NEIGHBOURHOOD HOUSES BARWON

Community Governance Made Easy

A Workbook
for Members
Committee Members
Office Bearers
& Staff

Acknowledgement of Country

Neighbourhood Houses Barwon acknowledges the Traditional Owners and Custodians of the land on which 24 Neighbourhood Houses connect with their communities – the lands of the Wadawurrung, Gulidjan and Gadubanud people – and pays respects to Elders, past, present and emerging.

Neighbourhood Houses Barwon acknowledges and pays respect to the First Nation's people and the continuation of cultural, spiritual and education practices.

Statements of Inclusion

We value and include people of all cultures, languages, abilities, sexual orientations, gender identities, gender expressions and intersex status.

We are committed to providing programs that are fully inclusive.

We are committed to the safety and wellbeing of people of all ages, particularly children.

NEIGHBOURHOOD HOUSES BARWON

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This workbook has been produced by Neighbourhood Houses Barwon primarily for the use of our 24 member houses.

We are proud of this work and happy to share our model of governance which includes this resource, calendar resources for Houses and Committees, governance induction training, volunteer mentoring and a community of practice for Chairs and Committee members.

In the spirit of the Neighbourhood House Sector, however, we are happy to share the resource more widely but ask that it's use is acknowledged as the Network's intellectual property and is referenced in the following way:

Neighbourhood Houses Barwon. (2023) Community Governance Made Easy: A Workbook for Members, Committee Members, Office Bearers & Staff. Grovedale.

We also ask that users of this Workbook provide feedback or suggestions for future updates via info@nhbarwon.org.au.

Message from the Chair

Neighbourhood Houses Barwon

Neighbourhood Houses Barwon (NHBarwon) is an independent incorporated association governed by an executive committee which is made up of NHBarwon members.

We resource and support 24-member neighbourhood houses located across the Greater Geelong and Borough of Queenscliffe, SurfCoast and Colac Otway local government areas.

Neighbourhood houses are places of inclusion that provide valuable social, recreational, educational and training opportunities and enable people to achieve their potential.

Neighbourhood houses have been connecting people in local communities since the 1970s through the provision of affordable and bespoke local activities and volunteering opportunities which are as diverse as their local communities. They have a key role in emergency management before, during and after emergencies.

NEIGHBOURHOOD HOUSES BARWON 50 YEARS

Neighbourhood houses provide resources and support to emergency affected individuals and communities, are a trusted source of information, and play a critical role in early and long-term recovery.

The Victorian Government's Neighbourhood House Coordination Program provides recurrent funding to neighbourhood houses, neighbourhood house networks and Neighbourhood Houses Victoria.

This funding supports the provision of community development programs and activities that make communities stronger and address locally identified priorities and needs.

Local governments and philanthropic organisations also provide funding, as does Learn Local for skills-based training.

Local Governments are also supporters of neighbourhood houses through leasing premises, providing grants and resources.

In 2022, however, more than a third of NHBarwon coordinators left their paid positions, and many key committee members and critical volunteers stepped away from their roles.

Working to support communities throughout the COVID-19 pandemic had taken a toll and highlighted the governance vulnerability of a sector that has been successfully operating and positively changing lives for over 50 years.

Accelerating staff and volunteer turnover, coupled with the administrative burden of increasing compliance, was identified as potentially undermining governance knowledge, continuity and eventually sector sustainability.

Our purpose in producing this governance induction resources workbook, for NHBarwon members, committee members, office bearers and staff, is to provide a consistent base set of accessible and reliable resources to support sector governance and compliance.

This workbook is designed to:

- Welcome and orient new members, committee members, office bearers and staff to the neighbourhood house sector;
- Summarise and/or refresh governance and compliance requirements; and
- Provide tools that can be adapted by each house to reflect their unique profile.

These resources are designed to complement the induction processes in place in each local neighbourhood house and regular NHBarwon network governance induction training.

Deb Kearney
Chair
NHBarwon 2023

Abbreviations

List of common abbreviations in the Victorian neighbourhood house sector

Abbreviation	Meaning
ACNC	Australian Charitable and Not-for-profit Commission
ANHCA	Australian Neighbourhood Houses and Centres Association
ATO	Australian Taxation Office
CAV	Consumer Affairs Victoria
CCYP	Commission for Children and Young People.
DFFH	Department of Families, Fairness and Housing
DJSIR	Department of Jobs, Skills, Industry and Regions
LL	Learn Local
NHBarwon	Neighbourhood Houses Barwon
NHVic	Neighbourhood Houses Victoria

Welcome to the Neighbourhood House Sector

PART ONE

What is a Neighbourhood House?

A neighbourhood house is a place where people are welcomed to come together, to learn, to socialise, to pursue personal and/or community interests – to experience a sense of belonging.

Neighbourhood houses were established in Victoria in the early 1970s. There are now 400 neighbourhood houses in Victoria. Depending on their varied historical beginnings, they may be known as neighbourhood houses, neighbourhood centres, community houses, community centres, community hubs and/or learning centres.

Some operate in stand-alone buildings and some share facilities with other services. Some may be in repurposed buildings while others may be purpose designed and built. Most have facility leasing arrangements and collaborate with many partner organisations to deliver relevant and affordable activities.

The sector arose out of local community need, particularly responding to the isolation of women in the community, with a vision to bring local people together.

Providing an informal, non-threatening and nurturing environment that supported individualised learning was also a priority.

Community development was, and remains, a key foundation and objective for Neighbourhood Houses and is specified in the program funding guidelines.

The common thread today is that neighbourhood houses are not-for-profit, community organisations where available funds combine with strong volunteer input and governance to ensure maximum benefit to each diverse community. The community is defined primarily, but by no means exclusively, by the geographical neighbourhood in which the houses are located.

Each house is either, a legal entity, or auspiced by a legal entity, and has a formal and (in some cases) financial membership base. As an incorporated association, members and office bearers are generally protected against personal liability for the organisation's debts when the organisation is operating according to the relevant laws.

It is **governed** by the community by an elected committee of management voted in at an annual general meeting by members and through a set of rules called a constitution.

Some houses are auspiced by larger organisations such as health services and local governments. When this occurs, community input will often be through an advisory committee.

> **Good governance refers to the organisation's structure, policies, processes and procedures and having the right mix of people on committees of management.**

What is a community development?

The model of neighbourhood house community development practice can be described in six steps that enable houses to have a key role in local area planning and meet the needs of their local communities. They are:

- involving the community and encouraging participation and inclusion, and valuing diversity and difference at all levels of neighbourhood house operation.
- identifying community needs and aspirations.
- determining appropriate community programs, activities and services in response to those needs, ensuring that diversity and difference are valued.
- partnering with community organisations, businesses, government and philanthropic organisations to secure appropriate funding and support.
- delivering quality programs, activities and services.
- evaluating the effectiveness of all aspects of neighbourhood house operations, including programs, practice and governance.

Community strengthening is a sustained effort to increase involvement and partnership among members of a community to achieve common objectives. It is a direct outcome of community development processes.

Who pays for Neighbourhood Houses?

In Victoria, the State Government provides recurrent funding to eligible neighbourhood houses through the Neighbourhood House Coordination Program. Local governments can provide grants and premises to lease and are a vital connection with local communities.

The recurrent funding assists local houses to employ a coordinator and related costs which enables volunteer committees of management to plan and deliver activities that reflect the diversity and needs of the local community and make it stronger.

Neighbourhood houses are also able to apply for funding from a variety of sources depending on what their community needs. These sources may be from Australian, State and local governments, philanthropic organisations and through local fund raising, donations or activity fees.

The State Government also funds neighbourhood house networks (such as NHBarwon) and a peak body (Neighbourhood Houses Victoria), to support and resource local houses on community development, governance and compliance.

The Australian Neighbourhood Houses and Centres Association (ANHCA) is the national peak and can enable Designated Gift Recipient (DGR) donations to neighbourhood houses.

How are finances and activities accounted for and reported?

Individual service agreements for recurrent or grant funding to neighbourhood houses are recorded and counter signed in a funding and service agreement through the Department of Families, Fairness and Housing (DFFH). The service agreement specifies what needs to be delivered, how and when it should be delivered, reported and rights and responsibilities. It runs from 1 January 2020 to 30 June 2024. The service agreement can be accessed electronically via My Agency which is the secure area of the Funded Agency Channel and is only accessible to registered users https://fac.dffh.vic.gov.au/my-agency.

Volunteer committees of management are responsible for accounting for and reporting on this funding, how it was spent, whose needs it met and how individuals and groups within the community have been made stronger as a result.

Committees need to demonstrate that they, the funded staff and volunteers are all informed by local community population data.

They also need to demonstrate how they understand the needs and intersections between First Nations communities, culturally and linguistically diverse communities, people with disability, people of different ages and LGBTIQ+ communities and how this is reflected in activities.

Consultation with local communities should shape diverse and tailored community development programs and activities and must be recorded in an annual plan.

Neighbourhood Houses
The Heart of Our Community

The difference between members, committee of management and neighbourhood house coordinator roles

The committee of management is elected by the members according to the constitution at the annual general meeting and is responsible for good governance, strategic planning and funds received. Casual vacancies can be filled between annual general meetings.

The members of a neighbourhood house can attend the annual general meeting, general meetings or special meetings and vote on matters such as:

- electing the committee.
- changing the neighbourhood house's name, rules or purposes.
- amalgamating the organisation with one or more other associations.
- Appointing or removing an auditor.
- winding up (ending) the organisation voluntarily.

The committee of management is responsible for governing and overseeing the affairs of the organisation including:

- making decisions about planning, resources, strategic direction, goals and activities of the organisation.
- monitoring the performance and activities of the organisation against its legal purposes and strategic plan.
- overseeing risk management for the organisation.
- recruiting, overseeing and supporting the management personnel of the organisation (for example, the coordinator).
- monitoring the performance of management personnel.
- ensuring the sustainability of the organisation by monitoring its financial viability and finances.
- making decisions about whether to take disciplinary action against a member.
- reporting to members and stakeholders.
- ensuring the organisation operates within the law, including maintaining its charitable status if it is a charity.

The committee of management determines the role of the coordinator. This should be clearly outlined in a position description that is reviewed with the coordinator at their annual performance appraisal. Specific conditions of employment should be outlined in a contract of employment and regular meetings set up between the Coordinator and Committee representative to monitor progress and offer support.

Neighbourhood house coordinators in each house are responsible for implementing the direction and policy set by the committee. Coordinators report to the committee of management (or the auspicing body) through predetermined lines of accountability (often through the chair).

Coordinators support committees of management in their governance role and manage the daily operations of the neighbourhood house on behalf of the committee of management.

Where there are adopted policies and procedures, the coordinator implements them. If there are policy and procedure gaps, the coordinator raises this with the committee so they can update the gaps and form a renewed basis for operational work.

There are many elements that enable neighbourhood houses to deliver good governance and successfully operate.

The tables on the following pages summarise these elements and the distinct, though collaborative roles, of the committee of management and the coordinator.

Elements of good Governance and successful operations

An effective Committee of management

COMMITTEE OF MANAGEMENT ROLE	COORDINATOR ROLE
✔ Actively seek and encourage diverse community members to nominate for the committee of management. ✔ Clear about roles and responsibilities. ✔ Adopt and implement an induction plan for new committee members. ✔ Set time aside for committee team building. ✔ Set committee meeting times and schedules, circulate minutes and agendas and encourage full participation.	✔ Identify gaps in committee diversity, raise this with the committee and direct expressions of interest regarding the committee to the chair or secretary for follow up. ✔ Understand the difference between strategic and operational responsibilities and work collaboratively to strengthen committee skills. ✔ Deliver operational reports for circulation to the committee a week ahead of their scheduled meetings.

1

Strategic, operational and risk management

COMMITTEE OF MANAGEMENT ROLE	COORDINATOR ROLE
✔ Develop and adopt (or review and revise) a Strategic Plan for the neighbourhood house that takes account of changes in: - community profile needs and priorities. - social, economic and funding environment, including policy shifts they may provide or reduce grant funding opportunities. - Managing shared or leased facilities. - budget surplus or deficit and opportunities to raise funds. - compliance environment. - partner organisations that have been or may be needed to be developed or strengthened. ✔ Adopt policies and procedures that enable operations to deliver strategic plan outcomes and meet legal and compliance requirements. ✔ Develop, adopt and regularly review a budget. ✔ Establish reporting requirements and delegations from the committee to the coordinator to monitor and facilitate operational delivery.	✔ Develop, implement and regularly report to the committee of management on the annual operational plan so that the committee of management is: - aware of trends and directions relevant to the house at a local, regional, state and national level. - in touch with emerging community needs and priorities. - aware of meeting FASA conditions that will ensure ongoing funding. - responsive to opportunities to maximise funding by aligning to the social, economic and funding environment. ✔ Mindful of continuous improvement opportunities arising from delegated compliance or operational plan implementation. ✔ Draft policies and procedures for committee consideration to meet funding, legal and compliance requirements. ✔ Liaise with other neighbourhood houses and attending NHBarwon meetings and training sessions to convey contemporary practice back to the committee.

2

Community Engagement

COMMITTEE OF MANAGEMENT ROLE	COORDINATOR ROLE
Know who is part of this local community, their needs and how to gain their contribution and participation? Ensure that language and actions in policies, procedures, programs and operations are relatable, understandable and accessible for all community members. Endorse programs, practices and processes that encourage participation by a wide range of individuals from the community. Ensure quality service delivery is planned and provided. Endorsing events that are compliant and inclusive. Determine appropriate policies and procedures are in place for complaints, grievances and dispute resolution.	Create a welcoming, friendly, accessible environment for neighbourhood house users. Encourage volunteer participation in house activities and the governance of the house. Provide information referral and general support to house users and members of the community. Undertake community engagement and community development activities to increase house diversity and participation. Market and promote the house to the local community and run inclusive and compliant events. Form, maintain and extend partnerships with service providers that contribute to operational plan delivery and increase use of the neighbourhood house. Increase house users, staff, contractors and volunteers' awareness of complaints, grievances and disputes policies and procedures.

3

Managing people

COMMITTEE OF MANAGEMENT ROLE	COORDINATOR ROLE
Establish a human resource management policy framework to support employment and organisational development. Enter employment contracts with all staff paid and monitor that the legal and commonly accepted responsibilities of an employer are carried out. Determine systems and training required to meet operational needs and the requirements of any applicable Acts. Determine clear and overarching arrangements for accountability.	Interpret and promote the human resource policy framework set by the committee of management so that house users, staff, contractors and volunteers have a consistent experience. Ensure that employment related delegations of the committee of management are effectively coordinated. Fulfill administrative requirements to keep legal requirements and insurances current.

4

Committee member and office bearer roles

A committee member is responsible for contributing to the collective decision making of the whole committee. A committee member is generally unable to make decisions for the organisation independently of other committee members and is responsible for:

- understanding the business of the organisation and being aware of key developments.
- being prepared for, attending and participating in committee meetings.
- being active in the organisation, such as by attending functions or events as a representative of an organisation.
- attending the annual general meeting.
- providing advice, opinions and independent judgment to inform committee decisions.
- declaring and monitoring actual or perceived conflicts of interest.
- governing and overseeing an organisation's operations and performance.

Committees will normally specify roles, to meet the requirements of their constitutions and the Associations Incorporation Reform Act 2012 including:

- **The chair, chairperson or president** who runs meetings and usually represents the organisation at public events. There may be a deputy chair that takes on the role of the chair when that person is unavailable.
- **The treasurer** who manages the financial affairs of the organisation.
- **The secretary** who reports to the relevant regulators, organises meetings, deals with documents and maintains records.

Ensuring new committee members are quickly brought up to speed with the neighbourhood house (including its strategy and the environment within which it operates) is an important aspect of every committee's role.

Legal duties

The following legal duties apply to all people who sit on a committee in a governance position in all not-for-profit organisations:

- **The duty to act in good faith in the best interests of the organisation and for a proper purpose.**

  You must act honestly, fairly and loyally when making decisions for your organisation not be making decisions based on your own personal interests, preferences or alliances or those of other people or organisations you may be involved in. It means not using your powers to obtain an advantage for yourself or someone else and making decisions which help the organisation to achieve its purpose.

- **The duty to act with reasonable care, skill and diligence (including the duty to prevent insolvent trading).**

  All committee members have a duty to make enquiries and satisfy themselves that the neighbourhood house is being well run and operating in a safe and efficient manner.

- **The duty not to improperly use information or position.**

  You cannot improperly use your position on a committee, use any information obtained because of your position (for example, information obtained at committee meetings, information divulged to you in your capacity as a committee member) to gain a personal advantage or an advantage for someone else, or to cause any detriment to the organisation.

- **The duty to disclose and manage conflicts of interest.**

  A committee member who has a real or perceived personal interest in a matter that is being considered at a committee meeting should not be present in the meeting while the matter is being discussed, or vote on the matter, and ensure that the minutes record the fact that a conflict was declared, the time the relevant committee member left and returned to the meeting, and the fact that they were not involved in the decision. In addition, a committee member who has a conflict should also refrain from discussing the decision or trying to influence the outcome of the decision outside of or between committee meetings.

There are some laws in Australia (in addition to the four main duties of committee members) that can apply to committee members or managers personally, such as competition and consumer law, occupational health and safety, employment law, environmental law and tax law. If an organisation doesn't meet its obligations under these laws, committee members can be personally responsible (as well as the organisation).

A decision about a matter will be made with reasonable care if you can show that you:

- **made the decision in good faith and for a proper purpose.**
- **didn't have a material interest in the subject matter of the decision.**
- **informed yourself about the subject matter to an appropriate extent.**
- **rationally believed that the judgment was in the best interests of the organisation.**

The next section of this kit will identify the different governance and compliance requirements for neighbourhood houses and what roles and responsibilities are held by members, committee members, office bearers and staff.

Governance & compliance requirements

PART TWO

Governance and compliance requirements for neighbourhood houses

Many governance and compliance requirements apply to neighbourhood houses.

Each is underpinned by legislation or regulation.

Each has a body that monitors or enforces compliance:

As a recipient of government funds	As an incorporated association
The Neighbourhood House Coordination Program Guidelines 2016–2019 and sector information is monitored through the DFFH FASA. Learn Local pre-accredited and accredited training is monitored through Department of Jobs, Skills, Industry and Regions (DJSIR). Each grant awarded by local or federal governments, philanthropic or other funders will require signing of a funding agreement with conditions about how and when the resources should be spent.	The Associations Incorporation Reform Act 2012 and Association Incorporation Reform Regulations 2012 is monitored through Consumer Affairs Victoria (CAV).

VICTORIA State Government | Jobs, Skills, Industry and Regions

CONSUMER AFFAIRS VICTORIA

As a registered charity	As a not-for-profit organisation	As an employer
Governance and other standards are specified and monitored by the Australian Charitable and Not-for-profit Commission (ACNC).	The Child Safe Standards 2022 are monitored by the Commission for Children and Young People. National tax and superannuation requirements are monitored by the Australian Tax Office (ATO).	The Fair Work Act 2009 is monitored by the Fair Work Commission. The Occupational Health and Safety Act 2004 and worker's compensation scheme is monitored by WorkSafe. Complaints regarding discrimination, sexual harassment, victimisation and racial or religious vilification arising from the Equal Opportunity Act 2010, Charter of Human Rights and Responsibilities Act 2006, Racial and Religious Tolerance Act 2001, Change or Suppression (Conversion) Practices Prohibition Act 2021) are monitored and enforced through the Victorian Equal Opportunity and Human Rights Commission. Complaints regarding the Privacy and Data Protection Act 2014; Health Records Act 2001 are regulated by the Victorian Commissioner for Privacy and Data Protection.

The Appendix includes a detailed table that specifies the sources of compliance, requirements, evidence, consequences and responsibilities of committee members, Chairs, Secretaries, Treasurers, Coordinators and members.

Checklist requirements

Checklist requirements for committee members, office bearers and staff arising from legislation or regulation

The following checklists form a ready reckoner of requirements for committee members, chairs, secretaries and treasurers arising from legislation or regulation.

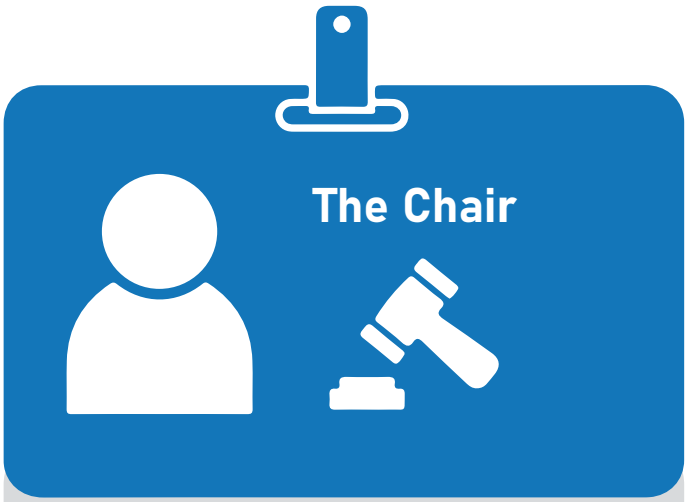
Coordinators are a vital part in the governance chain of responsibility by developing transparent and transparent administrative systems to support committees to meet their obligations in a timely way.

Committee members are collectively responsible for all aspects of governance and operations but should pay particular attention to:

- Advertising opening hours that match the Neighbourhood House Coordination Program funding and that twice as many activity hours as coordination hours.
- Complying with the 11 Child Safe Standards 2022 (see detailed compliance requirements in the Appendix).
- Complying with the Fair Work system, relevant awards or the neighbourhood house sector collective agreement and 11 national employment standards (see detailed compliance requirements in the Appendix).
- Creating a working environment that is safe and without risks to physical and mental health (see detailed compliance requirements in the Appendix).
- Complying with the "positive duty" to protect employees, job applicants, contractors and their carers, friends or relatives from discrimination, (sexual) harassment or victimisation (see detailed compliance requirements in the Appendix).
- Complying with privacy legislation (see detailed compliance requirements in the Appendix).
- Complying with the Australian Charities and Not-for-profits Commission Governance Standards 1-6 (see detailed compliance requirements in the Appendix). **
- Returning original copies of any relevant documents to the association's committee within 28 days of ceasing to hold their position.

** This does not apply to house's that do not hold charitable status.

The Appendix includes a detailed table that specifies the sources of compliance, requirements, evidence, consequences and responsibilities of committee members, Chairs, Secretaries, Treasurers, Coordinators and members.



The Chair

The chair, chairperson or president runs meetings and usually represents the organisation at public events. There may be a deputy chair that takes on the role of the chair when that person is unavailable.

Specific actions that the chair is responsible for include:

- Providing leadership in the committee and to the organisation based on communication and collaboration skills and with empathy, impartiality and trustworthiness.
- Attending NHBarwon events and professional development opportunities.
- Considering nominating for the NHBarwon executive committee.
- Contacting the NHBarwon Networker for support or advice on any governance related issues.
- Establishing a committee of management at the annual general meeting and filling casual vacancies as they occur according to the rules in the constitution. *
- Including a vision, mission and purpose statement in the annual plan that complies with the Neighbourhood House Coordination Program aims and Australian Charities and Not-for-profit Commission's charitable purpose and meeting the 6 governance standards (see detailed compliance requirements in the Appendix).**
- Complying with the Fair Work system, relevant awards or the neighbourhood house sector collective agreement and 11 national employment standards (see detailed compliance requirements in the Appendix).
- Creating a working environment that is safe and without risks to physical and mental health (see detailed compliance requirements in the Appendix).
- Complying with the "positive duty" to protect employees, job applicants, contractors and their carers, friends or relatives from discrimination, (sexual) harassment or victimisation (see detailed compliance requirements in the Appendix).
- Complying with privacy legislation (see detailed compliance requirements in the Appendix).
- Complying with the 11 Child Safe Standards 2022 (see detailed compliance requirements in the Appendix).
- Returning original copies of any relevant documents to the association's committee within 28 days of ceasing to hold their position.

*This does not apply to house's auspiced by other legal entities such as local government and health services.

** This does not apply to house's that do not hold charitable status.

The Treasurer

The treasurer manages the financial affairs of the organisation.

Specific actions that the treasurer is responsible for include:

- Ensuring that a financial accounting system is in place that enables transparent and accessible management and reporting of the House's finances.
- Authorising an independent audit of the annual financial statements by a registered company auditor, form of registered company auditors or a member of (and who holds a current practicing certificate from) CPA, ICAA or IPA. *
- Presenting the house's annual audit report at the annual general meeting. *
- Ensuring that a system is in place that keeps the audited financial statements presented to the annual general meetings for the last 7 years. *
- Returning original copies of any relevant documents to the association's committee within 28 days of ceasing to hold their position.

*This does not apply to house's auspiced by other legal entities such as local government and health services.

The Secretary

The secretary reports to the relevant regulators, organises meetings, deals with documents and maintains records. For incorporated bodies, the secretary must register on the Consumer Affairs Victoria portal (myCAV), maintain records and correspond with the regulator electronically.

Specific actions that the secretary is responsible for include:

- Lodging regular updates and annual statements with Consumer Affairs Victoria to maintain incorporation. Such documents must be written in English or have a certified English translation accompanying the document.*
- Lodging notification (on the Consumer Affairs Victoria approved form) within 14 days after their appointment as secretary and contact details.*
- Lodging a copy of the house's audited annual financial statements with Consumer Affairs Victoria within one month of the annual general meeting.*#

- Notifying the Consumer Affairs Victoria Registrar in writing of its transfer of incorporation within 14 days after it registers. *
- Ensuring that a system is in place that keeps an original document when a copy has been lodged with the Registrar for the last 7 years. It must also produce the original document within 28 days if it is requested by the Registrar. *
- Presenting the house's annual report on activities at the annual general meeting. *
- An annual certificate of currency is issued from the Victorian Managed Insurance Authority for insurance coverage suitable for the operational activities and governance arrangements.*
- Lodging the Service Agreement Compliance Certification (SACC) either 3 months after the house's financial operating period ends or 7 days after the annual general meeting. *
- Ensuring routine use of the incorporated association's name and registration number on all notices, advertisements and business documents but only using the abbreviations (of inc or inc.) when entitled to do so. *
- Updating the Registrar of Consumer Affairs Victoria within 14 days of any change to the registered address of the incorporated association. *
- Updating the Registrar of Consumer Affairs Victoria within 14 days of the incorporated association becoming a trustee of a trust and lodge any deeds or instruments regarding the trust's name, purpose, beneficiaries and trustees. *
- Permitting a member to inspect a copy of the trust deed of any trust that holds association funds or assets. *
- Permitting a member to inspect the rules and minutes of the general meetings of the association. This must be done in reasonable time by appointment with the Secretary.*
- Providing a member with a copy of the association's rules and minutes making a written request or paying any specified fee. *
- Returning original copies of any relevant documents to the association's committee within 28 days of ceasing to hold their position.*
- Ensuring that the constitution, strategic plan and activity descriptions reflect a primary charitable purpose to retain charitable registration with the Australian Charities and Not-for-profits Commission.**
- Notifying Australian Charities and Not-for-profits Commission of changes to the House's legal name, address for service, responsible people including committee members and office bearers or constitution. **
- Submitting and annual information statement to the Australian Charities and Not-for-profits Commission online portal within 6 months of the end of the reporting period. **

*This does not apply to house's auspiced by other legal entities such as local government and health services.

** This does not apply to house's that do not hold charitable status.

Houses are exempt from doing this if they are ACNC registered - https://www.consumer.vic.gov.au/clubs-and-fundraising/incorporated-associations/running-an-incorporated-association/annual-reporting/lodging-an-annual-statement#Exemption

The Cozy Cafe
FLOUR
BUTTER

Good Governance Workbook

PART THREE

The Good Governance Workbook a self-paced tool designed to support committees to learn what good governance looks like and how you would demonstrate your compliance.

Once completed, it should become the one stop shop for anyone to understand how to manage:

- An effective committee of management.
- Strategic, operational and risk management.
- Community engagement.
- Staff and volunteers.
- Shared or lease facilities.
- Events.

The Workbook provides information on governance topics and elements.

It provides tick boxes that can indicate where they are met and an action column to record where everything is kept.

It links to authoritative websites where templates and resources can be found and adapted.

Importantly, it raises questions for committees to consider in delivering good governance.

An effective Committee of Management

Diversity

	No.	1.1 GOVERNANCE ELEMENT | Diversity
Good practice indicators	1.1.1	Committee members reflect the local community (all life stages, gender diversity, culture, disability and Aboriginal community members).
	1.1.2	The committee takes account of technical skills that would improve committee operations (financial, IT, legal, human resource management, governance, community engagement) when filling vacancies.
	1.1.3	The committee has ways to engage diverse and technically skilled community members if they are not currently represented on the committee.
	1.1.4	Diversity of thinking is actively encouraged by the Chair.
Good practice evidence	1.1.5	The Australian Bureau of Statistics current community profile and Socio-Economic Indexes for Areas (SEIFA) is circulated to the committee, along with more local postcode level data.
	1.1.6	Active recruitment is initiated by the committee to recruit people with diverse backgrounds and skills, and these are promoted through the "about us" section of the website.
	1.1.7	The committee conducts a committee skills audit on a regular basis.
	1.1.8	Partnerships are in place with local organisations representing segments of the local population so needs are monitored and met.
	1.1.9	Diverse programs are in place and regularly promoted via the website, social media and local networks to meet the needs of all community members.
Questions for committees	1.1.10	Who is part of this local community, what are their needs and how can we gain their contribution and participation?
	1.1.11	Are our language and actions in policies, procedures, programs and operations relatable, understandable and accessible for all community members?
	1.1.12	Who else in our local area represents the interests of diverse community members and do we partner with them to meet needs or collaborate to bring funding into our area?
	1.1.13	Do we need to adjust our communication plan to get information out to all parts of the community to increase participation?
	1.1.14	What could we do to ensure that the house is welcoming for all ages, genders, cultures, disabilities and Aboriginal community?

RESOURCE LINKS

1.1

	No.	Response | Diversity	✓
Good practice indicators	1.1.1		○
	1.1.2		○
	1.1.3		○
	1.1.4		○
Good practice evidence	1.1.5		○
	1.1.6		○
	1.1.7		○
	1.1.8		○
	1.1.9		○
Questions for committees	1.1.10		○
	1.1.11		○
	1.1.12		○
	1.1.13		○
	1.1.14		○

- Australian Bureau of Statistics: https://www.abs.gov.au/census/guide-census-data/about-census-tools/community-profiles
- City of Greater Geelong suburb level demographic profile:https://profile.id.com.au/geelong/flyer
- Surf Coast Shire suburb level demographic profile: https://www.surfcoast.vic.gov.au/About-us/About-the-Shire/Demographicspopulation
- Colac Otway Shire suburb level demographic profile:https://profile.id.com.au/colac-otway/about

Institute of Community Directors Policy Bank resources:

- Board Member Recruitment Policy template https://communitydirectors.com.au/policies/board-member-recruitment-policy

An effective Committee of Management

Roles & Responsibilites

	No.	1.2 GOVERNANCE ELEMENT | Roles and responsibilities
Good practice indicators	1.2.1	Position descriptions are available for the chair, secretary and treasurer roles.
	1.2.2	Position descriptions are available for general committee members.
	1.2.3	Committee meetings occur regularly, are scheduled 12 months in advance and are well attended by all committee members.
Good practice evidence	1.2.4	Committee position descriptions are in place.
	1.2.5	Constitution is in place and updated, when necessary, via the annual general meeting or special general meetings.
	1.2.6	Register of members maintained.
	1.2.7	Minutes of the Annual General Meeting and financial reports, special general meetings and committee minutes are maintained for 7 years.
Questions for committees	1.2.8	Am I clear about my role and responsibilities?
	1.2.9	Are committee meetings held at times that enable full community participation – could rotating times increase access?
	1.2.10	Are position descriptions available in the "about us" section of our website to increase interest and transparency?

RESOURCE LINKS

1.2

	No.	Response | Roles and responsibilities	✓
Good practice indicators	1.2.1		○
	1.2.2		○
	1.2.3		○
Good practice evidence	1.2.4		○
	1.2.5		○
	1.2.6		○
	1.2.7		○
Questions for committees	1.2.8		○
	1.2.9		○
	1.2.10		○

Institute of Company Directors:

- https://communitydirectors.com.au/policies/board-office-bearer-policy-position-statements

Justice Connect:

- https://www.nfplaw.org.au/free-resources

NHBarwon Governance Project Resources:

- https://www.nhbarwon.org.au/

NHVic member resources:

- https://www.nhvic.org.au/

Institute of Community Directors Policy Bank resources

- Board Office-bearer Policy & Position Statement template https://communitydirectors.com.au/policies/board-office-bearer-policy-position-statements

An effective Committee of Management

Induction and team building

	No.	1.3 GOVERNANCE ELEMENT | Induction and Team Building
Good practice indicators	1.3.1	Committee members are provided with this induction kit and a local induction kit.
	1.3.2	Committee members attend the NHBarwon Induction Workshops and are aware of NHVic online and training resources.
	1.3.3	Committee members have read the Constitution.
	1.3.4	Committee members have read the NHCP Guidelines.
	1.3.5	The chair and/or committee members participate in the NHBarwon Community of Practice and delivered training.
	1.3.6	The committee has an annual planning day, including a team building component to review the last year and plan for the year ahead.
Good practice evidence	1.3.7	Induction is scheduled for all new committee members.
	1.3.8	Training or information sessions are scheduled for the committee when there are changes to compliance requirements.
	1.3.9	Committee members annually self-evaluate their own performance as committee members.
Questions for committees	1.3.10	How do I access the constitution, funding and service guidelines and compliance requirements so I can make good decisions?
	1.3.11	How does this committee build itself into a team?
	1.3.12	Do we have an annual planning day to review the last year and set activity and budget priorities for the coming year?

RESOURCE LINKS

1.3

	No.	Response | Induction and Team Building	✓
Good practice indicators	1.3.1		○
	1.3.2		○
	1.3.3		○
	1.3.4		○
	1.3.5		○
	1.3.6		○
Good practice evidence	1.3.7		○
	1.3.8		○
	1.3.9		○
Questions for committees	1.3.10		○
	1.3.11		○
	1.3.12		○

NHBarwon Governance Project Resources:

- https://www.nhbarwon.org.au/

Department of Families, Fairness and Housing Neighbourhood House guidelines:

- https://providers.dffh.vic.gov.au/guidelines-2016-2019-neighbourhood-house-coordination-program-word

NHVic member resources:

- https://www.nhvic.org.au/

Institute of Community Directors Policy Bank resources

- Board Member Induction Policy template https://communitydirectors.com.au/policies/board-member-induction-policy

An effective Committee of Management

Running successful meetings

	No.	1.4 GOVERNANCE ELEMENT | Running successful meetings
Good practice indicators	1.4.1	The committee standing agenda includes: ☑ Date, time and location of meeting. ☑ Acknowledgement of Country. ☑ Present, apologies and /or guest speakers. ☑ Declaration of any private interests arising from the agenda. ☑ Correspondence in and out ☑ Confirmation of the previous minutes and actions. ☑ Finance report and motions for committee decision. ☑ Coordinators report and motions for committee decision. ☑ Chair's update and motions for committee decision. ☑ Additional specific items for discussion and decision. ☑ General business. ☑ Feedback from the meeting – was it an inclusive meeting and did everyone feel heard. ☑ Confirmation of the nest meeting.
	1.4.2	The agenda (and papers relating to agenda items) are circulated to all committee members a week ahead of the scheduled meeting to allow enough reading time.
	1.4.3	The committee meeting minutes include: ☑ Time when the meeting commences and concludes. ☑ Committee decisions, delegation for action, expected timeframe for delivery and report back.
Good practice evidence	1.4.4	Minutes (with action plans) are circulated within a week of the committee meeting so that everyone is clear about who is doing what and when.
	1.4.5	Committee agendas and papers are circulated a week ahead of the meeting.
	1.4.6	Committee meetings run on time, cover all agenda items and allow for sufficient time for discussion and decision making.
	1.4.7	Sub-committees are established for larger pieces of work and report back to the full committee for decision making.
	1.4.8	Committee discussions are constructive, respectful and enjoyable and this is tested at the end of each meeting by asking for feedback from the meeting on whether it was an inclusive meeting and did everyone feel heard.
Questions for committees	1.4.9	Are papers circulated a week ahead to enable all members to read and prepare for the meeting?
	1.4.10	What does a conflict of interest mean, how do I declare it and still be part of the committee?
	1.4.11	Do we make decisions when we meet that enable our staff to be skilled, engaged, empowered and authorised to act operationally?
	1.4.12	Do we make decisions that take account of our vision, agreed strategic and operational plan, financial capacity and diverse community needs?
	1.4.13	Are we all participating equally in this committee, and do we reflect on how we are governing the organisation?

RESOURCE LINKS

1.4

	No.	Response | Running successful meetings	✓
Good practice indicators	1.4.1		○
	1.4.2		○
	1.4.3		○
Good practice evidence	1.4.4		○
	1.4.5		○
	1.4.6		○
	1.4.7		○
	1.4.8		○
Questions for committees	1.4.9		○
	1.4.10		○
	1.4.11		○
	1.4.12		○
	1.4.13		○

Institute of Community Directors Policy Bank resources:

- Board Attendance Policy https://communitydirectors.com.au/policies/board-attendance-policy
- Board Confidentiality Policy https://communitydirectors.com.au/policies/board-confidentiality-policy
- Board Dispute Resolution Policy https://communitydirectors.com.au/policies/board-dispute-resolution-policy
- Board Grievance Policy https://communitydirectors.com.au/policies/board-grievance-policy
- Complaints handling https://communitydirectors.com.au/policies/complaints-handling
- Board Fundraising Policy https://communitydirectors.com.au/policies/board-fundraising-policy

Strategic, operational and Risk Management

Vision, purpose, mission, values, strategic, operational and risk management

	No.	2.1 GOVERNANCE ELEMENT | Risk Management
Good practice indicators	2.1.1	The committee develops and reviews the house's vision, mission and values.
	2.1.2	The strategic plan is set for 3-5 years and is referenced in committee decision making and resource allocation.
	2.1.3	The risk management plan addresses security and fraud, compliance, operations, financial, economic and reputational risk.
	2.1.4	The strategic plan guides the annual operational plan and budget.
Good practice evidence	2.1.5	When accepting a committee appointment or office bearer role, all committee members sign off on support for the organisation's vision, purpose, mission, values and code of conduct.
	2.1.6	A strategic plan is in place, reviewed annually and available on the website.
	2.1.7	An annual risk mitigation plan is in place and new opportunities are assessed against this plan and added to it.
Questions for committees	2.1.8	Does the coordinator's report give us enough information about emerging community and staff needs?
	2.1.9	Does the finance report show that we have enough reserves to pay are bills as they fall due and to cover us for any unanticipated funding reduction or increased costs?
	2.1.10	Does the treasurer summarise the budget "narrative" with explanations so that the statements are fully understood?
	2.1.11	What is my role in occupational health and safety?
	2.1.12	What do we have in place to protect member and staff private data?
	2.1.13	What are the "red flags" I need to be aware of to make good decisions?

RESOURCE LINKS

2.1

	No.	Response | Risk Management	✓
Good practice indicators	2.1.1		◯
	2.1.2		◯
	2.1.3		◯
	2.1.4		◯
Good practice evidence	2.1.5		◯
	2.1.6		◯
	2.1.7		◯
Questions for committees	2.1.8		◯
	2.1.9		◯
	2.1.10		◯
	2.1.11		◯
	2.1.12		◯
	2.1.13		◯

Justice Connect:

- https://www.nfplaw.org.au/free-resources/how-to-run-the-organisation
- https://www.nfplaw.org.au/free-resources/insurance-and-risk/negligence-accidents-and-incidents

Institute of Community Directors:

- https://communitydirectors.com.au/search/results?q=strategic+planning
- https://communitydirectors.com.au/search/results?q=risk+management

Institute of Community Directors Policy Bank Templates

- Legislative Compliance Policy https://communitydirectors.com.au/policies/legislative-compliance-policy
- Risk Management Policy https://communitydirectors.com.au/policies/risk-management-policy
- Crisis Response Policy https://communitydirectors.com.au/policies/crisis-response-policy
- Financial Controls Policy https://communitydirectors.com.au/policies/financial-controls-policy
- Reimbursement Policy https://communitydirectors.com.au/policies/reimbursement-policy
- Ethical Fundraising Policy https://communitydirectors.com.au/policies/ethical-fundraising-policy
- Investment Planning Policy https://communitydirectors.com.au/policies/investment-planning-policy
- Sponsorship Policy https://communitydirectors.com.au/policies/sponsorship-policy
- Fraud Risk Management Policy https://communitydirectors.com.au/policies/fraud-risk-management-policy
- Cyber Security Policy https://communitydirectors.com.au/policies/cyber-security-policy
- Data Retention & Destruction Policy https://communitydirectors.com.au/policies/data-retention-destruction-policy
- Copyright Policy https://communitydirectors.com.au/policies/copyright-policy
- Environmental Sustainability Policy https://communitydirectors.com.au/policies/environmental-sustainability-policy

Strategic, operational and Risk Management

Creating culture and ethical behaviour

	No.	2.2 GOVERNANCE ELEMENT | Creating culture and ethical behaviour
Good practice indicators	2.2.1	The committee identifies the organisational culture that is consistent with the constitutional purpose and the strategic plan vision, mission and values.
	2.2.2	The committee routinely checks for conflict of interest when making decisions.
Good practice evidence	2.2.3	Statement of values.
	2.2.4	Code of ethics or conduct.
	2.2.5	Conflict of interest policy and procedure.
Questions for committees	2.2.6	How do we define inappropriate behaviour between ourselves, in the workplace and organisation?
	2.2.7	What actions do we take to show zero tolerance to inappropriate behaviours?

RESOURCE LINKS

2.2

	No.	Response | Creating culture and ethical behaviour	✓
Good practice indicators	2.2.1		○
	2.2.2		○
Good practice evidence	2.2.3		○
	2.2.4		○
	2.2.5		○
Questions for committees	2.2.6		○
	2.2.7		○

Institute of Community Directors:

- Culture https://communitydirectors.com.au/search/results?q=culture
- Ethical Behaviour https://communitydirectors.com.au/search/results?q=ethical+behaviour
- Conflict of Interest https://communitydirectors.com.au/search/results?q=conflict+of+interest

Institute of Community Directors Policy Bank resources

- Governance Policy https://communitydirectors.com.au/policies/governance-policy
- Code of Ethics https://communitydirectors.com.au/policies/code-of-ethics
- Transparency and Accountability Policy https://communitydirectors.com.au/policies/transparency-and-accountability-policy
- Board Conflict of Interest Policy https://communitydirectors.com.au/policies/board-conflict-of-interest-policy

Strategic, operational and Risk Management

Accountability & Compliance

	No.	2.3 GOVERNANCE ELEMENT | Accountability & compliance
Good practice indicators	2.3.1	Funding and service agreements and compliance tasks are met.
	2.3.2	Incorporation compliance tasks are met.
Good practice evidence	2.3.3	Service Agreement Compliance Certification (SACC) form lodged with DFFH annually.
	2.3.4	Annual compliance review conducted.
	2.3.5	Annual operational workplan and budget established and regularly monitored and adjusted
Questions for committees	2.3.6	How will I know that we are meeting our funding and compliance obligations?
	2.3.7	What are we aiming to improve and how will I know when we get there?

RESOURCE LINKS

2.3

	No.	Response |Accountability & compliance	✓
Good practice indicators	2.3.1		○
	2.3.2		○
Good practice evidence	2.3.3		○
	2.3.4		○
	2.3.5		○
Questions for committees	2.3.6		○
	2.3.7		○

Department of Families, Fairness and Housing:

- https://providers.dffh.vic.gov.au/funded-agency-channel

Consumer Affairs Victoria:

- https://www.consumer.vic.gov.au/clubs-and-fundraising/incorporated-associations

Australian Charities and Not-for-profit Commission:

- https://www.acnc.gov.au/for-charities

Commission for Children and Young People:

- https://ccyp.vic.gov.au/child-safe-standards/

Fair Work Commission:

- https://www.fairwork.gov.au/tools-and-resources/templates

Justice Connect:

- https://www.nfplaw.org.au/free-resources/work-health-and-safety-laws/victoria

Institute of Community Directors Policy Bank resources

- Legislative Compliance Policy Template https://communitydirectors.com.au/policies/legislative-compliance-polic

Community Engagement

Community Engagement & Development is a fundamental commitment

	No.	3.1 GOVERNANCE ELEMENT | Fundamental commitment
Good practice indicators	3.1.1	The committee engages community members and key stakeholders in the strategic planning process.
	3.1.2	The committee engages community members in the activities planning process to inform operations.
Good practice evidence	3.1.3	A strategic communication plan is in place that identifies all diverse community, partners, stakeholders and funders and the best communication method to transmit key messages and information.
Questions for committees	3.1.4	Do we have two-way process with our members, partners, stakeholders and funders to let them know what we are delivering and explore emerging issues and opportunities?

RESOURCE LINKS

3.1

	No.	Response | Fundamental commitment	✓
Good practice indicators	3.1.1		○
	3.1.2		○
Good practice evidence	3.1.3		○
Questions for committees	3.1.4		○

Institute of Community Directors Policy Bank resources

- Social Media Policy Template https://communitydirectors.com.au/policies/social-media-policy
- Media Relations Policy Template https://communitydirectors.com.au/policies/media-relations-policy
- Acceptable Use of Electronic Media Policy Template https://communitydirectors.com.au/policies/acceptable-use-of-electronic-media-policy
- Privacy Policy Template https://communitydirectors.com.au/policies/privacy-policy
- Complaints handling Template https://communitydirectors.com.au/policies/complaints-handling

Recruitment and selection, retention and succession (staff, volunteers and contractors)

	No.	4.1 GOVERNANCE ELEMENT | Recruitment, Retention & Succession
Good practice indicators	4.1.1	The committee has member(s) with experience in staff recruitment and/or management.
	4.1.2	Paid staff, tutors and volunteers and all recognised as employees.
	4.1.3	A nominated committee member (often the chair) has regular, scheduled meetings with the coordinator to support implementation of the operational plan, check in on personal and professional needs and concerns.
	4.1.4	Staff are provided with this induction kit and a local induction kit including the operational plan and locations of key files and documents.
	4.1.5	Staff are given the contact details of the NHBarwon networker and NHVic for sector orientation and support.
Good practice evidence	4.1.6	Recruitment, performance management, training and development and support are established and workplans linked to the strategic and operational plan are available.
	4.1.7	There is a strategy for volunteer recruitment to sustain ongoing volunteer engagement in place.
	4.1.8	Letters of offer, and contracts are kept in a secure manner.
	4.1.9	There is a system for conducting and retaining reference checks, police checks and Working with Children Checks.
	4.1.10	Staff members have read the Constitution.
	4.1.11	Staff members have read the NHCP Guidelines.
	4.1.12	Regular supervision occurs.
Questions for committees	4.1.13	Are staff workloads, strategic and operational plans taken into account when new ideas or funding emerges?
	4.1.14	Do we have an annual staff performance, training and development plan in place?

4.1

	No.	Response | Recruitment, Retention & Succession	✓
Good practice indicators	4.1.1		○
	4.1.2		○
	4.1.3		○
	4.1.4		○
	4.1.5		○
Good practice evidence	4.1.6		○
	4.1.7		○
	4.1.8		○
	4.1.9		○
	4.1.10		○
	4.1.11		○
	4.1.12		○
Questions for committees	4.1.13		○
	4.1.14		○

Recruitment and selection, retention and succession (staff, volunteers and contractors)

RESOURCE LINKS

Justice Connect:

- https://www.nfplaw.org.au/free-resources/managing-people/managing-employees
- https://www.nfplaw.org.au/free-resources/managing-people/managing-employees/the-fair-work-system-overview

Business Victoria:

- Human resource management policy framework Template https://business.vic.gov.au/tools-and-templates/hr-policies-and-procedures-manual-template

Institute of Community Directors Policy Bank resources

- Staff Recruitment Policy Template https://communitydirectors.com.au/policies/staff-recruitment-policy
- CEO Recruitment Policy Template https://communitydirectors.com.au/policies/ceo-recruitment-policy
- Volunteer Management Policy Template https://communitydirectors.com.au/policies/volunteer-management-policy
- Employment References Policy Template https://communitydirectors.com.au/policies/employment-references-policy
- Staff Conflict of Interest Policy Template https://communitydirectors.com.au/policies/staff-conflict-of-interest-policy
- Staff Induction Policy Template https://communitydirectors.com.au/policies/staff-induction-policy
- Hybrid Work Policy Template https://communitydirectors.com.au/policies/hybrid-work-policy
- Misconduct Policy Template https://communitydirectors.com.au/policies/misconduct-policy
- Performance Review Policy Template https://communitydirectors.com.au/policies/performance-review-policy
- Managing Unsatisfactory Work Performance Policy Template https://communitydirectors.com.au/policies/managing-unsatisfactory-work-performance-policy
- Child Protection Policy Template https://communitydirectors.com.au/policies/child-protection-policy
- Confidentiality Policy Template https://communitydirectors.com.au/policies/confidentiality-policy
- Child Safety Code of Conduct Template https://communitydirectors.com.au/policies/child-safety-code-of-conduct
- Equal Employment Opportunity Policy Template https://communitydirectors.com.au/policies/equal-employment-opportunity-policy
- Anti-discrimination Policy Template https://communitydirectors.com.au/policies/anti-discrimination-policy
- Access & Equity Policy Template https://communitydirectors.com.au/policies/access-equity-policy

4.1

- Affirmative Action Policy Template https://communitydirectors.com.au/policies/affirmative-action-policy
- Sexual Harassment Policy Template https://communitydirectors.com.au/policies/sexual-harassment-policy
- Long Service Leave Policy Template https://communitydirectors.com.au/policies/long-service-leave-policy
- Professional Development Policy Template https://communitydirectors.com.au/policies/professional-development-policy
- Family Friendly Policy Template https://communitydirectors.com.au/policies/family-friendly-policy
- Time in Lieu Policy Template https://communitydirectors.com.au/policies/time-in-lieu-policy
- Unpaid Leave Policy Template https://communitydirectors.com.au/policies/unpaid-leave-policy
- Alternative Public Holiday Policy Template https://communitydirectors.com.au/policies/alternative-public-holiday-policy
- Circular Resolution Policy Template https://communitydirectors.com.au/policies/circular-resolution-policy
- Grief and Loss Policy Template https://communitydirectors.com.au/policies/grief-and-loss-policy
- Personal Leave, Carer's Leave & Compassionate Leave Template https://communitydirectors.com.au/policies/personal-leave-carers-leave-compassionate-leave
- Acceptable Use of Vehicles & Equipment Policy Template https://communitydirectors.com.au/policies/acceptable-use-of-vehicles-equipment-policy
- Resignation and Retirement Policy Template https://communitydirectors.com.au/policies/resignation-and-retirement-policy
- Redundancy Policy Template https://communitydirectors.com.au/policies/redundancy-policy
- Workplace Health and Safety Policy Template https://communitydirectors.com.au/policies/workplace-health-and-safety-policy
- Injury and Incident Reporting Policy Template https://communitydirectors.com.au/policies/injury-and-incident-reporting-policy
- First Aid Policy Template https://communitydirectors.com.au/policies/first-aid-policy
- Bullying Policy Template https://communitydirectors.com.au/policies/bullying-policy
- Whistleblower Policy Template https://communitydirectors.com.au/policies/whistleblower-policy
- Epidemic & Pandemic Policy Template https://communitydirectors.com.au/policies/epidemic-pandemic-policy
- Vaccination Policy Template https://communitydirectors.com.au/policies/vaccination-policy

Incidents, grievances and disputes

	No.	4.2 GOVERNANCE ELEMENT | Incidents, grievances and disputes
Good practice indicators	4.2.1	Incident, grievance and disputes policy and procedure follow the house's constitution, EBA requirements and funding and service agreement requirements.
	4.2.2	The grievance and dispute policy and procedure are communicated with all members.
Good practice evidence	4.2.3	An incident reporting stem is in place and reported on via the coordinator's report to prevent future occurrences.
	4.2.4	Notifiable incidents are made in a timely way to required agencies.
Questions for committees	4.2.5	What does our incidents, grievances and disputes policy require of us as a committee?
	4.2.6	Is the process easy to access and complete?
	4.2.7	Is the process displayed on the website and in the house?
	4.2.8	Are incidents, grievances and disputes routinely reported to the committee?

RESOURCE LINKS

4.2

	No.	Response | Incidents, grievances and disputes	✓
Good practice indicators	4.2.1		○
	4.2.2		○
Good practice evidence	4.2.3		○
	4.2.4		○
Questions for committees	4.2.5		○
	4.2.6		○
	4.2.7		○
	4.2.8		○

Institute of Company Directors:

- Grievances https://communitydirectors.com.au/search/results?q=grievances
- Disputes https://communitydirectors.com.au/search/results?q=disputes

Institute of Community Directors Policy Bank resources

- Staff Grievances and Dispute Resolution Policy Template https://communitydirectors.com.au/policies/staff-grievances-and-dispute-resolution-policy

Managing shared or leased facilities

Transparency, Accountability, Participation, Consensus-oriented,Responsiveness, Effectiveness and Efficiency, Integrity and stewardship, Leadership.

	No.	4.3 GOVERNANCE ELEMENT | Managing Leases: Leadership Attributes
Good practice indicators	4.3.1	Adequate funding has been allocated and attributed to the body who will coordinate the hub, manage responsive and planned maintenance, respond to complaints and facilitate planning, reference and advisory committees.
	4.3.2	Neighbourhood house participation in facility planning, reference and advisory committees.
Good practice evidence	4.3.3	There is a clearly defined written agreement setting out the responsibilities and financial obligations of each legal entity including maintenance for the facility owner and occupants.
	4.3.4	There is a Memorandum of Understanding to document an agreement between parties.
	4.3.5	There is a Heads of Agreement to provide key parameters of a proposed agreement between parties
	4.3.6	There is a regular and promoted timetable for facility planning, reference and advisory committees.
	4.3.7	Facility users able to provide feedback through documented and agreed mechanisms.
	4.3.8	There are regular meetings of co-located services to proactively address emerging community needs and issues, program and building maintenance issues.
	4.2.9	There clearly defined, agreed and well documented conflict resolution processes in place.
Questions for committees	4.3.10	Who is funding the coordination and reception function?
	4.3.11	What if the building owner responsible for and what is the neighbourhood house (and any other occupants)?
	4.3.12	How will the committee be provided with balanced and objective information to assist them in understanding the problems, alternatives, opportunities and/or solutions in the facility?
	4.3.13	Will there be enough time to consult and obtain committee feedback on analysis, alternatives and/or decisions?
	4.3.14	Have all the space and storage requirements been accommodated?
	4.3.15	Is the right mix of services in place to maximise the benefits of co-location?

RESOURCE LINKS

4.3

	No.	Response | Managing Leases: Leadership Attributes	✓
Good practice indicators	4.3.1		◯
	4.3.2		◯
Good practice evidence	4.3.3		◯
	4.3.4		◯
	4.3.5		◯
	4.3.6		◯
	4.3.7		◯
	4.3.8		◯
	4.2.9		◯
Questions for committees	4.3.10		◯
	4.3.11		◯
	4.3.12		◯
	4.3.13		◯
	4.3.14		◯
	4.3.15		◯

Local Government resource

- https://www.localgovernment.vic.gov.au/__data/assets/pdf_file/0018/165051/Guide-to-Governing-Shared-Community-Facilities.pdf

Institute of Community Directors Policy Bank resources

- Letting of Premises Policy Template https://communitydirectors.com.au/policies/letting-of-premises-policy

Event Management and Approvals

	No.	4.4 GOVERNANCE ELEMENT | Event management and approvals
Good practice indicators	4.4.1	There is a detailed event management plan in place and accessibility has been incorporated.
	4.4.2	Potential for conflicting events which may impact on the event, or the location have been confirmed.
	4.4.3	The event has been promoted.
	4.4.4	Event activities comply with relevant Municipal By-Law(s) Special Conditions regarding activities on a road have been organised.
	4.4.5	Road closure procedures are followed where necessary municipal by-laws are met where structures are to be erected on roads.
	4.4.6	Activities are adequately detailed when a municipal event permit is required.
	4.4.7	Event activities and structures comply with all relevant legislation and regulations.
	4.4.8	Amusement rides are registered with authorities, and serial numbers checked. Public consultation policies are complied with where applicable.
	4.4.9	Cancellation-of-event procedures are in place.
	4.4.10	Proof of appropriate insurances by contractors to event, such as amusement ride operators, infrastructure suppliers and stallholders provided and make sure name of insured and names of contractor match.
	4.4.11	All organisations or groups involved have an established legal status or auspice.
	4.4.12	Emergency services contacted, notified of proposal to hold event and preliminary arrangements made if required to provide attendance or assistance
Good practice evidence	4.4.13	The detailed event management plan documents that: ☑ Permits have been applied for and granted prior to the event. ☑ Food safety and responsible serving of alcohol approvals are in place. ☑ Event insurance is in place. ☑ All organizations involved in the event are identified. ☑ Key roles and responsibilities are clearly stated. ☑ An event risk assessment has been carried out and documented. ☑ Event controller and deputy(ies) are identified. ☑ Bump-In plan (set-up of event during which Event Organizer has control of site) is outlined. ☑ Bump-out plan (Post event until Event Organizer hands control back to municipality/site is normal) is outlined. ☑ An incident controller is identified. ☑ An event safety officer to monitor and review responsibilities throughout the event is identified. ☑ Communication arrangements and protocols are clear. ☑ Incident procedures are clear. ☑ Emergency procedures are clear. ☑ Coordination between organisations is established and clear. ☑ Procedures and arrangement for distributing notices are clear. ☑ Emergency services liaison is established. ☑ Structural inspections/occupational health & safety arrangements are identified. ☑ Asset registers are being maintained. ☑ Safety training needs are satisfied. ☑ Liaison with public and other organizations established. ☑ Licensing in place. Record of all amusement ride operators, infrastructure suppliers, stallholders identified.

4.4

	No.	Response | Event management and approvals	✓
Good practice indicators	4.4.1		○
	4.4.2		○
	4.4.3		○
	4.4.4		○
	4.4.5		○
	4.4.6		○
	4.4.7		○
	4.4.8		○
	4.4.9		○
	4.4.10		○
	4.4.11		○
	4.4.12		○
Good practice evidence	4.4.13		○

Event Management and Approvals

	No.	4.4 GOVERNANCE ELEMENT | Event management and approvals
Questions for committees	4.3.14	Will a risk assessment be applied to all activities during the event and by whom?
	4.3.15	Have all identified risks have been examined?
	4.3.16	Are arrangements for managing risk identified and in place?
	4.3.17	Will a post event de-brief be organised, by whom and when?

RESOURCE LINKS

4.4

	No.	Response | Event management and approvals	✓
Questions for committees	4.3.14		○
	4.3.15		○
	4.3.16		○
	4.3.17		○

Government resource

https://www.vmia.vic.gov.au/training/workshops-and-events

Sources of Information

PART FOUR

This Governance Induction Kit draws on information from the following websites which were correct at the time of publication. Links are provided directly to websites to accommodate any updates or changes:

- Business Victoria https://business.vic.gov.au/
- Consumer Affairs Victoria https://www.consumer.vic.gov.au/clubs-and-fundraising/incorporated-associations
- Department of Families, Fairness and Housing. Neighbourhood House Coordination Program Guidelines 2016–2019 and sector information (2016). https://providers.dffh.vic.gov.au/guidelines-2016-2019-neighbourhood-house-coordination-program-word
- Institute of Community Directors Australia https://communitydirectors.com.au/
- Justice Connect https://www.nfplaw.org.au/free-resources
- Learn Local https://learnlocal.org.au
- Neighbourhood Houses Barwon. https://www.nhbarwon.org.au
- Neighbourhood Houses Victoria https://www.nhvic.org.au
- Victorian Managed Insurance Authority https://www.vmia.vic.gov.au/training/workshops-and-events

In addition, resources, tools and comments were shared by:

- Rosewall Community Centre
- NHBarwon Mentors Group
- NHBarwon Governance Initiative Advisory Group
- Phil Butler – Australian Institute of Company Directors, Canberra.

Neighbourhood House Compliance Summary Appendix

PART FIVE

The following table is a detailed analysis of neighbourhood houses compliance sources, requirements, evidence, consequences and responsibilities of committee members, chairs, secretary, treasurers, coordinators and members.

It is a detailed reference to support the general information in Part 2 Governance and Compliance in this workbook.

Sources of Compliance Needs:

Neighbourhood House Coordination Guidelines 2016-19.

Department of Families, Fairness and Housing (DFFH)

Requirement	Compliance evidence & due dates, where known
Be an incorporated entity or operate under the auspice of local government or another incorporated not-for-profit, non-government organisation	Certificate of Incorporation from Consumer Affairs Victoria (CAV) showing: • the name of the incorporated association. • The registration number. • The date of incorporation. (Note: Updates and annual statements to retain registration can be made via the myCAV account set up when the incorporation

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

	Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
	Service agreement compliance and funding that could need negotiation of a plan and process for meeting these requirements within 12 months. If remaining non-compliant, suspension of services, funding or full cessation and termination of agreement.						

Sources of Compliance Needs:

Service agreement information kit for organisations funded by the Department of Health and Human Services, the Department of Education and Training Adult, Community and Further Education.

Department of Families, Fairness and Housing and Department of Jobs, Skills, Industry and Regions.

Requirement	Compliance evidence & due dates, where known
Be open for at least as many hours as the Neighbourhood House Coordination Program provides coordination funding.	Opening hours advertised in publications, websites or social media.
Provide at least twice as many activity hours as the number of coordination hours funded by the NHCP. Activities may be provided concurrently.	Term programs available in publications, the website or social media.
Participate in the governance, management and activities of their neighbourhood house network.	• Representation on the NHBarwon committee of management. • Attendance at NHBarwon events and professional development opportunities. • Engagement with NHBarwon for management and governance support, program development and strengthening regional linkages.
Have an annual plan for coordinating and delivering programs and activities.	Annual report presented to the Annual General Meeting for adoption.
	Annual plan available in publications, websites or social media.
Have an independent committee of management (or other similar governance structure such as a collective or cooperative that is agreed with the department) that is accountable and responsive to its community and includes representation from its community.	Committee of management is appointed through rules outlined in the constitution at the Annual General Meeting.
	Committee of management member contact details are available in publications, the website or social media.
Not operate for the financial gain of the management, participants, employees or volunteers.	Annual audit report is presented to the Annual General Meeting for adoption and available in publications, websites or social media.
	Annual audit report is available in publications, websites or social media.
Have a clear understanding of, and commitment to, the goals and aims of the Neighbourhood House Coordination Program as outlined in the Neighbourhood House Coordination Program guide.	The annual plan includes a vision, mission and purpose that aligns to the Neighourhood House Coordination Program.

Accountibility	Key
Individual accountability	🔵
Collective accountability	🟣
Administratively accountable to committee for implementation systems	🟢
Member Participation	🟡

	Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
		🟣				🔵 🟢	
		🟣	🔵			🟢	
		🟣		🔵		🟢	🟡
		🟣				🟢	🟡
		🟣	🔵			🟢	🟡
		🟣				🟢	🟡
		🟣			🔵	🟢	🟡
		🟣				🟢	🟡
		🟣	🔵			🟢	

VICTORIA State Government | Health and Human Services

VICTORIA State Government | Jobs, Skills, Industry and Regions

Sources of Compliance Needs:

Service agreement information kit for organisations funded by the Department of Health and Human Services, the Department of Education and Training Adult, Community and Further Education.

Department of Families, Fairness and Housing and Department of Jobs, Skills, Industry and Regions.

Requirement	Compliance evidence & due dates, where known
Receive insurance coverage under the Victorian Managed Insurance Authority's (VMIA) Insurance Program for Community Service Organisations and ensure insurance coverage is suitable for their operational activities and governance arrangements.	Certificate of currency.
Financial and risk management, staff safety screening, referee checks, police checks, and if relevant Working with Children Checks have been completed, privacy and data protection consistent with the Privacy and Data Protection Act 2014 and the Health Records Act 2001.	Service Agreement Compliance Certification (SACC) submitted to DFFH three months after the organisation's financial operating period, or seven days after the organisation's Annual General Meeting.

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

	Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member

Sources of Compliance Needs:

The Associations Incorporation Reform Act 2012 and Associations Incorporation Reform Regulations 2012.

Requirement	Compliance evidence & due dates, where known
s.23(1) & s.23(2): An incorporated association's name and registration number must appear on all notices, advertisements and business documents. The name must also be on the common seal (if any).	Incorporated association name and registration number routinely included in on all notices, advertisements and business documents.
s.28(1) & s.28(3): An incorporated association must have a registered address and must notify the Registrar of Consumer Affairs Victoria, in the form approved by the Registrar, within 14 days of any changes.	An incorporated association must have a registered address and must notify the Registrar of Consumer Affairs Victoria, in the form approved by the Registrar, within 14 days of any changes.
s.31(3): The secretary must, within 14 days of an association becoming a trustee of a trust, lodge with the Registrar particulars of the trust and a copy of any deed or other instrument creating or embodying that trust. Relevant particulars of a trust are: • name of the trust • purpose of the trust • beneficiaries of the trust • name of trustee(s)	Provision of the trust deed or other instrument creating or embodying that trust.
s.53(1) & s.53(2): An incorporated association must permit a member at a reasonable time, to inspect the rules and minutes of general meetings of the association. An association must give a member a copy of the rules and minutes within 14 days if the member: a) makes a written request, and b) pays the prescribed fee (if any).	For a large association with full-time staff, reasonable time could mean between normal business hours Monday to Friday. For a small association with only volunteer officers, it might mean at a time agreed between the member and the secretary. 'Reasonable time' does not include late at night, early in the morning or on public holidays, unless agreed by both parties. Inspect particular documents should be arranged in advance by appointment.

The secretary or delegate must create their own myCAV account to use the system.

The account is then linked to their incorporated association.

You must use a personal email address, not your club/association email address. You will verify your identity and sign into your account using this email address.

Create / sign in to your myCAV account.

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

	Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
	1 penalty unit.						

Note: Victorian Consumer Affairs can issue an infringement notice if breaches of certain sections of the Associations Incorporation Reform Act 2012 are identified. An infringement notice allows time to pay a fine for these offences without an admission of guilt, rather than going to court.

The infringement penalty is less than the maximum penalty a court can impose if it finds you guilty of the same offence.

The value of a penalty unit is $192.31 for financial year 2023-24 and is indexed annually.

Sources of Compliance Needs:

The Associations Incorporation Reform Act 2012 and Associations Incorporation Reform Regulations 2012.

Requirement	Compliance evidence & due dates, where known
s.74(1): Within 14 days after their appointment, a secretary must give written notification, in the approved form, to the Registrar of their appointment and contact details.	Notification of appointment and contact details sent to the Registrar within 14 days.
s.88(2): An office holder or member must, within 28 days after ceasing to hold their position, return original copies of any relevant documents to the association's committee.	Return of original copies of any relevant documents to the association's committee within 28 days.
s.99(1): Before a tier three association's financial statements are submitted to the annual general meeting, the committee must have the financial statements audited. The audit must be conducted by an independent: a) registered company auditor, or b) firm of registered company auditors, or c) member of, and who holds a current practicing certificate from: i) CPA Australia, or ii) the Institute of Chartered Accountants in Australia, or iii) the Institute of Public Accountants d) approved by the Registrar to audit the financial statements.	An independent audit is conducted and available at the annual general meeting.
s.101(2): An incorporated association must allow a member at a reasonable time, to inspect a copy of the trust deed of any trust that holds association funds or assets.	Calendar invitations accepted and diary noted for any requested member inspections.
s.102(1): After each financial year of the association, the secretary must lodge with the Registrar a copy of the association's financial statements prepared for that year. The financial statements must be lodged within one month of the annual general meeting.	Lodgment of a copy of the association's financial statements prepared for that year to the Registrar within 1 month of the annual general meeting.

Accountibility	Key
Individual accountability	●
Collective accountability	●
Administratively accountable to committee for implementation systems	●
Member Participation	●

Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
1 penalty unit.	●		●			
1 penalty unit.	●	●	●	●	●	●
2 penalty units.	●			●	●	
1 penalty unit.	●		●		●	●
1 penalty unit.	●		●		●	

Sources of Compliance Needs:

The Associations Incorporation Reform Act 2012 and Associations Incorporation Reform Regulations 2012.

Requirement	Compliance evidence & due dates, where known
s.105(1): An incorporated association must keep the financial statements submitted at its annual general meeting for at least seven years.	A system maintaining annual general meeting financial statements is maintained for at least 7 years.
s.112: An incorporated association must notify the Registrar in writing of its transfer of incorporation within 14 days after it registers.	Notification of transfer of incorporation sent to the Registrar within 14 days.
s.201(2): An incorporated association must keep an original of a document for which a copy has been lodged with the Registrar for seven years. It must also produce that document if requested to by the Registrar.	A system retaining original documents lodged with the Registrar is maintained for at least 7 years and is able to be produced.
s.202(3): If asked by the Registrar, an incorporated association must produce an original document within 28 days or a longer period specified by the Registrar.	A system retaining original documents land enabling them to be lodged with the Registrar within 28 days is in place.
s.206(3): If a person lodges with the Registrar a document not written in English, the person must at the same time lodge a certified English translation of the document.	Documents lodged with the Registrar must concurrently be lodged with a certified English translation.
s.209(1): Use of the word 'incorporated', 'inc.' or 'inc' when not entitled to do so.	Proof of registration is needed to use abbreviations.

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

	Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
	4 penalty units.						
	2 penalty units.						
	4 penalty units.						
	1 penalty unit.						
	1 penalty unit.						
	2 penalty units.						

Australian Charities and Not-for-profits Commission

Sources of Compliance Needs:

ACNC Governance Standards and External Conduct Standards.

Australian Charitable and Not for profit Commission.

Requirement	Compliance evidence & due dates, where known
Neighbourhood houses with charity status must keep their registration by being not-for-profit and having a charitable purpose (expressed in the constitution) that is for the public benefit.	Relevant references in the constitution, strategic plan, activity descriptions and communications.
Neighbourhood houses with charity status must notify the ACNC if any of the following details change: • legal name. • Address For Service (where ACNC correspondence is sent). • Responsible People (people who are members of your charity's governing body, including committee • members and office bearers. • governing document (such as the constitution, rules or trust deed).	Correspondence between the Secretary and the ACNC.
Neighbourhood houses with charity status must keep financial and operational records.	A system of keeping and maintaining financial and operational records is in place.
Neighbourhood houses with charity status must submit an Annual Information Statement every year.	Annual information statement submitted via the online form on the ACNC portal within six months of the end of a neighbourhood house reporting period.
Neighbourhood houses with charity status must comply with the ACNC Governance Standards.	Availability of the ACNC governance self-assessment tool on request.
Governance Standard 1 requires neighbourhood houses with charity status to demonstrate that they are set up as a not-for-profit with a charitable purpose and run as a not-for-profit and work towards that charitable purpose. It also requires charities to demonstrate that they can provide information to the public about their charitable purpose.	Relevant references in the constitution, strategic plan, activity descriptions and communications. Audited statements.
Governance Standard 2 requires neighbourhood houses with charity status to take reasonable steps to be accountable to their members and allow their members adequate opportunities to raise concerns about how the charity is run.	Annual meetings and special general meetings are open to all members and there is a designated questions and answer agenda item. An annual report and audited statements are available. Communication plans are in place and implemented. A system for receiving, assessing and responding to complaints and grievances procedure in place and reported on to the committee.

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
Loss of registration and tax concessions available to charities, both from the Australian Taxation Office (ATO) and from relevant state and territory governments.						

Australian Charities and Not-for-profits Commission

Sources of Compliance Needs:

ACNC Governance Standards and External Conduct Standards.

Australian Charitable and Not for profit Commission.

Requirement	Compliance evidence & due dates, where known
Governance Standard 3 requires neighbourhood houses with charity status to act in a lawful way and comply with Australian laws.	Induction kit regularly updated and available to all members, committee of management, office bearers, staff and volunteers. Membership or subscription to regulator and peak body newsletters provide sources of updates and changes. The charity gets professional advice if it is uncertain about its obligations.
Governance Standard 4 requires neighbourhood houses with charity status to ensure they not controlled by people who may pose a risk to the charity's financial position or the pursuit of its charitable work.	The ASIC Register of banned and disqualified persons is routinely checked when recruiting, screening and appointing committee members. A record of the search results is retained. Committee members are required to sign a declaration confirming that they are not disqualified, understand what it means to be disqualified and will advise the charity if their circumstances change. Anyone not meeting these requirements is removed.
Governance Standard 5 requires neighbourhood houses with charity status to take reasonable steps to make sure that its Responsible People meet certain duties.	Committees of management roles and responsibilities are set out in a letter of appointment. A code of conduct sets out expected standards and committees receive sufficient information and reports on activities and finances to understand, and carry out the duties set out in Governance Standard 5: • to act with reasonable care and diligence. • to act honestly and fairly in the best interests of the charity and for its charitable purposes. • not to misuse their position or information they gain as a Responsible Person. • to disclose conflicts of interest. • to ensure that the financial affairs of the charity are managed responsibly. • not to allow the charity to operate while it is insolvent. Conflict of interest is a standing agenda item at committee meetings. Processes are in place for identifying and managing the neighbourhood house's risks, including compliance, financial, operational and reputational risks. An asset list or register is maintained. Paper and electronic records are retained and securely stored.
Governance Standard 6 requires neighbourhood houses with charity status to take reasonable steps to become a participating non-government institution if they are, or are likely to be, identified as being involved in the abuse of a person.	

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

	Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
	Loss of registration and tax concessions available to charities, both from the Australian Taxation Office (ATO) and from relevant state and territory governments.						

COMMISSION FOR CHILDREN AND YOUNG PEOPLE

Sources of Compliance Needs:

Child Safe Standards 2022.

Commission for Children and Young People.

Requirement	Compliance evidence & due dates, where known
Standard 1: Neighbourhood houses establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.	• A public commitment to the cultural safety of Aboriginal children is available and displayed for public access. • Policies and procedures relating to child safety and wellbeing, including the Child Safety and Wellbeing Policy, describe the neighbourhood house's commitment to respecting and valuing Aboriginal children. • The Code of Conduct and position descriptions outline expectations of staff and volunteer behaviour including zero tolerance and active management of racism. • An action plan sets out the steps the neighbourhood houses will take by 1 July 2023 to establish a culturally safe environment.
Standard 2: Child safety and wellbeing is embedded in organisational leadership, governance and culture.	• The neighbourhood house makes a public commitment to child safety. • A child safe culture is championed and modelled at all levels of the neighbourhood house from the top down and bottom up. • Governance arrangements facilitate implementation of the Child Safety and Wellbeing Policy at all levels. • A Code of Conduct provides guidelines for staff and volunteers on expected behavioural standards and responsibilities. • Risk management strategies focus on preventing, identifying and mitigating risks to children and young people. • Staff and volunteers understand their obligations on information sharing and record keeping.
Standard 3: Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.	Age-appropriate and easy to understand documents, in print or online, are easily accessible and support children to understand their rights, including to safety, information and participation, know how adults in the neighbourhood house should behave and understand the complaints process and how to raise safety concerns for themselves, their friends or peers.
Standard 4: Families and communities are informed and involved in promoting child safety and wellbeing.	The neighbourhood house is open and transparent with families and communities by providing accessible information about the organisation's child safety and wellbeing policies and practices, the governance and operations, how complaints are handled and how the disciplinary actions and child safety risks are managed.

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

	Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
	Service agreement compliance and funding that could need negotiation of a plan and process for meeting these requirements within 12 months. If remaining non-compliant, suspension of services, funding or full cessation and termination of agreement.						

COMMISSION FOR CHILDREN AND YOUNG PEOPLE

Sources of Compliance Needs:

Child Safe Standards 2022.

Commission for Children and Young People.

Requirement	Compliance evidence & due dates, where known
Standard 5: Equity is upheld and diverse needs respected in policy and practice.	Staff and volunteers: • are provided with information and guidance about children's diverse circumstances, how to identify factors that can increase a child's vulnerability to harm, and how to promote equity and safety for all children. • take action to support and respond to children who are experiencing vulnerability, including making inquiries and responding where there are signs of increased vulnerability. • take action to uphold equity for all children, promote children's safety and prevent child abuse and harm. • leaders set clear expectations around achieving equity and respect for diversity.
Standard 6: People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.	• Employment advertising includes the neighbourhood house's commitment to child safety and wellbeing. • Position descriptions set clear expectations about the role's requirements, duties and responsibilities regarding child safety and wellbeing. • Neighbourhood house recruitment, human resources and volunteering policies describe recruitment practices, pre-employment screening practices, induction documents for staff and volunteers and include the Code of Conduct, the Child Safety and Wellbeing Policy, information about the child safety practices and complaints process as well as reporting, record keeping and information sharing obligations.
Standard 7: Processes for complaints and concerns are child-focused	• The complaint handling policy is easy to understand, culturally safe, accessible and child-focused and documents the complaints process for staff, volunteers, children, families and communities. • Records are kept of complaints made to the neighbourhood house, including concerns raised about the safety of children and disclosures about alleged abuse or harm of children, and actions taken to respond.
Standard 8: Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.	Training is provided to staff and volunteers that supports their ability to identify signs of child abuse and harm, respond to issues of child safety including internal and external reporting requirements, notifying families and carers and managing risks to children, support a person disclosing child harm and create culturally safe environments in the neighbourhood house.

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

	Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
	Service agreement compliance and funding that could need negotiation of a plan and process for meeting these requirements within 12 months. If remaining non-compliant, suspension of services, funding or full cessation and termination of agreement.						
	Negotiation of a plan and process for meeting Child Safe Standards. If remaining non-compliant, suspension of services, funding or full cessation and termination of agreement.						

COMMISSION FOR CHILDREN AND YOUNG PEOPLE

Sources of Compliance Needs:

Child Safe Standards 2022.

Commission for Children and Young People.

Requirement	Compliance evidence & due dates, where known
Standard 9: Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed	Risk management plans consider risks posed by the neighbourhood house setting, activities and the physical environment. Where neighbourhood houses contract facilities and services from third parties, confirm that they have procurement policies that ensure the safety of children and young people.
Standard 10: Implementation of the Child Safe Standards is regularly reviewed and improved.	The neighbourhood house regularly reviews policies, procedures and child safe practices, and makes improvements considering analysis of complaints, concerns, safety incidents and significant breaches of policy, feedback sought from staff, volunteers, children, families and communities and whether the organisation has fully implemented each of the Child Safe Standards.
Standard 11: Policies and procedures document how the organisation is safe for children and young people	The neighbourhood house has • a Child Safety and Wellbeing Policy sets out the organisation's expectations, practices and approach in relation to each of the Child Safe Standards. • a Code of Conduct setting out the expectations for behaviour and responsibilities of staff and volunteers. • A Risk assessment and management plan that addresses risks of child abuse and harm. • a complaint handling policy and processes that addresses responses and all internal and external reporting obligations. • recruitment, human resources and volunteering policies that have a clear child safety focus. • procurement policies that ensure the safety of children.

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
Negotiation of a plan and process for meeting Child Safe Standards. If remaining non-compliant, suspension of services, funding or full cessation and termination of agreement.						

Fair Work Commission

Sources of Compliance Needs:

Fair Work Act 2009 & Fair Work Regulations 2009

Fair Work Commission. Regulated by the Fair Work Ombudsman.

Requirement	Compliance evidence & due dates, where known
The key features of the Fair Work system are: • 11 minimum National Employment Standards. • awards that apply nationally for specific industries and occupations. • the national minimum wage. • protection from unfair dismissal.	Compliance with the National Minimum Wage and the 11 National Employment Standards: • maximum weekly hours of work – 38 hours per week, plus reasonable additional hours. • requests for flexible working arrangements – certain employees can ask to change their working arrangements. • parental leave and related entitlements – up to 12 months unpaid leave and the right to ask for an extra 12-month unpaid leave. Also includes adoption-related leave. • annual leave – 4 weeks paid leave per year, plus an additional week for some shift workers. • sick and carer's leave and compassionate leave – 10 days paid sick and carer's leave (pro rata for part-time employees), 2 days unpaid carer's leave as required and 2 days compassionate leave as required. • family and domestic violence leave – 10 days paid leave per year*. • Community service leave – unpaid leave for voluntary emergency activities and leave for jury service, with an entitlement to be paid for up to 10 days for jury service. • Long service leave – paid leave for employees who have been with the same employer for a long time. • Public holidays – a paid day off on a public holiday (unpaid for casuals), except where reasonably requested to work. • Notice of termination and redundancy pay– up to 5 weeks' notice of termination and up to 16 weeks redundancy pay, both based on length of service. • provision of the Fair Work Information Statement and the Casual Employment Information Statement – the Fair Work Information Statement must be provided by employers to all new employees. Casual employees must also be given the Casual Employment Information Statement. • Casual conversion – the right for casual employees to become permanent employees.
	Compliance with the neighbourhood house sector collective agreement (NHACE) 2018, for Neighbourhood Houses that are signed onto the agreement. Neighbourhood Houses not signed on to a neighbourhood house sector collective agreement or where applicable, covered by their auspicing/managing organisation's agreement, are governed by the award system. • SCHCADS Award • EPSE Award • Childrens Services Award

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
Serviice agreement compliance and funding that could need negotiation of a plan and process for meeting these requirements within 12 months. If remaining non-compliant, suspension of services, funding or full cessation and termination of agreement. Investigation and fines by the Fair Work Ombudsman. Potential for WorkCover claims, fines and increased WorkSafe premium.						

Sources of Compliance Needs:

Occupational Health and Safety Act 2004. Occupational Health and Safety Regulations 2017 VIC

WorkSafe

Requirement	Compliance evidence & due dates, where known
As employers, committees are legally obligated to give employees a working environment that is safe and without risks to health (including mental health), so far as is reasonably practicable. They must identify any hazards within the workplace, assess the risks that may result as a consequence of the hazards, decide on appropriate control measures to prevent or minimise the level of the risks and implement those control measures and monitor and review those control measures	Provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable as evidenced by: • Providing and maintaining safe machinery and equipment. • Providing and maintaining safe systems of work. • Safe use, handling, storage or transport of machinery and equipment or substances. • Keeping workplaces that you manage and control in a safe condition, free of risks to health (for example, ensure fire exits aren't blocked, and the worksite is generally tidy). • Providing suitable facilities for welfare at any workplace you manage and control. • Giving employees the necessary information, instruction, training or supervision to enable them to do their work in a way that is safe and without risks to health.

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

	Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
	Service agreement compliance and funding that could need negotiation of a plan and process for meeting these requirements within 12 months. If remaining non-compliant, suspension of services, funding or full cessation and termination of agreement. Potential for prosecution and fines and an increased WorkSafe premium.						

Victorian Equal Opportunity & Human Rights Commission

Sources of Compliance Needs:

Equal Opportunity Act 2010

Charter of Human Rights and Responsibilities Act 2006

Racial and Religious Tolerance Act 20001

Change or Suppression (Conversion) Practices Prohibition Act 2021

Victorian Equal Opportunity and Human Rights Commission.

Requirement	Compliance evidence & due dates, where known
As employers, committees have a 'positive duty' and legal obligation to protect employees, job applicants and contractors as well as people who are associated with them, such as carers, friends or relatives from discrimination, (sexual) harassment, bullying or victimisation. It unlawful to discriminate based on: • race or skin colour. • sex or sexual orientation. • age. • physical or mental disability. • marital status. • family or carer's responsibilities. • pregnancy. • religion or political opinion. • national extraction or social origin.	An equal opportunity policy and information about discrimination, bullying, sexual harassment and victimisation in the workplace including: • a clear indication that unlawful behaviour will not be tolerated. • examples of the kinds of behaviour that are unacceptable. • how employees might manage discrimination and sexual harassment. • how complaints will be handled and escalated when necessary. • protections against victimisation. • how the business will handle reasonable adjustments. • flexible working arrangements for parents and carers. Induction and refresher training for committees, staff and volunteers. Clear complaints procedures.

Accountibility	Key
Individual accountability	
Collective accountability	
Administratively accountable to committee for implementation systems	
Member Participation	

Non Compliance Risk	Committee	Chair	Secretary	Treasurer	Coordinator	Member
Service agreement compliance and funding that could need negotiation of a plan and process for meeting these requirements within 12 months. If remaining non-compliant, suspension of services, funding or full cessation and termination of agreement.						

Office of the Victorian Information Commissioner

Sources of Compliance Needs:

Privacy and Data Protection Act 2014 | Health Records Act 2001 | Charter of Human Rights and Responsibilities Act 2006 | Freedom of Information Act 1982.

Victorian Commissioner for Privacy and Data Collection.

Requirement	Compliance evidence & due dates, where known
As neighbourhood houses collect, use, store or disclose information about people (for example, when delivering services or gathering new memberships), they must comply with relevant legislation. This information will often be classified as 'personal information' under Privacy Laws and may include 'sensitive information' or 'health information'. Sensitive information relates to racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, or criminal record. Health information includes information or opinions about a person's: • physical and mental health • disability (at any time) • health preferences (including future provision of health services) • use of health services • bodily donations (for example, blood, organs), and • genetics	An easily accessible and clearly expressed and up-to-date privacy policy outlining: • the kind of personal information you collect and hold. • how you collect and hold that personal information. • the purposes for which you collect, hold, use or disclose that personal information. • how someone may access and correct the personal information you hold about them. • how someone can complain about a suspected breach of privacy laws. • whether you are likely to disclose the information to overseas recipients. • if you are disclosing information to people overseas, the countries where those people. • might be (if it's practical to specify). • an explanation of the right to anonymity and pseudonymity. • whether you use personal information for direct marketing. Security measures: • require staff to lock relevant documents away. • place access restrictions on relevant documents or systems, including electronic access restrictions (the • more people who have access, the greater likelihood a breach may occur). • enforce a 'clean desk' policy to minimise the risk of inadvertent disclosure of personal information. • place computer screens out of the view of others, particularly visitors to the organisation. • limit the use of portable storage devices, including laptops, disks and USB keys, or use encryption or other security measures. See the Office of the Australian Information Commissioner's (OAIC) website for more information about consent and capacity. **Example**:A person sends their CV to your organisation, requesting a job (but not responding to an advertised vacancy). There are no positions currently available, but the person has a relevant skillset and could be a potential candidate for future positions. Your organisation can keep that information on file, as long as you give the person the required notification under APP 5 and handle the information in accordance with the Privacy Laws.

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Service agreement compliance and funding that could need negotiation of a plan and process for meeting these requirements within 12 months. If remaining non-compliant, suspension of services, funding or full cessation and termination of agreement. The Office of the Australian Information Commissioner (OAIC) has the power to seek court enforced fines up to 2000 penalty units at $210 per unit against an organisation for serious or repeated interferences with a person's privacy (subject to indexation).						

Office of the Victorian Information Commissioner

Sources of Compliance Needs:

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NEIGHBOURHOOD HOUSES BARWON

Neighbourhood Houses Barwon

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