



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.

## HR Policies, Integrity and Code of Conduct Policies and Procedures



**Declaration** – These policies and procedures have been approved by the Partner Housing Australasia (Building) Incorporated Annual General Meeting of 4 December 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   |
|-----------|----------|------------------|--|
| P23040315 | 1        | 3 April 2023     | Revision to align with Vision, Mission, Values & DFAT requirements |
| P24010115 | 1        | 1 January 2024   | General review and update  |

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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, Partner Housing Australasia and its Partner Organisations are committed to HR Policies that enhance the quality and effectiveness of pro bono service provided by volunteers, by fostering the integrity of individuals and the organisation as a whole, consistent with the ACFID Code of Conduct.

## 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]).

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.

Members are the volunteers who comprise the organisation, its board and its management. In more detail, Member means a member of the Organisation, who has been formally admitted by the Board and has paid the designated membership fee as defined within the NSW Model Rules.

Staff means those Volunteers who perform executive, management, administrative and operations functions for Partner Housing Australasia under the direction of the Chief Executive Officer (on behalf of the Board). Partner Housing Australasia is an entirely voluntary organisation, in which all executive, management, administrative and operations functions are performed by Volunteers on a probono basis. Partner Housing Australasia does not have ‘paid staff’.

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.

## Policy

### *A2.2 HR policies, Integrity and Code of Conduct*

Partner Housing Australasia shall adopt HR Policies and training, that enhance the quality and effectiveness of probono service provided by volunteers, and shall insist on the honesty and integrity of the organisation as a whole, and Members, Directors, Volunteers, Staff and Partner Organisations.

- a) Partner Housing Australasia shall meet all minimum legal and regulatory requirements relating to personnel, and shall document and maintain policies and procedures that relate to personnel.
- b) Partner Housing Australasia shall comply with the Code of Conduct, detailed throughout the “Constitution & Code of Conduct” document, and in the associated Policies and Procedures documents listed therein. Partner Housing Australasia is committed to increasing Members, Directors, Volunteers, Staff and Partner Organisation awareness and understanding of all the Principles and Obligations of this Code, and how it applies to their role and responsibilities within the organisation. Members, Directors, Volunteers, Staff and Partner Organisations shall comply with this Code, and this requirement shall be clearly communicated at induction and ongoing training.
- c) Partner Housing Australasia shall ensure that the unacceptable behaviours are clearly defined, including reference to any bullying, sexual harassment and sexual misconduct, exploitation, and abuse. Refer to the additional policy on this matter.
- d) Partner Housing Australasia shall ensure that all personnel are provided with the relevant induction information pertaining to their rights and safety, including ready access to personnel and Workplace Health and Safety policies and procedures.
- e) Partner Housing Australasia is committed to training and personal development for Directors, Volunteers, Staff and Partner Organisations.
- f) Partner Housing Australasia shall provide clear guidelines for the recruitment and selection of Volunteers and Staff (there are no paid employees), giving consideration to commitment, track record, professional qualifications, skills, experience, gender, and diversity.
- g) Partner Housing Australasia shall ensure that Directors, Staff and Volunteers have a current clear National Police Certificate , and (for overseas assignments) a Working-With-Children Clearance.
- h) Partner Housing Australasia shall ensure that people who use the Organisation’s services are always treated with dignity and respect, and shall respect people’s right to privacy by safeguarding their personal information.
- i) Partner Housing Australasia and its Partner Organisations shall prevent the perception of a conflict of interest or of fraternisation, and shall reject fraternisation where a relationship involves, or appears to involve, partiality, preferential treatment or improper use of rank or position.
- j) Partner Housing Australasia shall follow good workplace health and safety practices and habits when working on behalf of the Organisation.

## Responsible Personnel

The person with overall responsibility for implementing this policy is the Chief Executive Officer (CEO), with delegated responsibility to the HR Manager.

## 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 inadvertently breaching the laws and rights associated with engagement of Volunteers (there are no paid staff).
- Assess and prioritize the risk associated with HR implications of each program, and determine the appropriate mitigation actions.
- Record the Risk Analyses in the Strategic Plans appropriate to each program.
- Summarize the Risk Analyses and the mitigations in a Risk Register.

### Overview

Partner Housing Australasia is an entirely voluntary organisation relying on a relatively small number (usually 20 to 25) volunteer professional engineers, architects, builders, accountants, and administrators to serve as Directors and/or provide professional services in Australia and (on occasion) in South Pacific countries.

These volunteers come to the Partner Housing Australasia through personal reference by Directors or (on occasion) by registering on the website. In all cases, the President / CEO interviews the Volunteer to determine their professional skills, qualifications and form judgement of their integrity and before inviting them to offer their services. Volunteers offering professional services are often members of professional associations (such as Engineers Australia, Consult Australia, CPA etc.) and their professional conduct is regulated by the codes of ethics of these organisations. All who volunteer are provided with copies to the “Key Policies, Procedures and Code of Conduct”, including those particularly relevant to their area of service.

The “Code of Conduct” adopted by Partner Housing Australasia is derived from the ACFID Code of Conduct. To ensure its relevance and to ensure that it is read and understood by all volunteers, the ACFID Code of Conduct principles have been incorporated into the policies or procedures set out in “Constitution & Code of Conduct” and “Policies and Procedures” documents. The key policies and procedures are also consolidated into various subject-specific manuals.

These documents are distributed to Volunteers, who also receive training annually.

## Recruitment of Volunteers

Partner Housing Australasia is committed to voluntary service. Therefore, people recruited to carry out work on behalf of the Organisation shall be willing to provide pro bono community service.

Partner Housing Australasia is committed to improving the health and safety of both women and men in remote villages. This gender balance should be reflected in the recruitment of equal numbers of women and men Volunteers, as far as is practical within the constraints dictated by the work environment.

Partner Housing Australasia is committed to the deployment of professional engineering, architectural and building skills within the Asia Pacific region. Therefore, Volunteers shall include building professionals (engineers, architects and builders) and people with professional and administrative skills and experience within the building industry or associated services.

Partner Housing Australasia is committed to building infrastructure in very remote Asia-Pacific villages. Volunteers undertaking overseas assignments should have practical experience of the health, personal safety, communication, and logistical difficulties associated with working in remote locations such as the Papua New Guinea highlands (prone to tribal warfare and banditry), relatively inaccessible Solomon Islands villages (without clean water, sanitation, or medical services) and similar environments.

When recruiting Volunteers, the CEO (or HR Manager) shall –

- (a) Interview the Volunteer to determine their professional skills, qualifications and form judgement of their integrity and before inviting them to offer their services.
- (b) Provide clear guidance on the deliverables, completion program, key policies, and Code of Conduct.
- (c) Determine the membership of professional associations (such as Engineers Australia, Consult Australia, CPA etc.) if applicable.
- (d) Determines whether professional conduct is regulated by the codes of ethics of these organisations.
- (e) Provide the Volunteer with copies to the “Key Policies, Procedures and Code of Conduct”, including those particularly relevant to their area of service.
- (f) Obtain from Volunteers a Nationally Coordinated Criminal History Check (Volunteer), National Police Certificate, or National Police History Check; and (if serving overseas) a Working-With-Children Clearance.
- (g) Obtain from Volunteers a signed “Key Policies, Procedures and Code of Conduct” document.
- (h) Fully explain the details of the work to be undertaken.
- (i) Make it clear that it is undertaken on a pro bono basis although out-of-pocket expenses may be recovered,
- (j) In the case of a person to be elected to the Board, ensure that they are not listed on the ASIC Register of banned and disqualified persons,  
[https://connectonline.asic.gov.au/RegistrySearch/faces/landing/SearchRegisters.jspx?\\_adf.ctrl-state=w06p59tpp\\_4](https://connectonline.asic.gov.au/RegistrySearch/faces/landing/SearchRegisters.jspx?_adf.ctrl-state=w06p59tpp_4)
- (k) If the recruitment process has been successful, prepare and send by email a signed Letter of Appointment. If the recruitment process has not been successful, prepare and send a thank-you email.

## Letter of Appointment

The CEO or HR Manager shall use the following format of a letter of appointment (which also serves as a checklist) when recruiting Volunteers to carry out probono work on behalf of Partner Housing Australasia.

Dear ###,

Thank you for your offer to [# Insert description of work] on a probono basis. It is greatly appreciated.

### 1. Annual Report, Key Policies and Code of Conduct

To explain the background of Partner Housing Australasia, I have enclosed a copy of the 2019 Annual Report. This sets out the vision, mission and values of the Organisation, details of the major work undertaken and our financial performance.

Please note that the work in to be undertaken on a probono basis, although out-of-pocket expenses may be recovered.

Please also familiarise yourself with the content of the [www.PartnerHousing.org](http://www.PartnerHousing.org) and (in particular) the Key Policies, which include Code of Conduct expectations of the Organisation.

If you breach the Child Protection Policy or Code of Conduct, Partner Housing Australasia will suspend this volunteer engagement while it investigates, and terminate it if the breach is substantiated.

### 2. Technical Manuals and Support Materials

I have also attached a copy of the [# Insert a list of the technical material which is attached].

### 3. Brief

The purpose of the project is to prepare [# Insert a description of the work, the expected output and any limitations].

### 4. Context

[# Insert a description of the context of the project and how it aligns with the wider vision of Partner Housing Australasia]

I hope you enjoy the challenge of this probono work and I look forward to working with you.

Kind regards

###

President / CEO / Public Officer [# Insert Partner Housing Australasia letterhead]

## National Police Check and Working-With-Children Check

Directors, Staff and Volunteers shall obtain a current (no more than 5 years old) National Police Certificate, by accessing the Australian Federal Police website and completing the appropriate documentation.

<https://afpnationalpolicechecks.converga.com.au/> , Code 35.

Volunteers serving overseas shall obtain a current (no more than 5 years old) NSW Working-With-Children Clearance by accessing the NSW Government website and completing the appropriate documentation.

<https://wwccheck.cyp.nsw.gov.au/Applicants/Application>

The cost associated with these documents shall be refunded by Partner Housing Australasia.

The Directors, Staff and Volunteers shall forward to the HR Manager the National Police Certificate and NSW Working-With-Children Clearance.

The HR Manager shall record and file the National Police Certificates and Working-With-Children Clearances.

## **Training**

The CEO and HR Manager 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.
- Provide orientation, training and on-going development, as follows –
  - i. Directors, Volunteers and Staff shall receive appropriate training at least once per year.
  - ii. In addition to project-related training, all Directors, Volunteers and Staff shall receive training in the Key Policies and Code of Conduct.
  - iii. If approved by the Board, Volunteers may attend relevant training programs, commensurate with the proportion of time engaged by the organisation. If so approved, Partner Housing Australasia shall meet all costs associated with such training.
- Table this “Policies and Procedures” document at the Annual General Meeting, for discussion and adoption.
- Review the training effectiveness at the February Board Meeting.

## **Distribution of Training Material**

The Communications Manager (on behalf of the CEO) shall ensure that Volunteers receive links to the appropriate Training Packages on [www.PartnerHousing.org](http://www.PartnerHousing.org) and/or Training Packages sent by email.

## **Training Records**

Training undertaken by Volunteers shall be recorded in the Training Register tab of the Microsoft Excel Financial Records workbook.



## Safety and Security of Volunteers Travelling Overseas

The HR Manager shall ensure that the safety and security of Volunteers travelling overseas is maximised through the following actions –

- (a) Provide the Volunteer with the “Key Policies and Procedures”, which includes the “Risks to Health and Safety, Precautions and Emergency Procedures”, detailing the risks to health safety and the practical measures to be implemented for their mitigation;
- (b) Ensure that Volunteer has access to the DFAT Smart Traveller internet service.  
[smartraveller@smartraveller.gov.au](mailto:smartraveller@smartraveller.gov.au) Where appropriate register travel with DFAT.
- (c) Ensure that the Volunteer does not travel contrary to the DFAT Smart Traveller advice; and
- (d) Ensure that the Volunteer has appropriate travel insurance.

Refer to P23040318-1 Safety and Security Policies & Procedures for more details.

## Workplace Health and Safety

The HR Manager shall advise Volunteers of the following good workplace health and safety practices and habits (ergonomics / light / mental health) that can be used when working on behalf of the Organisation.

The following email and checklist shall be sent by email to all Volunteers undertaking work on behalf of Partner Housing Australasia .

**To: Partner Housing Australasia Volunteers**

Partner Housing Australasia appreciates the pro bono 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,

## **Working from Home**

The HR Manager 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.

The following 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.

## **Compliance and Auditing**

The Responsible Personnel 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.