water collection (e.g. wells & tanks) and reticulation to villages*
- *Septic systems and latrines to villages*
- *Hospitals*

#### Values

*Partner Housing Australasia programs and procedures reflect Christian values of love and compassion to care for people less fortunate than ourselves. Partner Housing Australasia is non-denominational, does not evangelise and does not discriminate in the dispensation of donations or services, which are available to all people in need, irrespective of religion or race. Partner Housing Australasia does not provide support for evangelical activities and partisan political activities. Partner Housing Australasia does not participate in advocacy.*

**2) Partner Housing Australasia acknowledges that the following outcomes flow from the Vision, Mission and Values.**

.... *Voluntary organisation* .... means that Australians providing services for or through Partner Housing Australasia do so on a voluntary probono basis. Foreign nationals engaged to provide in-country services will be paid at the appropriate "going rate".

.... *Transform the lives of people living in Asia-Pacific villages* .... Given that Partner Housing Australasia has only limited funds, the most effective way to "transform lives" is:

- 1) Identify changes in South Pacific village building and water/sanitation practices that will benefit residents e.g. cyclone and earthquake resistance, efficient water reticulation, improved water maintenance etc.
- 2) Develop innovative village building and water/sanitation practices that will bring improvements; e.g. DANCER and Solomons Pump systems.
- 3) Partner with local Community-based Organisations (CBOs) [e.g. VFH, RCA, HFHF, SGIA etc) to provide on-going selected village improvement AND to serve as pilot schemes for larger projects by other larger communities and NGOs.
- 4) Promote the innovative village building and water/sanitation practices to the South Pacific governments, with a view to regulatory changes, training material, design aids etc.

**3) Partner Housing Australasia commits to volunteering as a means of individual service to communities.**

Partner Housing Australasia is blessed with the probono services of a dedicated team of skilled and experienced volunteers, each altruistically contributing time, skill and (in some cases) finance as the needs present.

The nature and quantum of the time, skills and financial contribution is a personal matter for each individual, and all contributions are very much appreciated by Partner Housing Australasia, its partner organisations and beneficiaries.

The matching of part-time volunteer availability to unpredictable project needs is a difficult task. Sometimes there are periods of relative inactivity, while at other times Partner Housing Australasia activities intrude into precious family time and/or work commitments. The on-going effective function of Partner Housing Australasia relies on the availability of a pool of skilled and experienced volunteers, each of whom perform regular meaningful on-going tasks that yield tangible benefit to Partner Housing Australasia, its partner organisations and village residents, together with providing fulfilment for the volunteer. In addition, these same volunteers should be available to perform project tasks on an ad-hoc needs basis. To help achieve this commitment, Partner Housing Australasia aims to:

- a) Recruit a workable number of volunteers, who would be available to implement programs when the need arises;
- b) Ensure that each of these volunteers has a meaningful fulfilling productive task to perform on a regular on-going basis, perhaps understudying and assisting a Director/Manager with one of their tasks;
- c) Ensure that these on-going tasks are regular, but not intrusive into family life or work obligations;
- d) Such regular on-going tasks need not be particularly time consuming, but, if carefully selected, should relieve pressure on the Director/Manager who has overall responsibility for them
- e) Ensure that the regular on-going tasks provide insight into the aims and practices of Partner Housing Australasia, such that the volunteer may choose to undertake one or more additional short-term assignments should the need arise. Provided the volunteer has the appropriate skills, the short-term projects could be in an entirely different activity from the regular assistance.

**4) Partner Housing Australasia provides training services through the following activities.**

- a) Conduct formal building skills training through permanent Workshops/Training Facilities operated by Partner Organisations and used to fabricate buildings (Mt Hagen [VFH], Port Moresby [VFH] and Port Vila [FCC]) and assemble water reticulation components, Buri [RCA].

- b) Train a small number of young engineers to become expert in the building systems and water reticulation systems provided by Partner Housing Australasia. Fund the occasional travel of these young experts to inspect / audit programs implemented by Partner Organisations.
- 5) **Partner Housing Australasia facilitates the provision of professional services by Quasar Management Services Pty Limited (Quasar).**
- Quasar is a wholly owned subsidiary consulting engineering firm with professional indemnity insurance appropriate to the activities currently performed by professionals on behalf of Partner Housing Australasia.
  - These services include (but are not limited to) engineering and architectural services, including design, detailing, specification, preparation of cutting lists and bills of quantities and auditing. Quasar's PI Insurance precludes its undertaking construction.
  - Services may be pro bono or fee-for service. Profit derived by Quasar is donated to Partner Housing Australasia.
- 6) **Partner Housing Australasia ensures that there is a commitment for projects to proceed before requesting the provision of professional services by consulting and engineering and architectural firms.**
- This does not preclude the execution of development work by Quasar.
- 7) **Partner Housing Australasia encourages professionals to develop innovative country-appropriate village building systems, village water reticulation systems and village-based businesses.**
- These types of projects are best developed through Quasar. Typical development projects include the following. Details of each program are in separate documents.
- DANCER Building System – Cyclone, earthquake and tsunami resistant village houses, clinics, schools and community buildings that require a minimum of building skills and minimum imported hardware.
  - Village Aqua - Water reticulation system component assembly business, for installation in remote South Pacific villages.
  - Premium Water – Program of water vending machines in villages connected to existing raw water system through one standpipe. Revenue would be from coins or smart card transactions. Capital costs: machine, water connection, transaction services, water purchase from landowner. Main operating costs: dispensing, maintenance, marketing.
- 8) **Partner Housing Australasia is committed to working with the governments of the South Pacific to effect improvements in the cyclone, earthquake and tsunami resistance of village buildings and the health of water supply and sanitation.**
- This activity includes liaison with the University of Sydney Engineering Faculty.
  - Initial focus will be on Fiji, followed by Vanuatu.
- 9) **Partner Housing Australasia is committed to continuing the development of community-based village not-for-profit businesses through partner organisations.**
- This includes the following businesses.
- Vision for Homes (PNG) – Prefabrication and sale of DANCER prefabricated buildings + Training
  - Ranongga Community Association – Assembly of water system components + Training
  - Freshwin Community Building – Prefabrication and building + Training
- 10) **Partner Housing Australasia will expand its communications activity and compliance verification.**
- Posts will be fortnightly and include a profile of directors and volunteers and reports on operations.
  - Annual Reports, Financial Reports, Strategic Plans and the like are posted on the website.

- c) While the current Partner Housing Australasia Procedures provide a practical means of ensuring complete compliance with our “Constitution, Policies & Code of Conduct” and “Procedures”, ACFID and DFAT requirements, we will progressively revise the Procedures to more closely identify and align with ACFID Policy Verifiers.

### 13. Financial Plan

# December Board Meeting only #

#### Background

The Financial Plan shall be reviewed annually in each December.

#### Motion

PHAB resolves the following:

- 1) The previous policy of placing low priority on fund-raising, served PHAB well for many years, enabling it to establish a reputation as a credible not-for profit provider of pro-bono services and provider of limited funding for projects in PNG, Solomon Islands, Fiji, Philippines and Cook Islands.
- 2) The aim of PHAB is to bring sustainability, health and safety to village buildings and water supply systems. This will be achieved by increasing the resilience of village communities to withstand natural disasters, such as cyclonic wind, earthquake and tsunami, while concurrently lifting the standard of living during normal circumstances.
- 3) The means of achieving this aim are:
  - (a) Support technically and financially (where practical) design, construction and training initiatives that increase cyclonic wind, earthquake and tsunami resistance of village buildings, and initiatives that improve health through effective water and sanitation schemes.
  - (b) Serve as reliable not-for-profit NGO promoting sustainable in-country partners, capable of providing safe building and functional water / sanitation projects for an indefinite period.
- 4) PHAB shall concentrate its fundraising effort on accessing DFAT funding through ANCP accreditation and strategic alliances with larger funding NGOs.
- 5) PHAB adopts the following Financial Plan.

# Insert the most recent Financial Plan #

Financial Plan		Funded by external donors from 1/07/21 - Solomons (DFAT or other) + Vanuatu (Compass or SPIF) + Philippines (Various)									
		1	2	3	4	5	6	7	8	9	10
Year ending 30 June	30/06/2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030
PNG		\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000
Solomons		\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000
Vanuatu		\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000
Philippines		\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000
<b>Income from fund raising</b>	0	\$ 1,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000
<b>Balance Sheet at end, 30 June</b>	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030
Cash	\$ 440,217	\$ 227,345	\$ 207,632	\$ 188,056	\$ 168,634	\$ 161,393	\$ 153,815	\$ 131,072	\$ 107,664	\$ 83,576	\$ 58,789
Mortgage assets	\$ 675,809	\$ 524,943	\$ 465,923	\$ 406,903	\$ 347,883	\$ 288,863	\$ 229,843	\$ 185,643	\$ 141,443	\$ 97,243	\$ 53,043
Quasar equity	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1
HFHA MOU liability	\$ (48,597)	\$ (36,437)	\$ (24,277)	\$ (12,117)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Donations for Overseas Projects	\$ (8,379)	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000
GST liability etc	\$ (5,927)	\$ (5,927)	\$ (5,927)	\$ (5,927)	\$ (5,927)	\$ (5,927)	\$ (5,927)	\$ (5,927)	\$ (5,927)	\$ (5,927)	\$ (5,927)
Closing balance	\$ 1,053,124	\$ 769,924	\$ 703,351	\$ 636,916	\$ 570,590	\$ 504,329	\$ 437,731	\$ 370,788	\$ 303,180	\$ 234,892	\$ 165,905
Inflation rate		0.00%	1.00%	1.20%	1.44%	1.73%	1.73%	1.73%	1.73%	1.73%	1.73%
Annual interest rate on cash investments		0.00%	1.20%	1.44%	1.73%	2.07%	2.07%	2.07%	2.07%	2.07%	2.07%
Extraordinary mortgage redemption (G)		\$ 91,846	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Normal mortgage repayments		\$ 59,020	\$ 59,020	\$ 59,020	\$ 59,020	\$ 59,020	\$ 59,020	\$ 44,200	\$ 44,200	\$ 44,200	\$ 44,200
HFHA MOU repayment		\$ (12,160)	\$ (12,160)	\$ (12,160)	\$ (12,117)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Transactions</b>											
Opening balance (total assets - total liabilities)		\$ 1,053,124	\$ 769,924	\$ 703,351	\$ 636,916	\$ 570,590	\$ 504,329	\$ 437,731	\$ 370,788	\$ 303,180	\$ 234,892
Income from fund raising		\$ 1,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000	\$ 215,000
Interest income		\$ -	\$ 2,728	\$ 2,990	\$ 3,250	\$ 3,497	\$ 3,347	\$ 3,190	\$ 2,718	\$ 2,233	\$ 1,733
Part A discount or Part B mortgage income		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Construction expenditure		\$ (265,000)	\$ (265,000)	\$ (265,000)	\$ (265,000)	\$ (265,000)	\$ (265,000)	\$ (265,000)	\$ (265,000)	\$ (265,000)	\$ (265,000)
Project management & audit		\$ (9,000)	\$ (9,000)	\$ (9,000)	\$ (9,000)	\$ (9,000)	\$ (9,000)	\$ (9,000)	\$ (9,000)	\$ (9,000)	\$ (9,000)
PHA overheads (Financial audit, QMS, Insurance etc)		\$ (10,200)	\$ (10,302)	\$ (10,425)	\$ (10,575)	\$ (10,758)	\$ (10,944)	\$ (11,133)	\$ (11,325)	\$ (11,521)	\$ (11,720)
Net expenditure from Overseas Account		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Closing balance		\$ 769,924	\$ 703,351	\$ 636,916	\$ 570,590	\$ 504,329	\$ 437,731	\$ 370,788	\$ 303,180	\$ 234,892	\$ 165,905
<b>Assumptions</b>											
This Operating Plan and Ten-Year Financial Plan assumes:											
1. The PNG program of community health buildings, classrooms and the like will be partially funded from Partner Housing reserves by an on-going AUD \$ 50,000 p.a. donation to Vision for Homes (PNG). Project management, supervision and site audit (AUD \$ 3,000 approx.) will be funded by Partner Housing and reported separately.											
2. The Solomon Islands program of water reticulation and sanitation (AUD \$ 60,000 pa) must be funded by DFAT (or an alternate funding body). Project management, supervision and site audit (AUD \$ 6,000 approx.) will be funded by Partner Housing and reported separately.											
3. The Vanuatu Freshwin program of housing and community buildings, including project management, supervision and site audit, (AUD \$ 150,000 pa) will be funded in the first year by Partner Housing and thereafter by SPIF and/or Compass Housing Services. The first two years of the program is for three houses, one dormitory (Freshwater) and the covered market.											
4. The Philippine program of latrine building must be externally funded from 1 July 2021.											
5. Cash flow problems could be reduced by encouraging the mortgagors with an appropriate discount to refinance and discharge their mortgages.											

## 14. Quality Assurance – Nonconformance Reporting, Remedial Action and Corrective Action

# February Board Meeting only #

### Background

Policy Extracts: ... Partner Housing Australasia is also committed to basic quality assurance, consistent with those principles of ISO 9001 that are appropriate to a charitable NGO providing such services. ... An iterative operational monitoring and review process shall be implemented, consisting of:

- Nonconformance Reporting (reporting problems, receiving complaints, improvement requests and suggestions),
- Remedial Action (short term action to remedy problems, complaints, improvements and suggestions), and
- Corrective Action (long term action to ensure that problems and complaints do not reoccur and/or improvements and suggestions [if agreed] are implemented).

Nonconformances, Remedial Action and Corrective Action shall be reported and recorded in an email addressed to the CEO and in the Minutes of Board Meetings.

### Report

The following Nonconformance Reports (and Improvement Requests) have been raised during the previous 12 months, and appropriate Remedial Action and Corrective Action have been implemented. Given the sensitive nature of some of these items, further verbal reports were provided at the Board meeting.

# Include the list of Nonconformance reports for discussion and action #

### Motion

PHAB accepts the Quality Assurance – Nonconformance Reporting, Remedial Action and Corrective Action Report.

## 15. Orientation and Training

# February Board Meeting only #

### Background

An Orientation and Training package shall be circulated annually to each Director (with the agenda to the February board meeting).

### Report

The “distance learning” Orientation and Training Package was circulated to all Directors in December following the AGM.

### Motion

PHAB accepts the Orientation and Training Report.

## 16. Volunteer Visits to Partner Organisations

# February Board Meeting only #

### Background

A report on Partner Housing Australasia Volunteers visiting Partner Organisations shall be presented to the February Board Meeting.

### Report

Each of the listed projects has been inspected by Partner Housing Australasia volunteers during the last 12 months. These Volunteers report that there # have / have not # been policy infringements by the Partner Organisations during the last 12 months. During the past 12 months, Partner Housing Australasia Volunteers have visited # insert records of visits to Vision for Homes (PNG), Ranongga Community Association (Solomon Islands) and Freshwin Community Construction Committee (Vanuatu)# Any noncompliance is reported and resolved in Nonconformance Reporting.

### Motion

PHAB accepts the Partner Organisations Report.

## 17. Privacy

# February Board Meeting only #

### Background

A report on privacy issues shall be presented to the February Board Meeting.

### Report

During the last 12 months, # # issue was raised. # Provide details #

It has been determined that there was # infringement / no infringement # of the policy by either Partner Housing Australasia or the Partner Organisation.

### Motion

PHAB accepts the Privacy Report.

## 18. Child Protection

# February Board Meeting only #

### Background

A report on child protection shall be presented to the February Board Meeting.

### Report

During the last 12 months, # # issue was raised. # Provide details #

It has been determined that there was # infringement / no infringement # of the policy by either Partner Housing Australasia or the Partner Organisation.

Each of the current projects has been inspected by Partner Housing Australasia volunteers during the last 12 months. These volunteers report that they did not detect policy infringements by the Partner Organisations during the last 12 months.

Internet searches were carried out in accordance with the Child Protection Procedures

### Motion

**PHAB accepts the Child Protection Report.**

## 19. Anti-terrorism

# February Board Meeting only #

### Background

A report on anti-terrorism issues shall be presented to the February Board Meeting.

### Report

Partner Housing Australasia projects in # PNG, Solomon Islands and Vanuatu # have been visited by Partner Housing Australasia volunteers during the last 12 months. These volunteers report that they did # not # detect policy infringements of the Anti-terrorism Policy by Partner Housing Australasia or its Partner Organisations. The following Internet Searches were carried out in accordance with the ACFID and DFAT requirements.

- *DFAT Consolidated List (DCL)*
- *List of Terrorist Organisations (LTO)*
- *World Bank Listing of Ineligible Firms and Individuals (WBL)*
- *Asian Development Bank Sanctions List (ADB).*

*The DFAT LinkMatcLite software and the DFAT database were inspected.*

# Insert results of the searches #

The CEO receives and regularly checks the Asset Freezing advices emailed regularly by DFAT.

The CEO inspected the DFAT website for advice regarding anti-terrorism policies. The following extracts are a summary. <https://dfat.gov.au/international-relations/security/sanctions/Pages/sanctions.aspx>

Australia implements United Nations Security Council (UNSC) sanctions regimes and Australian autonomous sanctions regimes.

Australia is obliged to implement UNSC sanctions regimes as a matter of international law.

In addition, the Australian Government has decided to implement Australian autonomous sanctions regimes as a matter of Australian foreign policy. Australian autonomous sanctions regimes may supplement UNSC sanctions regimes, or be separate from them.

Australia currently implements the sanctions regimes shown in the diagram below:



**As of 1 January 2020, DFAT will establish the Australian Sanctions Office. As part of this establishment, we will be rolling out changes to the website and our online sanctions permit platform in early 2020. We will keep you informed on the website as we make these changes.**

The site visits and internet searches indicated # no # evidence that Partner Housing Australasia or its Partner Organisations are in any way connected with “terrorism”.

### Motion

**PHAB accepts the Anti-Terrorism Report.**



## 20. Non-development Activity

# February Board Meeting only #

### Background

A report into any infringements of the Non-development Activity Policy in relation to Partner Housing Australasia or Partner Organisations shall be presented to the February Board Meeting.

### Report

Each of the current projects # in PNG, Solomon Islands and Vanuatu # has been inspected by Partner Housing Australasia Volunteers during the last 12 months.

There were # no # reported infringements of the Non-development Activity Policy by either Partner Housing Australasia or its Partner Organisations during the last 12 months.

### Motion

PHAB accepts the Non-development Activity Report.

## 21. Complaints Handling

# February Board Meeting only #

### Background

A report on any complaints shall be presented to the February Board Meeting.

### Report

- Report of Partner Housing Australasia Volunteers Visiting Partner Organisations – Each of the current projects has been inspected by Partner Housing Australasia volunteers during the last 12 months. These volunteers report that they did # not # detect policy infringements by the Partner Organisations.
- Reported Complaints – There were # no # reported complaints to either Partner Housing Australasia or Partner Organisations during the last 12 months.

### Motion

PHAB accepts the Complaints Report.

## 22. Workplace Health and Safety

# February Board Meeting only #

### Background

Partner Housing Australasia shall provide advice to Volunteers on good workplace health and safety practices and habits (ergonomics / light / mental health) that can be used when working from home on behalf of the Organisation.

### Motion

PHAB endorses the distribution of the following email and checklist to Volunteers providing probono services.

To: Partner Housing Australasia Volunteers

Partner Housing Australasia appreciates the probono assistance provided by our Volunteers, many of whom carry out voluntary work from home offices.

We also acknowledge our responsibility to provide simple advice on workplace health and safety practices, suitable for working from home. This applies in normal circumstances and during the COVID19 pandemic.

During the COVID19 pandemic, communications shall be by phone, email or videoconference in preference to face-to-face meeting.

There are a range of resources available to workers to support workers' physical and mental health. These include:

- [SafeWork NSW - COVID-19 and Mental health at work](#)

- Beyond Blue - How to look after your mental health when working from home.

The following checklist provides a list of simple work-practices that Volunteers should consider to preserve a healthy and safe working environment. It is particularly important that Volunteers working alone take care of their physical and mental health, with consideration of ergonomics, lighting, electrical safety and avoiding stress and tiredness.

Once again, thank you for your input.

Kind regards,

.....

### **Checklist: Working from Home**

This checklist provides guidance for workers and Persons Conducting a Business or Undertaking. The following are minimum suggestions. For more information: [www.comcare.gov.au/prevent-harm/coronavirus](http://www.comcare.gov.au/prevent-harm/coronavirus)

#### Any physical activity required to be undertaken

- Take appropriate breaks to ensure repetitive actions are not continued for long periods. □ Breaks involve stretching and changing of posture, and possibly alternating activity.
- Check you have a comfortable posture.
- Make sure any lifting, pushing, or carrying type task is well within your physical capacity.
- Use trolleys or other mechanisms to move heavy and awkward items.

#### The work environment

- Check the level of illumination and location of lighting fixtures are suited to the activity. Lighting level should be sufficient for visual tasks to be completed without eye strain. Greater illumination is generally needed for very fine visual tasks. Natural and artificial light sources should not create glare via reflection on the computer screen or working surface.
- Check there are sufficient levels of ventilation and thermal comfort.
- Check the location, height and other physical characteristics of furniture and computer/s are suited to the task and take into consideration other factors, for example, egress routes, direction of light..
- Check walkways are clear of clutter and trip hazards such as trailing electrical cords.
- Check there is no damaged flooring (uneven tiles, pulled up carpet).
- Check there is suitable storage for documents and books.
- Where possible, only use equipment that has been issued by your organisation and has recently been tagged and tested.

#### Communication

- Make an agreement about a reasonable communication system between you and other personnel.
- Inform your manager if there is any change that may impact your health and safety or the health and safety of another worker (for example, a new pet, renovations or moving house).
- Regular communications may be by phone, email or video conferencing.

#### Work practices

- Take breaks every 30 minutes of keyboarding and stand at least once per hour.
- Keep wrists upright while typing and make sure they are not supported on any surface while typing.
- Sitting posture is upright or slightly reclined, maintaining slight hollow in lower back.
- Use your hand to hold telephone receiver or wear a headset (no cradling).
- Break up long periods of continuous computer use by performing other tasks.

#### Mental health

- Set up your workstation and establish boundaries around your work hours with your partner, children and/or house mates.

- Schedule regular meetings and catch ups with your manager, team and clients to help you maintain ongoing contact and foster positive working relationships.
- Stay connected via phone, email and/or online (via your organisation's videoconferencing, instant messaging platforms, etc) to keep you across latest developments with work, your team and organisation.
- Use outdoor spaces where possible when you take breaks and try to incorporate some exercise or other activity as part of your working day.
- Play music or listen to the radio to create a harmonious working environment.
- Identify any potential distractions and put strategies in place to minimise them, for example separating your workstation from the rest of the house.